

Emotional Intelligence and Its Impact on Work Life of Employees

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Abstract- A term created by two researchers – Peter Salavoy and John Mayer and popularized by Dan Goleman

They define EI or EQ as the ability to:

- 1. Recognize, understand and manage our own emotions*
- 2. Recognize, understand and influence the emotions of others*

That describes: -Emotional intelligence is a very important skill in leadership. It is said to have five main elements such as - self-awareness, self-regulation, motivation, empathy, and social skills.

I. INTRODUCTION

Emotional Intelligence usually describes to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence, and technical or professional skills. Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior.

Emotional Intelligence (EI) is understanding and managing yourself and also understanding and managing others.

IMPACT OF E.Q ON WORKLIFE OF EMPLOYEE:

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Work-Life Balance is a challenging issue for IT leaders, managers and has also attracted the attention of researchers.

In this climate managing the boundary between home and work is becoming more challenging. Organizations need to ensure they not just encourage but mandate a practical and workable work/life balance policy, benefiting and meeting the needs of both the organization and its employees. Organizations not providing real opportunity for employee's work/life balance are opening themselves

up to increasing numbers of dissatisfied and unproductive employees and hence increased attrition rates. Merely creating a work/life policy framework is not enough; fostering an organizational culture that supports the use of available policies is also of great importance. Further there is a need for employers and employees alike to find flexible and innovative solutions that maximize productivity without damaging employee's well-being, their family relationships and other aspects of life.

This term paper is through light on impact of emotional intelligence on performance of employees and the next objective is to know how to become an EI organization. Emotional Intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic.

II. LITERATURE REVIEW

“Emotion, which is suffering, ceases to be suffering as soon as we have a clear picture of it.” — Benedict Spinoza

“Experiencing one's self in a conscious manner—that is, gaining self-knowledge—is an integral part of learning.” — Joshua M. Freedman

Where we have strong emotions, we're liable to fool ourselves.” – Carl Sagan

“Whatever is begun in anger, ends in shame.” — Benjamin Franklin

We are dangerous when we are not conscious of our responsibility for how we behave, think, and feel.” — Marshall B. Rosenberg

III. ELABORATIVE APPROACH



Source: - educba.com Dia 1.1.

• COMPONENT OF EMOTIONAL INTELLIGENCE

Self-awareness – the ability to recognize and understand your moods and emotions, and how they affect others

Self-regulation – the ability to control impulses and moods, and to think before acting

Internal (or intrinsic) motivation – being driven to pursue goals for personal reasons, rather than for some kind of reward (the opposite is external motivation)

Empathy – the ability to recognize and understand others’ motivations, which is essential for building and leading teams successfully

Social skills – the ability to manage relationships and build networks

• IMPACT OF EMOTIONAL INTELLIGENCE ON WORK LIFE

Work/life balance, in its broadest sense, is defined as a satisfactory level of involvement or ‘fit’ between the multiple roles in a person’s life. The increasing work pressures, globalization and technological advancement have made work-life balance an issue with both sexes. Life includes various pursuits like wealth, career, family, social obligation, spirituality, health etc . A perfect balance life for an employee needs a careful synchronization and juggling of the mentioned quests, and this juggling leaves the employee stressed.

Most people in organizations today undergo emotions of crumbling trust, jarring uncertainty, stifled creativity, distance between managers and co-workers,

and vanishing loyalty and commitment. Thus emotions play a vital role in our life. These emotions need to be well known and managed by reason. Emotional Intelligence is the conscious management of our own emotions. Its Knowledge and practice can provide personal and interpersonal benefits. Emotional Intelligence calls upon the employees to increase their emotional self-awareness,

Emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole. “Emotional intelligence is one of the few key characteristics that give rise to strategic leaders in organizations ”. It determines the potential for learning the practical skills that are based on its five elements: self-awareness, motivation, self-regulation, empathy, and adeptness in relationships. Emotional intelligence helps improve individual and organizational performance. It plays a significant role in the kind of work an employee produces, and the relationship a person enjoys within the organization and outside. This paper is an attempt to review the various researches in the field of Work Life balance and how Emotional Intelligence plays a significant role in balancing work and family related outcomes.

• DIAGRAMMATIC APPROACH DEPICTING IMPACT OF EMOTIONAL INTELLIGENCE TO HAVE BALANCED WORK LIFE



Source: - ID: 204359120 Deposit Photos Dia 1.2.

IV. ANALYTICAL TOOL

A number of different assessments have emerged to measure levels of emotional intelligence. Such tests generally fall into one of two types: self-report tests and ability tests.

Self-report tests are the most common because they are the easiest to administer and score. On such tests, respondents respond to questions or statements by rating their own behaviors. For example, on a statement such as "I often feel that I understand how others are feeling," a test-taker might describe the statement as disagree, somewhat disagree, agree, or strongly agree.

Ability tests involve having people respond to situations and then assessing their skills. Such tests often require people to demonstrate their abilities, which are then rated by a third party.

1 BAR –ON’S EMOTIONAL QUOTIENT INVENTORY (EQ-I)

A self-report test designed to measure competencies including self- perception, decision making, Stress management, self-expression, and interpersonal relationships. The best is available to professionals who are qualified to use the assessment.

2 MAYER –SALOVEY –CARUSO EMOTIONAL INTELLIGENCE TEST (MSCEIT)

An ability-based test that measures the four branches of Mayer and Salovey's EI model. Test-takers perform tasks designed to assess their ability to perceive, identify, understand, and manage emotions.

3 EMOTIONAL AND SOCIAL COMPETENCE INVENTORY (ESCI)

Based on an older instrument known as the Self-Assessment Questionnaire, the ESCI involves having people who know the individual offer ratings of that person’s abilities in several different emotional competencies. The test is designed to evaluate the social and emotional abilities that help distinguish people as strong leaders.

V. ANALYSIS

Sr.No	Variable	No of Items
1.	Knowing one's emotions	6
2.	Managing Emotions	6
3.	Motivating oneself	6
4.	Recognizing emotions in others	6
5.	Handling relationships	6
	Total	30

Source: www.iosrjournals.org

Table 1.1

VI. FINDINGS REVIEWED

- Knowing oneself majority of respondents were not completely aware of their capacities and emotions
- Managing Emotions a lot of employees were not clear on how to manage emotions at work and home.
- Motivating Oneself, Self-awareness and realization of one’s goals and motivating oneself to achieve those goals in terms of relationships at work and also home.
- Recognizing emotions in others, being able to recognize the power of one’s emotions and also the power of influencing others close to you. Being able to understand why people behave differently in various situations is also EI
- Handling relationships, finally being able to handle relationships at work and home successfully also is being EI. People with higher EI are able to manage both work related relationship with supervisor, Boss, subordinate, and at home with spouse, parents, friends in a successful manner.
- The above dimensions were used in the questionnaire to test employees EI

CONCLUSION

Conclusion Based on the results of research and discussion that has been presented in the previous sections, the conclusions obtained from this study are: Emotional intelligence has a direct positive effect on job satisfaction. This means that employee emotional intelligence increase will lead to employee job satisfaction increase, and otherwise employee

emotional intelligence decrease will lead to employee job satisfaction decrease. Quality of work life has a direct positive effect on job satisfaction. This means that employee quality of work life increase will lead to employee job satisfaction increase, and otherwise employee quality of work life decrease will lead to employee job satisfaction decrease.

Job satisfaction has a direct negative effect on turnover intention. This means that employee job satisfaction increase will lead to employee turnover intention decrease, and otherwise employee job satisfaction decrease will lead to employee turnover intention increase.

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APPENDIX

Diagram 1.1

Diagram 1.2

Table 1.1

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