

EVIDENCES OF EMOTIONAL INTELLIGENCE IN ORGANIZATIONAL BEHAVIOUR OF PUBLIC SECTOR UNDERTAKINGS IN INDIA

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ABSTRACT

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others. The present study concludes that all the selected variables namely age, gender, education, designation, experience, marital status, income and dependents had a significant association with the emotional intelligence score of the respondents. It is also concluded that all the factors of emotional intelligence namely wellbeing, self control, emotionality and sociability had a significant relationship with each other.

KEY WORDS: Emotional Intelligence, Wellbeing, Self-control, Emotionality, Sociability

INTRODUCTION

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

It is known that not the smartest people that are the most successful or the most fulfilled in life and people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual intelligence (IQ) isn't enough on its own to be successful in life. IQ can help one to get into college, but it's the EQ that will help them to manage the stress and emotions when facing final exams.

Emotional intelligence is important because it affects; Performance at work: Emotional intelligence helps to navigate the social complexities of the workplace, lead and motivate others, and excel in career. In fact, when it comes to gauging job candidates, many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.

Physical health: If an individual is unable to manage his stress levels, it can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility, and speed up the aging process. The first step to improving emotional intelligence is to learn how to relieve stress.

Mental health: Uncontrolled stress can also impact the mental health, making vulnerable to anxiety and depression. If one is unable to

understand and manage his emotions, he will be open to mood swings, while an inability to form strong relationships can leave them feeling lonely and isolated. Relationships: By understanding the emotions and how to control them, one can have better able to focuses on the emotional intelligence of the employees of BEHL.

REVIEW OF LITERATURE

Laxmi Narayan Sharma (2014).The findings shows that the distribution of EI score reflects that about 50 % respondents found to have extremely high EI are below .The pattern of EI distribution is based on their length of service qualification and their challenge gratitude & subjective aptitude. It means those who are progressive in nature and visionary are found to be more relative, adoptable and group competence and highly competent with proportionate productivity and output

Muhammad Ashraf. Et.al. (2014).The study concluded that there were ample evidences of significant relationship between job satisfaction and emotional intelligence with working experience and marital status influencing it considerably.

Abi Ealias,(2012). The study reveals that there is a very high positive relationship between Emotional Intelligence and Job Satisfaction. It also shows that designation of the employee doesn't affect his job satisfaction and emotional intelligence. However, experience and marital status has significant effects on the two concepts.

Jose M. Augusto Landa et.al. (2010). In their study has found that show that, for perceived emotional intelligence dimensions, positive relationships were found between emotional attention and neuroticism, and negative relationships with openness and autonomy. Emotional clarity was related negatively to neuroticism and positively to extraversion. Also, emotional clarity was positively correlated with all the dimensions of psychological wellbeing. Finally, emotional repair was correlated negatively to neuroticism and positively to extraversion and it was positively related to all the dimensions of psychological well-being.

express how they feel and understand how others are feeling. This allows them to communicate more effectively and forge stronger relationships, both at work and in their personal life. The present study thus

Praveen M.Kulkarni, et.al. (2009). The supervisors show a lower level of emotional intelligence on the job, which would have greater impact on the performance on job, the supervisors are to be enlightened about the importance of emotional intelligence for higher performance on the job. The analysis of the managers level of emotional intelligence indicates that managers are moderate on emotional awareness, self esteem, flexibility, adaptability, innovation, initiative, opportunity taking, developing others, service orientation, political awareness, two way communication, building relationships and collaborative flexibility.

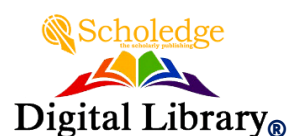
OBJECTIVES

1. To find out the association between demographic variables and emotional intelligence.
2. To find out the relationship between the factors of emotional intelligence.
3. To identify the influencing factors of emotional intelligence.

METHODOLOGY

Descriptive design was adopted for the study. For the purpose of the study only the managerial level employees were considered as the universe of the study. The managerial level employees include Supervisor, Assistant manager, Manager, Senior Manager and general managers. The researcher adopted simple random sampling technique for selecting the sample for the study. The sample size of was confirmed

to 546 workers assuming that 30 percent would be significant to represent the opinion of the total employees engaged in the industry. The researcher used questionnaire as a tool for collecting data. The researcher used the standardized Emotional intelligence scale for data collecting.



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ASSOCIATION BETWEEN DEMOGRAPHIC VARIABLES AND OVERALL EMOTIONAL INTELLIGENCE SCORE

Table 1

Association between Demographic Variables and Emotional Intelligence Score

S.No	Variables	Chi Square	p value	Result
1	Age and Emotional Intelligence	49.209	0.000**	Significant
2	Gender and Emotional Intelligence	82.493	0.000**	Significant
3	Education and Emotional Intelligence	130.962	0.000**	Significant
4	Designation and Emotional Intelligence	98.708	0.000**	Significant
5	Experience and Emotional Intelligence	150.962	0.000**	Significant
6	Birth order and Emotional Intelligence	28.081	0.000**	Significant
7	Marital status and Emotional Intelligence	11.261	0.024*	Significant
8	Income and Emotional Intelligence	28.365	0.000**	Significant
9	Dependent and Emotional Intelligence	199.383	0.000**	Significant

** Significant at 0.01 level, * significant at 0.05 level

The table 1 reveals the association between demographic variables and level of emotional intelligence.

AGE AND EMOTIONAL INTELLIGENCE

From the table 1, the chi-square value (49.209) shows that there is a significant association between age of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

GENDER AND EMOTIONAL INTELLIGENCE

The chi-square value (82.493) shows that there is a significant association between gender of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

EDUCATION AND EMOTIONAL INTELLIGENCE

The chi-square value (130.962) shows that there is a significant association between educational qualification of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

DESIGNATION AND EMOTIONAL INTELLIGENCE

The chi-square value (98.708) shows that there is a significant association between designation of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

EXPERIENCE AND EMOTIONAL INTELLIGENCE

From the table 5.23, the chi-square value (150.962) shows that there is a significant association between years of experience of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

BIRTH ORDER AND EMOTIONAL INTELLIGENCE

The chi-square value (28.081) shows that there is a significant association between birth order of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

MARITAL STATUS AND EMOTIONAL INTELLIGENCE

The chi-square value (11.261) shows that there is a significant association between marital status of the respondents and level of emotional intelligence of the respondents at 0.05 level of significance

MONTHLY INCOME AND EMOTIONAL INTELLIGENCE

The chi-square value (28.365) shows that there is a significant association between monthly

income of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

The chi-square value (199.383) shows that there is a significant association between number of dependents of the respondents and level of emotional intelligence of the respondents at 0.01 level of significance

DEPENDENT AND EMOTIONAL INTELLIGENCE

CORRELATION MATRIX BETWEEN THE FACTORS OF EMOTIONAL INTELLIGENCE

Table 2
Correlation Matrix between the Factors of Emotional Intelligence

Emotional Intelligence	Wellbeing	Self-control	Emotionality	Sociability
Wellbeing	1			
Self-control	.347**	1		
Emotionality	.250**	.398**	1	
Sociability	.405**	.510**	.378**	1

The table 2 reveals the correlation matrix among the factors of emotional intelligence.

WELL BEING AND SELF CONTROL

From the table 2, the coefficient of correlation value (0.347) shows that there is a significant relationship between the level of well being and level of self control of the respondents. It is inferred that higher the level of wellbeing higher is the level of self control and vice versa.

SELF CONTROL AND EMOTIONALITY

The coefficient of correlation value (0.398) shows that there is a significant relationship between the level of self control and level of emotionality of the respondents. It is inferred that higher the level of self control higher is the level of emotionality and vice versa.

WELL BEING AND EMOTIONALITY

The coefficient of correlation value (0.250) shows that there is a significant relationship between the level of well being and level of emotionality of the respondents. It is inferred that higher the level of wellbeing higher is the level of emotionality and vice versa.

SELF CONTROL AND SOCIABILITY

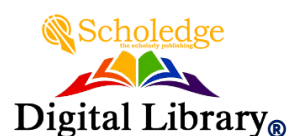
The coefficient of correlation value (0.510) shows that there is a significant relationship between the level of self control and level of sociability of the respondents. It is inferred that higher the level of self control higher is the level of sociability and vice versa.

WELL BEING AND SOCIABILITY

The coefficient of correlation value (0.405) shows that there is a significant relationship between the level of well being and level of sociability of the respondents. It is inferred that higher the level of wellbeing higher is the level of sociability and vice versa.

EMOTIONALITY AND SOCIABILITY

The coefficient of correlation value (0.378) shows that there is a significant relationship between the level of emotionality and level of sociability of the respondents. It is inferred that higher the level of emotionality higher is the level of sociability and vice versa.



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FACTORS INFLUENCING EMOTIONAL INTELLIGENCE USING FRIEDMAN'S TEST

Table 3
Factors Influencing Emotional Intelligence using Friedman's Test

S.No	Emotional Intelligence	Mean Rank	Rank	Inferential Statistics
1	Wellbeing	3.09	4	Chi-Square = 785.94 Df =3 Sig: 0.000 (Significant)
2	Self-control	3.05	3	
3	Emotionality	2.64	2	
4	Sociability	1.22	1	

The table 3 depicts the factors influencing the emotional intelligence of the employees. The results of the mean ranking of the Friedman's test show that of the total four factors of emotional intelligence, sociability is the foremost factors which influence the emotional intelligence of the employees, followed by emotionality of the employees, self control of the employees and well being of the employees.

CONCLUSION

The present study concludes that all the selected variables namely age, gender, education, designation, experience, marital status, income and dependents had a significant association with the emotional intelligence score of the respondents. It is also concluded that all the factors of emotional intelligence namely wellbeing, self control, emotionality and sociability had a significant relationship with each other. The study also concludes that sociability is the foremost factor which influences the emotional intelligence of the employees followed by emotionality, self control and well being.

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