

## **A SURVEY OF THE EFFECT OF EQ ON WORK ETHICS OF EMPLOYEES**

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### **ABSTRACT**

The present study investigated the EQ ratio with work ethics of employees. The study method is document analysis. For data collection to respond the study questions, all the existing documents of EQ and work ethics were collected by data collection method and were analyzed by qualitative method. It can be said EQ is the awareness and management of emotions. Thus, ability of recognizing, tools and control of these emotions is one of the important dimensions of EQ and inability of a person in each of the components leads to some dysfunctions as anxiety and mood disorder and this indicates the dysfunction of management and emotions. Thus, we should train emotions management skills as the basis of exact recognition of emotions and controlling them( Shadmoradlou, Mehran, 2004).

The present study defined work ethics and its functions. Then, the concept of EQ is explained and finally the effects of EQ on work ethics of employees are investigated.

**Keywords:** *EQ, Ethics, Work Ethics, Employees*

### **INTRODUCTION**

Today, human resources committed to work ethics and organizational values are not only a factor for superiority of organization to another organization, but also it is a sustainable competitive advantage for most of the organizations. Indeed, the successful organizations have empowered, committed and morality-based employees (Rezayian, Ali and Abdolali Keshtegar, 2008, 27-39).

Thus, understanding and study of ethical behavior of employees is important in work life and their personal life. This reality is not ignored that human being has different mood as they express different moods in various environment and conditions. The mind of human being is important in most of the behaviors and the amount of intelligence is important in this regard. Generally, intelligence is defined as consistency power with environment (Gholipour Arian, 2007, 309).

In other words, intelligence is the capacity of learning. The ability of thinking based on abstract ideas and perception of relations between the phenomena in recent years, the concept of intelligence is extended to other fields as EQ, natural intelligence, existence intelligence and spiritual intelligence. In addition, intelligence is not considered as general ability and it is a set of various capacities (Rajayi, Alireza et al. , 2008, 59).

This shows that high IQ can not determine the success and life of people and some factors except intelligence or talent are involved in these successes and one of the factors are EQ. EQ refers to the capacity of recognizing the emotions of self and others, for suitable motivation and management of emotions in self and establishing relations with others. This concept discusses about the abilities being different from academic intelligence of cognitive capacities being evaluated by IQ but complements it (Goleman, Daniel. 2004, 379).

Thus, based on the above issues, two main questions are investigated.

- 1- What is work ethics? Why work ethics is important for organization?
- 2- What is EQ? What is its influence on work ethics of employees in organization?

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### **Ethics in general concept**

Today, ethics is one of the most attractive issues among ethnics, religion and various cultures. Ethics is the plural form of “ethic and it means nature, habit, mood and etc. The same meaning is used in Holy Quran. «إِنَّكَ لَعَلَىٰ خُلُقٍ عَظِيمٍ» It means that Your ethics is well. Nature and mood are good as boldness and dignity and are bad as cowardliness and miserliness. Some theorists defined various terms for ethics. One of the most common meanings is natural attributes in the nature of people. Some theorists consider ethics including unstable natural attributes. There are other meanings for ethics as ethical system or normative theory of a person or group( Khavas, Amir et al., 2009, 16).Others used ethics as verb and it is ethical work and whether it is based on external act or it is not made of natural basis, it is related to virtue or vice. Shahid Motahari accepted a definition of ethics considering how to behave, how to be and human acts including speech and how to be is associated with the natural attributes (Motahari, Morteza, 2008, 22).

The term ethics is used as life ethics institution. This is mostly used by western philosophers. In other words, ethics is a set of rules indicating the ethical principles with a type of autonomy, some principles as virtue, honesty, vice, lie that people learn by the parents or teacher and it is society-based and this is imposed on people and this is social aspect of ethics (Frankta, William K. 204, 28-29).

### **Work ethics**

Work ethics as one of the applied ethics has special position. The theorists consider work ethics as indicating the value each person believes for working (Rezayian, Ali. 2002).

Thus, work ethics as a statement for regulating organizational principles include behavioral codes, defined codes, company philosophy, and the responsibility of employees, stockholders, consumers, environment, or any other aspect of company or society (Singh.J.B,2011).

Thus, work ethics can be a set of spiritual values and principles determining the truth or falseness of behavior of a person or group. In other words, it defines the ethical norms and values of organization (Du plessis,2011).

These values determine the good or bad criteria of behavior and decisions.

Thus, work ethics is a part of society culture including the beliefs and values of work and following the general rules of society culture or it is the rules motivating mental, psychological and physical commitment of a person or group directing the committed energy or a person or group and it can be trained in social and cultural system of society (Mabadfar, Saeed. 1998. 18-19).

Thus, work ethics can be defined widely as one’s belief or group in work importance.

### **Work ethics dimensions**

Work ethics is a set of principles and values determining the virtue or vice, truth of falseness of a person or group behavior and the good and bad of organization is defined. By relying on ethics, managers can determine the right or wrong performance of employees in organization. Indeed, each employee has true or wrong attitude to work environment. The attitudes besides work life affect his personal life and form his personality. Work ethics is a norm with positive ethical value for appropriate work and job duties without direct supervision. Establishment of work ethics in organization levels is a step to determine the agreed criteria, fair observation of rules, improving work quantity and quality, preference of organizational benefits to personal benefits, fair decision making of realities, creating positive creativity and dynamics, developing committed and responsible people, creating empathy and collaboration with other organization members, being satisfied of right, avoiding negative stress, accepting positive changes,

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vitality in work environment of organization. Thus, work ethics will be important among the employees and their work health is maintained. Most of the work ethics outcomes are important. Thus, work ethics is one of the important dimensions for personal and organizational growth, organization development and society actualization.

## **EQ**

The term EQ is consisting of intelligence and emotion and they are interrelated to each other. Conceptual root of EQ is in the EQ concept of Serendik. He designed EQ skills for the first time. This term was developed by him. He believed that social intelligence indicates that people with skills in good coping up with people. In 1980s, EQ was called as the current name (Freedman&Bless,2005).

In 1990, Salovey and Mayer described EQ the ability of supervising the emotions of self and others and using emotions for thought and practice guidance (Goleman, Daniel. 2004, 379).

In 1992, Goleman as the one conducting interesting researches regarding brain and behavior, evaluated one's EQ from emotional aspects as how much a person is aware of his emotions and feelings and how manage them. He believed also EQ is based on two items: Inherent and acquired (Goleman, Daniel. 2004, 379).

Stiven defined emotional intelligence as the ability of controlling emotions and balance between the emotions and logics as making us to maximum happiness (Steevhen, 2005).

According to Travis Bradbery and Jane Grios EQ is the ability of recognition, perception and regulating emotions and using them in life (Bradbery, Travis, Jane Grives. 2005).

Also, Bar-On defined EQ as the abilities of a person in dealing with environmental challenges (Bar-On&Parker,2000).

Thus, each of them has positions in facing with positive or negative events in EQ and compromise with them. A person with EQ gives order to life and show more consistency (Kiaruchi, 2006).

Generally, EQ indicates the ability of good management of mood, psychological condition and tension control. It is a factor creating motivation and hope in failure in achieving the aim (Herman&Ashkanasy,2008).

## **EQ dimensions**

EQ is not an independent intelligence and it is a part of ability and talent being established in emotions. In other words, EQ is recognizing self and self-management. Goleman expressed EQ empowerment in four types of general as ( Goleman,2001):

- Self awareness: The ability of perception of feelings and one's weaknesses and strengths
- Self-management: The ability of managing the moods, tensions and internal capabilities
- Social awareness: The ability of correct perception of people and groups
- Relations management: the ability of creating good reactions in others

Bar-on expressed EQ in 15 dimensions and they are shown in Table 1( Bar-On&Parker,2000):

\ Thus, EQ is a set of skills, abilities and non-cognitive capabilities affecting one's ability in consistency to environmental pressures and needs. EQ is divided into five dimensions:

- Self awareness: The ability of one's awareness of what he feels
- Self-management: The ability of a person in controlling the self emotions and impulses
- Self-motivation: The ability of stability to failures and defeats

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- Empathy: The ability of perceiving the emotion of others
- Social skills: The ability of management others emotions (Robins, 2006. 80).

**Table 1- EQ dimensions according to Bar-on**

Dimensions	Description
Problem solving	The ability of defining the problems and using effective solution
Happiness	The ability of satisfaction of self and others life
Autonomy	The ability of self-leadership, thought and practice restraint and being released of emotional dependencies
Self-actualization	The ability of determining inherent talents and the works done by a person, the works they want and enjoy it.
Self-awareness	The awareness of one’s emotions and understanding these emotions
Tolerating psychological pressure	The toleration ability of a person to bad events and stressful conditions and serious emotions
Optimism	The ability of considering the good aspects of life and keeping positive attitude even in emotions
Self-esteem	The ability of self-awareness, self perception and self-respect
Responsibility	One’s ability as useful and constructive member with collaboration feeling in social group
Empathy	The ability of being aware of others feelings and perception of the feelings
Interpersonal relations	The ability of keeping the mutual satisfactory relations
Self-expression	Expressing emotions, beliefs, thoughts and logical defense of their rights
Flexibility	The ability of coping up with the emotions, thoughts and personal behaviors in various conditions and situations
Realism	The ability of evaluating the relationship between emotional experience and existing objectivities
Impulses control	The ability of one’s resistance to tensions or temptations and controlling the emotions

The effects of EQ on work ethics

Work ethics is one of the organization phenomena having considerable influence on organizations development. Positive and negative effects on effectiveness and efficiency of organization play important role in organization productivity. The lack of believing ethical values and the lack of observing ethical principles make the organization problematic, increasing the costs, failure, lack of motivation and pessimism and honest people morale is weakened. Under these difficult conditions, some questions are raised as who we can create ethical commitment among the employees? How we can make the employees motivated? Under which conditions, we can create morality-based work among the members? Before responding, we should perceive emotions at first and emotions recognition helps us to find work life path. In other words, emotions management and awareness is called EQ. EQ determines potential ability to achieve applied skills. The emotionally intelligent employees are more optimistic and they can focus on solution instead of cause. As working in organization has its specific problems, it leads to failure.

The employees with high EQ know the organization is not responsible for all their bad feelings. When these people are in positive emotions can control negative emotions with adverse outcomes and avoid inefficient feelings (Kumar,2012).

According to Bandura, person, environment and behavior have mutual effect and none of three components determines the human being behavior separately( Seif, 2000).

Ingelberg (2004) in his study showed that there is a positive association between EQ and social consistency.

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Okins and Bolnik (2005) showed that EQ is effective in coping up with the job stress and prevention of negative effects on psychological symptoms of people.

Shut et al., (2007) showed that EQ is associated with physical and psychological health.

Herman et al. (2008) based on the research results considered EQ factor effective on organizational performance of people and leadership role in organization.

Other empirical evidences showed that high EQ has high correlation with flexibility, optimism, self-motivation, risk taking and found that restless and impatient people losing their patience easily have low EQ (Iranbakhsh, 2007).

In another study, it is shown that there is a positive association between emotional intelligence of people and organizational commitment (Rezayian, Ali and Abdolali Keshtegar, 2008, 27-39).

It can be said that work ethics has positively significant association with EQ components as self-awareness, self-management, self-motivation, empathy and social skill.

### **CONCLUSION**

Indeed, organizations are not formed randomly and they are goal-based but their type, form, size and their extension in each society are different. Organization goals statement has emotional duty. Determining good common felling causes we do something for gathering is valuable. Working for a company evaluating for success not thinking only about the minimum successes( Goleman, Daniel. 2004, 379).

However, employees bring specific emotions to work place and we can not be indifferent to these emotions. It is necessary to direct employees' emotions to bring the highest efficiency for organization. EQ is the ability of recognizing, perceiving and regulating emotions. The results of the various studies showed that EQ is effective on various components of organization as decision making, organizational commitment, self-control, organizational performance and etc. The reason is that all the factors are ethic-based in organization. If an organization is inclined to work ethics development of employees, the EQ of employees should be improved. Indeed, to improve EQ of employees, development of educational programs play important role in achieving this goal.

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