



The study of relation between emotional intelligence and interpersonal conflicts among employees of sport football clubs in Isfahan

Poster Presentation

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Abstract

Introduction: Emotional intelligence has been one of the most important and interesting research topics in recent years with many applications in social and professional fields. Emotional intelligence has had a significant growth with the advent of communication era, promotion of human relations, and incidence of strategic organizational positions. This study aimed at investigates the relationship between emotional intelligence and interpersonal conflicts of the employees in Sport football clubs

Methods: Statistical population included all employees of Sport football clubs at Isfahan (n=240). Using Morgan Table and simple random sampling method, the sample size of 103(including 83 male and 22 female subjects) was achieved. To gather data, the questionnaire of Palmer and Sough) was used for measuring emotional intelligence and a researcher-made questionnaire was utilized for measuring interpersonal conflicts. To make sure about the validity of questionnaires, a test was conducted on a30-personsample whose results confirmed the validity of them. Calculated alpha coefficient of this questionnaire was 0.83 at 0.000 significance level. To describe data, descriptive statistics (variance, standard deviation, and etc) were used. To analyse data, Kolmogorov-Smirnov test, Pearson correlation, and Friedman test were used.

Results: The results indicated a significant and positive correlation between some elements of emotional intelligence including emotion control and management, understanding external emotion and the factors of interpersonal conflict. But, the correlation between identifying internal emotion, emotion towards identification and interpersonal conflict was not significant.

Conclusion: the factors of emotional intelligence including control and management of emotion, understanding external emotions, identifying internal emotions, and emotion towards identification achieved the ranks of 4.00, 2.82, 1.64, and 1.54 in respondents' ideas. So, there is a significant difference in ranking the factors of emotional intelligence among the staff of sport football clubs.

Keywords

Emotional intelligence; interpersonal conflicts; Sport football clubs

