EXPLANATION OF THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL TRUST WITH MEDIATING ROLE OF SOCIAL CAPITAL AMONG THE EMPLOYEES OF SOCIAL SECURITY ORGANIZATION

Aflaton Amiri,
Assistant Professor, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran
Mohammad Shahbinejad,
Ph.D. Student, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran
Poya Shahsavane*,
Ph.D. Student, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran
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Abstract. The aim of the present research is studying the relationship between emotional intelligence and organizational trust with mediating role of social capital among employees. In this research, the statistical community is the employees of the social security organization. In the research, it has used the simple random sampling method and the sample size has calculated 200 individuals by using Cochran sample size formula. In order to determine the reliability and validity of the questionnaire, it has used the validity of contents and Cronbach's alpha coefficient. The necessary data of this research has collected by a questionnaire, which its validity has been tested. These data have been analyzed by LISREL software. Generally, the results indicated that there is a significant relationship between emotional intelligence and organizational trust variables with mediating role of social capital among the employees.

Keywords: emotional intelligence, organizational trust and social capital.

Introduction. Emotional intelligence has mentioned as an important topic in the organizational environment and the researches have shown that the importance of emotional intelligence is double significance of cognitive ability importance in order to have a superior performance in each field. Emotional intelligence as one of the individual's abilities can influence the quality and quantity of the relationships among members of the organization or the same social capital. In other words, emotional intelligence caused trust and group identity among the members of the organization (Abdollahi et al., 2012). The theory of emotional intelligence has provided new viewpoint about the prediction of the effective factors on the position as well as primary prevention of mental disorder that is also completing the cognitive sciences. The emotional features are very important for skillful plan with the relations to
Emotional intelligence has more attention to emotional fundamental issues and in the simplest definition is organizational intelligence. In the 1990 decade in the management literature the emotional intelligence is the emotional intelligence. That has direct relation with the effectiveness of the organization and it helps to improvement of the organization’s performance. Emotional intelligence is attempting to describe the position and interpretation of emotions and feelings in the basic capabilities. Emotional intelligence is one of the controversial concepts of organizational behavior and subject that has tried in describing and interpreting the position of the excitement and emotion in human capabilities. The emotional intelligence, in the simplest definition is the individual's ability in identifying his or her own feelings and others, so using it in establishing effective communication to fulfill certain objectives. The managers have emotional intelligence of effective leaders that it realized the goals with maximum efficiency, satisfaction and commitment of employees (Habibi and Amiriyan, 2014).

Emotional intelligence is the new achievement in the science of psychology that is newly arrived to the management researchers (Bar-On, 1997). Emotional intelligence is as properties that can be helped in the field of design and new making, motivation, leadership, interpersonal conflicts (Robbins, 2002) and this knowledge would help the individuals in progress and job satisfaction (Abdollahi et al., 2012). Research has shown that in the organization, which does not have features such as trust and engagement incentive norms and the social capital is not enough, the cooperation cost would be increased, and the realization of the performance depends on the establishment of supervisory systems and costly control. In return, the existence of social capital causes social solidarity and mutual trust sufficiently and appropriately, and the costs of group cooperation and interactions would be reduced and as a result, the performance of the group would improve (Cohen and Prusak, 2001). Based on this, the aim of this study is investigating the relationship between emotional intelligence and organizational trust with mediating role of social capital between employees.

Research Literature. Emotional Intelligence. One of the psychological components, which are used from the 1990 decade in the management literature is the emotional intelligence. That has direct relation with the effectiveness of the organization and it helps to improvement of the organization’s performance. Emotional intelligence means identifying the factors cause the creation of a trust, which would be felt (Hasanzadeh, 2003). Today, in various communities and consequently in the organizations, the individuals suffer to distrust to the government and the organizational officials and such lack of trust causes the reduction of engagement of employees as well as discarding participation with subordinates and its conclusion is being indifferent and unmotivated individuals and employees. One of the issues and problems of cultural organizations is the lack of administrative, voluntarily and conscious cooperation, and the lack of them means be low level of organizational social capital. The other problem, which the organizations engaged are the high cost of exchanges between them and this issue is arisen from a lack of mutual trust. A mutual trust has a large role in facilitating processes and reducing costs related to the performance of the group in achieving some goals of improving (Taj Bakhsh, 2005). The social capital is also a basic concept, which in recent decades has been accepted as a valuable asset for the organizations' capabilities and production and increasing human, economic capital. The importance of organizational social capital is that it empowers community of people and causes to do the tasks successfully with each other. Organizational social capital is the asset that it will benefit the organization and the employees and through facilitating, the successful collective action causes creation of the worth (Abdollahi et al., 2012).

Research has shown that in the organization, which does not have features such as trust and engagement incentive norms and the social capital is not enough, the cooperation cost would be increased, and the realization of the performance depends on the establishment of supervisory systems and costly control. In return, the existence of social capital causes social solidarity and mutual trust sufficiently and appropriately, and the costs of group cooperation and interactions would be reduced and as a result, the performance of the group would improve (Cohen and Prusak, 2001). Based on this, the aim of this study is investigating the relationship between emotional intelligence and organizational trust with mediating role of social capital between employees.

Emotional intelligence as a kind of perception capacity, expressing, identifying will be included application and administration of their and others emotions (Mayer, 1997). According to Bar-On, a collection of non-cognitive abilities, there are skills, which has influenced successful dream ability with demands, requirements, and environmental pressures (Bar-On, 1997). Emotional intelligence is as properties that can be helped in the field of design and new thought and the compromise and adaptation with new conditions to the managers, especially in the field of decision-making in critical condition and not predetermined extremely (Steiner, 2007:18). Emotional intelligence means identifying your and others emotions, so based on that we would have behavior based on ethics and social conscience. Emotional intelligence includes abilities, such as one individual would be able to keep his/her make motivation and in the face of problems, controlling himself/herself in critical condition and shocks and keeping calm, delaying his/her happiness, empathy with others and be hopeful (Golman, 1995). According to Mount et al, the emotional intelligence ability in the workplace plays an important role (Mounts et al., 2009). Robbins believes that, today, in order to improve the performance in organizations, it can be used the related knowledge to the emotions and feelings (Robbins, 2002) and this knowledge would help the individuals in progress and job satisfaction (2007, Abrahm) the performance of the organization, decision-making, motivation, leadership, interpersonal conflicts (Robbins, 2002). Because the successful individuals pay attention to the emotional capabilities and in their communication, they would be understood each other's emotions and feelings very well, and shows reaction appropriately, so this ability causes to make a proper organizational substrate and culture in the organization that serves as a competitive advantage in a competitive world of today. Emotional intelligence has advantages and goodness. In this
regard, Golman (2000) has introduced two dimensions of individual and organizational. In individual dimension, it leads to self-assessment and self-consciousness, recognizing the strengths points and improvement areas, increasing social capabilities and activities, the skills of being calm, confidence, and high motivation. In the organizational dimension, it leads to high level of learning, teamwork and more motivation, fewer dissatisfaction, ethical problems, increasing creativity, innovation, more efficiency and better job performance (Goleman, 2000).

Mayer and Salvi (1997) have been designed a model of four horns for emotional intelligence. The mentioned model has shown a group of skills that is adjusted from simple to complicate and includes 1-perception, evaluation, and expression of emotion (including the ability to recognize your physical and psychological emotions, the ability to recognize other's emotions, the ability of correct expression emotions and related needs, ability to differentiate real and false feelings). 2- Facilitation emotional thinking (including the ability to change the direction and determination of the priority of the individual thought, based on the related emotions with objects, events, and individuals, and the ability to create specific emotions to help arbitration and related memories with feelings and the ability to use emotional moods in order to facilitate problem solving and creativity). 3-Identification and analysis of emotional data and utilization emotional knowledge (including the ability to understand how the relationship between the various emotions, the ability to understand the causes and consequences of emotions, the ability to interpret complex emotions, such as compositional emotions and inconsistent emotional states, the ability to identify and predict the possibility of changing and transforming emotion). 4- Emotion regulation (including the ability to express pleasant and painful emotions, the ability to view their feelings and their reflection, the ability to involve, continue and be away from the emotional states based on efficiency or a kind of individual judgement in specific position, the ability to manage their and others emotions) (Ghanai et al,2004). The pattern of Bar-on's emotional intelligence includes five components as following (Bar-on, 1997):

1. In-person skills: It specifies the individual's ability in being aware of emotions and controlling them.
2. Interpersonal skills: It specifies the individual's ability for compatibility with others and social skills.
3. Compatibility: It includes the flexibility and the ability of problem solving and realism in person.
4. Controlling stress: It specifies the ability to tolerance the tension and control nervous impulses.
5. The public mood: It shows the exhilaration and optimism of the individual.

Many evidences show that the individuals who have emotional skills, i.e. those who know and guide their feelings very well and they understand the feelings of others, and mode to it effectively. Also, the individuals whom emotional skills are well developed, they satisfy and be efficient in their lives and also they have intellectual habits that can cause them to be productive and efficient individuals (Golman, 1995, 56).

Organizational Trust. Today, scholars of other fields, specially, business management, and the processes of trust have been described in business environment as the adoption of the strategy in inclusive organizational behavior and participation (Gareth & Jenes, 1998). Shaw defines trust as believing to others; because, in order to reach their demands, we are dependent on others. Charlton says that leaders can trust to employees to be done and the leaders' speeches must be matched with their actions (Martins, 2002). The definition that has provided about trust is generally expectations or beliefs that individuals like to show to others through predictable and not merely in line with personal interests (Bijer, 1986). Based on this definition, one of the issues and problems of todays' organizations is lack of trust between employees and managers. In our organizations, especially government organizations, there is a significant gap between employees and management and their demands. Because of this gap, the decisions are usually having executive difficulties, because the employees in the implementation of the decisions show tenacity and in return, the managers do not trust the employees as well as have not participated in decision stream, and these entire cause distrust atmosphere in the organization. The result of such distrust is emerging behaviors such as rumor, conflict, political work, and hypothryroidism in the organization, which gives high energy from the organization, and increases the costs. In a such organization, speaking about issues like self-management and self-control, cooperation, creativity, comprehensive quality management is useless and most of the efforts for increasing productivity. So the result will not be favorable, because the realization of the organization's objectives requires the cooperation of its members with each other and the most important way to facilitate cooperation is mutual trust of employees to each other and trust between employees and managers of organizations (Chavoshi, 2007).

There are three broad topics in trust literature: Firstly, the trust within the organization means as a phenomenon within the organization, such as trust between employees and supervisors or managers, or among the coworkers that our emphasis in this study is on this type of trust. Secondly, a trust between organizations means a phenomenon among organizations and thirdly, the trust between organizations and their customers that has mentioned as a marketing concept (Dietz and Hartog, 2006).

Dietz and Hartog (2006) know these four dimensions of benevolence, competence, honesty and the ability to forecast as the main constituent elements of the trust. Also Meyer et al (1955) mention the three components of credibility, competence, and benevolence as the main dimensions of the trust.

1) Credit: It means believing a person or organization, what it has promised to be done; it will be done and be acted without contradiction. 2) Jurisdiction: The jurisdiction related to other’s capabilities, which they can perform their duties based on that (Basen on skills and knowledge). 3) Benevolence: The benevolence means kindly motives and the amount of incentive of one individual towards mutual group and the honest attention to the welfare of others (Meyer et al., 1955).

Alonen et al (2008) separated the organizational trust into two dimensions of trust between personal (communication), and non-personal. Personal trust can be broken into two dimensions: horizontal trust that is related to
the trust among employees and vertical trust that is related among employees and their managers. This trust is based on jurisdiction, benevolence, or credit. In this research, a type of non-personal organizational trust is named institutional trust. Non-personal trust in the organizational sphere has studied very little. Institutional trust can be mentioned to the member's trust to the strategy and the organization's vision, commercial suitability and its technology, structures and fair processes and human resources policy of the organization (Alonen et al., 2008). Trust in organizations need a strategy for increasing trust levels among all employees and managers. The researchers try to determine the basics of trust in the organization very much. Ebrahimi et al (2012) in its research showed that the organizational trust and its dimensions have positive impact on the willingness of the employees at the division of the knowledge.

Effective factors on the creation of the organizational trust as organizational factors, Yilmaz and Otali (2009) have been divided the factors, which includes: (The success evaluation of the employees using modern methods, having a fair reward systems, regular feedback and ... ) and personal factors (such as a tendency to rely, the values, contributing the employees to the habits and behaviors, etc.). Also, Nihan (2000) has mentioned the employees in making decision, feedback to employees and getting feedback of them, and enhancing the employees as necessary activities to increase the trust in organizations. Generally, the numerous factors have role in the creation of the trust in organizations, which recognizing and creating them is an important factor in improving commitment and organizational performance and understanding the goals of individual and organization.

In contrast, researchers have counted various consequences for the organizational trust, for example, Nihan (2000) knows the results of increasing confidence in the organization, which includes increased productivity, and strengthening of organizational commitment. Jane (2009) expresses the impact of organizational trust which includes creating a favorable trends, such as the creation and sharing knowledge, job satisfaction, organizational citizenship behavior, organizational commitment and ..., and also reduction of undesirable trends such as leaving the job, defensive behaviors, supervisory behaviors of the organizational trust. Also, according to Mishra and Moursi (1990) facilitation of open communication in the organization, sharing information that it causes job satisfaction, organizational commitment and increasing performance.

A study of organizational literature shows that a critical and necessary factor for the individual and the organizational success is high internal organizational trust (Mardani, 2007, Hoffman, 1994, Covey, 1990, Argyris, 1973). Weakness in other required resources compensates somewhat for the promotion of productivity. The investigations show that trust creates intrinsic and interpersonal effects and effects between the relationships within and outside the organization (Memarzadeh. 2009). Hence, it was said that high trust is equal to improvement of job satisfaction, organizational commitment, and confidence atmosphere between employees, an increase of contemplation and cooperation, organizational justice, and other factors that causes organizational productivity. For the organizational success, the continuous changes in the roles and technologies as well as the design of jobs and responsibilities, the trust is essential (Grover, 1993).

This idea that the trust in the workplaces as the potential main factor which leads to improve the organizational performance, and it can be a competitive advantage source in the long term, that is also taken into consideration quickly. Creating an environment, this has the organizational trust, that it would have many positive effects for the organization. On the contrary, the cost of distrust due to a lack of employees' willingness to cooperate and participate, risk aversion because of inappropriate behaviors, low quality of work, and the need to control can be heavy. Many of the researchers believe that generally trust is confidence and optimism toward the occurrence of the events or trust on others without any compulsory reason. In fact, our belief to this issue that others are doing the same work as we expect them, without any supervision (Lewicki,et al., 1998).

In short, trust means beliefs that people have about the future behavior of the opposite group. There are three broad topics in trust literature: Firstly, the trust within the organization means as a phenomenon within the organization, such as trust between employees and supervisors or managers, or among the coworkers that our emphasis in this study is on this type of trust. Secondly, a trust among organizations means a phenomenon among organizations and thirdly, the trust among organizations and their customers that are mentioned as a marketing concept (Dietz and Hartog, 2006).

Social Capital. In two recent decades, the social capital is emerged and evolved in the contexts and various forms of it as one of the focal concepts in the social sciences. Social capital is made up social obligations and it is under some converted circumstances into economic capital or may be institutionalized as an aristocratic model. Social capital is visualized in the relationship between people and when the social capital is aroused that the relationship between people is changed in a way that facilitates interaction (Coleman, 1998).

The term social capital has entered to the scientific literature for the first time about a century ago, but in mid 1980, it was said as a social theory, and it has studied in the form of the texture of work and organizations. It was entered in documents and discours of the fields, such that a lot of sociologists, policy scholars, and economists resorted to the concept of social capital in order to find answers to the various questions that it faced with their fields (Rafiee, 2005). The topic of social capital, before Honey Fun from the University of Western Virjinia raised 1916 in an article for the first time. Despite its importance in the social researches was used until the Lowry (Ranani, 2006) has entered this theory to the economy in the year 1960 by Jane Jabok in urban planning, in the decade of 1970. Social capital is a concept of meta- discipline that is considered to many Humanities fields recently.

This concept is actually an important communication bridge between economics, sociology and political science, that is studied the social value specially communications in order to reach common goals in macro level with newer view (Field, 2005). Generally, social capital includes entities, relationships, attitudes, values, and norms, which are the ruler to the behaviors and interactions (Grootaert and van Bastelaert, 2002). In other words, the social capital is
the network and norms, which causes people to act in the collective (Vulkak and Nariyan, 2000). The World Bank has known the social capital as the phenomenon that is the outcome of impact of social institutions, human relations, and norms on the quantity and quality of interactions. Until the decade of 1990, the major viewpoints of the development of the theory towards shortsighted and even contradictory about the role of the social relations in economic developments and political recommendations, which were offered not to use so much. For example, in the decades of 1950 and 1960, the social relations and the traditional ways of life were considered barriers to development (Moore, 1997). Social capital as a source for the organizations and individuals, that they can access their goals by using it. Its basis arises of related communication networks and social communication. According to Coleman, the social capital is a combination of social structures, which facilitates the certain actions of activists within these structures. The social capital is like other forms of capital that is productive, that it is not possible to achieve some of the goals without that (Ozkia and Ghaffari, 2004). Generally, it is presented various definitions of social capital. In recent years, the social capital in the various fields of social sciences has been have a rapid development and has attracted the interest of researchers in various fields and it entered the collegiate culture and academic language as one of the most focal cognitive society forces. Social capital as the concepts of community does not have a single definition, but widely it has studied several theoretical and experimental viewpoints. Social capital is a management phenomenon from one viewpoint, and is defined a variety of features for it, which includes trust (the norm), values and common behaviors, communication, cooperation, mutual understanding and mutual commitment, and network (Villanova and Josa, 2003). The importance of the organizational social capital is that it empowers community of people (groups, teams, organizations,...) and causes to finish the tasks together successfully. The organizational social capital creates the sense of cohesiveness through trust and cooperation. Elements such as trust, mutual understanding, commitment, and consistency to communication keep the organization in the variable market (Cohen and prosak, 2001). This capital causes the cohesion of employees and managers. This capital creates benefit through facilitating in mass activities successfully and the employees and manager can benefit this resource. This capital reflects the feature of social interactions in an organization and can be equal with other physical, financial, and human resource (Lynn, 2001).

Figure 1: Conceptual Model

<table>
<thead>
<tr>
<th>Research Hypothesis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypothesis 1: There is a significant relationship between emotional intelligence and organizational trust.</td>
</tr>
<tr>
<td>Hypothesis 2: There is a significant relationship between emotional intelligence and social capital.</td>
</tr>
<tr>
<td>Hypothesis 3: There is a significant relationship between social capital and organizational trust.</td>
</tr>
<tr>
<td>Hypothesis 4: There is a significant relationship between emotional intelligence and organizational trust due to the social capital.</td>
</tr>
</tbody>
</table>

| Research Methodology. | The necessary data for the research has been collected of a questionnaire, which its validity had been tested. A researcher has used a questionnaire for collecting data, which included 32 questions that all are as Likert five-choice spectrum. These data have been analyzed by LISREL software. The statistical community in this research was the employees of the social security organization. In this research, it has been used the simple random sampling method and the sample size was calculated 200 individuals by using Cochran sample size formula. To determine the reliability and validity of the questionnaire, it has used content validation and the coefficient of Cronbach's alpha, that its amount for the questionnaire of Roodar organizational trust (2003) was 0.89, and for the questionnaire of Nahapitt and Gooshal social capital (1998) was equal to 0.80 and for Bar-on's emotional intelligence questionnaire (1980) was equal to 0.86. In the present research, after drawing analytical model of the research based on data by path diagram program running application of Perlis of LISREL software, the measurement model is obtained, in which, in this model, the assumptions were tested by using the coefficients B and by using t test. Meanwhile, fitness indicators of the model also automatically were calculated by running the Perlis program for the desired model. |

The analysis of the data

<table>
<thead>
<tr>
<th>Table 1: Fitness Indicators of the research's model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Values</td>
</tr>
<tr>
<td>461</td>
</tr>
<tr>
<td>1089.15</td>
</tr>
</tbody>
</table>

29
### Sample Size Characteristics

<table>
<thead>
<tr>
<th>Sample Size</th>
<th>RMSEA</th>
<th>NFI</th>
<th>NNFI</th>
<th>CFI</th>
<th>RMR</th>
<th>GFI</th>
<th>AGFI</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.083</td>
<td>0.05</td>
<td>0.90</td>
<td>0.90</td>
<td>0.90</td>
<td>0.061</td>
<td>0.90</td>
<td>0.90</td>
</tr>
<tr>
<td>0.91</td>
<td>0.90</td>
<td></td>
<td></td>
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<tr>
<td>0.94</td>
<td>0.90</td>
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<td>0.95</td>
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<tr>
<td>0.061</td>
<td>0.05</td>
<td>0.90</td>
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<tr>
<td>0.75</td>
<td>0.90</td>
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<tr>
<td>0.71</td>
<td>0.90</td>
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</tr>
</tbody>
</table>

As noted in the table (1), the compliance rate or goodness fit is at the acceptable level.

**The structural model test.** In this study, it has used the confirmatory factor analysis method for measurement model test and path analysis to mash up structural research model. The following two charts show that the overall output model is the LISERAL software which includes simultaneously the structural model and the measurement model which will be explained in more detail and will be examined.

![Chart 2: The base model with the path coefficients](chart2.png)

The findings and analysis of the results

Hypothesis 1: There is a significant relationship between emotional intelligence and organizational trust.

### Table 2: The results of the first hypothesis test

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Coefficient</th>
<th>T statistics</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a significant relationship between emotional intelligence and organizational trust.</td>
<td>0.40</td>
<td>5.18</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Based on the shown results in the table (2), the impact of the independent variable on the dependent is supported by data and the path, and these two variables are related to each other, which is positive and significant (at the level of 5 percent error is significant) \((t = 5.18, \beta_{22} = 0.40)\). As a result, with a 95 percent certainty, it can be said that there is a significant relationship between emotional intelligence and organizational trust.
Hypothesis 2: There is a significant relationship between emotional intelligence and social capital.

Table 3: The results of the second hypothesis test

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Coefficient</th>
<th>T statistics</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a significant relationship between emotional intelligence and social capital</td>
<td>0.53</td>
<td>5.84</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Based on the shown results in the table (3), the impact of independent variable on dependent is supported by data and the path, and these two variables are related to each other, which is positive and significant (at the 5% level of error is significant) \( (t = 5.84, \beta_{22} = 0.53) \). As a result, with a 95 percent certainty, it can be said that there is a significant relationship between emotional intelligence and social capital.

Hypothesis 3: There is a significant relationship between social capital and organizational trust.

Table 4: The results of the third hypothesis test

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Coefficient</th>
<th>T statistics</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a significant relationship between social capital and organizational trust</td>
<td>0.25</td>
<td>3.02</td>
<td>accepted</td>
</tr>
</tbody>
</table>

Based on the shown results in the table (4), the impact of independent variable on the dependent one is supported by data and the path, and these two variables are related to each other, which is positive and significant (at the 5% level of error is significant) \( (t = 3.02, \beta_{22} = 0.25) \). As a result, with a 95 percent certainty, it can be said that there is a significant relationship between social capital and organizational trust.

Hypothesis 4: There is a significant relationship between emotional intelligence and organizational trust due to social capital.

Table 5: The results of a fourth hypothesis test

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Coefficient</th>
<th>T statistics</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypothesis 4: There is a significant relationship between emotional intelligence and organizational trust due to social capital</td>
<td>0.25=0.1325×0.53</td>
<td>Accepted</td>
<td></td>
</tr>
</tbody>
</table>

The results of the fourth hypothesis have studied according to the data of table data (5). The study of intermediary role of social capital between emotional intelligence and organizational trust is like to the case that if the direct influence of emotional intelligence on the social capital is approved and a direct impact of social capital on organizational trust will be verified. The Path coefficient of emotional intelligence exogenous variable on social capital endogenous variable is 0.53 and with T value that is equal to 5.84 at the error level of 0.05 with 0.95 certainties; the target statistics is significant. The path-coefficient of social capital endogenous implicit variable on organizational trust endogenous variable is 0.25 and with T value, that is equal to 3.02 at the error level of 0.05 with 0.95 certainties; the target statistics is significant. As a result, the impact of intermediary role of social capital between emotional intelligence and organizational trust is equal to 0.25 × 0.53 = 0.1325 and the investigator’s claim was confirmed.

Conclusion. The results of the first hypothesis showed that the rate of path coefficient between emotional intelligence and organizational trust is equal to 0.40 and the amount of related T is 5.18>1.96, so according to t test with critical amount of 0.05 at the level of 95% certainties; the zero hypothesis can be rejected. As a result, the first claim of the researcher has confirmed and with 95% certainty, it can be said that, there is a significant relationship between emotional intelligence and organizational trust.

The results of the second hypothesis showed that the rate of path coefficient between emotional intelligence and social capital is equal to 0.53 and the amount of related T is 5.84>1.96, so according to t test with critical amount of 0.05 at the level of 95% certainties, the zero hypothesis can be rejected. As a result, the second claim of the researcher has confirmed and with 95% certainty, it can be said that, there is a significant relationship between emotional intelligence and social capital.

The third hypothesis results showed that the rate of path coefficient between social capital and organizational trust is equal to 0.25 and the amount of related T is 3.02>1.96, so according to t test with critical amount of 0.05 at the level of 95% certainties, the zero hypothesis can be rejected. As a result, the third claim of the researcher has confirmed and with 95% certainty, it can be said that, there is a significant relationship between social capital and organizational trust.

The fourth hypothesis results showed that the rate of path coefficient between emotional intelligence and social capital is equal to 0.53, T value is equal to 5.84, the rate of path coefficient between social capital and organizational trust is equal to 0.25, and T value is equal to 3.02. Therefore, at the error level of 0.05 with 95% certainty, the target statistic is significant. As a result, the impact of intermediary role of social capital between emotional intelligence and organizational trust is equal to 0.25 × 0.53 = 0.1325 and the forth claim of the researcher has confirmed.
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SPECIFYING THE RELATIONSHIP AMONG JOB SECURITY, WORK ETHIC AND WORK INVOLVEMENT BY STUDYING THE MEDIATING EFFECT OF WORK DISCIPLINE (CASE STUDY: SOCIAL SECURITY ORGANIZATION)

Aflaton Amiri, Assistant Professor, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran
Masoud Sayani, Ph.D. Student, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran
Mohammadreza Karimfar, Ph.D. Student, Department of management, Kerman Branch, Islamic Azad University, Kerman, Iran

Abstract. The relationship among work ethic, job security and work involvement according to mediating effect of work discipline was investigated using a sample of 125 personnel working at the social security organization. The simple random sampling was applied in the present research. The sample size using the Cochran formula was 94 personnel. A multi-choice questionnaire was used to conduct a factor analysis. In addition, data analysis was conducted by a structural equation modeling. Content reliability and Cronbach’s alpha coefficient were used to determine reliability of the questionnaire. The reliability of Casta & Mac Cry work ethic questionnaire (1192), Nessi et al job security questionnaire (2000) as well as Cango work discipline and work involvement questioners (1982) were 0.85, 0.88, 0.83 and 0.84, respectively. Results suggested that, due to mediating effect of work discipline there is a significant link between job security and work discipline, between work ethic and work discipline as well as between job security and work involvement.

Keywords: work ethic, job security, work involvement, work discipline.

Introduction. Institutionalization of work ethic is a major strategy of organizations to achieve their purposes (Rahimi, 2011). Work ethic creates discipline and may develop sense of loyalty among personnel. Paying attention to work ethic in organization is actually observing behavior and human relations, because morality not only develops commitment but also it makes people being sensitive to their job duties in the best form without supervision of an external controller. Work ethic in an organization leads to increase efficiency, to realize permanent development, to evolve human culture as well as to stabilize management and economical discipline.