

The Impact of Sympathetic Components of Emotional Intelligence on Citizenship Behavior of Physicians

Elham Sahafi; M.B.A.¹, Habibolah Danaee; Ph.D.¹, Mohammad Ali Sarlak; Ph.D.¹,
Fedyeh Haghollah; M.Sc.²

¹ Payame Noor University of Tehran, Tehran, Iran.

² Valie_Asr Reproductive Health Research Center, Tehran University of Medical Science, Tehran, Iran.

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Abstract

Objective: One of the most important characteristics of an effective employee performance is person's Sympathetic components of emotional intelligence that has been increasingly considered in an enterprise environment. In this article, we will survey this component in promoting citizenship behavior of physicians.

Materials and methods: In a descriptive, co relational and statistical community approach The outstanding performance of an organization using simple random sampling method, 212 cases were included as doctors having subspecialty of the infertility in the Islamic Republic of Iran. A questionnaire was used for data collection. After summarization, structural equation modeling techniques were used for analysis and interpretation of research data.

Results: The Sympathetic component has a significant positive impact on organizational citizenship behavior ($T=2.90$) and this factor with the effect of 0.46% has the impact on organizational citizenship behavior.

Conclusion: Considering the importance of sympathy aspect due to results of this research hospital managers are recommended to consider the importance of emotional intelligence in order to enhance the social capabilities of citizenship behaviors of physicians.

Keywords: emotional intelligence, citizenship behavior, physician

Introduction

Growing competition and increasingly complex business environment has reduced the ability to understand and anticipate the environmental requirements of organizations and as a result, organizations can not precisely formulate their staff expectations to work, because, the outstanding performance is not due to the common efforts of the

staff and today's organizations need employees with a desire to move beyond formal job expectations (1). Positive behaviors beyond the role have been proposed as Organizational citizenship behavior. Organizational citizenship behavior in the service sector is particularly important too and most service organizations are considered Concepts of organizational citizenship behaviors in order to improve performance and increase their efficiency. But Unfortunately, The concept is still unable to find proper place in medical centers, the sensitivity of the health centers has doubled the incidence of such behavior. In fact, the majority of doctor's work in hospital is associated with patients

Correspondence:

Fedyeh Haghollahi, Reproductive Health Research Center, Emam Hospital, Keshavarz Blvd., Tehran, Iran
telefax: + 98- 21- 66581616
E-mail: fedyeh_hagh@yahoo.com

(Customers) that this matter has been indicated high sensitivity and the medical community and will figure high level of expectations regarding their job duties. Hospitals and health centers provide quality services are very important. The most important factors that can be used physician attitudes and interactions in order to provide better service quality particularly in the infertility is Organizational citizenship behavior. In other words, the concept of organizational citizenship behavior and the factors underlying the growing importance of civil behavior in medical practice, particularly specialists, has been less considered. Emotional intelligence included self- Consciousness, self-control, self-motivation, Empathy and social skills that could superlatively predict the citizenship behavior variables.

Improve citizens' behavior; leading doctors to promote greater responsibility by doctors against patients is so important. Whereas, establishment of voluntary behaviors that is not Official duties and expected of doctors, however, those implements improve and upgrade tasks and hospital performance, is greatly considerable. Therefore it can be predicted that this type of behavior is impacted the type of attitude and behavior of physicians and led their activity toward hospital goals and finally affected on the quality of services provided to patients.

One of the most important characteristics affecting the performance of an organization's employees is emotional intelligence of people that has increasingly considered in organizational settings, as research results indicate that for top performance in any field, the importance of emotional intelligence is twice as cognitive abilities (2). So, given the emotional intelligence in the development of employee interactions and since awareness of the importance and value of emotional intelligence are caused to improve organizational relationships and this factor brings the organizational success.

There are many positive consequences for organizational citizenship behavior which have led many researchers and theorists over the decades Try to identify factors that had an impact way to strengthen and promote this type Of the behavior discussed in the organization And assist organizations in achieving sustainable competitive advantage.

Weiss & et al (1996) have stated; Feelings are used to effective behavior incidence such as organizational behavior and future actions. Conducted Research on Feelings in the workplace have focused mainly on Issues such as emotional powers, and emotional

expression and states, corporate culture, organizational communication, the feelings in working set, work motivation and Feelings, Job satisfaction and Feelings and emotions experienced at work (3). Barrett-Lennard (1993) and Schutte (2001) were assessed the relationship between emotional intelligence and interpersonal relations In a research and found that Participants gained higher scores in emotional intelligence Will also have higher scores in Create empathy and self guided in social situations(4,5). Charbonneau (2002) also found in their studies that there is Positive correlation between EI dimensions and types of friendship and obedience (6). Chen CH, (2011) as well as expressed in research Entitled examining the relationship between emotional intelligence, spirituality and organizational citizenship behavior; The overall rate of employees' emotional intelligence is significantly positively correlated with overall organizational citizenship behavior (7). And Arora S studies (2010) indicated that two dimensions, work ethic and altruism of citizenship behavior have been linked with leadership EI (8).

The results are showed that manager's Sympathy component of emotional intelligence is related with the incidence of organizational citizenship behavior on behalf of the staff. This component of leaders is enabled them to control their behavior and understand the behavior of subordinates and consequently the extra-role behaviors of employees and their followers will increase. If subordinates feel that leaders have perceived their needs, Will tend to serve their best for their own organizations, in the other word; when the leaders by possession of the desired emotional intelligence understand their subordinates, they can motivate and lead their employees and their followers to the incidence of organizational citizenship behavior.

Although, in the field of health care and hospital, Research has been done on organizational citizenship behavior, however, researchers typically have been faced with no research in the hospitals in the country that examine the Psychological characteristics of physicians, including emotional intelligence, on citizenship behavior. The purpose of this article is providing of relation of infertility specialists Sympathy with citizenship behavior that could superlatively predict the citizenship behavior variables.

Materials and methods

The present study is of the type of basic, descriptive with the approach of the correlation and has examined the impact of the sympathy component of emotional

intelligence in enhancing citizenship behavior of physicians. In this study, the main methods of data collection have been interviews and questionnaires. An interview and designed questionnaire has been used to identify instances of organizational citizenship behavior and relation to sympathy component of emotional intelligence of physicians.

Citizenship behavior of physicians using 24 indexes in five dimensions including a range of Likert five-item and the option is designed for very low to very high. Sympathetic component using 4 indexes based on the framework has proposed by Schutte et al (9) (Understanding others non-verbal messages, the relationship between employees feeling, Provide useful feedback, understanding verbal message).

The modified Index of citizenship behavior based on the proposed Index by Podsakff et al.(10) The reliability of questionnaires is obtained more than 0.7 using the Cronbach's Alpha method as well.

Sample size was set equal to 183 Statistical units. Therefore, 250 questionnaires were distributed in order to achieve the desired number and after collecting the questionnaires, 212 questionnaires finally diagnosed appropriate and the data were entered into statistical analysis software.

Citizenship behavior in questionnaire (Podsakff) (10) consist of helpful behaviors, chivalry, organizational loyalty ,corporate compliance , civic virtue ,personal development. more Presence in hospital compared with the regulations and requirements of the physician's occupation, having rest less than usual and time set, Compliance with hospital rules and regulations even in the absence of the observer and the supervisor, Work ethic belief in the hospital environment, Believing distributive justice in the hospital, Ie; Belief in honest work for fair wages, Special attention to patient complaints, More attention to positive aspects of professional activities compared with the negative aspects, No exaggeration and excess in expression of working problems and issues of physicians, Absolute effort in order to solve occurred problems rather than seeking to blame, no attention to the glaring of occupational behavior, Attendance at meetings is not mandatory but important for hospital, Participate in matters that are not necessary However, are effective in improving the hospitals image, Given the ongoing hospital change and transformation, Attention and follow-up the announcements and notes issued by the hospital, Attempt to resolve the problems of other

colleagues, Notice to how own behavior influence on Job opportunities of others, occupational assistance to colleagues who were absent, To help colleagues who have a heavy workload, to help newcomers of hospital although it is not required, to help colleagues who have working difficulties with gratification, and finally readiness to assist people around.

For data analysis in this study descriptive and inferential statistics SPSS software and Lisrell was used. The descriptive statistics, statistical indicators of the average and the inferential statistics, using structural equations to examine the structural relationships based on theory and research findings have been used.

The Structural Equations Modeling (SEM) technique is used in order to test the proposed hypotheses and infer about the population. If the T-amount is more than 1.96 relationships between the two intended structures in order of error level of 5% is statistically significant.

Results

Based on the data throughput, it is clear that the majority of samples (173 persons) collected have been found in study were women (93%). Group of men also allocated to about 7 percent of the sample size. Also those without academic rank are the first priority, so that, this group have assigned to more than 40% of the sample size. Individuals with academic rank of professor and associate professor, respectively, are the next priorities. These two groups, in total, have devoted about 50% of the sample size.

the average age of people in this sample was about 45 years (born 1345) and also the highest frequency were related to those born in 1349. 25% of individuals were younger than 40 years (born after 1350) and 25% of those more than 51 years (born before 1339) and the remaining subjects (50%) were in between these two limits. Also, the minimum duration of subject's service was one year and maximum 30 years in the range of 29 years in the statistical sample. Also, the average serving duration of the subjects in the statistical sample was about 14 years that the most frequency was related to subjects have had 8 years experience. 25% subjects had less than 8 years experience (first quartile), 25% more than 20 years (third quartile) and the remaining subjects were in meanwhile.

As a result of the hypotheses presented in the research, a significant number (T=2.90) is reported as

correlation of sympathy factor with organizational citizenship behavior (At 5% error level) and the sympathy factor with the effect of 0.46% has impact on organizational citizenship behavior.

Discussion

Sympathy aspect has a significant positive impact on organizational citizenship behavior. Results of the statistical test indicate that on the error level of 5%, no record can be found to disapprove this hypothesis. Thus, individual self- motivation involving meaningful exchange information, having the necessary organizational skills, group formation, Meetings for the seeking solution, Mediation to solve conflict between others, Ability to gain general agreement failures has a significant positive role in expanding the citizenship behavior of physicians. The obtained result is also confirmed the results of studies conducted by Charbonneau (2002)(11). According to their statements; there is Positive correlation between EI dimensions and types of friendliness and obey. Also, in another research, Chang CS (2011) agreed that there is significant relationship between emotional intelligence and altruism aspect of organizational citizenship behaviors (12). Research results performed Abraham & (2010) is also supported the above declarations too (13). Social capabilities (interpersonal) of emotional intelligence compared with its individual features is more effective in enhancing organizational citizenship behavior. So, considering the importance of empathy aspect and results of research can be recommended to the hospital responsible: Given the importance of emotional intelligence in enhancing the social capabilities of citizenship behaviors of physicians, holding sensitivity training workshops, 360-degree assessments, etc. can provide positive feedback for doctors toward their social capabilities.

Conclusion

The above results indicate that totally sympathetic components of emotional intelligence has significant impact on citizenship behavior of physicians as well as support the obtained results from other conducted studies. So, some important suggestion can be demonstrated to the senior responsible and managers, especially in infertility wards of regional hospitals. Firstly, given the enhancement capability of emotional intelligence concerning cognitive intelligence in addition to its effects on citizenship behavior of physicians, performance of educational programs to

strengthen and improvement of this individual characteristic can promote organizational effectiveness and efficiency.

Secondly, according to gender of the majority of infertility specialist, sensitivity of citizenship behavior incidence, strategies provision to measure and evaluate the emotional intelligence dimensions of physicians can provide positive feedback towards their individual capabilities and planning behaviors beyond their roles. Thirdly, the study of emotional intelligence to elevate citizenship behavior of physicians must be done. Disposing of sensitivity training workshops, 360-degree assessments, etc. can provide positive feedback for doctors toward their social capabilities.

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