

**Designing a model of the consequences of managers' competence based on emotional intelligence: a Meta synthesis approach**

Behzad Porfaraj 1 | Samad Jabari Asl \* 2 | Tooraj Hassanzadeh Samarin<sup>3</sup>

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**Abstract**

The current research was conducted with the aim of designing the model of competence suffixes of insurance industry managers based on emotional intelligence and using a meta-composite qualitative approach. The current research was carried out in the framework of qualitative approach and using the research synthesis method with the seven-step approach of Sandlowski and Barroso (2007). The statistical population under study includes all Persian and English researches and studies published in the field of the consequences of managers' competence between the years 2011 and 2023. In this regard, the keywords related to the purpose of the research were searched and the articles and documents obtained were examined using the purposeful sampling method and according to the acceptance criteria, and finally 20 articles that met the criteria for inclusion in the study. were analyzed using the three-stage coding method (open, central, selective) by MaxQDA 2020 software. Based on the results of data analysis, 75 open codes were identified for data collection, which were categorized into 3 main categories and 11 subcategories. The results showed that individual, organizational and environmental consequences form the posterior model of managers' competence based on emotional intelligence. Therefore, identifying the consequences of the competence of insurance managers is of particular importance due to the importance and sensitivity of their activities and the need to adopt a comprehensive and coherent approach in this field.

**Key words:** design, competencies of managers, emotional intelligence, insurance industry

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<sup>1</sup>PhD student, Department of Management, Astara Branch, Islamic Azad University, Astara, Iran.

<sup>2</sup>\*Corresponding author: Assistant Professor, Department of Management, Astara Branch, Islamic Azad University, Astara, Iran. (samadjabari1339@gmail.com)

<sup>3</sup>Associate Professor governmental management , University of Mohaghegh Ardabili, Ardabil, Iran.

## Introduction

In today's changing world, managers are considered one of the key levers in running organizations, and having capable managers who can successfully guide organizations towards their goals in the midst of the raging waves of changes and competition is known as a national competitive advantage (Shabani et al., 2018). Therefore, the selection and appointment of competent managers is one of the most important and sensitive issues in the work process of any organization, which has received great attention in recent years. Therefore, in the path of improving human resources and at the same time with changes in the internal and external environment of business, paying attention to the competencies of human resource managers, especially in the insurance sector, whose range of decisions and actions directly or indirectly affects all members of the society, and then designing the model The native competence management based on emotional intelligence is inevitable in the field of insurance and the attitudinal and substantive differences in the nature of the system of the Islamic Republic doubles this necessity and importance, therefore, it can be said that the design of the competency model of human resource managers in the insurance industry by emphasizing the competencies Emotional intelligence that strengthens communication skills including self-awareness, self-control, self-motivation, social awareness and social skills of managers.

## Methodology

The current research was developed in terms of practical purpose and with a qualitative approach. Meta-synthesis, similar to meta-analysis, is done to integrate several studies and create comprehensive and interpretive findings. Compared to the quantitative meta-analysis approach that relies on quantitative data from the subject literature and statistical approaches, this method is focused on qualitative studies and refers to the quality of translation of qualitative studies and deep understanding of the researcher. in other words; Research synthesis or metasynthesis is the combination of the interpretation of the interpretations of the main data of selected studies. The research community includes all scientific documents (scientific research articles, theses and books) published in the field of insurance managers' competencies during the years 2011 to 2023. To select articles from the keywords of competence of managers and the English equivalent of words including Competence of managers in the databases of libraries, research institutes and sites such as Academic Jihad, the database of specialized magazines Noor, Magiran, scientific articles of the country's conferences, the database of the country's publications, Iran Doc, Civilica, Science Net and foreign reliable information and citation databases including Science Direct, Google Scholar, Scopus, Springer, IEEE were searched. Also, various parameters such as title, abstract,

content, accessibility and quality of the research method were used to evaluate and select the articles.

### **Results**

According to the results obtained from the results of previous studies, the competence of managers can be placed in three individual, organizational and social consequences, and by considering the components of Goleman's emotional intelligence (self-awareness, self-direction, self-motivation, empathy, effective relationships) it can be modeled. Compiled the first. In the final step of the research synthesis process, the findings from the previous steps are presented. In this step, the findings from the previous steps are presented in the form of a conceptual model. In this research, based on the analysis results, 11 subcategories, 3 main categories and 75 codes were identified and their quality test was confirmed. The conceptual model of the consequences of competence of insurance managers is presented based on emotional intelligence. The model presented in this research is actually the consensus of the ideas presented in the form of a single collection that provides a comprehensive and generalist view of the consequences of the competence of insurance managers.

### **Discussion and conclusion**

The present research was conducted in order to design a model of managers' competency suffixes based on emotional intelligence using a meta-composite qualitative approach. This research is one of the first researches that has comprehensively and comprehensively identified the consequences of the competence of managers in the insurance industry through the meta-combination of studies and has provided a new, comprehensive, accurate and valuable insight in this field that can indicate the consequences of the competence of managers. The findings of the present research showed that the consequences of the competencies of insurance managers based on emotional intelligence consist of three general consequences: individual, organizational and environmental. The findings of the present research are in line with the researches of Mohebi et al. (2001), Hemati et al. Andaveh (2013), Sepahvand et al. (2013), Gholamzadeh et al. (2013), Taqdisi (2011) and Satari (2013) are common and aligned. In their research, these researchers have also mentioned the personal, organizational and social consequences of managers' competence. In explaining the individual consequences of the competence of managers, it can be said that competent managers have high efficiency and effectiveness for the organization and can put the organization on the path of progress and development. Also, the presence of competence in managers makes them highly skilled, motivated and capable in their work

### **Reference**

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