Study of the relationship between knowledge and emotional intelligence; case study: Melli bank of Qom

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ABSTRACT: In recent years, knowledge management has been known as one of the most interesting and challenging subjects in business management and its range of application is increasing along with other subjects of management. Emotional intelligence implies the promotion of components such as self-awareness which then leads to deep awareness of the individual’s emotions, strength and weaknesses, values, concepts, and motivations. The aim of the research is identification of components of knowledge management and its effect on the emotional intelligence in the head Melli Bank of Qom province. The method used in the research is descriptive and is of the type correlation and has been done using the survey method. A survey tool with appropriate reliability and validity has been used in order to gather the data related to research variables including knowledge management and emotional intelligence. After estimating the research sample using the Kokoran formula, the simple random sampling method was used in order to access the sample members. The correlation test was used in order to test the research hypotheses. The results of the Spearman correlation test showed a positive correlation between knowledge management and emotional intelligence.

Key words: Knowledge management, Knowledge creation, Knowledge organization, exchange factors, implementation, Emotional intelligence, Branches of Qom Melli Bank

Introduction

In recent years, knowledge management has been one of the most challenging and interesting topics of business management and its application domain, along with other arguments of management presentations, is continuously developing. The knowledge management is a process that helps the organizations to identify, select, organize, propagate and transfer the data and important information and competence, which is a part of the organization’s heritage and history (which usually exists as an unstructured form in the organization) jorban 2006. Today the leading multinational organizations have great emphases on administering knowledge management and are utilizing such programs in their organizations. The importance of knowledge factor for survival in the business environment has forced the organizations to intensely work on activities such as organizing, productions, transition, search, and sharing knowledge under an umbrella, which is called knowledge management (Klead 2009). Regarding the application of knowledge management in the organization, one can expect that the organization can achieve its objectives and great a success. So by using this valuable capability, they can manage and guide other resources of societies and organizations to produce values and achieve the needed growth and development. Knowledge management is an important tool for improved management of the information and more importantly, the knowledge itself. Unlike to the other methods, knowledge management always will not be described easily, because it contains a domain of concepts like, management behaviors, technologies and activities, which all are bounded by knowledge management (goita, 2008). Today, the organizations that have a competitive advantage are more successful in the market (bechina and associates, 2005). Joy and associates express that (2008) in current conditions the advantage of stable competitions can only be achieved by applying knowledge to innovation (choyand associates 2008), that is why now days knowledge is considered to be a valuable organizational asset.

Which requires management? The knowledge management’s main core is obtaining, suitable knowledge for suitable individuals in a suitable structure and time (madhoshy, sadaty, 2010, 393). King and et al (2008)
and tesra and et al describe knowledge management as a structural process for creating, obtaining, allotment, transition and utilizing the subjective and objective knowledge as an organizational asset for encouraging innovation and emotional intelligence. (King and associates, 2008) Understanding and managing conflict is reasonably fair and useful. Conflict can be managed by some skills such as effective communication, problem solving and negotiation. Also our ability to manage conflict management can affect the results. For managing conflict at first it should be identified and analyzed then examined the causes of it. One of the good ways of resolving and managing organizational conflict is emotional intelligence or emotional capital and finally regulating emotion (Mackin, 2006).

Expressing The Problem

Such factors like globalization, size reduction of the governments, being citizen oriented and the necessity of citizen participation requires special attention towards knowledge management, then organizations should be able to manage their asset of knowledge effectively (abtahie, salavaty 1385). The most important role of knowledge management is that you consider it as a change methodology. Knowledge management is on one hand, attracting new knowledge in the system, and on the other hand, effective governing it, can be the most important factor for change, in an organization. The knowledge by being close to organizational decisions and actions, can be much more effective than the data and information’s result in performance improvement and can lead to improvement of organization’s service quality enhancement in general and for government organizations in specifically (helz, 2001). The term for knowledge management in management world encompasses different topics. The reason for such a perspective is the movement of production and economic systems towards the knowledge oriented societies. In this perception, knowledge is set forth as the background and, the work and capital are set forth as the assets (nonoka and takochey 1995). Knowledge Management design which will be focused on strategic objectives, moves on the axis of business processes and gets assistance from information technology. Knowledge management is connected to the discovery and promotion of knowledge assets of an organization and impeller of its objectives. The knowledge that is being managed is both evident and concealed (like objective and mental knowledge of people) (Danurt, 1998). It should be noted that all the employees have a powerful mental or objective knowledge. The indigenous knowledge and innate knowledge often are not written and are based on mental and verbal transitions which will result in altering knowledge. It should be noted that this knowledge must be documented and then utilized, where ever it may be necessary (Akoraphor, 2010).

Goleman defines emotional intelligence as the capacity of knowing self and others’ emotions in order to making self-motivation for optimal managing of his emotions and personal relationship (Serrate, 2009).

In this research we are seeking the answer to this question: "is there any relationship between knowledge management and emotional intelligence in Qom province’s general office of social security".

The Main Objective

The study of the relationship between knowledge management and emotional intelligence (based on the management cycle).

The Secondary Objective

Study of the relationship between knowledge creation and emotional intelligence.
Study of the relationship between organizing the knowledge and emotional intelligence.
Study of the relationship between knowledge interchange and emotional intelligence.
Study of the relationship between knowledge application and emotional intelligence.

The Main Hypothesis

There is a meaningful relationship between knowledge management and emotional intelligence.

The Subsidiary Hypothesis

1. There is a meaningful relationship between knowledge creation and emotional intelligence.
2. There is a meaningful relationship between organizing knowledge and emotional intelligence.
3. There is a meaningful relationship between knowledge interchange and emotional intelligence.
4. There is a meaningful relationship between knowledge application and emotional intelligence.

RESEARCH METHODOLOGY

This research, regarding its type, is an analytical descriptive, correlative and field research. A descriptive research is a study that describes everything which is available to it. This type of research also includes: Description, recording and analysis. In this type of research, it has been tried to discover the relationship between different factors (variables), without manipulation. The method of collecting the information in current research has been obtained from field research information and related literatures. In order to measure the
knowledge management variable, in line with related previous research, 41 questions associated with knowledge management cycle, in accordance with the jasper’s concept (2004), were used. Second questionnaire is emotional intelligence questionnaire of SmitherRailey and Dominique. It contains 25 questions which show 4 components of emotional intelligence but we chose 17 questions. For the propose of studying the participant's specifications, descriptive statistics, and for analyzing the data, the Pearson's correlation tests and ANOVA test and T test with the help of SPSS software, have been utilized.

Statistical Sample and Society
The statistical society of the present research includes Qom province’s general office of social security, which was consisted of 205 individuals. The statistical sample of this research for the said society has been selected, based on, limited statistical society (cookrun), which was obtained from 111 individuals.

Theoretical Background
Knowledge Management
Is not a set of technological approaches for a problem, instead, it is a social and humanity processe, which of course, maybe facilitated by technical and technological approaches (saliz and jones 2000).

Knowledge Creation
Consists of unlimited processes which include the creation of new ideas, recognition of new patterns, blending or combining the separate principals and producing new processes in order to create knowledge (noey pour 2003).

Organizing Knowledge
Consists of movement and distribution of knowledge between individuals and knowledge bases in a form of mechanized or un-mechanized and as a Two-way process (rading 1383; 180).

Knowledge Application
Consists of utilizing the obtained ideas and knowledge, without being concerned about their origin of presentation (Benbea 2008).

Knowledge Management ‘S Four – Loop Model
By considering the varies dimensions of knowledge management which are side by side, Jashapara has defined knowledge management as a four loop cycle, which is: the processes of effective learning blended with creation, organizing, knowledge interchange (both implicit, technology and cultural environment) and utilizing them. Which will result in promoting the organizational intellectual asset and improvement of its performance (Jashpara, 2004).

Emotional Intelligence
Goleman defines emotional intelligence as the capacity of knowing self and others' emotions in order to making self-motivation for optimal managing of his emotions and personal relationship (Serrate, 2009, p.11). Salovey and Meyer have made a four-dimension model of emotional intelligence in which EI has for categories.
1. Perception, evaluating and expressing emotions: Understanding emotions in yourself and others
2. Emotional facilitation of thought: it means the ability of using emotions in order to achieving desired results, problem solving, using opportunities and motivating people
3. Understanding and analyzing emotional intelligence and employing emotional knowledge: it refers to the ability of understanding complex emotions and awareness of their causes and also knowing how emotions change from one mood to another mood. Using this knowledge, we can understand that what can motivate individuals or groups therefore we can make better programs in cooperating with others

Results of the Analytical Statistics and Conclusion
Study of the Descriptive Statistics
The descriptive statistics shows that, most of the members of statistics community are in the age group of below 30 years old. Most of the members of statistical sample are women; it means 63% (125 persons). Most of the members are married, it means 46.70% (92 persons), and are college graduates. Most of these
Members have less than 5 years of work experience. Most of the statistical community’s members are holding an organizational position as an expert.

**Inference Analysis Of The Informations And Data: Sperman’s Correlation Test**

**First Subsidiary Hypothesis**

There is a meaningful relationship between knowledge creation and Emotional intelligence.

H0: P=0

There is no relationship between knowledge creation and Emotional intelligence:

H1: P≠0

There is a relationship between knowledge creation and emotional intelligence.

<table>
<thead>
<tr>
<th>hypothesis no</th>
<th>test type</th>
<th>correlation coefficient</th>
<th>sig</th>
<th>test result</th>
<th>hypothesis</th>
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</thead>
<tbody>
<tr>
<td>the relationship between knowledge creation and emotional intelligence</td>
<td>sperman</td>
<td>0.612</td>
<td>0.000</td>
<td>117</td>
<td>verification</td>
</tr>
</tbody>
</table>

As it can be seen from table 1, by conducting the sperman’s test, with a confidence level of 95%, the value of sig=0.000 was obtained. Because sig<0.05, so we accept the opposite assumption and reject the assumption zero. This means that there is a meaningful relationship between knowledge creation and Emotional intelligence. And since the sperman’s correlation coefficient value for this test is 0.612; so the type of relationship is positive. There for the first subsidiary hypothesis of the research at a confidence level of 95%, is verified and confirmed.

**Second Subsidiary Hypothesis**

There is a meaningful relationship between organizing knowledge and Emotional intelligence.

There is no relationship between organizing knowledge and Emotional intelligence.

H0: P=0

There is a relationship between organizing knowledge and Emotional intelligence.

H1: P≠0

**Table 2. The correlation’s coefficient value**

<table>
<thead>
<tr>
<th>hypothesis no</th>
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<td>0.505</td>
<td>0.000</td>
<td>117</td>
<td>verification</td>
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</tbody>
</table>

As it can be seen in table 2, by conducting the sperman’s test, with a confidence level of 95%, the value of sig=0.00 was obtained. Because the value of sig<0.05, so we reject the assumption zero and accept the opposite assumption, it means that, there is a meaningful relationship between organizing knowledge and Emotional intelligence. And since the sperman’s correlation coefficient value for this test is 0.505 so the type of relationship is positive. There for the second subsidiary hypothesis of the research a confidence level of 95% is verified and confirmed.

**The Third Subsidiary Hypothesis**

There is a meaningful relationship between knowledge interchange and Emotional intelligence.

H0: P=0

There is no relationship between knowledge interchange and Emotional intelligence.

H1: P≠0

There is a relationship between knowledge interchange and Emotional intelligence.
Table 3. The correlation coefficient value

<table>
<thead>
<tr>
<th>hypothesis</th>
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</thead>
<tbody>
<tr>
<td>varification</td>
<td>0.000</td>
<td>0.480</td>
<td>spearman</td>
<td>117</td>
<td>the relationship between knowledge interchange and emotional intelligence.</td>
</tr>
</tbody>
</table>

As it can be seen in table 3, by conducting the spearman test, with a confidence level of 95%, the value of sig=0.00 was obtained. Because the value of sig<0.05, so we reject the assumption zero and accept the opposite assumption, it means that, there is a meaningful relationship between knowledge interchange and Emotional intelligence. And since the spearman's correlation coefficient value for this test is 0.480 so, the type of relationship is positive. There for the third subsidiary hypothesis of the research at a confidence level of 95% is verified and confirmed.

Fourth Subsidiary Hypothesis
There is a meaningful relationship between knowledge application and Emotional intelligence.
H0: P=0
There is no relationship between knowledge application and Emotional intelligence:
H1:P≠0
There is a relationship between knowledge application and Emotional intelligence:

Table 4. The correlation coefficient value

<table>
<thead>
<tr>
<th>hypothesis</th>
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<th>no</th>
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<td>the relationship between knowledge application and emotional intelligence</td>
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</table>

As it can be seen in table 4, by conducting the spearmen test, with a confidence level of 95%, the value of sig=0.00 was obtained. Because the value of sig<0.05, so we reject the assumption zero and accept the opposite assumption, it means that, there is a meaningful relationship between knowledge application and emotional intelligence. And since the spearman's correlation coefficient value for this test is 0.701 so, the type of relationship is positive. There for the fourth subsidiary hypothesis of the research at a confidence level of 95% is verified and confirmed.

The Main Hypothesis
There is a meaningful relationship between knowledge management and Emotional intelligence.
H0: P=0
There is no relationship between knowledge management and Emotional intelligence.
H1:P≠0
There is a relationship between knowledge management and Emotional intelligence.

Table 5. The correlation coefficient value

<table>
<thead>
<tr>
<th>hypothesis</th>
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<th>test type</th>
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<td>117</td>
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</tr>
</tbody>
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As it can be seen in table 5, by conducting the spearman test, with a confidence level of 95%, the value of sig=0.00 was obtained. Because the value of sig<0.05, so we reject the assumption zero and accept the opposite assumption, it means that, there is a meaningful relationship between knowledge management and emotional intelligence. And since the spearman’s correlation coefficient value for this test is 0.766 so, the type of relationship is positive. There for the main hypothesis of the research at a confidence level of 95%, is verified and confirmed.

**The Test**

This test is used for the comparison of two society’s average or samples of their relationship to each other. In present research, this test is used as a sample for studying the effect of gender on knowledge creation variable.

The T test is used for examining the hypothesis that, knowledge creation quantity does not change for men and women groups and there is no difference in relation to knowledge creation between these groups. H0:U1=U2.

The average variable’s value does not change between man and women groups and there is no difference between them:

H1:U1≠U2

The average variable dose vary between men and women’s groups and there is a difference between them.

<table>
<thead>
<tr>
<th>Table 6. Subsidiary hypothesis study of the independent t test</th>
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<tr>
<td><strong>Average difference</strong></td>
</tr>
<tr>
<td>------------------------</td>
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<tr>
<td>-0.034</td>
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</table>

According to table 6, a value of meaningful level has been obtained which is more than 0.05, therefor there is not enough evidence to reject assumption zero thus, with a confidence level of 95%, the assumption Zero is confirmed. As a result, at meaningful level of 0.05 values, we can rule that there is no difference between two groups in relation to the “knowledge creation” variable.

**DISCUSSION AND CONCLUSION**

The current research findings show that knowledge management has a meaningful relationship with emotional intelligence. Therefore there is correlation between emotional intelligence and the dimensions of knowledge management. This research finding is in accordance with research findings of researchers such as Zaeemi, Vanaki, Hajizad (2004), Amini (2004), Abbas and Fani (2005), Latifian and Sefid (2007), Mokhtarpour, Siadat and Amiri (2007), Yaghoobinoor, Oraee Yazdani and Moghaddami (1388), Jordan, Ashenery, Hartel and Hooper (1999), Rice (1999), Weane Borjer (2003), Rennie (2006), Rachelle (2007), Tourweel (2009), Cowman and Wolf (2008), Sathouf (2009),Mililu (2009), Xi (2009), Alston (2009), Sharon (2009), and Wood (2009). It seems that emotional intelligence can be an evolution way of attention to human in the organizations, and thus a new and appropriate tool in the hands of commercial managers and market theorists in order to guide the staff in the organizations and make them satisfied. Emotional intelligence tries to explain and interpret the position of emotions and feelings in human’s abilities. The managers with high level of emotional intelligence are effective leaders who achieve the goals by the maximum efficiency, satisfactory and commitment of the staff. According to previous researches, one of the main subjects in knowledge management is emotional intelligence which includes the staff beliefs about the knowledge concepts. The other subject is how the staffs implement this knowledge which consists of the aspects of “emotional intelligence” social attitudes of the managers. Therefore it leads to the investigation of the relationship between the social attitudes and knowledge management. Therefore, according to the conclusion of the research, and since the most valuable and important capital of the organization is its human capital, and since the most this valuable capital is paid attention to, the more success the organization obtains, it can be seen that the attempts of managers with high emotional intelligence leads to development of knowledge and information management in the organization and between the staffs.

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