

Identification and Ranking of Emotional Intelligence Components Influencing Voluntary Behavior in Relief Organizations in Yazd Province

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Abstract

INTRODUCTION: Emotional intelligence represents an advanced and evolved perspective on human resource management in organizations. It serves as a modern and effective tool that enables managers to manage crises and guide employees toward the achievement of organizational goals.

METHODS: In this applied, descriptive–survey research, the statistical population consisted of 478 senior staff members and experts of the Red Crescent Society in Yazd province. A total of 215 participants were selected using Cochran's formula.

FINDINGS: In the present study, four components of emotional intelligence—self-regulation, motivation, empathy, and social skills (each consisting of specialized subcomponents)—were first coded. Subsequently, pairwise comparisons of the emotional intelligence components were conducted, and the weights of these comparisons were calculated using the geometric mean. Finally, the collected components were ranked using the fuzzy Analytic Hierarchy Process (AHP) method.

CONCLUSION: In this applied, descriptive–survey research, the statistical population consisted of 478 senior staff members and experts of the Red Crescent Society in Yazd province. A total of 215 participants were selected using Cochran's formula

Keywords: Emotional intelligence; Self-regulation; Motivation; Empathy; Social skills.

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Introduction

Organizational activities are not always executed under predictable or optimal conditions. At times, unforeseen situations arise without prior preparation or awareness, diminishing the effectiveness of established human resource plans and necessitating alternative courses of action. Such unexpected events or crises can divert individuals and groups from their intended trajectories, creating disruptions that compel organizations to suspend their primary plans and implement immediate corrective measures. In all forms of human activity, it is essential to engage in planning,

organizing, investing, and preparing for potential adverse events or crises. However, some incidents unfold in ways that exceed the scope of prior predictions, rendering existing plans insufficient. In such circumstances, a specialized form of management—referred to as human resource emergency management—becomes necessary. It is important to recognize that during critical situations, systems dependent on human resources often deviate from their normal operational trajectory. Therefore, all actions aimed at issuing warnings, safeguarding resources, reducing harm, stabilizing conditions, and ultimately facilitating recovery must be purposefully designed, systematically executed, and accompanied by

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