

EVACUATION OF EMPLOYEE'S MORAL INTELLIGENCE IN ARDABIL PROVINCE GAS COMPANY

Mansour Hazizadeh¹

Department of Management, Science and Research Branch, Islamic Azad University, Ardabil, Iran

Dr. Habib Ebrahimpour

Department of Management, University of Mohaghegh Ardabili,, Ardabil, Iran

Abstract

The main purpose of this paper was evacuation of employee's moral intelligence in Ardabil province Gas Company. The population was the all of staffs of Gas Company in Ardabil province. Standard questionnaire has used for gathering data and the reliability coefficient confirmed the reliability of questions. To analyze the data and test hypotheses by using SPSS software version 20 using descriptive statistics (frequency, percentage, mean, standard deviation and etc.) and inferential statistics (the Kolmogorov-Smirnov test, one simple t- test) were used. Findings show that all dimensions of moral intelligence (Forgiveness, Compassion, truthfulness, Responsibility) are significantly slightly bigger than the population mean. It means that Forgiveness, Compassion, truthfulness and Responsibility among the Ardabil Gas Company employees is higher than average.

Keywords: *Moral intelligence, Forgiveness, Compassion, truthfulness, Responsibility*

1- Introduction

In 1995, a psychologist and science journalist named Daniel Goleman shook up the world with his book *Emotional Intelligence*. Goleman described an indispensable element of professional and personal success: the ability to discern how others are feeling, which can be quite different from the ways they present themselves to the world (Weinstein, 2011).

It is well established in the human resource literature that an organization's 'human capital' (i.e. the sum total of employee knowledge, skills and abilities available to the organization) if properly nurtured and deployed, can serve as the basis for a sustainable competitive advantage (O'Donohue and Wickham, 2010).

Making qualitative the Work of ethical intelligence has commercial benefits such as maintenance and saving talent, company reputation. Customer satisfaction is difficult for the organization. There are too many evidences that show that moral intelligence has main role in company success (Mokhtari poor and Siyadat, 2009: 98).with these explanations, moral intelligence is described as a personal culture in the organization by which some valuable values are transferred to the peoples so they treat as the values teach them (Lennick & Kiel, 2005: 515).

Moral Intelligence guides a person in his deep belief that all thoughts and actions stems from it and Ethical Decision making is not subject to demographic factors such as gender, race, nationality or religious activity (Bourba, 2005: 23). Lennick and Kiel (2005), think that these four following principles of ethical intelligence necessary to know the organization's ongoing success.

- 1- Forgiveness,
- 2- Compassion,

¹ Correspondence author: *Department of Management, Ardabil Branch, Islamic Azad University, Ardabil, Iran*

- 3- truthfulness,
- 4- Responsibility.

The moral intelligence can affect in success of the organization in these ways:

1. *Attention to the interests of the stakeholders:* in addition to the shareholders, there are other groups who have a legitimate interest in the organization's actions. Of these groups include customers, suppliers of raw materials, the government and the community. Provision of the Interests of shareholders, regardless of the interests of other stakeholders (employees, customers, community, etc.), is unethical manner in the management (Buckley et al., 2001:11).

2- *To increase profit and competitive advantage:* Due to all individuals and groups who are interested, the company profits will increase in the long term, because arises the motivation of human resources, increases the social goodwill and trust of the people and also it will lead to less fines.

3- *Increase diversity:* Experts predict that the increasing labor force will be more diversified and firms will be successful which will be able to understand the diverse needs of these individuals will benefit from this diversity. Managers need to be able to have managing power of people with different gender, age, race, religion, ethnicity or nationality. Morality and justice retardations in treatment with these people make management of them so easy and make this possibility for the organization that benefit from having different human resource.

4. *Reduction the costs of control:* the promotion of self-control in the organization as one of the major mechanisms is based on trust, ethics and values of the individual. Self-control leads to reduce the costs of direct control methods and increases the profit. This requires the full commitment of members to the team, the responsibility, respect and trust between team members and management (Lau and Idris, 2005: 552).

5. *Improving relations, increasing understanding and reducing conflict atmosphere:* the result of regarding the ethics of work in an organization is better regulation of relations in the organization, this in turn increases the understanding and reduces conflicts atmosphere between individuals and groups, and improve team performance. Perhaps the greatest impact of ethical behavior is in human resources behavior. Since ethics is part of the culture, most theories on the organizational intercultural that emphasizes the role of ethics. Organizational culture in an organization can transform employees into those pursuant to law or outlaw.

6. *Employee commitment and accountability:* the moral values management in the workplace leads to management legitimation, causes to improve the consolidation and strengthen its balance of organizational culture, trust in relations between individuals and groups.

And following the additional standards will improve the quality of products and ultimately increase profits. Lack of ethical values in areas such as recruitment and selection, provides immoral and illegal actions in the organization. Ethical considerations in the selection and recruitment, performance appraisal, reward system, layoffs and downsizing the organization, reduces aggression and conflict, and cynicism, lead to more responsibility, seeking to increase diversity and ultimately increase the value and profit, leads the greater welfare of investors, customers and employees (Donaldson and Davis, 2011:23).

7. *The legitimacy of an organization;* today's globalization and the spread of information networks, organizations are expected allergic reactions to environmental issues, respect the interests of society, minority rights, and so on. In addition, this extensive network monitors all of their operations and can easily change the public face of organizations through the forums and communities. (Hes Mer, 2002:101). In this study, we intend to evacuation of employee's moral intelligence in Ardabil province Gas Company.

2- Methodology

The research includes all staff and line staff of Ardabil Gas Company. Cochran formula is used to determine sample size. For a sampling it was used of simple random sampling to select any of the employees as same as possible.

For gathering data in theoretic section we used library and also interview with scholars and specialists of the organization and in data gathering section we used questionnaire method.

In this research, In order to determine the validity of data collection we used Cronbach's alpha to test the validity of the formal symbol or reliability. The method is based on a pilot study of 30 employees, the reliability and performance of Moral Intelligence 0.814.

To analyze the data and test hypotheses by using SPSS software version 20 using descriptive statistics (frequency, percentage, mean, standard deviation and etc.) and inferential statistics (the Kolmogorov-Smirnov test, one simple t- test) were used.

3- Findings

The One-Sample T Test compares the mean score of a sample to a known value. Usually, the known value is a population mean. Also, a one sample t-test allows us to test whether a sample mean (of a normally distributed interval variable) significantly differs from a hypothesized value.

Question 1: How is forgiveness at Ardabil Gas Company?

Table 1 shows sample output of a one-sample T test for above Question. We compared the mean level of forgiveness for our sample to a known population value of 3.

Table 1. The results of one-sample T test for forgiveness

One-Sample Statistics					
	N	Mean	Std. Deviation	Std. Error Mean	
x1	178	3.2000	.87014	.09438	
One-Sample Test					
	Test Value = 3				
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference
					LowerUpper
x1	2.119	177	.037	.20000	.0123.3877

The mean of forgiveness is 3.20, which is higher than population mean of 3. And T value is 2.119 in 177 degrees of freedom. The estimated significance (0.037) is less than .05. Therefore, we can say that forgiveness mean of 3.20 is significantly greater than the population mean of 3. And we can reject null hypothesis.

Question 2: How is Compassion at Ardabil Gas Company?

Table 2 shows sample output of a one-sample T test for above Question. We compared the mean level of Compassion for our sample to a known population value of 3.

Table 2. The results of one-sample T test for Compassion

One-Sample Statistics					
	N	Mean	Std. Deviation	Std. Error Mean	
x1	178	3.45	.9857	.02788	
One-Sample Test					
	Test Value = 3				
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference

					Lower	Upper
x1	2.47	177	.015	.3989	.0585	.4574

The mean of Compassion is 3.20, which is higher than population mean of 3. And T value is 2.47 in 177 degrees of freedom. The estimated significance (0.015) is less than .05. Therefore, we can say that Compassion mean of 3.45 is significantly greater than the population mean of 3. And we can reject null hypothesis.

Question 3: How is truthfulness at Ardabil Gas Company?

Table 3 shows sample output of a one-sample T test for above Question. We compared the mean level of truthfulness for our sample to a known population value of 3.

Table 3. The results of one-sample T test for truthfulness

One-Sample Statistics						
	N	Mean	Std. Deviation	Std. Error Mean		
x1	178	3.92	.9821	.04253		
One-Sample Test						
	Test Value = 3					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
x1	3.12	177	.004	.3622	.0052	.3671

The mean of truthfulness is 3.92, which is higher than population mean of 3. And T value is 3.12 in 177 degrees of freedom. The estimated significance (0.004) is less than .05. Therefore, we can say that truthfulness mean of 3.92 is significantly greater than the population mean of 3. And we can reject null hypothesis.

Question 4: How is Responsibility at Ardabil Gas Company?

Table 4 shows sample output of a one-sample T test for above Question. We compared the mean level of Responsibility for our sample to a known population value of 3.

Table 4. The results of one-sample T test for Responsibility

One-Sample Statistics						
	N	Mean	Std. Deviation	Std. Error Mean		
x1	178	3.012	.86000	.09738		
One-Sample Test						
	Test Value = 3					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
x1	2.021	177	.039	.2428	.0142	.3848

The mean of Responsibility is 3.012, which is higher than population mean of 3. And T value is 2.021 in 177 degrees of freedom. The estimated significance (0.039) is less than .05. Therefore, we can say that Responsibility mean of 3.012 is significantly greater than the population mean of 3. And we can reject null hypothesis.

Findings show that all dimensions of moral intelligence (Forgiveness, Compassion, truthfulness, Responsibility) are significantly slightly bigger than the population mean. It means that Forgiveness, Compassion, truthfulness and Responsibility among the Ardabil Gas Company employees is higher than average.

References

1. Borba, M. (2005). The step- by – step plan to building moral intelligence, Nurturing Kids Heart & Souls, National Educator Award ‘National council of self-esteem.Jossey-Bass,p.23.
2. Buckly, M. R. D, Beu, D., Frink, D. D. (2001). Ethical issues in human resources systems, Human Resource Management Review•11 (15)• p.11.
3. Donaldson, T., Davis. (2011). Business ethics, Management Decision, MCBUP Ltd, Vol. 28, p23.
4. Hess Mer, A.T. (2002). Ethics in Management, Translation: Syed Mohammad Arabi and David Izadi, Tehran, Cultural Research Bureau.
5. Lau, H. C., Idris, M. A. (2005). Soft foundations of the critical success factors onetime implementation in Malaysia, TQM Magazine, pp.515-552.
6. Lennick, D., Kiel, F. (2005). Moral intelligence: The key to enhancing business performance and leadership success, Wharton School Publishing, An imprint of Pearson Education, p 515.
7. MokhtariPour, M., Syadat, A., (2009), Management with moral intelligence, Tehran, Tadbir Journal No. 205, p 32-30.
8. O'Donohue W., Wickham M., (2010), the role of ethical intelligence and organizational infrastructure in organizational decision-making, British Academy of Management Conference: Track – Corporate social responsibility
9. Weinstein B. (2011), Ethical Intelligence, Five Principles for Untangling Your Toughest Problems at Work and Beyond, California: New World Library