

Study of Relationship between Cultural Intelligence and Happiness Rate of Employees in Kerman Saderat Banks

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Abstract

Today organizational healthy means That organization also should care about employees mental and physical work employees healthy happiness is one of the most important mental needs which not only effects on relationship between people and their lives but also has an important effect on their mental health and facing current problems .A happy person is efficient innovative and effective. This research generally aims to examine the relationship between culture intelligence and happiness rate of employees in Kerman saderat banks. this study was done using sectional studies and correlation method in a statistical sample of 200 people from Kerman saderat banks. Determining number of sample was done using kourcran formulation and a number of 200 respondents was selected by stratified .sample method proportional to sample size. Making information was done by two questionnaires in which questionnaire validity of cultural intelligence was measured %90 by kahnooji in 2008 and questionnaires validity of employees happiness was measured %90 by author. Also, constancy resulted by cronbach s Alpha method for questionnaire of cultural intelligence, was%90 . Pierson and Spearman statistical tests were used to describe gathered data. Gathered information by SPSS soft ware was analyzed. Results of this research show that there is a positive and meaningful relation between employees happiness rate and employees cultural intelligence.

Keyword: Intelligence, Cultural intelligence, happiness, success

Introduction

Happiness and gladness is a need and necessity. Although this event is defined and described from several points of view, but is a human basic need in view points of scientists. Who can be found not climbing need of happiness? The base of world and its creatures are designed as create happiness in man. Happiness is a state of excitement which leads to cheerfulness, agility, satisfaction and interest of people in society. Also some psychologist believe that: Having positive and useful relations with others, purposivism of life, character growth, having

a fancy for others and life are components of success and happiness (moradi, 2011). To live happily and socialize pleasurably, it is necessary to learn basic skill. So making an intimate relation and successful. Feeling needs mental and social skills (Ebadi, 2011). In various current workplaces, it is necessary to manage stresses resulted from cultural shock and cultural disorders and consequences arising from cultural anomie desirably. Some of cultural dimensions can be observed. Some evident factors such as art, music and behavioral style belong to them. But many challenge able parts of culture are hidden. Beliefs, values, expectations, perceptions and hypotheses are elements from culture which cannot be seen. But influence people behavior and sometimes cause work challenges and contradictions. So, effective compatibility and adjustment is necessary (Rahimzadeh, 2011). One of the prominent factors and known as regulator factor is cultural intelligence. Cultural intelligence is a new extent of intelligence which relates to workplace very much. Cultural intelligence allows people to learn how they work and how response to behavioral sample. However it decreases relational obstacles and gives people the power of cultural management (Harris and colleagues, 2011). One of the most important and hardest occupations of every system and organization is moving towards determined goals and fulfilling its anticipated responsibilities and determining some. Procedure for a successful future of organization, So individual and massive motive is certain to reach it creating a motive among inter-organizational people as looking at outer ones is possible owing to have high cultural intelligence. While more complicated social communications of people, conflict among them is stronger. learning the concepts of cultural intelligence and cultural recreation, protecting and being attached to customs and rules and social connection prevent any organizational rupture and human in connection or decrease gaps and distances between society and their pleasant systems by their deep communicating, informing and cultural activities (Hadizadeh Moghadam & hosseini, 2011).

Problem expression

Methodical research and investigation around preconditions of mental health and social success are recently recognized. Authors found several factors in their practical efforts which play important roles to foresee people health (such as physical and mental health) and success. But, researchers by continuous researches are going to explore a unique factor which is lonely able to explaining the main part of man health, satisfaction and success. Finally they presented happiness as a miracle factor. Influencing man structures of brain and language deeply, happiness moves them toward success and healthy and keep them away of unhappiness and illness (Elyasi, 2011). From old times, human has been a man of happy programs. Happiness was in all parties and ceremonies, either mourning, birthday, prominent events or in jungles and... and did not related to special age. Bing and small, Old and young men and women all liked and like happy programs and use them (Irvani, 2011). Argel considers happiness as a psychological state which others, feeling of compatibility with environment, feeling of personal growth and feeling of happiness and hope (Elyasi, 2011).

Argel and grosland (2011) also believe that happiness there indicators of positive or happiness, feeling satisfaction in life and lack of negative feeling in view point of anxiety and depression.

In Argels idea, a happy person has a desirable perception and satisfies him/her self, balanced social relations and avoids hatred and hate and evaluates the life positively (Argel and grosland, Persian translatio). Many people fail in their job, though having high IQ and suitable social skills. The main reason is low cultural intelligence (sternburg). One of the most considerable factor and known as regulator factor is cultural intelligence .Cultural intelligence is a new extend of intelligence which has high relation to workplace. Cultural intelligence allows people to learn how others think and how they respond to behavioral sample, so communicational obstacles are decreased and people receive cultural management (Harris and colleagues). The concept of cultural intelligence was first designed by Early and Ang, authors of London business college .They defined cultural intelligence as an ability to learn new samples in cultural functions and to present correct behavioristic responds to these sample (Early and colleagues). They proposed that in a new cultural position it can be hard to find known signs to benefit communication. In these cases, someone should provide a common cognitive framework regarding available information, even if this framework doesn't perceive enough local behaviors and norms. Providing this framework is just responsibility of one who has high cultural intelligence. In other definition, cultural intelligence is an individual ability to understand, explain and act effectively in known position having cultural diversity and agrees with a group of concepts related to intelligence which knows intelligence as a cognitive ability more (Peterson).

Cultural intelligence which determines the manners of person behaviors in workplaces . Influences feeling of happiness and sorrow in people . Considering someone cultural intelligence and that how he/she controls and manages his/her relations can help him/her to create a correct relation without tension, this results happiness and success for him/her. So regarding above matters, this research seek for an answer to this question that: Is there a relation between employees' culture intelligence and their happiness?

Research questions

Main question

Is there a relation between employees cultural intelligence and their happiness in Kerman saderat banks?

Other questions

- 1) Is there a relation between employees infra cognitive intelligence and their happiness in Kerman saderat banks?
- 2) Is there a relation between employees cognitive intelligence and their happiness in Kerman saderat banks?
- 3) Is there a relation between employees motivational intelligence and their happiness in Kerman saderat banks?
- 4) Is there a relation between employees behavioristic intelligence and their happiness in Kerman saderat banks?

Research theoretical framework

Happiness is considerable variable in this research (base variable), a variable that is tried to describe and explain its changes by cultural intelligence (anticipator variable).

In psychology language happiness means a positive anxiety state which associated by emotion balance, satisfaction in life, optimism, mental happiness, feeling of health and feeling of adequacy and efficiency (Elyasi, 2008). Happiness is feeling of ~~being well~~ ~~being well~~ which makes people able to benefit of common feeling, thoughts, intelligence, wisdom and consciousness and spiritual values (ostadan and colleagues, 2008). Happiness is a concept with several basic components. First anxious and emotion component which causes a happy person to be ever happy and successful morally . second is social component which is followed by developing social relations. And third is cognitive component which causes a happy person to have his/her own thought and special information process. And explains routine events as followed by his/her optimism (omidian, 2008).

In psychological definition of it can be said that happiness is a positive interaction which emerges imposing satisfied scenes and events and is a feeling of happiness which emerges because of achieving what was a wish.

Also some ones said that happiness include a collection of enjoys without pain .happiness is welfare and satisfaction of soul. Happiness is a quality of live which all wish to achieve it (Irvani, 2008).

Success is an event containing developed articles such as anxious responds satisfaction extends and general judges which has life satisfaction desirable without undesirable one. All components of this formulation can be analyzed by secondary divisions. Life satisfaction can be divide to satisfaction of several life areas such as entertainments, love, marriage job and ... and every area is divided to smaller ones. Desirable is divided to special anxiety such as shyness, sin, sorrow depression and anxiety. (Zarghamand colleagues, 2008)

Cultural intelligence: cultural intelligence is and individual ability to understand, explain and a act in known positions which have cultural diversity and agree with a group of concepts related to intelligence which know intelligence as a cognitive ability more (Peterson, 2008)

Cultural intelligence has four dimensions which should be considered:

1- Infra cognitive intelligence. 2-cognitive intelligence 3- Motivational intelligence, 4-behavioristic intelligence. Every dimension has several differentiates. People having high cultural intelligence are able to match their behaviors using these resources and by non-ral motion, speaking methods and/or matching them with others behavioristic customs and/or with several cultures. Many authors use these dimensions to measure people cultural intelligence (Tomas and colleagues, Persian translation, 2008)

Larsoun and kut () believe that social relation have so much effect on persons happiness and other sides of healthy and maybe its biggest single reason. Also there is a relation between the effect of persons happiness and positions.(Irvani)

Vandyne () believes that happiness and emotive stability relates to cultural intelligence. Jaafari () also believe that haven suitable social relations and proportionate to organization culture and ability to communicate with colleagues is the biggest resource of happiness.(Jaafari)

Having a happy life and enjoyable association needs basic skills and learning them. So, creating a friendly relation and feeding happiness need social and mental skills.(Panahi,)

Ability of having good relation with others is ones of the main resources of happiness. People who have high cultural intelligence can perceive others feelings well, make sympathy and communicate with them satisfactorily. They also don't make them angry by destroying others happy positions.

Because they accept their independent feelings and respect it (Salem Andishan khallagh art cultural institution,).

Argil () believes that being near each other and having communication without conflict and struggle increases inner happiness level, happiness and success (Elyasi,).

Poutnam and colleagues in a research by Harvard university and humanism center of Indiana University, found that people having high cultural intelligence and better communication, are happier than people who are richer without desirable social relation. Poutnam and colleagues believe that cultural intelligence is really a strong anticipator to determine people happiness and life quality in society. So, to increase people happiness level, investing in cultural field is more valuable investing in economic field.

Research method

This research from view points of descriptive method is correction one and from purpose points of view belongs to applied research. Which is carried out by method of field researches .Statistical society of research contains of all employees in branches of kerman saderat banks. In this research sampling is used by random classified method proportionate to classification size. This kind of sampling is used when society isn't homogenous and peer. Every branch is considered as a class and based on population , some of employed people in that organization are selected as sample size and using simple random sampling. that questionnaires are distributed among them randomly .

Research instruments

In this research, questionnaires are instruments to gather data. Questionnaire is a structural technique to gather data. In which respondents are ask by the same collection of questions (sekarang, Persian translation, ()).

To collect needed data in this research, two questionnaires are used. The questionnaires of cultural intelligence includes *stjoes* and measures cultural intelligence by components of infra cognitive intelligence, cognitive intelligence, motivational intelligence and behavioristic intelligence and is designed as five-option from (completely disagree to completely agree). Having standard questionnaires prevents re measuring its content validity. Credibility of measuring instruments is evaluated in *by* krounbaches alpha test .questionnaires of happiness, used to measure employees happiness, includes *questions*. This questionnaires is designed by author which measures happiness by three indicators of positive effect, feeling of satisfaction in life and lack of negative affect and is designed as five-option from (low to high).validity of the mentioned questionnaire was measured *by* five members of scientific board of Kerman and rafsanjani open universities and Also, krounbaches alpha method was used to measure krounbaches alpha method which was *by*

Research findings

Results of main hypothesis show that there is a positive and meaningful relation between employees cultural intelligence and their happiness. Based on results of correlation test, Pierson correlation coefficient equals *by* and spearman correlation coefficient equals *by* $p < 0.05$

Result of hypothesis *by* shows that there is a positive and meaningful relation between infra cognitive intelligence and employees happiness. Based on result from correlation test, Pierson correlation coefficient equals *by* and spearman correlation coefficient equal *by* $p < 0.05$

Result of hypothesis *by* shows that there is a positive and meaningful relation between cognitive intelligence and employees happiness. Based on result from correlation test, Pierson correlation coefficient equals *by* and spearman correlation coefficient equal *by* $p < 0.05$

Result of hypothesis *by* shows that there is a positive and meaningful relation between motivational intelligence and employees happiness. Based on result from correlation test, Pierson correlation coefficient equals *by* and spearman correlation coefficient equal *by* $p < 0.05$

Result of hypothesis *by* shows that there is a positive and meaningful relation between behavioristic intelligence and employees happiness. Based on result from correlation test, Pierson correlation coefficient equals *by* and spearman correlation coefficient equal *by* ($p < 0.05$).

Statistics of Pierson and spearman test

Conclusion	Happiness		
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Cultural intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Infracognitive intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	cognitive intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Motivational intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Behavioristic intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	

** Correlation is significant at the 0.01 level (2-tailed).

Conclusion	Happiness		
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Cultural intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	Infra cognitive intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive relation	0.9200000000	Pierson correlation coefficient	cognitive intelligence
	0.920000	Meaningfulness	
	0.9200	Numbers	
There is a meaningful and positive	0.9200000000	Pierson correlation coefficient	Motivational intelligence
	0.920000	Meaningfulness	

relation	0.000	Numbers	
There is a meaningful and positive relation	0.000	Pierson correlation coefficient	Behavioristic intelligence
	0.000	Meaningfulness	
	0.000	Numbers	

** Correlation is significant at the 0.000 level (2-tailed).

Discussion

Though people today work in several workplaces and extend the concept of globalizing cultural interference, this ability for organizations, employees and managers is very important. Cultural intelligence is a modern area of intelligence which explains the possibility of mediation in several variable workplaces. Cultural intelligence helps people to manage effectively the inter cultural differences. People having high cultural intelligence understand cultural fences which and from people behaviors and explain thinking and interacting in several positions. But they are able to decrease obstacles. These people are ready to perceive cultural differences and act in this area powerfully; an area which is full of differences (Delaram and colleague, 2012).

Happiness is also a feeling that all humans want it, but a few ones achieve it. The special properties of this feeling are acknowledging, inner fair, satisfaction feeling and interested in self and others. The most usual mind state of a person is happiness and success state (Moradi, 2012).

While feeling of happiness and success is created internally, so life will be happy and negative thoughts such as unhappiness, depression and infrustration will be inactivated. So, happiness motivates desire of social activity, make strong human relations and a live hope to move (Irvani, 2012). Happiness isn't completely individual matter but is a property of societies. This is true specially in pluralism societies. Society health is a function of common facilities (Irvani, 2012). Good mental health is one of the most important structures which is effective in cognitive abilities. Regarding that human is a social being and living individually is impossible for him, and workplace can be effective in his mental health and even his happiness, so, importance and necessity of regarding above structures and their relationship with work factors in workplace is certain (Zargham and colleagues, 2012). In research hypotheses there is a meaningful relation. Although there is no research in this field which can compare results of research, but some documents in this field are explained as follow:

Main hypothesis: statistical calculations show that there is a positive, meaningful relation between cultural intelligence and employees happiness in Kerman saderat banks. As it is confirmed by authors, Larson and kut (2008) believe social relations influence on someone s happiness and other sides of health and maybe the biggest single reason for it. Also there is a relation between someone happiness and positions (Irvani, 2012).

Van dain (2008) also believes that happiness and emotional constancy relate to cultural intelligence. So it is expected that people who have high cultural intelligence, regarding that they understand other feeling and have relations without any conflicts and struggles, so it increases their happiness.

First secondary hypothesis: statistical calculations show that there is a positive and meaningful relation between employees infra cognitive intelligence and their happiness in Kerman saderat banks. According to the research, infra cognitive defines as a method in which someone perceives intercultural experiences. A method that explains some processes by which people use to understand cultural knowledge. This happens when people judge about thoughtful processes of themselves and others. In fact people correct and adjust their cultural knowledge and relating to unknown cultures. Receiving results they ever correct and complete this cognition. As someone is able to do them and can obtain needed knowledge while making relation to different cultures and adjust his/her cultural knowledge, so he/she lives happier. Authors researches and ideas conform it too. In view points of world health organization, mental health means the ability to make balanced and coordinated relation to others, and to change and reform social environment and to solve anxious conflicts and personal desires logically. Kaplan defines mental health as ever compatibility with varied conditions and trying to balance inner desires and varying environment conditions (Tamanai far and colleagues, 2008). To live happily and associate with enjoyably, basic skills and learning them is necessary, so making friendly relation and happy feeling needs mental and social skills.

Second secondary hypothesis: statistical calculations show that there is a positive and meaning full relation between employees cognitive intelligence and happiness in Kerman saderat banks. According to definition of infra cognitive intelligence it includes understanding a person of similarities and differences of cultures which reflexes general knowledge about cultures. As people have this intelligence, their happiness and success increase and have less problems to communicate. Jafari (2008) also believes that having suitable social relation and proportionate to have suitable social relations and the ability to communicate is one of the biggest resources of happiness. That is, mental happiness, cheerfulness and success influence all characteristic sizes of human and how to show several behaviors. In the field of happiness it is said that one of the main effects of happiness is looking for association and accepting a happy association in free time and helping others. Happiness has other important effects for inner health and work health (specially helping), association and loves each other. This explains again positive anxieties and happiness.

Third secondary hypothesis: statistical calculations show that there is a positive and meaningful relation between employees motivational intelligence and their happiness in Kerman saderat banks. According to definition of motivational intelligence, it includes people truth and validation in regard of ability to match with new culture. This component shows people energy towards making an effect relation with new culture. Motivational dimension of cultural intelligence includes a level in which people accept their abilities to make inter cultural relation and to understand the way of experiencing relation to others in several cultures and satisfaction rate of it. In fact, experience and education in previous relations

make a self-estimation and ability to perform duties in the best ways. It is noted that they accept to associate with unknown cultures and even want to live in them. As it is defined, people having above properties are more desirable towards different cultures and customs and as a result they are so happy to make relation with society. And avoid depression and anxiety. Ability to have good relations with others is one of the main resources of happiness. People who have high cultural intelligence, can make a good relation, understand others feelings and are satisfied to make this relation. Also they don't make themselves depression by making angry others. So they accept independent feelings. So it is expected to increase employees cultural intelligence while raising motivational intelligence along with different manners and customs.

Fourth secondary hypothesis: statistical calculations show that there is a positive and meaningful relation between employees behavioristic intelligence and their happiness in Kerman saderat banks. According to definition of behavioristic intelligence in this research it is ability to show oral and non-oral actions in relation to people in several cultures. This element of cultural intelligence emphasizes on this that how people act when they are in new culture and behavioristic cultural intelligence points to people abilities to interact well. People having behavioristic cultural intelligence need oral communication based on host culture. Regarding this definition can be concluded that if people know using different cultural signs, points and can use them to make relation well, so they can communicate more successfully and experience more happiness. As argil believes, making oral and non-oral relation as the simplest communication method is a basic principle of communication. Ability "to speak well " and "to say good words" causes to make friendly and respectful relation and finally a satisfied feeling. But correct non-oral skills effective too. Respect, politeness, right behavior manner and considering cultural and social manners lead to make relationship.

Suggestions

* According to that there is a positive and meaningful relation between employees cultural intelligence and happiness, and that happiness is common object among people, so it is suggested that some conditions are created in organizations.

*regarding that there is a positive and meaningful relation between infra cognitive intelligence of employees and happiness, it is suggested that people understand inter culture experiences. And some conditions are created in which someone can correct and adjust his/her cultural knowledge to make a relation with unknown cultures and as a result can correct and complete this recognition. So he/she can reach high level of happiness.

* regarding that there is a positive and meaningful relation between motivational intelligence of employees and happiness, it is suggested that people accept the ability to match with new culture. Also they accept their abilities to communicate. And experience communication with people in other culture and improve satisfaction of it in order to reach more happiness.

* regarding that there is a positive and meaningful relation between behavioristic intelligence and happiness of employees, it is suggested that some conditions are created in which people learn to make oral communication as needed with host culture, so they can use non-oral communications proportionate with host culture and increase their happiness.

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