Original Research

Investigating the relationship between the staff social intelligence with their family – work conflict and job satisfaction in Baft township departments

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ABSTRACT:

This investigation was designed to investigate the relationship between the staff social intelligence with their family –work conflict and job satisfaction in Baft township departments. This inquiry was an applied analysis with correlation based methodology. The population comprised many organization employees, with up to 1661 individuals in 2015. The sample includes 312 subjects based on Krejcie and Morgan table (1970), which were chosen in proportionate stratified random sampling. The data gathering tools were according to three standard questionnaires. The findings show that:

- The staff social intelligences (also its components) are inversely and significantly related to their family –work conflict.
- The staff social intelligence (also its components) is directly and significantly related to their job satisfaction.
- The staff job satisfaction is inversely related to their family-work conflict.

Meanwhile, in order to improve the personal social intelligence, decreasing their family-work conflict and promoting their job satisfaction, some constructive recommendations were offered to the relevant authorities.

Keywords:

Social intelligence, family-work conflict, job satisfaction, Baft township

**Journal of Research
in Ecology**
**An International
Scientific Research Journal**

169-176 | JRE | 2016 | Vol 4 | No 2

www.ecologyresearch.info

INTRODUCTION

Research on human abilities are for more than 100 years old (Fakultät, 2008), and intelligence is considered as a general unified concept, largely related to cognitive ability. The literature review showed that, there are a lot of intelligence which should be considered in the organizations, such as organizational intelligence, psychological intelligence, moral intelligence, emotional intelligence, social intelligence and so on. A key aspect of social intelligence development is learning to be as "clear" and present as possible (Phipps, 2007). In other words, the concept of intelligence generally is referred to the ability of thinking and learning, and it has been predominately used to describe the learning and application of skills and facts (Clarken, 2009); and in recent years, interest in social intelligence has been known a renaissance under the general term of social effectiveness constructs (Lievens and Chan, 2009). Job satisfaction has a complex conception, the same as motivation, which manifests itself in different ways among different people. Job satisfaction is a major organizational achievement and also it is in connection with motivation that can be an emotional response to various aspects of work (such as wage, supervision and benefits) or it is construed to the work spirit which is often used interchangeably with the satisfaction of a group or organization, but most of the time it suggests connotation of group or organizational dependence (Jazani, 2001). Alirezaei and Paktinat (2015), investigated relationship between the managers' time management and their job satisfaction in Sirjan and Najafshahr municipalities and found that, there is no significant relationship between time management (and also its dimensions) and job satisfaction of managers.

Dong *et al.* (2008) reported that there is a significant relationship between social intelligence and sensitivity intercultural communication.

Principal hypotheses

- There is a significant relationship between social intelligence and family – work conflict of staff in Baft township departments.
- There is a significant relationship between social intelligence and job satisfaction of staff in Baft township departments.

Secondary Hypotheses

- There is a significant relationship between social information processing and family – work conflict of staff in Baft township departments.
- There is a significant relationship between social skills and family – work conflict of staff in Baft township departments.
- There is a significant relationship between social awareness and family – work conflict of staff in Baft township departments.
- There is a significant relationship between social information processing and job satisfaction of staff in Baft township departments.
- There is a significant relationship between social skills and job satisfaction of staff in Baft township departments.
- There is a significant relationship between social awareness and job satisfaction of staff in Baft township departments.

Research Methods

This research is an applied method of the descriptive research. Statistic population of research concluded the staff satisfaction of executive agencies in

Table 1. The results of Pearson correlation test for the relationship between social intelligence and work-family conflict

| Variable | Family – Work Conflict | | | | | |
	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	R^2
Social Intelligence	-0.373	*0.001<	312	Yes	Inverse	0.139

Table 2. The results of Pearson correlation test for the relationship between social intelligence and job satisfaction

| Variable | Job satisfaction | | | | | |
	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	R^2
Social intelligence	-0.27	*0.001<	312	Yes	Direct	0.073

the Baft township. The population was consisted of 312 staffs. A data collection instrument is included in demographic questionnaire, questionnaire of social intelligence, family – work conflict and job satisfaction. The staff answered the same questionnaire including standard questionnaire by Sloub (2010) (including 21 questions), standard questionnaire by Carlson (2000) (including 18 questions) and questionnaire of job satisfaction (JDI) was by Smith *et al.* (1987) (including 30 questions), The Cronbach's Alpha obtained from the pilot data was 0.836 for social intelligence, 0.863 for family – work conflict and 0.748 for job satisfaction. Data analysis included descriptive statistics, pearson's r and spearman's correlations, regression analysis, ANOVA analysis and SPSS software (package of SPSS / pc + + ver21).

RESULTS

Principal Hypotheses

(1) There is a significant relationship between social intelligence and family – work conflict of staff in Baft township departments.

H_0: There is no significance between social intelligence and family – work conflict of staff in Baft township departments.

H_1: There is a significance relationship between social intelligence and family – work conflict of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is - 0.373.

Thus, there is a significant relationship between social intelligence and family – work conflict of staff in Baft township departments. (Table 1). So, H_0 is rejected and research hypotheses are approved. The negative correlation coefficients showed the inverse relationship between two variables. It means that, by increasing social intelligence, family – work conflict is decreased. The coefficient of determination between two variables is 0.139 (R^2=0.139). In other words, 13.9 percent of changes are shared between two variables.

(2) There is a significant relationship between social intelligence and job satisfaction of staff in Baft township departments.

H_0: There is no significant relationship between social intelligence and job satisfaction of staff in Baft township departments.

H_1: There is a significant relationship between social intelligence and job satisfaction of staff in Baft township departments.

According to the results of Pearson's test, the correlation coefficient between two variables is -0.27. Thus, there is a significant relationship between social intelligence and job satisfaction of staff in Baft township departments (Table 2) so that, H_0 is rejected and research hypotheses are approved. The positive correlation coefficients showed the direct relationship between two variables. It means that by increasing social intelligence, job satisfaction was increased. The coefficient of determination between two variables is 0.073

Table 3. The results of Pearson correlation test for the relationship between social information processing and work-family conflict

| Variable | Family – Work Conflict | | | | | |
	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	R^2
Social information processing	-0.387	*0.001<	312	Yes	Inverse	0.15

Table 4. The results of Pearson correlation test for the relationship between social skills and work-family conflict

	Family – Work Conflict					
Variable	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	R^2
social skills	-0.28	*0.001<	312	Yes	Inverse	0.078

(R^2=0.073). In other words, 7.3 percent of changes are shared between two variables.

Secondary hypotheses

(1) There is a significant relationship between social information processing and family – work conflict of staff in Baft township departments.

H_0: There is no significant relationship between social information processing and family – work conflict of staff in Baft township departments.

H_1: There is a significant relationship between social information processing and family – work conflict of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is - 0.387. Thus, there is a significant relationship between social information processing and family – work conflict of staff in Baft township departments (Table 3). So, H_0 is rejected and research hypotheses are approved. The negative correlation coefficients revealed an inverse relationship between two variables. It means that by increasing social information processing, family – work conflict was decreased. The coefficient of determination between two variables is 0.15 (R^2=0.15). In other words, 15 percent of changes are shared between two variables.

(2) There is a significant relationship between social skills and family – work conflict of staff in Baft township departments.

H_0: There is no significant relationship between social skills and family – work conflict of staff in Baft township departments.

H_1: There is a significant relationship between social skills and family – work conflict of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is - 0.28. Thus, there is a significant relationship between social skills and family – work conflict of staff in Baft township departments (Table 4). So, H_0 is rejected and research hypotheses are approved. The negative correlation coefficients presented an inverse relationship between two variables. It means that by increasing social skills, family – work conflict was decreased. The coefficient of determination between two variables is 0.078 (R^2=0.078). In other words, 7.8 percent of changes are shared between two variables.

(3) There is a significant relationship between social awareness and family – work conflict of staff in Baft township departments

H_0: There is no significant relationship between social awareness and family – work conflict of staff in Baft township departments.

H_1: There is a significant relationship between social awareness and family – work conflict of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is - 0.281. Thus, there is a significant relationship between social awareness and family – work conflict of staff in Baft township departments. (Table 5). Thus H_0 is rejected and research hypotheses are approved. The negative

Table 5. The results of Pearson correlation test for the relationship between social awareness and work-family conflict

	Family – Work Conflict					
Variable	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	R^2
Social awareness	-0.281	*0.001<	312	Yes	Inverse	0.079

Table 6. The results of Pearson correlation test for the relationship between social information processing and job satisfaction.

Variable	Pearson correlation coefficient	Job Satisfaction Significance level	Number	Relationship	Type of relationship	R^2
Social information processing	0.261	*0.001<	312	Yes	Direct	0.072

correlation coefficients show the inverse relationship between the two variables. It proposed that by increasing social awareness, family – work conflict was decreased. The coefficient of determination between two variables is 0.078 (R^2=0.079). In other words, 7.9 percent of changes are shared between two variables.

(4) There is a significant relationship between social information processing and job satisfaction of staff in Baft township departments.

H_0: There is no significant relationship between social information processing and job satisfaction of staff in Baft township departments.

H_1: There is a significant relationship between social information processing and job satisfaction of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is -0.261. Thus, there is a significant relationship between social information processing and job satisfaction of staff in Baft township departments (Table 6). So, H_0 is rejected and research hypotheses are approved. The positive correlation coefficients show the direct relationship between two variables. This result declared that by increasing social information processing, job satisfaction was increased. The coefficient of determination between two variables is 0.072 (R^2=0.072). In other words, 7.2 percent of changes are shared between two variables.

(5) There is a significant relationship between social skills and job satisfaction of staff in Baft township departments.

H_0: There is no significant relationship between social skills and job satisfaction of staff in Baft township departments.

H_1: There is a significant relationship between social skills and job satisfaction of staff in Baft township departments.

According to the results of Pearson test, the correlation coefficient between two variables is 0.149. Thus, there is a significant relationship between social skills and job satisfaction of staff in Baft township departments (Table 7). So, H_0 is rejected and research hypotheses are approved. The positive correlation coefficients showed a direct relationship between two variables. It means that by increasing social skills, job satisfaction was increased. The coefficient of determination between two variables is 0.022 (R^2=0.022) and 2.2 percent of changes are shared between two variables.

(6) There is a significant relationship between social awareness and job satisfaction of staff in Baft township departments.

H_0: There is no significant relationship between social awareness and job satisfaction of staff in Baft township departments.

Table 7. The results of Pearson correlation test for the relationship between social skills and job satisfaction.

Variable	Pearson correlation coefficient	Job Satisfaction Significance level	Number	Relationship	Type of relationship	R^2
Social skills	0.149	*0.001<	312	Yes	Direct	0.022

Table 8. The results of Pearson correlation test for the relationship between social awareness and job satisfaction.

| Variable | Job Satisfaction | | | | | R^2 |
	Pearson correlation coefficient	Significance level	Number	Relationship	Type of relationship	
Social awareness	0.262	*0.001<	312	Yes	Direct	0.069

H_1: There is a significant relationship between social awareness and job satisfaction of staff in Baft township departments

According to the results of Pearson test, the correlation coefficient between two variables is 0.262. So, there is a significant relationship between social awareness and job satisfaction of staff in Baft township departments (Table 8). Thus H_0 is rejected and research hypotheses are approved. The positive correlation coefficients revealed the direct relationship between two variables. It means that by increasing social awareness, job satisfaction was increased. The coefficient of determination between two variables is 0.069 (R^2=0.069). 6.9 percent of changes are shared between two variables

DISCUSSION

The purpose of this study is to investigate the relationship between the social intelligence with their family – work conflict and job satisfaction of staff in Baft township departments. According to the results of principle hypothesis 1, there is a significant relationship between social intelligence and family – work conflict. It means that by increasing social intelligence, family – work conflict was decreased. These results are in good agreement with the result of Dehghaninesab *et al.* (2013) and Hyun-Jung (2009). In the findings of reported research, there is a significant and an inverse relationship between social intelligence and family – work conflict in social security organization of Kerman. Hyun-Jung (2009) findings on the work-family conflict showed negative impacts on job satisfaction and job performance. So when employees can act smart in social relations, then the conflict between family obligations and their job are reduced. According to the results of

principle 2 of hypothesis, the results of this study showed that there is a significant relationship between social intelligence and family – work conflict of staff. It means that by increasing social intelligence, family – work conflict was decreased. These results are in good agreement with results reported by Dehghaninesab *et al.* (2013) that there is a marked and direct relationship between social intelligence and family – work conflict in social security organization of Kerman. So social intelligence of staff could have an effect on their job satisfaction. The ability to establish interpersonal relationships in groups was collaborated by others, using the power of the mind and body for the development of relations between individual and friendly behavior.

According to the results of secondary hypothesis 1, there is a significant relationship between social information processing and family – work conflict of staff. It means that by increasing social information processing, family – work conflict was decreased. These results are in good agreement with result of Dehghaninesab *et al.* (2013) that there is a significant and inverse relationship between social information processing and family – work conflict in the social security organization of Kerman. So if the staffs have ability to understand and predict the behavior and feelings of others and the ability to understand the needs of both groups that have, so conflict between work and family is reduced.

According to the results of secondary hypothesis 2, there is a significant relationship between social skills and family – work conflict of staff. It means that by increasing social skills, family – work conflict was decreased. These results are in complete agreement with reported results of Dehghaninesab *et al.* (2013 that there is a significant and inverse relationship between

social skills and family – work conflict in social security organization of Kerman. So when your employees can be easily coordinated with social situations, while entering to new situations and meeting with unfamiliar people, they are good, they can handle work and family activities easily and without conflicts.

According to the results of secondary hypothesis 3, there is a significant relationship between social awareness and family – work conflict of staff in Baft township departments. It means that by increasing social awareness, family – work conflict was decreased. These results are in suitable agreement with the result reported by Dehghaninesab *et al.* (2013) that there is a brilliant and inverse relationship between social awareness and family – work conflict in social security organization of Kerman.

According to the results of secondary hypothesis 4, there is a significant relationship between social information processing and job satisfaction of staff in Baft township departments. It means that by increasing social information processing, job satisfaction was increased. These results are in quite agreement with the findings of Rezaie and Khalilzadeh (2009) that reported social information processing is the best predictor for job satisfaction. According to the results of secondary hypothesis 5, there is a significant relationship between social skills and job satisfaction of staff in Baft township departments. It means that by increasing social skills, job satisfaction was increased. These results are in total agreement with the results reported by Rezaie and Khalilzadeh (2009) showing social skills is the best predictor for job satisfaction. According to the results of secondary hypothesis 6, there is an outstanding relationship between social awareness and job satisfaction of staff in Baft township departments. It means that by increasing social awareness, job satisfaction was increased. These results are in remarkable agreement with the result of Rezaie and Khalilzadeh (2009) which showed that there is an

influential relationship between social awareness and job satisfaction. So when employees have a good understanding of the concerns and feelings of colleagues, in that case the feeling of satisfaction from their jobs will be achieved.

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