

## The consideration of emotional intelligence abilities in event volunteers

R. Andam<sup>1</sup>, N. Benar<sup>2</sup>, M. Aliabadi<sup>1</sup>, M. Yousefi<sup>3</sup>, A. Ghorbanian<sup>3</sup>, K. Danesh Sani<sup>2</sup>

*Shahrood University of Technology<sup>1</sup>, Iran.*

*Guilan University<sup>2</sup>, Rasht, Iran.*

*Shomal University<sup>3</sup>, Iran*

### Annotation:

The measurement of emotional intelligence abilities is one of the new subjects and important in human behavior studies. According to this matter, purpose of this research is consideration of emotional intelligence abilities in public sport events volunteers in 2011. For this purpose, Bradbury and Cruise's standard questionnaire was completed by present volunteers in event (n=80). The results indicated that 4 levels of emotional intelligence in volunteers are higher than expectational average significantly (p<0.01). Also, priority of emotional intelligence abilities indicated that self-awareness is first priority and social awareness, relationship management and self-management are second, third and fourth priorities in volunteers. Finally, in the basis of parameter, results stated that there is no difference between male and female volunteers emotional intelligence in first Olympia of public sport. According to results of present research and advantages of attention to emotional intelligence and human behavior in organizations, it recommended sport events managers to be more sensitive relative to human behavior abilities in human resource (volunteers) under his management. At least, result of this meditation in student's sport is recruitment and development of motivated volunteers for continuous attendance in sport events.

**Андам Р., Бенар Н., Алиабади М., Юсефи М., Гхорбаниан А., Данеш Сани К. Анализ эмоциональных интеллектуальных способностей в соревнованиях добровольцев.** Измерения эмоциональных интеллектуальных способностей является одним из новых и важных предметов в исследованиях поведения человека. По этому вопросу, целью данного исследования является рассмотрение эмоциональных интеллектуальных способностей в национальных спортивных соревнованиях добровольцев в 2011 году. Для этой цели был использован стандартный опросник Бредбери и Круза. В исследовании принимали участие 80 добровольцев (n=80). Результаты показали, что 4 уровня эмоционального интеллекта у добровольцев были достоверно выше среднего (p<0.01). Кроме того установлено, что приоритетным в эмоциональных интеллектуальных способностях является самосознание и социальная осведомленность. Взаимосвязь управления и самоуправления являются вторым, третьим и четвертым приоритетом у добровольцев. Наконец, на основе параметров установлено, что нет никакой разницы между эмоциональным интеллектом мужчин и женщин, которые участвуют в первой Олимпиаде национального спорта. По результатам настоящего исследования рекомендуется обращать преимущественное внимание на эмоциональный интеллект и поведение человека в организации. Рекомендуется руководителям спортивных мероприятий быть более чувствительными по отношению к способностям человека, а также учитывать проявление способностей как ресурс человека. По крайней мере, результатом этого исследования в студенческом спорте является подбор и интеллектуальное, умственное развитие мотивированных добровольцев для непрерывного участия в спортивных мероприятиях.

**Андам Р., Бенар Н., Алиабади М., Юсефи М., Гхорбаниан А., Данеш Сани К. Анализ эмоциональных интеллектуальных способностей в змаганнях добровольців.** Виміри емоційних інтелектуальних здібностей є одним з нових і важливих предметів в дослідженнях поведінки людини. З цього питання, метою даного дослідження є розгляд емоційних інтелектуальних здібностей в національних спортивних змаганнях добровольців в 2011 році. Для цієї мети був використаний стандартний опитувальник Бредбері і Круза. У дослідженні брали участь 80 добровольців (n=80). Результати показали, що 4 рівні емоційного інтелекту у добровольців були достовірно вище середнього (p<0.01). Крім того встановлено, що пріоритетною в емоційних інтелектуальних здібностях є самосвідомість і соціальна обізнаність. Взаємозв'язок управління і самоврядування є другим, третім і четвертим пріоритетом у добровольців. Нарешті, на основі параметрів встановлено, що немає ніякої різниці між емоційним інтелектом чоловіків і жінок, які беруть участь в першій Олімпіаді національного спорту. За результатами справжнього дослідження рекомендується звертати переважну увагу на емоційний інтелект і поведінку людини в організації. Рекомендується керівникам спортивних заходів бути чутливішими по відношенню до здібностей людини, а також враховувати прояв здібностей як ресурс людини. Принаймні, результатом цього дослідження в студентському спорті є підбір і інтелектуальний, розумовий розвиток мотивованих добровольців для безперервної участі в спортивних заходах.

### Key words:

*volunteers, emotional, intelligence, sport, events.*

*добровольцы, эмоциональный, интеллект, спорт, события.*

*добровольці, емоційний, інтелект, спорт, події.*

### Introduction

In process of formation of organizations and society, human resources have main role that for this purpose can suppose it as essences of each organization. Part of human resources is consist of volunteers who can be effective in development of organization goals and society [13].

However, sport is one of the sector which benefit volunteers attendance. Geraten et al (1997) have defined sport volunteers to this way: individual who activate without award or income in formal sport organization such as clubs or governmental committee in sport [8].

According to role which state for attending volunteers in events, general attention to their problems have much importance such as psychological, social, cultural features and etc.

Meanwhile; it hasn't been considered to emotional intelligence in psychological of human behavior up to now.

In this basis, concept of emotional intelligence was titled by Solovey and Mayer for the first time in 1990. It states "emotional intelligence is kind of emotional intelligence process which is consist of true assessment from emotions in himself / herself and others, suitable exposure from emotions and its justified regulation"[19].

Attention to emotions and their suitable application in human relations, understanding his/her emotions and others and their management, empathy with others and positive usage from emotions are subjects which was introduced in past decade as title of emotional intelligence and can search its background in Wechsler ideas that he believed there is intelligent factors in addition to special unintelligent factors that it can determine intelligent behaviors.[14].

Professors, emotional intelligence have defined

according to features and its applications in following: Bar-On (1997) introduced emotional intelligence as a group of skills, talents and non-cognitive abilities that increase individual success against environmental stresses and situations. In fact, emotional intelligence is used for help yourself and help others [5].

In 1998, Goleman stated "emotional intelligence is an indicator of the ability of ideal management of behavior, mental situation and control of tensions and it is a factor which creates motivation and hope in people when they don't achieve to goal"[2].

In this theory, emotional intelligence has been constituted of four main skills that are:

- A) self-awareness: it is the ability in exact recognition from emotions and awareness about them at the time of creation. Self-awareness is control of desires in response to different people and situations, too.
- B) self-management: It is the ability in applying awareness from emotions for being flexible and leading behaviors positively, it means that you can control your emotional reactions toward people and different conditions and think before doing every work.
- C) Social awareness: It is the recognition of people's emotions and how they encounter their emotional reactions and what is happening even when individuals don't have the same feeling and meditations.
- D) relation management: it is the ability in applying awareness of people's emotions for success in control and interactions management[27]. In Goleman's idea, emotional intelligence is a skill which individuals can control his/her morals by self-awareness and improve it by self-management, perceive their effect by empathy and promote his/her morale and others by relation management[20].

Therefore; emotional intelligence indicates why two people with as IQ as may achieve to different grade of success in life and main element is human behavior that acts differently from IQ.

Researches show that all life success depends on 20% IQ and 80% emotional intelligence.

Gender difference is effective in emotional intelligence. Stain studied on 4500 male and 3200 female and it recognized that female acquire higher score than male in empathy and social responsibility, however, male have higher endurance and self-confidence than female against mental stress. In other words, they are same about emotional intelligence but each of them reacts stronger in some fields [1].

There for individuals interact with each other in every situation. If they want to have ideal productivity and good performance and achieve to their goal by cooperating to others, they must be equipped to technical abilities and special characteristics which is called emotional intelligence generally. Because, these abilities make individual awareness, calm, respectful, supportive, listener, replier, explainer and acceptor. [32]

Gardner and Stough (2003) indicated in study with title "consideration of relationship between emotional intelligence in office, job satisfaction and organizational commitment in Swinburn university in USA that emotional

intelligence is a benefit predictor for job satisfaction and organizational commitment. Also, emotional intelligence has a relationship with job satisfaction and organizational commitment [10].

Besharat (2005) considers the effect of emotional intelligence on social relationship quality and found that there is a significant negative correlation between emotional intelligence and students' interpersonal problems such as decisiveness, sincerity, responsibility and civility. Emotional intelligence decreases interpersonal problems with strengthening of mental health, empathy with others, social compatibility, emotional rehabilitation and satisfaction of life and it provides background of social relationship improvement [6].

Roblyer (2008) found that there is a significant and positive relationship between emotional intelligence and group performance and also between emotional intelligence and group learning[31].

Othman and Anugerah (2009) in research with title "The consideration of relationship commitment and job success" and inter mediator role of commitment in relation to emotional intelligence and job success conclude that (1) individuals who have high emotional intelligence, have more commitment than to his/she job, (2) commitment predicts job satisfaction and (3) commitment is an inter mediator of relationship between emotional intelligence and job satisfaction [21].

Solanki and Lane (2010) concluded that there is a significant relationship between emotional intelligence and sport as a strategy of controlling on feelings.

Also, findings indicated that individuals who use sport for promoting emotional manners, they have higher emotional intelligence [29]. Finally, Ghoniem et al (2011) found that staffs who have high emotional intelligence, they are satisfied than their work. Also, results indicate: a) there is no significant relationship between gender and job satisfaction. b) there is a significant relationship between emotional intelligence and job satisfaction and finally c) The combination of emotional intelligence and gender influences on job satisfaction [11].

Since in management of countries sport especially in holding majority of sport events, lack of human resource is one of main problems for managers, using volunteers forces can influence on fading problems and holding better sport events. As researches have indicated that young's desire to volunteering in activities and short-time projects and in opposite middle-aged desire to long-time activities and works which have more commitment [22]. Also, participation in volunteering activities raise self-confidence in individuals and make them away from disturbance and life stresses [30].

The lack of awareness of volunteers wills or ignoring requirements and manner of behavior with them can take in calamity for development and recruitment of volunteer resources, efficiency of sport organization or performing special sport event. Since volunteer could find special situation for themselves in structure of sport organizations nowadays, therefore; it expects from sport events managers that they accomplish tasks which require for sport event and support volunteers. It is important that

consider to demography characteristic and behavioral subjects such as their emotional intelligence clearly.

According to this matter that true management and exact perception of volunteers works in sport is primary principles in support and treat in volunteers, therefore; it is important that recognize factors which result to better management in them. In present study, researcher follows to consider levels of volunteers' emotional intelligence who participate in sport events until in this method, they perceive better behavior in them which result to continuous attendance volunteers in events.

#### Methodology

The present research is descriptive and field form and with using Bradbury and cruise emotional intelligence standard questionnaire (2004) was considered to measurement of emotional intelligence abilities in event's volunteers.

This questionnaire is standard and its validity and reliability has been measured by Ganji (2005) and was used by Naderi (2007), too[9]. The statistical population are all volunteers (n=80) who participated in public sport first Olympia of country university's students in Ardabil (Female) and Ilam (male) that because of limitation society volume, all of them were statistical samples.

In this research participate 38 female and 42 male that 8 people were physical education standard and 72 people were other fields.

Therefore; after providing full list of participated volunteers in mentioned events and coordinating to their chief questionnaires distributed and finally they were given back, the research instrument was two part. In first part was asked volunteers demography in formation (age, gender, marriage situation, educational level and job record). In second part, questionnaires was consist of 28 question which was scored on 5- point Likert scale, A score of 1 allocated to never choice and score of 5 allocated to always choice and 4 basis skills measure self-awareness (1 to 5), self-management (6 to 15), social awareness (16 to 20), and relation management (21 to 28). In this way, for determining validity was used to help 11 professor in this field, then for determining reliability was done a primary study (completing questionnaires by 30 people in mentioned events) and reliability coefficient gained by Cronbach Alpha ( $\alpha=0/76$ ) that is indicator of measurement instrument constancy.

At last, for analyzing main findings of study after describing findings by central limitation and variance was Kolmogorov-Smirnov test for determining to be normal data distribution and t-test for determining significance each of abilities and their ranking. All analysis was done by SPSS software (version 17).

#### Findings

The findings related to completors' demography indicated that 47.5% of volunteers were male and 52.5% of them were female. On basis of age levels, 58.5% were 20 to 22 years old and 96.6% were single. On basis of job record, 73.3% had record lower than 1 year. Also, more than 83.8% had licentiate's degree, 2.5% diploma and 13.8% MSC and higher.

Table1 is indicator of mean, standard deviation,

significance value related to be normal test of data distribution and significance value related to consider emotional intelligence abilities in volunteers.

As is considered, all 4 levels of emotional intelligence in volunteers are higher than t-test significantly ( $p<0.01$ ).

In present research, for considering difference of emotional in volunteers with each other was used Fridman variance test.

The result of test indicated that there is significant difference in 4 levels of emotional intelligence in volunteers ( $p<0.001$ ).

Also, self-awareness is first priority and social awareness. Relation management and self-management are second priorities to forth in volunteers (table2).

Also, for comparing emotional intelligence levels in volunteers on basis of their genders was used t-test in two independent groups that their results has been presented in table 3.

As T parameter indicates there is no significant difference among participator volunteers in public sport Olympia on basis of gender.

#### Discussion and Conclusion

Since emotional intelligence and its abilities are important elements in human behavior of dynamic and changing organizations and also sport organizations, as a result; purpose of this research is consideration of emotional intelligence levels in present volunteers in public sport events in 2012. According to this matter, it is necessary which emotional intelligence is high in volunteers not only in view of social participation. Belonging to society and ability doing responsibilities but also in view of mental health and recognizing individual talents, it is structure which influences on these individuals life styles in society.

Therefore, attention to emotional intelligence and its reinforcement in volunteers' sport events addition to fade their problems, it creates opportunity until individual could use from all their abilities for aware encounter with situation.

The related findings to demography results showed that participated percentage of female students' volunteers is more than men that this matter is indicator of more desire in females for participating in voluntary activates. The research findings showed that gender distribution in present volunteers is in accordance with Keunsu (2007), Poorsoltani et al; (2011) and Ramzaninezhad et al (2011) research and it doesn't have justification with Yung (2010) [16, 23, 24, 33].

Judge et al (2002) declared that females enjoy voluntary more because of more social interaction. In fact, people who are extrovert, they enjoy voluntary more [15].

Researches indicate that males volunteer more than females in social sports and females participate in sport events as a volunteer.

In other hand can state that females volunteer more than males because of participation and social commitment, gaining opportunity for exposure and learning. According to these findings can state that managers can perceive better their needs and interests by informing volunteer' gender distribution in planning time for recruitment and

Table 1

*Result of emotional intelligence levels test in volunteers*

component	Mean	Standard Deviation	Significance value of KS test	Test value	t	Significance Value
Self-awareness	4.13	0.44	0.077*	3	22.63	0.001**
Social awareness	3.97	0.45	0.157*	3	18.94	0.001**
Relation management	3.85	0.42	0.368*	3	17.99	0.001**
Self-management	3.58	0.34	0.559*	3	15.2	0.001**

p>0.05\*: considerable data distribution is normal

P<0.01\*\*: considerable levels rate is higher than test value significantly

Table 2.

*Results of Fridman test for comparing emotional intelligence levels in volunteers and their ranking*

component	Mean rank	Chi-square	Degrees of freedom	p-value
Self- awareness	3.41	87.051	3	0.001
Social- awareness	2.69			
Relation management	2.34			
Self-management	1.57			

Table 3

*Compared test of emotional intelligence levels n volunteers in basis on gender.*

component	T parameter	p-value
Self- awareness	0.883	0.25
Social- awareness	-1.106	0.825
Relation management	0.662	0.978
Self-management	0.714	0.401

try to satisfy them. Also, result indicated that more present volunteer and are educational people who have licentiate degree (83.8%). That is in accordance with Keunsu (2007), Strigas (2008) and Moharamzadeh (2008) research results [18.18.20]. According to in holding sport events especially students event, we need to different committee with various tasks, it is necessary that managers use experts and students as one of the most important resources of these committees' provider in necessary cases for holding better.

In many jobs, emotional intelligence has important role in job opportunities, job skills and necessary talents and quality of success in job. Every job need to special level of emotional intelligence. Some jobs don't need to

high emotional intelligence. These jobs focus on doing task. Therefore; individuals who have high emotional intelligence, they aren't successful in these jobs. In opposites in some jobs, individuals should do their tasks with empathy and effective relationship with others and constitute work teams. These jobs need to high emotional intelligence. It seems present volunteers in sport events are individuals who need to high emotional intelligence.

In basis on findings, more volunteers in students event (73.3%) have voluntary record less than 1 year that is accordance with Poorsoltani et al (2010)research results and isn't accordance with Yang results (2010).

Perhaps, the reason of non-justification is because

of duty of country universities in students public sport event for first time and other important sport event doesn't hold in that place, therefore; volunteers have no experience except experience of attendance in students Olympia. However, to volunteer managers of sport events as a volunteer before thinking about their recruitment in design process, instruction, organization and volunteers' reward strategy and also consider to demography variables.

The results of priority of emotional intelligence options on the basis of mean Ranks indicated that self-awareness and social-awareness levels are the most important and in opposite, relation management and self management are the least important cases that Friedman test results confirm correctness of findings. On this basis should point that volunteers emotional intelligence abilities is in ideal level. This matter is indicator of suitable environment for volunteer's activities in present event. This finding is justification with Babayi's results (2006) and is non-justification with Rezaian's results (2008), Babayi (2006) in this research indicated that among emotional intelligence dimensions, manager's self-awareness and social-awareness have the most effect on organizational climate.

According to Goleman's declaration could explain reason of this matter that awareness in main center of skills (such as social relationship, social skills...) because emotional intelligence is begun since effective and correct information is entered to perceptual system. Moreover; Rezaian (2008) point that relation management have the most importance in emotional intelligence and this matter creates good feeling about individuals attendance in organization and finally it streng them cooperation and assistance (3, 25).

Therefore; it seems that volunteer who have high level of social skills, they can use of this factor for suitable reaction, perception of differences, group work ability of conversation and connection and mediation. For this purpose, sport events managers can provide conditions for developing emotional intelligence and positive emotions in sport organizations climate and increase participation and assistance in volunteers and improve efficiency rate.

It is mentionable that nowadays in lot of world large events, there is respect to others instruction classes and social skills instruction for volunteer that this project provides background for reinforcing emotional intelligence skills. Moreover, in basis of performed researches, subject of emotional intelligence and its abilities is as internal factor, changeable, effective on performance of problem solving that can help to person in direction of stress management in conditions of encounter with problems.

Since consideration of recognition of emotional intelligence is new subject and has been proved its high relation with success in life, as a result cat state that sport events volunteers could raise social interaction and valuable felling for event managers with participation in holding events and also they could increase emotional

intelligence rate and many related abilities in themselves which are success important elements in life.

The present research results indicated that that is no significant difference between emotional intelligence in male and female volunteers.

According to research background may be state that for rising emotional intelligence must be instruct these skills step by step, therefore; presented instructions must be related to this matter and its promotion ways. Moreover; these skill are presentable in every age and gender. However; having special age and gender can't just be important factor in increasing and deceasing emotional intelligence.

These findings is accordance with Rostami's results (2003) and isn't accordance with lajverdi (2008), Egly and Johson (1990), Guastello (2003), shwuming (2004) and Banihashemian et al (2010) results [26, 17, 7, 12, 28, 4].

As Barron's declaration (2000), however; males and females have no much difference in emotional perception, females have higher scores in abilities such as empathy and interpersonal and social relationship.

In opposite, males have higher scores in realistic, claim, tolerance, stress, immediate control and compatibility. Lajverdi results (2008) titled that females have higher self-awareness and present better services and also they have higher social skills and are more compatible with others progress. Egly and Johnson (1990) indicated that females have higher skills than males and females have more desire to be have friendly. Since empathy, supportive behaviors, excitement control, emotional flexibility and evaluation of her excitement and others is generic characteristic in females.

These generic characteristic is caused to be emotional intelligence in females more than males. According to accomplished researches can state than sport events have created climate which is presented voluntary services away from generic differences. And these services have no special and considerable reward, thus it hasn't been observed differences in volunteers' emotional intelligence abilities. But it seems that expectations of sport events managers from volunteers has been resulted to exposure of same behaviors. In any case, com formation of this claim requires to more researches.

Using volunteers is growing in country sport. Moreover; one of the most important method of recruitment and maintenance of this group is awareness of human behavior with volunteers. As mentioned, measurement of intelligence has much importance in these individuals for management and organizing better for sport events. Hence, sport events managers should know motives and emotional intelligence resources before inviting and recruiting of volunteers finally, a few amount of samples, Lack of control effective variables on emotional intelligence such as social, economical, family and personal factors Create limitations in case of generalization of findings that we must consider to them.

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### Information about the authors:

#### Reza Andam

reza.andam@gmail.com  
Shahrood University of Technology of Iran  
P.O.Box: 3619995161-316, Shahrood, Iran.

#### Nooshin Benar

noshinbenar@yahoo.com  
Guilan University of Iran  
P.O. Box 1841, Rasht, Iran.

#### Mozhgan Aliabadi

lmozhganl\_66@yahoo.com  
Shahrood University of Technology of Iran  
P.O.Box: 3619995161-316, Shahrood, Iran.

#### Asieh Ghorbanian Rajabi

asieghorbanian@yahoo.co.uk  
Shomal University  
P.O.Box 731, Amol, Mazandaran, Iran.

#### Ghorbanian A.

reza.andam@gmail.com  
Guilan University of Iran  
P.O. Box 1841, Rasht, Iran.

#### Kazem Danesh Sani

kazemdanesh\_s@yahoo.com  
Guilan University of Iran  
P.O. Box 1841, Rasht, Iran.  
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### Информация об авторах:

#### Андам Р.

reza.andam@gmail.com  
Шахруд Университет Технологий  
п/я: 3619995161-316, Шахруд, Иран.

#### Бенар Н.

noshinbenar@yahoo.com  
Гулиан Университет  
п/я: 1841, Решт, Иран.

#### Алиабади М.

lmozhganl\_66@yahoo.com  
Шахруд Университет Технологий  
п/я: 3619995161-316, Шахруд, Иран.

#### Юсефи М.

asieghorbanian@yahoo.co.uk  
Университет Шомал  
п/я: 731, Амол, Мазандаран, Иран.

#### Гхорбаниан А.

reza.andam@gmail.com  
Гулиан Университет  
п/я: 1841, Решт, Иран.

#### Данеш Сани К.

kazemdanesh\_s@yahoo.com  
Гулиан Университет  
п/я: 1841, Решт, Иран.

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