

JOB STRESS AND SPIRITUAL INTELLIGENCE ON NATIONAL COMPANY OF OIL PRODUCTS DISTRIBUTION

G. A. Shekari^a, E. Ahmadian^a, and A. Hakimzadeh^{b*}

^a*Department of Management, Mashhad Branch, Islamic Azad University, Mashhad, Iran*

^b*Department of Management, Mobarakeh Branch, Islamic Azad University, Mobarakeh, Iran*

E-mail: Dr.shekari@yahoo.com, Ahmadianelaheh222@gmail.com, a.hakimzadeh@yahoo.com

(Received on: 23-01-12; Accepted on: 20-02-12)

ABSTRACT

During the twentieth century, various aspects of intelligence was recognized. The latest aspect is spiritual intelligence. According to the provided definitions, persons with intellectual intelligence possess characteristics such as: highly flexible, self-awareness, empathy, forgiveness and etc. People with high spiritual intelligence must have an external control center and should be able to control his emotions. This research is descriptive and correlational study. The statistical society include 198 member of National Company of Oil Products Distribution in Torbat Heydarieh and sample size was calculated by using the formula of Cochran and equal to 130. Research tools include Badie's questionnaire spiritual consciousness and Hellriegel job stress questionnaire. The findings suggest the existence of a relation between Spiritual Intelligence and occupational stress of employees. Thus the promotion of spiritual intelligence, probably will cuts job stress.

Key world: *Intelligence, Spiritual Intelligence, Job Stress.*

1. INTRODUCTION:

Intelligence is a concept that in long term human have been interested in about its dimensions, protests, characteristics and its variants. Intelligence is divided in to different types: Physical Intelligence (PQ), intellectual intelligence (IQ), Emotional Intelligence, (EQ) and spiritual intelligence (SQ) . Now it is said that, «IQ» and «EQ» are not responsible for everything, but human requires a third factor that is called "spiritual intelligence"(Cherian, 2004). Among between kinds of intelligence, spiritual intelligence is most basic and most smart. Generally spiritual intelligence structure emergence can be considered as application of spiritual capacity and resources in practical situations. Spiritual intelligence is involved to identify the psychological well- being and growth of total health expenditure. (Vaughan, 2003) Spiritual intelligence allows new insights into the development and enhance confidence (King DB, 2008). Spiritual intelligence is a ability to represent a set of intellectual resources and capacities and that they are working on increasing the adaptability and the mental health of individual (Grecian ER, Shear KJ, 2006). Spiritual intelligence allows us to management the situations. (Tirri K, 2006, 40) On the other hand, stress is one of the factors affecting employees' performance in the organization. Occupational stress factors in plants play an important role in the incidence of insecure by employees through reduction of concentration, distractions, impaired memory, uncertainty in doing things and reduction of decision-making power. Although stress from the negative perspective are discussed, but also it can have a positive value. This important question can be raised that how individual with a high spiritual intelligence reactions in facing stress? And is there a significant relationship between spiritual intelligence and occupational stress among employees in the National Company of Oil Products Distribution in Torbat Heydarieh?

2. HYPOTHESIS:

(2-1) The main hypothesis

There is a significant relationship between spiritual intelligence of employees with job stress on National Company of Oil Products Distribution in Torbat Heydarieh.

***Corresponding author: A. Hakimzadeh^{b*}, *E-mail: a.hakimzadeh@yahoo.com**

(2-2) subsidiary hypothesis

1. There is a relationship between Job stress and generally thinking and beliefs.
2. There is a relationship between generally thought and beliefs with physical environment.
3. There is a relationship between general thinking and beliefs with Job conflict.
4. There is a relationship between role ambiguity with generally thought and belief.
5. There is a relationship between ability to cope and dealing with problems and employees' stress.
6. There is a relationship between ability to cope and deal with problems with physical environment.
7. There is a relationship between ability to cope and deal with problems with Job conflict.
8. There is a relationship between ability to cope and deal with problems with role ambiguity.
9. There is a relationship between addressing the moral virtues and Job stress.
10. There is a relationship between addressing the moral virtues and physical environment.
11. There is a relationship between addressing the moral virtues and Job conflict.
12. There is a relationship between addressing the moral virtues and role ambiguity.
13. There is a relationship between employees' self-awareness and love with job stress.
14. There is a relationship between employees' self-awareness and love with physical environment.
15. There is a relationship between employees' self-awareness and love with Job conflict.
16. There is a relationship between employees' self-awareness and love with role ambiguity.

(2-3) Hypothesis sub side

1. There is a significant difference between male and female employees' stress.
2. There is a significant difference between single and married employees' job stress.
3. There is a significant difference between job stress and type of staff employment.
4. There is a significant relationship between job stress and employees' level of education.
5. There is a significant relationship between job stress and employees age.
6. There is a significant relationship between staff job stress and service.

3. VARIABLES:

(3-1) Independent variables:

Spiritual intelligence with components that are fallows as:

- The generally thinking and beliefs.
- Ability to cope and deal with problems.
- Addressing the moral virtues.
- Self-awareness and love.

(3-2) Dependent variable:

Employees job stress with components that are fallows as:

- Physical environment of job stress.
- Role ambiguity of job stress.
- Job conflict of Job stress.

(3-3) Adjustment variables:

Age, Gender, Work experience and Education level.

4. THEORETICAL DEFINITIONS OF VARIABLES:

(4-1) Intelligence:

Intelligence is the ability to think, planning, creation, implementation, problem solving, reaction, decision-making, and learning. (Noble, K. D, 2000)

(4-2) Spiritual intelligence:

Spiritual intelligence is beyond the individual's physical and cognitive relationship with the environment and enters within an intuitive and transcendent area of individual's vision of life and this subject clear the answer to questions like: "Who am I?", "Why I am here?", and "what is important?" for people until finally able to discover the sources of love and joy that are hidden in fully stress every day, is to help yourself and others. (Ghobari bonab & others, 2007)

(4-3) Stress:

Stress is said to state that in which the person encountering with status and opportunities and obstacles and constraints, or encountering with needs and expectations which the results of them is important for her, but the results are uncertain and not correctly predicted. (Alvani, 1997)

(4-4) Job stress:

Job stress is said to be the inconsistencies or lack of fit between an individual's ability and job demand, that is raised from external factors (internal) and this inconsistencies person's mental imbalance or a short period of time will be or the limits and barriers daily normal activities with his face to .

(4-5) Physical environment:

Factors exist in the workplace such as noise at work.

(4-6) Jobs conflict:

Jobs conflict in organization is the state in which individuals are in a situation, where people are must doing opposite and conflict duties, for example, "production manager wants than supervisor to produce more product more rapidly while the director of quality control wants him more quality jobs that require more time to do. (Rass &Aletmayer, 2007, 70)

(4-7) Role ambiguity:

Work situation in which certain pieces of information needed to do a job ideally, have insufficient or misleading (do not know what to expect from him for doing his job) (Rass &Aletmayer,2007,70)

5. OPERATIONAL DEFINITIONS OF VARIABLES:

In this study to measure independent variable- the spiritual intelligence- the Badie questionnaire is used. The questionnaire contains 42 article and have four main factors. The first factor (generally thought and belief) is having 12 articles. The second factor (the ability to confront and deal with problems) is having 14 articles. The third factor (addressing the moral virtues) is having 9 articles. The fourth factor (self- awareness and love) is having 7 articles.

The method of grading based on Likert 5th option spectrum in which "completely agree", "agree", "No comment," "disagree," "totally opposed" respectively according to the values 5, 4, 3, 2 and 1 . For components 1, 3, 4 score read from left to right and for the second component score read from right to left. To measure of job stress variable Don Hellriegel and Jon w. Slocum questionnaire with10 questions is used.

This questionnaire has three main components (the physical environment, job conflict, role ambiguity,generally these questionnaire surveys individual stress rate in his job. The questions grading practices based on Likert 5th option spectrum in which: "Always," "usually," "sometimes," "rarely," "never," respectively, respectively according to the values are 10, 8,6,4,0.

(A) Score between 8-10 for each factor, indicates that more attention needs for improvement the factor. B) Total score of 74 or more indicates that the stress is too efficient, low job satisfaction, less desire to work and absenteeism is also high.

To understand more variables dimensions and their indicators note the following Table:

Table1: *concept of variables and their dimensions and indicators*

<i>Concept</i>	<i>Dimension</i>	<i>Indexes</i>
Independent variables: Spiritual Intelligence	<i>1.The general thinking and beliefs</i>	<i>A)Spirituality B) Trust C) love</i>
	<i>1. Ability to cope and deal with problems</i>	<i>A)Diagnosis B)freedom</i>
	<i>1. Addressing the moral virtues</i>	<i>A) realistic B) consistency C) interaction D) correct</i>
	<i>1. Self-awareness and love</i>	<i>A) Selfishness B) Acceptance</i>
Dependent variable: Job stress	<i>1.Job stress</i>	<i>A) The physical environment B) job conflict C) role ambiguity</i>

6. RESEARCH ZONE:

Territory in terms of subject, time and place are as follows:

(6-1) Territory of subject:

Territory subject of research is, investigating the relationship between job stress and spiritual intelligence on the staff.

(6-2) spatial domain:

Spatial domain of research is the National Company of Oil Products Distribution in Torbat Heydarieh.

7. METHODOLOGY:

The purpose of this study, applicable and method of data collection is descriptive correlational and the study in field method and survey method has been conducted.

The statistical society, including 198 members of National Company of Oil Products Distribution in Torbat Heydarieh (both men and women of different surfaces of education.)

To determine the sample size required Jersey Morgan estimate sample size Table was used.

(7-1) Data collection tools:

Considering the research objectives the best way to collecting data is using questionnaires. After numerous studies and interviews with experts questionnaire was made for research. In this study, two standard questionnaires were used:

1 - Spiritual Intelligence questionnaire includes 42 questions in four topics and each question is based on Likert 5th option spectrum coded.

2 - job stress questionnaire includes 10 questions in three topics and each question is based on Likert 5th option spectrum coded.

(7-2) Validity:

Considering the questionnaire is standard so that its validity is confirmed.

(7-3) Reliability:

One of the methods for calculating reliability using Cronbakh's alpha coefficient. For calculating Cronbakh's alpha coefficient the variance of the scores of each subset of questionnaire questions with subtest and the total variance must be obtained, then using the following formula to calculate the alpha coefficient:

$$ra = \frac{j}{j-1} \left(1 - \frac{\sum S^2 j}{S^2} \right)$$

J: The number of subset of questionnaire questions

$S^2 j$: Variance of subtest

S^2 : The total variance of test

Since Cronbakh's alpha is usually pretty good indicator for assessing instrument reliability and internal consistency among the elements the reliability of the questionnaire used in this study evaluated by Cronbakh's alpha coefficient.

The suitability of alpha coefficients of internal validity is confirmed.

Table 2: Cronbakh's alpha coefficients for the research variables

Row	questions topic	alpha Coefficient
1	<i>Spiritual Intelligence</i>	0/8220
1-1	<i>The general thinking and beliefs</i>	0/7805
1-2	<i>The general thinking and beliefs</i>	0/8240
1-3	<i>Addressing the moral virtues</i>	0/7635
1-4	<i>Self-awareness and love</i>	0/7250
2	<i>Job stress</i>	0/7812
2-1	<i>Physical environment of job stress</i>	0/7503
2-2	<i>job conflict of Job stress</i>	0/7063
2-3	<i>Role ambiguity of job stress</i>	0/8774

(7-4) Statistical methods:

In this study the data analysis methods, descriptive and inferential statistics were used.

In descriptive statistics, frequency tables and percentages, mean and standard deviation was used and in inferential statistics Kolmogrov Smironov test for normality of variables and Pearson correlation test to test the research assumptions were used . Also for the calculation Spss/pc++(Ver16.0) software package was used.

(7-5) Normality test of variable:

Before determining the type of test, it is necessary to ensure variables are normal.

If the variables are normal, parametric test is recommended and otherwise using the equivalent non-parametric tests will be considered.

Since the variables under investigation in this study are the distance, Kolmogrov Smironov test is the best option to determine the normality of variable. So the assumptions are as follows:

(7-6) Null hypothesis:

The variables under study are normally distributed.

(7-7) Alternative hypothesis:

The variables under study is not normally distributed.

If the significance level of test is less than 0 / 05 the variable under examination is not normal, and otherwise is a normal variable.

Table3: *Result of Kolmogrov Smironov for research variables.*

<i>Factors</i>	<i>Mean</i>	<i>SD</i>	<i>Z statistic Kolmogrov Smironov</i>	<i>Significant level</i>	<i>Results</i>
<i>Spiritual Intelligence</i>	43/151	14/752	0/981	0/29	<i>Normal</i>
<i>The general thinking and beliefs</i>	48/88	5/594	1/213	0/105	<i>Normal</i>
<i>The general thinking and beliefs</i>	43/85	9/432	1/091	0/251	<i>Normal</i>
<i>Addressing the moral virtues</i>	23/03	4/349	1/093	0/193	<i>Normal</i>
<i>Self-awareness and love</i>	26/59	4/258	1/031	0/068	<i>Normal</i>
<i>Job stress</i>	47/92	18/971	0/694	0/721	<i>Normal</i>
<i>Physical environment of job stress</i>	18/07	7/193	1/244	0/071	<i>Normal</i>
<i>job conflict of Job stress</i>	16/09	9/557	1/115	0/166	<i>Normal</i>
<i>Role ambiguity of job stress</i>	13/75	7/499	1/229	0/097	<i>Normal</i>

8. DEMOGRAPHIC ANALYSIS OF MEMBERS OF INSTANCE:

(8-1) Gender of respondents:

Table 4: Gender status distribution of respondents

<i>Gender</i>	<i>Frequency</i>	<i>Percent</i>
<i>Female</i>	116	89/2
<i>Man</i>	14	10/8
<i>Sum</i>	130	100

(8-2) marital status of respondents:

Table 5: Marital status distribution of respondents

<i>Marital status</i>	<i>Frequency</i>	<i>Percent</i>
<i>Single</i>	14	10/8
<i>Married</i>	116	89/2
<i>Sum</i>	130	100

(8-3) Education level of respondents:

Table 6: Education level status distribution of respondents

<i>Education level</i>	<i>Frequency</i>	<i>Percent</i>
<i>Diploma</i>	49	37/7
<i>Associate Degree</i>	43	33/1
<i>BA</i>	36	27/7
<i>Masters and higher</i>	2	1/5
<i>Sum</i>	130	100

(8-4) Organizational post respondents:

Table 7: Organizational post status distribution of respondents

<i>Organizational post</i>	<i>Frequency</i>	<i>Percent</i>
<i>Staff</i>	44	33/8
<i>Operational</i>	86	66/2
<i>Sum</i>	130	100

(8-5) Employment status of respondents:

Table 8: Employment status distribution of respondents

<i>Employment statue</i>	<i>Frequency</i>	<i>Percent</i>
<i>Official</i>	49	37/7
<i>Treaty</i>	44	33/8
<i>Others</i>	37	28/5
<i>Sum</i>	130	100

9. TEST RESEARCH HYPOTHESES:

Kolmogorov Smirnov test for normal distribution of data was used. To ensure distribution of the data, Pearson correlation test was used. To compare the statistical significance level ($p < 0/05$) and two strains are considered.

(9-1) The main hypothesis

There is a significant relationship between spiritual intelligence with employees job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$).

If we assume that:

Y: changing employees' job stress

X: variable Spiritual Intelligence

ρ : Pearson correlation coefficient between two variables, spiritual intelligence of with employees job stress on National Company of Oil Products Distribution in Torbat Heydarieh.

Considering the variables under investigation in this study are the distance, the following assumptions should be tested through Pearson correlation to test.

$$\begin{cases} H_0 : \rho = 0 & \text{There is not a significant relationship between spiritual intelligence of employees with job stress.} \\ H_1 : \rho \neq 0 & \text{There is a significant relationship between spiritual intelligence of employees with job stress.} \end{cases}$$

If the significant level of test is less than 0 / 05 null hypothesis is rejected and alternative hypothesis is accepted.

Table 9: Pearson correlation test results to investigate the relationship between two variables on National Company of Oil Products Distribution in Torbat Heydarieh.

	<i>employees job stress</i>	
	<i>significant level</i>	<i>Pearson correlation coefficient</i>
<i>spiritual intelligence</i>	0/026	-0/196

The correlation coefficient between two variables is-0/196 and the possibility amount related to significance level equal to 0/026, which that less than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-2) Sub hypothesis 1:

There is a significant relationship between general thinking and faith dimension of employees with employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/056 and the possibility amount related to significance level equal to 0/529, which that more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-3) Sub hypothesis 2:

There is a significant relationship between general thinking and faith dimension with physical environment of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/198 and the possibility amount related to significance level equal to 0/043, which that less than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-4) Sub hypothesis 3:

There is a significant relationship between general thinking and faith dimension with Role ambiguity of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/137 and the possibility amount related to significance level equal to 0/119, which that more than 0 / 05.

So null hypothesis based "there is no significant relationship between two variables which are studied" is not rejected.

(9-5) Sub hypothesis 4:

There is a significant relationship between general thinking and faith dimension of spiritual intelligence with occupational conflict of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/1 and the possibility amount related to significance level equal to 0/259, which that more than 0 / 05.

So null hypothesis based "there is no significant relationship between two variables which are studied" is not rejected.

(9-6) Sub hypothesis 5:

There is a significant relationship between the ability to deal with problems and interact with their employees of spiritual intelligence with employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/255 and the possibility amount related to significance level equal to 0/003, which that less than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-7) Sub hypothesis 6:

There is a significant relationship between the ability to confront and deal with problems of spiritual intelligence with physical environment of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/241 and the possibility amount related to significance level equal to 0/006, which that less than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-8) Sub hypothesis 7:

There is a significant relationship between the ability to confront and deal with problems of spiritual intelligence with role ambiguity of employees' job stress and on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/191 and the possibility amount related to significance level equal to 0/03, which that less than 0 / 05.

So null hypothesis based "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-9) Sub hypothesis 8:

There is a significant relationship between ability to deal and interaction with the problems of spiritual intelligence with job conflict of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. ($p < 0/05$)

The correlation coefficient between two variables is-0/175 and the possibility amount related to significance level equal to 0/046, which that less than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-10) Sub hypothesis 9:

There is a significant relationship between addressing the moral virtues of spiritual intelligence with employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/041 and the possibility amount related to significance level equal to 0/644, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-11) Sub hypothesis 10:

There is a significant relationship between addressing the moral virtues of spiritual intelligence with physical environment of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/07 and the possibility amount related to significance level equal to 0/43, which is more than 0 / 05.

So null hypothesis on "there is no significant relationship between two variables which are studied" is not rejected.

(9-12) Sub hypothesis 11:

There is a significant relationship between addressing the moral virtues of spiritual intelligence with role ambiguity of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/247 and the possibility amount related to significance level equal to 0/005, which is less than 0 / 05.

So null hypothesis on "there is no significant relationship between two variables which are studied" is rejected and there is a significant relationship between two variables studied will be accepted.

(9-13) Sub hypothesis 12:

There is a significant relationship between addressing the moral virtues of spiritual intelligence with job conflict of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/06 and the possibility amount related to significance level equal to 0/5, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-14) Sub hypothesis 13:

There is a significant relationship between self-awareness and love of spiritual intelligence with employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/08 and the possibility amount related to significance level equal to 0/365, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-15) Sub hypothesis 14:

There is a significant relationship between self-awareness and love of spiritual intelligence with physical environment of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/088 and the possibility amount related to significance level equal to 0/319, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-16) Sub hypothesis 15:

There is a significant relationship between self-awareness and love of the spiritual intelligence of employees with role ambiguity of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/028 and the possibility amount related to significance level equal to 0/752, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected.

(9-17) Sub hypothesis 16:

There is a significant relationship between self-awareness and love of the spiritual intelligence with job conflict of employees' job stress on National Company of Oil Products Distribution in Torbat Heydarieh. (p <0/05)

The correlation coefficient between two variables is-0/114 and the possibility amount related to significance level equal to 0/195, which is more than 0 / 05.

So null hypothesis based on "there is no significant relationship between two variables which are studied" is not rejected

10. SUBSIDIARY QUESTIONS:

Considering the demographic questionnaire added to end of questionnaire (spiritual intelligence with employees occupational stress) distributed among the employees on National Company of Oil Products Distribution in Torbat Heydarieh that includes information on the gender, education level, age, total work history serving a life and service employees in the organization and due to the interest and curiosity of the investigator and spend enhance information and complement the previous findings, in this section, number of side questions about the research dependent variable, the occupational stress is raised.

Side question1: Is there significant difference among working women and men occupational stress?

Table 10: Result of descriptive statistics, job stress in both men and women

<i>job stress mean ± sd</i>	<i>Men</i>	<i>Women</i>
<i>job stress</i>	47/43 ± 19/02	18/67 ± 52
<i>physical environment of job stress</i>	18/18 ± 8/27	17/14 ± 6/54
<i>job conflict of job l stress</i>	15/79 ± 9/48	18/57 10/12 ±
<i>Role ambiguity of job stress</i>	13/44 ± 7/65	16/28 ± 5/70

Table 11: Result of stress comparative exam in both men and women

<i>variable</i>	<i>p-value</i>	<i>Degree of freedom</i>	<i>T statistics</i>	<i>p- amount of variance test</i>	<i>F statistics</i>
<i>occupational stress</i>	0/397	128	-0/85	0/992	0/01
<i>physical environment</i>	0/609	128	0/513	0/51	0/436
<i>occopational conflict</i>	0/306	128	-1/028	0/614	0/256
<i>Role ambiguity</i>	0/182	128	-1/341	0/13	1/321

Results: As noted in the Table, there is not significantly different between men and women in occupational stress.

Side Question 2: Is there a significant difference between single and married employees' job stress?

Table 12: Table of descriptive statistics of job stress, in both single and married

<i>job stress mean \pm sd</i>	<i>Men</i>	<i>Women</i>
<i>job stress</i>	42/57 24/04 \pm	48/56 \pm 18/28
<i>physical environment of job stress</i>	7/72 \pm 16	18/32 \pm 7/12
<i>job conflict of job stress</i>	12/85 \pm 10/42	16/48 \pm 9/42
<i>Role ambiguity of job stress</i>	\pm 13/71 7/79	13/75 \pm 7/49

Table 13: Result of stress comparative exam in both single and married

<i>variable</i>	<i>p-value</i>	<i>Degree of freedom</i>	<i>T statistics</i>	<i>p- amount of variance test</i>	<i>F statistics</i>
<i>occupational stress</i>	0/265	128	-1/118	0/161	1/99
<i>physical environment</i>	0/254	128	-1/145	0/818	0/053
<i>occupational conflict</i>	0/181	128	-1/345	0/942	0/005
<i>Role ambiguity</i>	0/983	128	-0/021	0/741	0/11

Results: As noted in the Table, there is not a significant difference between single and married employees job stress.

Side Question 3: Is there a significant difference between employees' job stress and type of employment?

Table 14: Result of, job stress descriptive statistics and type of employment in the 3 groups

<i>job stress mean \pm sd</i>	<i>Treaty</i>	<i>Official</i>	<i>Others</i>
<i>job stress</i>	46/63 \pm 16/45	46/16 \pm 17	51/78 \pm 23/64
<i>physical environment of job stress</i>	17/95 \pm 7/08	17/79 \pm 6/40	18/59 \pm 8/39
<i>job conflict of job stress</i>	14/59 \pm 7/75	15/51 \pm 8/89	18/64 \pm 11/83
<i>Role ambiguity of job stress</i>	14/09 \pm 6/54	12/85 \pm 7/43	11/54 \pm 8/64

Table 15: Result of job stress comparative exam in three groups of employees

<i>Variable</i>	<i>p-value</i>	<i>statistics</i>
<i>Occupational stress</i>	0/343	1/08
<i>physical environment</i>	0/871	0/138
<i>Occupational conflict</i>	0/141	0/987
<i>Role ambiguity</i>	0/553	0/594

Results: As noted in the Table there is not a significant difference between employees' job stress and type of employment.

Side Question 4: Is there a significant relationship between employees job stress and staff education?

Table 16: *Result of spearman correlation test to examine the relationship between job stress and employee education*

	<i>staff education</i>		Result
	<i>Significant level</i>	<i>Spearman correlation coefficient</i>	
<i>job stress</i>	0/983	-0/002	<i>there is a relationship</i>
<i>physical environment of job stress</i>	0/997	0/000	<i>There is not a relationship</i>
<i>job conflict of job stress</i>	0/892	-0/012	<i>There is not a relationship</i>
<i>Role ambiguity of job stress</i>	0/738	- 0/03	<i>There is not a relationship</i>

Results: As noted in the Table there is not a significant difference between employees' job stress and level of education.

Side Question 5: Is there a significant relationship between employees job stress and age of the employees?

Table 17: *Result of Pearson correlation test to examine the relationship between job stress and age of the employees*

	<i>Age</i>		Result
	<i>Significant level</i>	<i>Spearman correlation coefficient</i>	
<i>job stress</i>	0/159	-0/127	<i>There is not relationship</i>
<i>physical environment of job stress</i>	0/037	-0/187	<i>There is not relationship</i>
<i>job conflict of job stress</i>	0/778	-0/026	<i>There is not relationship</i>
<i>Role ambiguity of job stress</i>	0/221	-0/111	<i>There is not relationship</i>

Results: As noted in the Table, only there is a significant relationship between physical environment of employee job stress and age.

Side Question 6: Is there a significant relationship between job stress and employees' service?

Table 18: Result of Pearson correlation test to examine the relationship between job stress and employees' service

	<i>Service</i>		<i>Result</i>
	<i>Significant level</i>	<i>Spearman correlation coefficient</i>	
<i>job stress</i>	0/1	-0/141	<i>There is not relationship</i>
<i>physical environment of job stress</i>	0/096	-0/149	<i>There is not relationship</i>
<i>job conflict of job stress</i>	0/351	-0/084	<i>There is not relationship</i>
<i>Role ambiguity of job stress</i>	0/187	-0/118	<i>There is not relationship</i>

Results: As seen from the Table, there is not relationship between occupational stress and employees' service.

11. CONCLUSION:

Since the study's main hypothesis based on a negative and significant relationship between spiritual intelligence and employees' job stress was confirmed, we can be concluded that people who are having high spiritual intelligence, likely more better able to cope with the stress of their job and actually more better able to manage their stress to benefit from its positive effects than its negative consequences.

Result from this research is consistent with the results of other researches that are related to spiritual intelligence component. There was not a significant relationship between general thinking and faith dimension of spiritual intelligence with employees' job stress and role ambiguity and job conflict but there is an inverse relationship between general thinking and faith dimension with components of the physical environment of job stress.

Hypotheses 5, 6, 7 and 8 based on inverse and significant relationship between spiritual intelligence and any components of job stress (physical environment, role ambiguity and job conflict) fully confirmed. We can be concluded that people who have the ability to meet and interact with problems, they will suffer less stress. Among of Hypothesis

9, 10, 11 and 12, only 12 confirmed. As the result of hypothesis 12 indicated the spiritual intelligence as a mediator acts. Spiritual intelligence is the foundation for more efficient performance of intellectual intelligence and emotional intelligence (Zohar, D. & Marshall, I, 2000, 324). This means that the person who have more attention to moral virtues more able to overcoming on role ambiguity and job stress resulted from it. Hypotheses 13, 14, 15 and 16 based on inverse relationship between the components of spiritual intelligence and job stress and each of its components, was rejected. This findings no match with studies that shows positive effects of transcendental meditation on heart health-cardiovascular, reducing daily stress (Fields JZ, Walton KW, 2002, 931)

(11-1) Adverse results of the research Side questions

Since each of the demographic characteristics of sample members, with dependent variable of this study (stress), have not significant relationship (with the exception of the age component of the physical environment), can be concluded that stress in people with similar demographic characteristics, not necessarily the same. Some people react to small events while some people even not be disturbed. Job stress does not only depend on people demographic characteristics and cannot be said that job stress in men (or women), older people (or younger), people with more (or less) job experience, persons with high (or low) level of education, those married (or single) and with the kind of informal employment (and others), is more (or less). In other words, none of the person's biography characteristics alone cannot cause, exacerbate or reduce job stress.

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