Investigating the Effect of Spiritual Intelligence on the Job Performance of the Employees by the Mediating Role of Individual Innovations (Case of Mehre Eghtesad Bank in Khorasan Razavi)

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Extended abstract

1. Introduction

Since the banking industry of Iran is a relatively competitive market and consistently offers diverse products and services to attract new customers and maintain current customers from all banks, there is no high security for the sale of bank products and services, and since this is the result of the loss of current bank customers, banks have to spend a lot on attracting new customers. Designing new products and services is only part of the way to attract new customers and keep current customers, and innovation in providing services, products, and bank programs is another way of attracting and retaining customers. It is obvious that employees are one of the main pillars of achieving these goals. In other words, attracting and educating innovative staff and finding the features and requirements for innovation is one of the most important issues for managers of the banking industry.

The ability of employees to innovate in providing services and improving the quality of services and the quality and novelty of the services provided by the banks affect the attitude of customers towards the level of services superior to the other competitors, and it is evident that the lack of attention to this important point means sharing the market and even the organization's downfall.

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2. Theoretical Framework

Emmons (2000a) defined spiritual intelligence as “the adaptive use of spiritual information to facilitate everyday problem solving and goal attainment.” Spiritual intelligence depends on the mindset of people and its relation to the peripheral world. Spiritual intelligence includes the capacity for deep understanding of existential questions and insights into multiple levels of consciousness. It goes beyond the conventional psychological development and its self-awareness involves awareness of the relationship to the exalted existence of other individuals and all beings (Amram, 2005).

On the other hand, individual innovation emphasizes the level of creativity and self-innovation that the organization uses to solve problems, and its key indicators are finding better solutions for doing work, welcoming unpredictable situations and uncertainties in work, examination of innovative methods in the work and experience of innovations that have not been tested and approved (Rajaei Pour et al., 2013). Since organizational characteristics influence the individual innovation of employees, the goal of any organization for success should be to engage everyone in the innovative processes of the organization (Kantor, 1988).

Frese and Fay (2001) argue that job performance is one of the variables that has received considerable attention in many developed countries. Psychologists consider job performance as a product of human behaviors and believe that motivations and needs affect individuals’ performance and, ultimately, economic growth and development. Variables that are related to employee job performance are personal initiative, religious orientation, and organizational social capital.

3. Method

Since in this research, the effect of spiritual intelligence on job performance with the mediating role of individual innovation has been investigated and analyzed, this research in terms of the purpose is an applied research and considering that in this research, the questionnaire is used for measuring variables in order to answer the scientific question in the real world, and determining the amount and type of influence between variables it is a survey research. The statistical population of the research is Mehre Eghtesad Bank employees of Khorasan Razavi province.

A questionnaire was used to collect data. In order to collect information about the variable of spiritual intelligence, as an independent variable in this research, the questionnaire of Raeese et al. (2014) with four dimensions of general thinking and beliefs, the ability to confront and deal with problems, addressing ethical issues and self-awareness and love and interest, for information gathering about the individual innovation of employees, the individual innovation inventory (Hurt et al., 1977) and for collecting data on the job performance variable, the Patterson job function questionnaire (1997) with three dimensions have been used.
4. Results and Discussion

The study of the spiritual effect on the performance of the bank employees shows that spiritual intelligence affects the performance of the bank's employees positively and confirms this hypothesis. In other words, the higher the spiritual intelligence of the staff, the better their job performance.

On the other hand, the results of the research show that individual innovation has a positive and significant effect on the job performance of the employees of the said bank; in other words, improving individual innovation can lead to the improved job performance of the bank's employees. Also, spiritual intelligence has a positive and significant effect on the individual innovation of the bank's employees. In other words, as spiritual intelligence increases, their individual innovations also increase. The effects of spiritual intelligence on performance, spiritual intelligence on individual innovation and individual innovation on job performance are significant and the mediating role of the variable of individual innovation is a minor mediation and the hypothesis of mediation of research is confirmed.

5. Conclusion

In this study, it has been proved that spiritual intelligence has a positive effect on the performance of employees in the workplace. At the same time, individual innovation of employees affects job performance, and the freedom to act in providing a new and innovative way, and its application, as well as participation in decision making, will increase the motivation of the staff and will lead to more effort and better result.

Innovation and innovative environment with organizational flexibility lead employees to innovation which involves a problem-solving process, and the same process often forces an employee to provide a solution to improve work practices. This is a complement to learning and is the result of an individual's desirable performance in the organization. To create a supportive environment for creating a learning cycle in order to improve the performance of employees, management tasks can be considered from a range of views.

**Keywords:** Spiritual Intelligence, Individual Innovation, Job Performance

**References (in Persian)**


References (in English)


