

## Artículo de investigación

## Comparing spiritual intelligence and emotional intelligence of nurse managers with commitment of nurses of Yasuj University of medical sciences

Comparando la inteligencia espiritual y la inteligencia emocional de los gerentes de enfermería con el compromiso de las enfermeras de la Universidad de Ciencias Médicas Yasuj

Comparando inteligência espiritual e inteligência emocional de enfermeiros gerentes com o comprometimento de enfermeiros da Universidade Yasuj de ciências médicas

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### Abstract

**Aim and literature:** Nowadays, nursing is considered as one of the important occupations in the field of healthcare which also includes an important and great part of the population who are working in the field of treatment apart from its key importance. Therefore, the main aim of the present study is comparing spiritual intelligence and emotional intelligence of nurse managers with commitment of nurses of Yasuj University of Medical Sciences.

The present study is an applied and analytical research that was conducted in 1396 periodically. The statistical population of this study included the nurses of hospitals of Yasuj University of Medical Sciences. They were 740 persons at the time of study. The sample size was 253 persons which were selected by a stratified- randomized method and Cochran formula. The standard questionnaire was used for gathering information. The validity and reliability of this questionnaire was confirmed. Indexes such as mean and standard deviation,

### Resumen

**Objetivo y literatura:** Hoy en día, la enfermería se considera una de las ocupaciones importantes en el campo de la salud, que también incluye a una parte importante y grande de la población que trabaja en el campo del tratamiento, además de su importancia clave. Por lo tanto, el objetivo principal del presente estudio es comparar la inteligencia espiritual y la inteligencia emocional de los gerentes de enfermería con el compromiso de las enfermeras de la Universidad de Ciencias Médicas Yasuj.

El presente estudio es una investigación aplicada y analítica que se realizó en 1396 periódicamente. La población estadística de este estudio incluyó a las enfermeras de los hospitales de la Universidad de Ciencias Médicas Yasuj. Eran 740 personas en el momento del estudio. El tamaño de la muestra fue de 253 personas, que se seleccionaron mediante un método estratificado aleatorizado y fórmula de Cochran. El cuestionario estándar se usó para recopilar información. La validez y fiabilidad de este

Multivariable Analysis of Variance (MANOVA) Pearson correlative coefficient and hierarchical analysis regression using SPSS 22.0 software of two parts of descriptive statistics and inferential statistics were used for analyzing the data.

results showed that emotional intelligence is prioritized while comparing spiritual intelligence and emotional intelligence of nurse managers and there is a significant difference between the control component of emotions and feelings. The results also show that spiritual intelligence and emotional intelligence have a positive and significant effect on nursing commitment.

The results showed that spiritual and emotional intelligence could be an important factor in increasing nurses' commitment and increasing their job satisfaction consequently which necessitates nurses to be in a care and healthy environment.

**Keywords:** spiritual intelligence, emotional intelligence, nurses' commitment, Yasuj University of Medical Sciences

cuestionario fue confirmada. Índices tales como media y desviación estándar, Análisis de varianza multivariable (MANOVA), coeficiente correlativo de Pearson y regresión de análisis jerárquico utilizando el software SPSS 22.0 de dos partes de estadística descriptiva y estadística inferencial se utilizaron para analizar los datos. los resultados mostraron que se prioriza la inteligencia emocional al comparar la inteligencia espiritual y la inteligencia emocional de los gerentes de enfermería, y existe una diferencia significativa entre el componente de control de las emociones y los sentimientos. Los resultados también muestran que la inteligencia espiritual y la inteligencia emocional tienen un efecto positivo y significativo en el compromiso de enfermería.

Los resultados mostraron que la inteligencia espiritual y emocional podría ser un factor importante para aumentar el compromiso de las enfermeras y aumentar su satisfacción laboral, lo que exige que las enfermeras se encuentren en un entorno cuidado y saludable.

**Palabras clave:** inteligencia espiritual, inteligencia emocional, compromiso de las enfermeras, Universidad de Ciencias Médicas Yasuj.

## Resumo

Objetivo e literatura: Hoje, a enfermagem é considerada uma das principais ocupações no campo da saúde, que inclui também uma parte importante e grande da população que trabalha no campo do tratamento, além de sua importância fundamental. Portanto, o principal objetivo deste estudo é comparar a inteligência espiritual e inteligência emocional dos gerentes de enfermagem com o compromisso dos enfermeiros na Universidade de Ciências Médicas Yasuj.

O presente estudo é uma pesquisa aplicada e analítico realizado regularmente em 1396. A população estatística deste estudo incluiu enfermeiros de hospitais de Ciências Médicas da Universidade Yasuj. Havia 740 pessoas no momento do estudo. O tamanho da amostra foi de 253 pessoas que foram escolhidos pelo método randomizado estratificada fórmula Cochran. O questionário padrão foi usado para coletar informações. A validade e confiabilidade deste questionário foram confirmadas. Índices, tais como média e desvio padrão, análise multivariada de variância (MANOVA), correlativo Pearson e regressão análise hierárquica utilizando SPSS 22.0 partes de duas estatística descritiva e estatística inferencial de software foram usadas para analisar os dados.

Os resultados mostraram que a inteligência emocional quando se comparam inteligência espiritual e inteligência emocional dos gerentes de enfermagem é priorizada, e há uma diferença significativa entre o componente de emoções e sentimentos de controle. Os resultados também mostram que a inteligência espiritual e inteligência emocional têm um efeito positivo e significativo sobre o compromisso de enfermagem.

Os resultados mostraram que a inteligência espiritual e emocional poderia ser um grande compromisso de aumentar enfermeiros e aumentar o seu fator de satisfação com o trabalho, o que exige que os enfermeiros estão em um ambiente de carinho e saudável.

**Palavras-chave:** inteligência espiritual, inteligência emocional, compromisso de enfermeiros, Universidade Yasuj de Ciências Médicas.

## Introduction

Nowadays, nursing is considered as one of the important occupations in the field of healthcare which also includes an important and great part of the population who are working in the field of treatment apart from its key importance but this profession or occupation has special bodily and physical consequences due to its particular conditions such as lack of manpower, job shifts, large volumes of patients, etc. On the other hand, it requires continuous interaction with different people (colleagues, patients, families) in a high stress climate as a complex occupation in addition to having its own unique level of emotion and if they are not considered, it leads to significant problems such as burnout. Nurses are in a unique position in terms of their impact on the health phenomenon; because nursing is an aid occupation (Altun, 2003) and it needs the nurse's ability in considering the situation and anticipating the results. Nurse should be knowledgeable and skillful and able to do oriented mental activity, creating new thinking and evaluating it in order to be able to use useful information in judgment, decision-making and problem-solving (Dugas, 2001) but not only a nurse need knowledge and skills but also the method of encountering of different people with different behaviors is important. spiritual intelligence and emotional intelligence plays an important role in individual's success in health organizations and these skills let people to think better under difficult conditions and prevent wasting thinking better because of some emotions such as anger and anxiety and fear and relax their minds easily, thus they go the way of introspection and creative ideas (Habibpur Z, Khoramy-markany A, 2005). Spiritual intelligence is used for solving existential and supernatural concerns. Emotional intelligence includes awareness, regulation and correct expression of emotions. Researchers have divided emotional intelligence into Gardner intrapersonal and interpersonal components. These components are divided in to five categories such as self-awareness, emotional control, self-motivation, co-sensation and adjustment of relationships. It is emphasized on the relationship between spirituality and intelligence in researches and theories so that spiritual intelligence is one of the important foundations of effective functioning of emotional intelligence. As a result, the individuals who have

high spiritual intelligence have good emotional intelligence (Hosaenian S, Shoja Kazemi M, 2001). Subject of spirituality is the perennial concern of man. Importance of spirituality and human's spiritual growth has attracted the attention of psychologists and mental health professionals to itself increasingly in the last few decades. On one hand, the progress of psychology and on the other hand, the dynamic and complex nature of modern societies cause the mankind spiritual needs rise against the demands and material needs and become more important. Nowadays, it seems that people of the world tend to spirituality and spiritual problems more than before (Parandeh. et al, 2011). Nurses who are more aware of their emotions, have more skills in emotional management. Nurses who can recognize a particular thrill and emotion in themselves in a stressful situation spend less time for paying attention to their emotional reactions and they use less cognitive resources. It let them investigate other responses and make them think about other assignments or adopt more adaptive adjusted strategies (Fata, et al, 2008). Emotional intelligence is one of the mental abilities that helps the individual identify his/ her and others feelings and perceptions. It will help the individual adjust his/her feelings and emotions. Emotional intelligence is a kind of non-cognitive intelligence which includes a set of social and emotional abilities and skills and it increases the likelihood of a person's success in coping with stresses and environmental conditions (Keshavarsi Arshadi, et al. 2006).

Having a high organizational commitment can lead to work discipline and it give nurses the opportunity of being more interested in delivering their services to patients. Nurses are the most important human capital in the hospital, so that it can be said that the success of the hospital in achieving its goals depends on their commitment very much (Khan AS, Jan F, 2015). Nurses often face stressful and tension situations such as facing with a severe condition or a patient's death. In addition, they often suffer a high work load in order to deliver quality and effective services (Li A, Early SF, Mahrer NE, 2014). Successful nursing care requires high commitment in a hospital (Teng, et al. 2009). Research shows that many factors are related to

the organizational commitment of nurses. A group considers it as dependent variable and another group considers it as independent variable. Effective factors on organizational commitment are personal factors, job factors (job satisfaction, occupational independence ...), organizational factors (leadership, decentralization structure...) and hyper organizational factors (employment opportunities ...). Organizational commitment can affect productivity, quit, absenteeism, organizational behaviors, employee health, effectiveness and quality of delivering service (Nahrir, et al. 2010). Organizational commitment of nurses is considered as a result of their expectations of their work environment, organizational trust and empowerment. Results of organizational commitment are tendency of staying in the workplace, high attendance and increasing occupational activities especially at times of increasing workload. The nurses who are committed to the organization have less encountering with difficulties due to absenteeism, higher levels of creative production and quick problem solving, greater participation in decision making, job empowerment and improved job satisfaction (Eskandari, 2010). Akbari et al studied the Relationship between Emotional Intelligence and Organizational Commitment in Administrative Officers of Southern Khorasan Hospitals (Akbari Booreng, et al. 2014). The results of this research show that the administrative staffs of South Khorasan hospitals have an average organizational commitment. There was a significant relationship between emotional intelligence and organizational commitment. There was a significant relationship between emotional intelligence, normative commitment and emotional commitment. Mohamadpoor et al studied the effect of emotional intelligence on organizational commitment by the moderating role of job stress of nurses of Medical Centers of East Guilan University of Medical Sciences. The results of this research show that emotional intelligence has a significant effect on organizational commitment and emotional intelligence has no significant effect on job stress and nurses' organizational commitment. Hatam Siahkal studied the Relationship between Emotional Intelligence, organizational justice, job satisfaction and organizational commitment of Personnel of PourSina Hospital of Rasht (Hatam Siahkal Mahalle, et al. 2016). The results of this study show that organizational commitment is a major and effective factor on quality of hospital services and the managers of

these centers can promote organizational commitment levels by increasing social awareness and observing the intercourse justice especially in highly educated employees. The results of this study are discussed (King, 2003).

### Methodology

The present research is an applied- descriptive study in terms of gathering data and it is a field study. It is also a casual- comparative study in terms of the relationship between research variables. The statistical population of this study included the nurses of hospitals of Yasuj University of Medical Sciences. They were 740 persons at the time of study. The sample size was 253 persons which were selected by a stratified- randomized method and Cochran formula. The standard questionnaire was used for gathering information. The Validity of the questionnaires was confirmed through content validity and opinion of the professors. David B. King evaluated spiritual intelligence and its capabilities based on its four main dimensions by spiritual intelligence questionnaire. This questionnaire has 16 items and it is scored based on the 5 scale Likert. Constructor identified four factors such as 1- critical existential, 2- personal meaning, 3- transcendental awareness, 4- extension of awareness level and measured them with this test based on this study and analysis. Cronbach's alpha coefficient of this questionnaire is equal to 0.88. Emotional intelligence questionnaire of Petrides, Furnham is used in this study (Petrides K.V, N, & Furnham A, 2017). It has 16 items and it is estimated based on 7 scores (strongly disagree to strongly agree). this questionnaire estimates the emotional intelligence based on four domains: 1- Self and others emotions and feelings, 2- emotions and feelings control, 3- adjust self-relationships with others (social skills) and 4- optimism and positive attitude. Cronbach's alpha coefficient of this questionnaire is equal to 0.90. Meyer and Allen organizational commitment questionnaire has 9 items (Meyer JP, Allen NJ, 1993). It considers 3 dimensions of emotional commitment, continuous commitment and normative commitment (each dimension has 4 questions). Respondents responds to the questionnaire questions based on the 5 scale Likert (strongly agree to strongly disagree). These options have 1-5 scores respectively. Cronbach's alpha coefficient of this questionnaire is equal to 0.86. The considered sample was selected from nurses of hospitals of Yasuj University of Medical Sciences after

obtaining a permit from the hospitals of Yasuj University of Medical Sciences and performing the necessary coordination. Then the samples were justified based on the method of completing the questionnaires and then the relevant tests were implemented in the sample.

Indexes such as mean and standard deviation, Multivariable Analysis of Variance (MANOVA) Pearson correlative coefficient and hierarchical analysis regression using SPSS 22.0 software of two parts of descriptive statistics and inferential statistics were used for analyzing the data.

### Research findings

Results of demographic profile of the sample members showed that 56% of them were women and 44% of them were men. 3% of the members had associate of arts, 73% of them had bachelor degrees, 22% of them had Master of Arts or sciences and 2% of them had Ph.D. in terms of educational degrees. 65 percent of them had a formal employment contract and 35 percent of them were contracted. The average age of the participants of this study was 35years. Mean and standard deviation of spiritual intelligence and emotional intelligence variables are shown in the following table.

Table 1. spiritual intelligence and emotional intelligence of nurse managers

| Standard deviation | Mean  | Component   | Variable               |
|--------------------|-------|---|------------------------|
| 0.994              | 2.562 | Extension of awareness level                        | Spiritual intelligence |
| 0.980              | 3.357 | Personal meaning                                    |                        |
| 1.232              | 3.139 | Transcendental awareness                            |                        |
| 0.916              | 3.194 | Critical existential                                |                        |
| 0.854              | 3.063 | Total   |                        |
| 0.831              | 2.814 | Understanding self and others emotions and feelings | emotional intelligence |
| 0.897              | 3.450 | Social skills                                       |                        |
| 0.897              | 3.453 | Emotions and feelings control                       |                        |
| 0.840              | 3.425 | Optimism  |                        |
| 0.688              | 3.285 | Total   |                        |

As it is shown in table 1, mean and standard deviation of the total score of spiritual intelligence of nurse managers were 3.063 and 0.854 respectively and mean and standard deviation of the total score of emotional intelligence of nurse managers were 3.285 and 0.688 respectively. We used the Box and Ljung test to observe its assumptions before using the parametric test of multivariate analysis variance and the homogeneity condition of variance/ covariance matrices is observed. This test has no significant relationship with any other variables. As a result, use of parametric tests is allowed.

Table 2. Results of significant tests MANOVA

| eta square | Sig   | DF-error | DF- value | f-value | value | Test type              |
|------------|-------|----------|-----------|---------|-------|------------------------|
| 0.956      | 0.000 | 4.000    | 2.000     | 2.226   | 0.956 | Pillais Trace test     |
| 0.956      | 0.000 | 4.000    | 2.000     | 2.226   | 0.744 | Lambda Wilks test      |
| 0.956      | 0.000 | 4.000    | 2.000     | 2.226   | 0.549 | Hotelling's Trace test |
| 0.956      | 0.000 | 4.000    | 2.000     | 2.226   | 0.549 | Roy's test             |

As it is shown in table 2, results of multivariate analysis variance are used for assessing the significance of mean differences of two variables of spiritual intelligence and emotional intelligence of nurse managers. As it is shown in table 2, the linear composition of dependent variables is significant ( $p < 0.01$ ,  $F = 2.226$ , Wilks'  $\lambda = 0.744$ ). On the other hand, there is a significant difference between at least one of the dependent variables among nurse managers.

Table 3. multivariate analysis variance of spiritual intelligence and emotional intelligence of nurse managers

| P    | F     | MS     | DF | Component   | Variable               |
|------|-------|--------|----|---|------------------------|
| 0.70 | 3.154 | 7.75   | 1  | Extension of awareness level                              | spiritual intelligence |
| 0.38 | 8.465 | 2.65   | 1  | Personal meaning  |                        |
| 0.93 | 2.960 | 15.04  | 1  | Transcendental awareness                                  |                        |
| 0.93 | 4.827 | 4.03   | 1  | Critical existential                                      |                        |
| 0.22 | 6.765 | 261.44 | 1  | Total Understanding self and others emotions and feelings | emotional intelligence |
| 0.09 | 5.890 | 1.84   | 1  | Social skills   |                        |
| 0.19 | 4.391 | 3.36   | 1  | Emotions and feelings control                             |                        |
| 0.01 | 2.851 | 1.895  | 1  | Optimism  |                        |
| 0.04 | 1.245 | 1.291  | 1  | Total   |                        |
| 0.01 | 4.088 | 286.93 | 1  |   |                        |

As it is shown in table 3, there is no significant difference between spiritual intelligence and emotional intelligence of nurse managers but there is a significant difference between the total score of emotional intelligence and emotional control component of nurse managers. So, nurse managers have a high score in terms of emotional intelligence.

Table 4. Results of regression analysis and correlation coefficient of research variables

| Test result | t- value | Significant level | F- statistics value | Determination coefficient | Correlation coefficient | Variable   |
|-------------|----------|-------------------|---------------------|---------------------------|-------------------------|--|
| Confirmed   | 7.691    | 0.000             | 59.156              | 0.49                      | 0.437                   | Independent: spiritual intelligence<br>Dependent: nurse commitment |
| Conformed   | 13.015   | 0.000             | 169.388             | 0.40                      | 0.635                   | Independent: emotional value<br>Dependent: nurse commitment        |

As it is shown in table 4, the correlative coefficient of two variables of spiritual intelligence and nurse commitment are equal to 0.437 and its significant level is equal to 0.000. Since this significant level is less than the error

level (0.01), so the assumption of significant relationship between spiritual intelligence and nurse commitment is confirmed based on error level (0.01). There is a direct relationship between these two variables due to the positive



correlative coefficient. The high (less) the spiritual intelligence variable, the high (less) the nurse commitment variable. It can be said that since the significant t- value  $> 1.96$  (It is equal to 7.961), there is a significant relationship between these two variables at the level 95% and spiritual intelligence has a significant effect on nurse commitment. The correlative coefficient between two variables of emotional intelligence and nurse commitment is equal to 0.635 at the significant level 0.000. Since this significant level is less than the error level (0.01), so the assumption of significant relationship between spiritual intelligence and nurse commitment is confirmed based on error level (0.01). There is a direct relationship between these two variables due to the positive correlative coefficient. It means that the high (less) the emotional intelligence variable, the high (less) the nurse commitment variable. It can be said that since the significant t- value  $> 1.96$  (It is equal to 13.015), there is a significant relationship between these two variables at the level 95% and emotional intelligence has a significant effect on nurse commitment.

### Discussion and conclusion

Results of this research show that emotional intelligence has a high level than spiritual intelligence among nurses. Nursing focuses on the health of community as one of the healthcare occupations. Nurses face the high stress problems in their job environments. It jeopardizes their physical and mental health. Spirituality helps this group as an internal source and makes their life as a meaningful and oriented life in such conditions (Denise, et al. 2006). Results of this research showed that spiritual intelligence has a positive and significant effect on nurse commitment based on t- value (7.691). The results of this research are in agreement with the results of the below research.

Parandeh et al studied the relationship between spiritual intelligence and organizational commitment of nursing managers of military hospitals (6). Results of the present study showed that 82/7% of nurse managers have high spiritual intelligence and 96/2% of them have moderate organizational commitment. Correlative test shows that there is a significant relationship between spiritual intelligence (spiritual experiences and award) and organizational commitment ( $P < 0.05$ ). Malik and Naeem suggested that there is a positive relationship between spiritual intelligence

dimensions and organizational commitment of university faculty members. Amram suggested that there is a significant relationship between spiritual intelligence and other effective leadership components such as organizational commitment. So, we can infer according to this finding that nowadays, it is paying attention to commitment, creativity and innovation increasingly. Nurse managers and nurses need some ethical values such as love, award and trust because they can help their colleagues due to such characteristics in the hospital so that they would be the best people. Therefore the nurse managers and nurses who have a high spiritual intelligence can have many benefits in the hospital environment, so that they can take an important step in improving hospital productivity by creating peace and improving their job performance. Results of the research also show that emotional intelligence has a positive and significant effect on the commitment of nurses by considering the t- statistics value 13.015. The results of this assumption are in agreement with the following results.

Hajipoor et al studied the relationship between emotional intelligence, leadership style of nursing managers and organizational commitment of nurses in Kerman hospitals (Malik, 2011; Hajipoor N, Hajipoor E, 2012). The results showed that there is a significant relationship between emotional intelligence and leadership style of managers and there is also a significant relationship between leadership style of managers and organizational commitment of nurses. Bazvand et al studied the relationship between emotional intelligence, organizational commitment and job satisfaction among the employees of the General Physical Education organization of Lorestan province (Amram, 2009; Bazvand, et al. 2012). The results showed that there is a positive and significant relationship between emotional intelligence, organizational commitment and job satisfaction. Biranvand et al studied relationship between emotional intelligence and coping strategies to stress in nurses (Biranvand, et al. 2015). Emotional intelligence relates the strategies of coping with stress in nurses and the educational authorities can emphasize on the issue of emotional intelligence in nurses. It can be suggested that nurse managers and hospital managers should attract high-emotional intelligent nurses by appropriate techniques during employment; they can also implement educational programs in order to improve the emotional intelligence of

nurses according to the results of the second assumption because high-emotional intelligent nurses have more organizational commitment and as a result, their job satisfaction will increase. Nurses who are more committed to their work and work environment will have fewer problems such as absenteeism, quit and expulsion. In care and health environments that are often described with words such as complexity, disturbances, changes, stress, depression, etc., and since increasing of job satisfaction of high-emotional intelligent nurses depends on increasing their commitment level, managers and nurse managers should encourage nurses to have more commitment to the organization in line with believing the goals and values of the work environment and much more effort.

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