

The Relationship between Emotional Intelligence, Self-Esteem and Mental Health of Staff at the Health Center of Ghaemshahr City

Esmail Saberi^{1,a}, Hoda Babai Kafaei^{2,b,*} and Hosseinali Ghanadzadegan^{3,c}

¹No.8, Yaasbld, Fadak4 st, Fadakst, Sari, Mazandaran, Iran

²Psychology Group, Islamic Azad University, Farah abad road, Sari, Mazandaran, Iran

³Psychology Group, Islamic Azad University, Farah abad road, Sari, Mazandaran, Iran

^aesaberi67@yahoo.com, ^bhodabk@yahoo.com, ^cghanad.hamid@iausari.ac.ir

*Corresponding Author

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Abstract. The purpose of this study was to survey the relationship between emotional intelligence, self-esteem and mental health in personnel of hygiene center. It was a correlative descriptive study. To achieve the purpose of this research from total number of 100 personnel in hygiene center, a group of 80 personnel (40 female and 40 male) were chosen randomly using Krejcie and Morgan's table. Bar-On's emotional intelligence questionnaire, Cooper Smith's self-esteem questionnaire and Golberg and Hiller's general health questionnaire were selected as instruments of this research. Data was analyzed by SPSS software, using descriptive (frequency table) and inferential (Pearson's correlation coefficient) statistics. The results obtained from this study showed that: It was a significant relation between emotional intelligence and self-esteem. It was a significant relation between emotional intelligence and mental health. It was a significant relation between self-esteem and mental health. Emotional intelligence between women and men was similar. Self-esteem between women and men was different. Mental health between women and men was similar.

1. Introduction

One of the pillars of community mental health assessment is community's mental health. Undoubtedly, mental health plays an important role in ensuring dynamism and efficiency in any community. Mental health is of affairs in which people seek them in life. Since mental health is seen as a critical need to improve the quality of human life, in this regard, the World Health Organization defined Health and Welfare as a state in which a person recognizes his/her ability and uses them effectively and productively and is useful for the community [1]. According to psychologists, emotional intelligence is one of the factors that make promotion persons' mental health and has a predictor role in this field [2]. Salovey & Mayer is defined emotional intelligence as an ability to monitor their own and others' emotions and feelings, distinguish between them, and using this information to guide one's thinking and actions [3]. Daniel Goleman believe that emotional intelligence involves an internal elements (level of self-awareness, self-image, a sense of independence and refers to one's capacity, self-actualization, and assertiveness) and external elements (interpersonal relationships, ease in empathy and a sense of responsibility) and the

person's capacity to accept reality, flexibility, ability of solving emotion difficulty, ability of solving problem and coping with stressful events refers to the ability to solve emotional problems [4]. In other words, emotional intelligence refers to individual differences in emotional perception, processing, regulation and development of emotional information [5]. Salowski & Cartwright found that people with high emotional intelligence can tolerate lower stress and have better satisfaction of physical and psychological [6]. Behjat indicate that there is a significant relationship between emotional intelligence, the competencies of self-efficacy, and diversity receptiveness of college students [7]. Also Khosrojerdi and Khanzadeh to examine the relationship between emotional intelligence and general health of the students came to the conclusion that EI is of public health promotion and prevention of mental disorders. On the other hand, the main results of the study show that high self-esteem is positive and effective factors in mental health and low self-esteem belong to factors which are susceptible for mental disorders. Self-esteem is the most important tool to achieve the happiness and prosperity of humans and contains feel to be valuable. This sense arises in set of thoughts, feelings, emotions and experiences in life duration and it is defined generally as a personal valuation of his/her valuation [8]. People who have high self-esteem can be met problems with confidence and resolve them. Guillon, Crocq and Bailey in their research concluded that there is a significant positive relationship between self-esteem and psychiatric disorders in adolescents [9].

Moushki et al did conduct a research named "examining effects of the curriculum using self-esteem and health control beliefs" to enhance students' mental health that results indicated a significant effect of the program [10]. In Masoudnia's study titled "The relationship between self-esteem and social anxiety among students" the results showed an inverse relationship between self-esteem and social anxiety [11]. Also Mazaheri showed in their study that group self-esteem training is effective in increasing students' social adjustment [12].

Although research conducted in the field of mental health and emotional intelligence and self-esteem and mental health in Iran, apart from the research of Celik and Deniz in examining emotional intelligence and self-esteem and happiness of adult found that higher self-esteem and emotional intelligence is more associated with happiness significantly [13]. Other internal and external researches which examine three variables together have not found in this investigation. This study examines the relationship and explanatory between emotional intelligence variables, self-esteem and mental psychological.

2. Methodology

In this investigation the correlation methodology was used in order to explore relationships between variables, that is a descriptive cross sectional study (non-test). Present study populations include all health center staff in 2012, serving in Ghaemshahr city and according to observed statistics, the total number of employees is 100. Statistical sample of this research is 80 people (40 female staff and 40 male staff) randomly, by determining a sample size through the Table of Krejcie and Morgan, y.

2.1 Emotional Intelligence Questionnaire of BAR- ON (EQ-i)

The questionnaire contains 90 questions; the first cross-cultural questionnaire is emotional intelligence assessment. This test was carried out in three steps and after doing some changes and modifications in the original context, 117- items questionnaire was reduced to 90 items. Cronbach's alpha level of 0.93 was reported for the entire test and also calculated the Cronbach's alpha in the third stage was equal to the calculated Cronbach's alpha in the second stage. 9 validity studies are performed on (EQ-i): superficial validity, content, factorial, structure, convergent, divergent, groups - landlords, diagnosis, and forecasting. These validity studies are conducted to determine whether it seems (superficial validity), contains the key questions of main sections within area of each scale (content validity), to what extent the main question structure is confirmed (factor

validity), to what extent subscales measure intended structure size and not something else (structure validity, convergent, divergent, and the reference group), the questionnaire capability to identify people who have higher emotional intelligence than those who have low emotional intelligence (Diagnostic validity), and the intellectual and emotional behavior in the future can be predicted (Predictive validity [14]).

2.2 Self-Esteem Scale of Coopersmith (SEI)

Self-esteem scale to measure feedback to self has been providing in the realms of social, family, school and personal and a lie scale is added to it [15]. Self-esteem questionnaire (SEI) consisted of 58 articles, that describe individual feelings, thoughts or reactions and subject must answer to questions by marking at Yes (it is like me) or No (it is not like me) home. Materials for each of the subscales are: 26-article Basic Scale, 8-article social scale, 8-article scale of families, 8-article school scale and 8-article lie scale. Following subscale scores and total scores also provide possibility of specifying a context in which individuals are deserved to positive image of their selves. Studies in Iran and outside of Iran indicate that the test encompass acceptable reliability and validity. To assess the validity between total score of the test, with neuroticism subscale of the Eysenck Personality test, divergence validity is obtained negative and significant and with extraversion subscales, convergent validity is obtained significant positive. Edmonson et al reported internal consistency coefficient of 0.86 to 0.90 to self-esteem test [16]. Coopersmith et al reported retest coefficient to equal 0.88 after five weeks and 0.7 after a year. To retest approach, reliability coefficient of this test in Iran has been reported for twelve days and four weeks, 0.77 and 0.80 respectively. Internal consistency coefficient reported between 0.83 to 0.89 has been varied in different studies.

2.3 General Health Questionnaire of Goldberg and Hiller (GHQ - 28)

It is the best known Psychiatric screening test so far has had a huge impact on research progress [17]. The questionnaire was created by Goldberg for separating people with mental disorders from the population who would go to general health of centers [18]. Today, this questionnaire has been translated into 36 languages for use. The original and primary form of the questionnaire included 60 questions. To fit the circumstances, a shorter form of the General Health Questionnaire was developed consisting of 28 questions. Regulated form or 28 questions is made in order to increase the amount of variance and based on the full form factor analysis GHQ, that is 60-item version. Results of Benjamin et al several studies imply on a strong correlation between obtained results of the 60- and 28-article questionnaire of general health and psychological disorders diagnosis [19].

3. Findings

In this study, two descriptive statistics and inferential statistics methods with SPSS software is used for data analysis. Descriptive statistics methods include calculating mean, drafting tables and drawing graphs of frequency and methods of inferential statistics include independent t-test and correlation coefficient.

Descriptive characteristics related to sex, age and educational level of participants in this study are listed in Table 1.

Table 1: Frequency of respondents' sex

Variable		Frequency	percentage
sex	female	40	50
	male	40	50
age	20 - 25	1	1.25
	25 - 30	2	2.5

	30 - 35	11	13.75
	35 - 40	25	31.25
	40 - 45	23	28.75
	45 - 50	15	18.75
	55 - 60	3	3.75
Education	Without Diploma	2	2.5
	Diploma	4	5
	Junior College diploma	2	2.5
	BM	66	82.5
	MA	2	2.5
	PHD	2	5

The findings show that 50 per cent of respondents are female and 50 percent of respondents are male. Also, most participants are between 35 to 40 years and hold a BA.

Inferential statistical indicators include: the correlation coefficient (Table 2) and scores t (Table 3).

Table2. The correlation coefficient between emotional intelligence, self-esteem and mental health

Statistical Indicators	Calculated r	Critical r	Significant level	Freedom degree	the number of sample
Emotional intelligence and self-esteem	0.38	0.217	0.05	78	80
Emotional and mental health.	-0.56	0.217	0.05	78	80
self-esteem and mental health	0.37	0.217	0.05	78	80

According to Table 2 and the correlation coefficient scores, we conclude that there is a statistically significant relationship between emotional intelligence and self-esteem ($r= 0.38$), emotional intelligence and mental health ($r= -0.56$), and self-esteem and mental health (0.37).

Table3. t-scores on emotional intelligence, self-esteem and mental health.

Variable	group	Number	M	SD	t	d.f	Alfa (a)
EI	female	40	322.42	45.1	0.69	78	0.05
	male	40					
Mental Health	female	40	24.09	15.49	0.34	78	0.05
	male	40					
Self-esteem	female	40	33.8	5.74	2.18	78	0.05
	male	40					

According to Table (3) and t-scores, it follows that EI is alike between male and female employees ($t= 0.69$), Self-esteem is different between male and female employees ($t=2.18$) and a mental health among male and female employees is alike ($t=0.34$).

4. Discussion and results

The most important public hygiene issues that all people health in the community has been provided. These are considered in three aspects of the physical, psychological and social. If the mental health is unnoticed enough frequency of behavioral and psychological problems will increase to some extent that problems are raised of neglect of the mental health will have irreversible and ill effects on the individual, social, family, humanity, political, economic and cultural. Whereas, today EI as an important factor in individual mental hygiene and health has a very important and valuable effect on psychological health, on the one hand, and self-esteem is as one of the intrapersonal components in emotional intelligence, the present study was conducted to examine the relationship between emotional intelligence, self-esteem of mental health staffs in health center of Ghaemshahr city. Accumulating evidences suggest that there exists between emotional intelligence and self-esteem, emotional intelligence and mental health and self-esteem and mental health of staffs in health center. These findings are consistent with the results of Abbas andul-haq, Celik, Landa and López-Zafra, Batool, Besharat et al, Slaski and Cartwright, Schotte et al and Moushki [20,21,22,23,24]. The findings also showed that emotional and mental health among male and female employees is alike that these results consist with study of Nourbakhsh et al that between total emotional intelligence scores was not significantly different between the two sexes [25]. On the other, the findings also showed that self-esteem is different between male and female employees. This finding is consistent with result of research of Thompson and Ungerleider [26]. Totally emotional intelligence plays an important role in promotion of self-esteem and positive self-concept in the people and development of their mental health and training components of emotional intelligence causes that employees have high self-esteem and mental health and achieve greater success in career and life situations. Hence it is necessary that workshops and in-service courses for this group of employees is held to understanding the importance of these variables in order to train them using appropriate strategies and models.

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