



A STUDY ON EMOTIONAL INTELLIGENCE OF EMPLOYEES AT WORKPLACE

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ABSTRACT

This study focuses on worker output and company success through emotion understanding. Emotional intelligence is the capacity to identify and control individual feelings alongside sentiments from other people is currently seen as important when trying to build interpersonal dynamics, effective dialogue, or mere productivity in jobs. It also focuses on how it effects within the workplace outcomes like job satisfaction, teamwork, leadership effectiveness, and conflict resolution at workplace. Conflicts are inevitable in every business setup. Therefore, in achieving this, it is significant for workers to have high EI since through this they can handle them better. They are able to understand the emotions involved, mediate between disputing parties and thus come up with solutions that appease all sides thereby maintaining good relations among people working together.

The main aim of this study on emotional intelligence of employees in the workplace is to understand how emotional intelligence influences various aspects of organizational effectiveness and employee well-being. The survey was conducted on employees and data was collected using convenience sampling method. To analyses the data, statistical method such as “chi - square” is used. The chi square test revealed an association between gender and age.

Keywords: Emotional intelligence, employee wellbeing, chi square test

INTRODUCTION

Emotional intelligence is recognizing, understanding, and managing emotions of yours or others. It involves self-awareness, empathy, social awareness and relationship management. For better communication, teamwork, conflict resolution as well as leadership, high emotional intelligence brings about a more positive and productive working environment.

The skills formed by it are critical in influencing an individual's achievement as well as the dynamics of a group. In essence, EI means a person's capacity to recognize, understand and control his emotions or those of others.

Emotional intelligence is based on, recognizing, and comprehending one's own emotions, strengths and weaknesses, behavioural patterns which form it. If a worker has a lot of self – consciousness then they can easily perceive how their behaviour at work is affected by their feelings, colleagueship affairs, general productivity, etcetera. In this way such kind of self – consciousness creates an opportunity to deal with feedback adequately in order to strive for personal and professional growth all the time.

REVIEW OF LITERATURE

RICHARD D. ROBERTS (2010):

In his 2010 article EI: Theoretical and practical issues, Richard D. Roberts looks at the conceptual underpinnings, measurement, and real-world implications of emotional intelligence (EI). He examines models of EI, such as the ability-based model and the mixed model that integrates ability and trait-based approaches. The famous debate surrounding the definition and measurement of EI is also addressed in the paper, in addition to a number of related aspects that it shares with psychological objects like personality traits as well as cognitive function.

GERALD MATHEWS (2002):

Gerald Matthews expounds on the relationship between emotional intelligence (EI) and professional success in his 2002 work referred to as “Emotional intelligence and career progression”. Here, he scrutinizes how emotional intelligence influences diverse aspects of job performance, as well as leadership quality. For instance, being able to deal with the complexity of the contemporary workplace, individuals with high EI possesses better abilities than their counterpart.

ASKHANASY (2017)

Emotions and emotional regulation are now recognized as an essential part of work life, according to scholars and practitioners in the organizational behaviour (OB) literature. However, the human resource management (HRM) field has been slower to address the emotional dimensions of the workplace. In this chapter, we take a multi-level perspective from the OB literature to introduce the roles that emotions and emotional regulation play in the workplace, and discuss their implications for HRM. We examine five levels of analysis: (1) within-person temporal variations, (2) individual differences between people, (3) interpersonal processes, (4) groups and teams, and (5) the organization as a whole.

BASSAL (2016)

This study looked at the emotions, strategies, and well-being of professional caregivers who work with people with dementia. The researchers wanted to understand the types and frequency of emotions experienced at work, how emotions and coping strategies relate to well-being, and whether specific coping strategies can moderate the link between emotions and burnout. The results suggest that caregivers tend to experience more positive emotions than negative emotions in their challenging work.

BERG (2013)

In service interactions, emotions play a crucial role as they primarily impact customer satisfaction, loyalty, and overall service quality. When it comes to ongoing service relationships, service providers must learn to effectively manage emotions to ensure positive outcomes and continued customer engagement. This study aims to explore the complexities of emotion management in continuing service partnerships, with a particular focus on the use and effectiveness of innovative intrinsic and extrinsic emotion regulation techniques.

CHI, N.W(2019)

Here is the rewritten text: Previous research has examined the immediate effects of emotional labour (EL) on short-term customer outcomes in service interactions. We expanded on these findings by looking at whether EL can have delayed effects on long-term customer outcomes, such as purchase amount and willingness to maintain a relationship or recommend the service. We also explored how the strength of the relationship and service sweet hearting moderate these effects. Using two-wave studies, the first study collected data from 122 insurance agent-customer pairs, and the second included 177 employee-customer pairs from various service roles. The results show that deep acting (where employees genuinely feel the emotions they express) increases long-term customer outcomes by boosting satisfaction, while surface acting (faking emotions) reduces them. relationships and behaviours.

RESEARCH METHODOLOGY

RESEARCH GAP

The practical applications of emotional intelligence need more investigation into various fields like healthcare, education, and workplaces. This information can be used to come up with interventions and strategies if we knew how success and well-being are influenced by emotional intelligence within these areas.

NEED OF THE STUDY

Emotional Intelligence enables employees to raise their emotionally self-awareness and expression. Touch on creativity, boost tolerance, grow trust and integrity, enhance relationships within and across the organization; hence improving individual employee's productivity as well as that of an organization at large.

PURPOSE OF THE STUDY

In the workplace, emotional intelligence plays important roles in contributing to success and well-being. Contributing to improved teamwork and higher productivity is its first aim by promoting effective communication and collaboration between employees.

PROBLEM STATEMENT

In the workplace, the main difficulty with emotional intelligence arises from the failure on some peoples' part to appreciate their own emotions. This typically results in poor communication leading to people failing to operate as a team due to misunderstandings and conflicts.

OBJECTIVES OF THE STUDY

1. To understand the significance of emotional intelligence among employees.
2. To know the impact of emotional intelligence on employee performance at work place.

RESEARCH DESIGN

DATA COLLECTION METHODS:

Data was collected by using two methods i.e. primary data and secondary data.

Primary data: This data was collected by conducting survey through questionnaire.

Secondary data: This data was collected from books, articles and websites.

Population: 100

Sample: 50

Sample Unit: Hyderabad

QUESTIONNAIRE DESIGN:

The questionnaire consisted of close ended questions, in the form of Multiple-Choice question.

Tools used: Chi-square, Hypothesis, Charts.

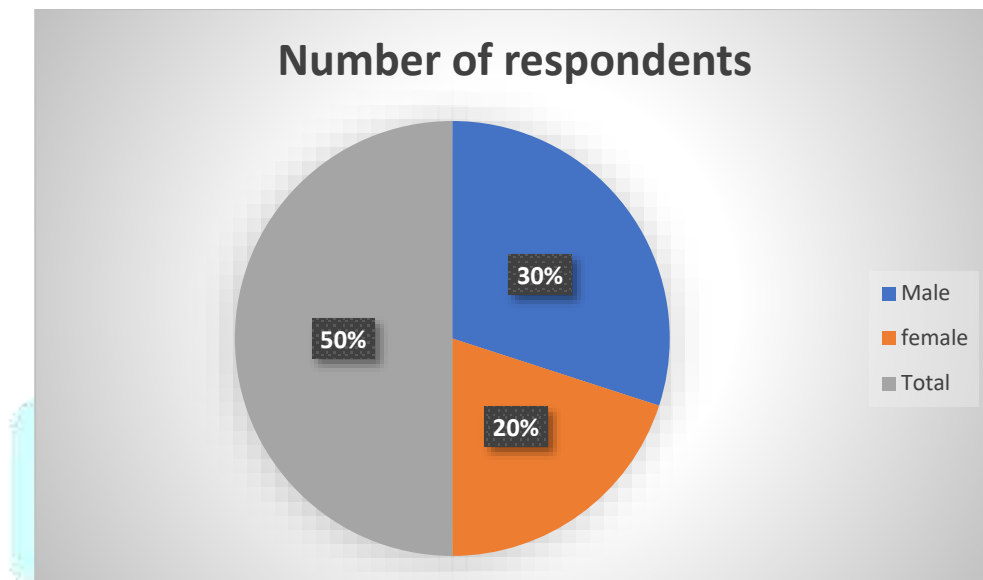
HYPOTHESIS:

H0: There is no significance relationship between emotional intelligence employee performance.

H1: There is significant relationship between emotional intelligence employee performance.

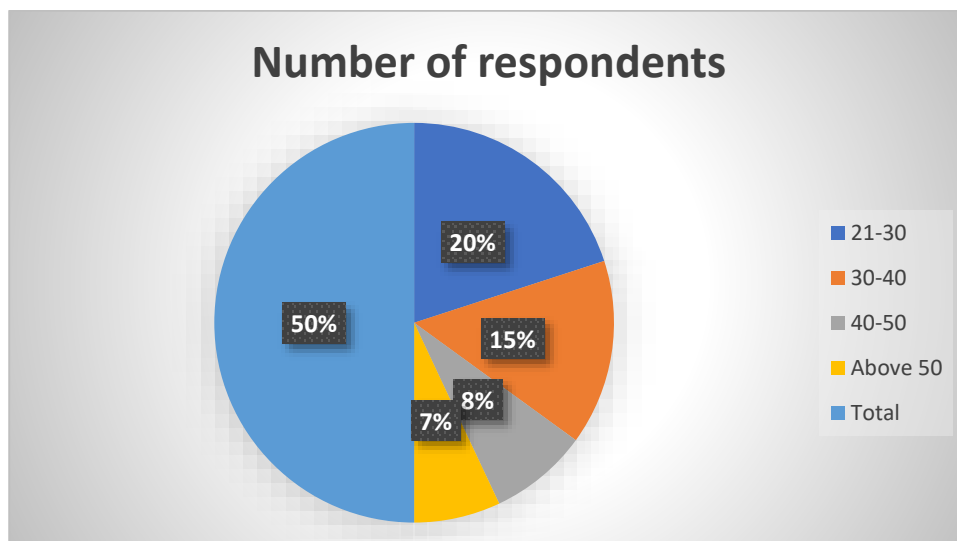
DATA ANALYSIS

Gender	Male	female	Total
Respondents	30	20	50
Percentage	60	40	100

**Interpretation:**

The total respondents for this questionnaire are 50 out 30% respondents are Male and 20% of the respondents are Female.

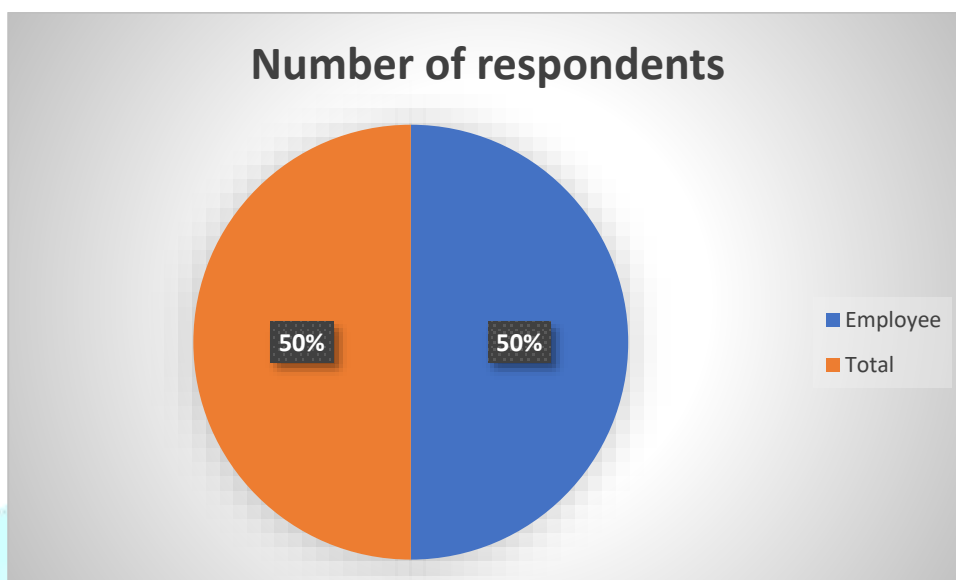
Age	21-30	30-40	40-50	Above 50	Total
Number of respondents	20	15	8	7	50
Percentage	40	30	16	14	100



Interpretation:

The total respondents for this questionnaire are 50 out of which 20% respondents are from 21-30 age range, and 15% of the respondents are from 30-40 age range, and 8% of the respondents are from 40-50 age range, and 7% of the respondents are above 50.

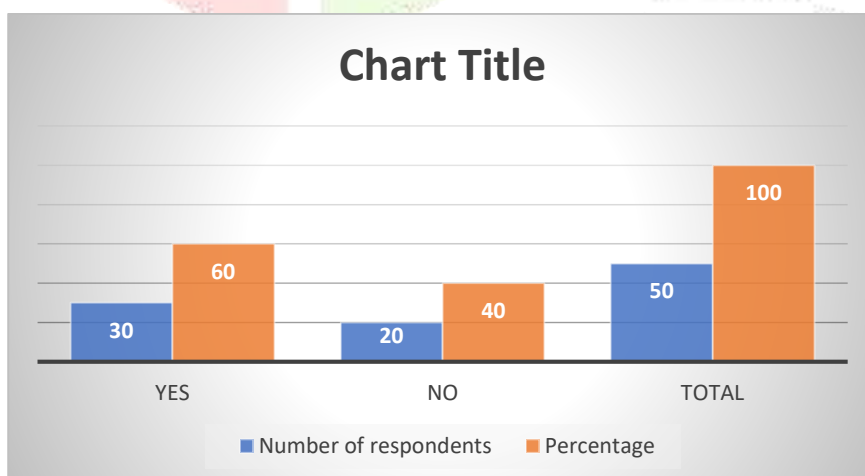
Occupation	Employee	Total
Number of respondents	50	50
Percentage	100	100

**Interpretation:**

From the above graph, it is observed that 100% of the respondents are employees.

Are you satisfied with your current job?

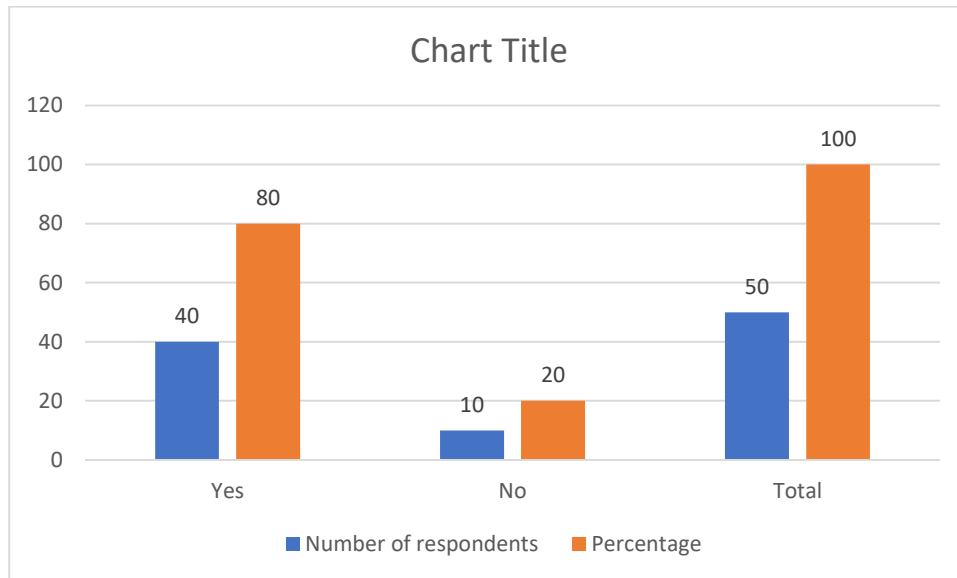
Options	Yes	No	Total
Respondents	30	20	50
Percentage	60	40	100

**Interpretation:**

According to the above graph, the majority of the respondents are satisfied with the job (i.e., is 60%) and 40% of the respondents are not satisfied with their current job.

Do they increase hike based on your performance?

Options	Yes	No	Total
Respondents	40	10	50
Percentage	80	20	100

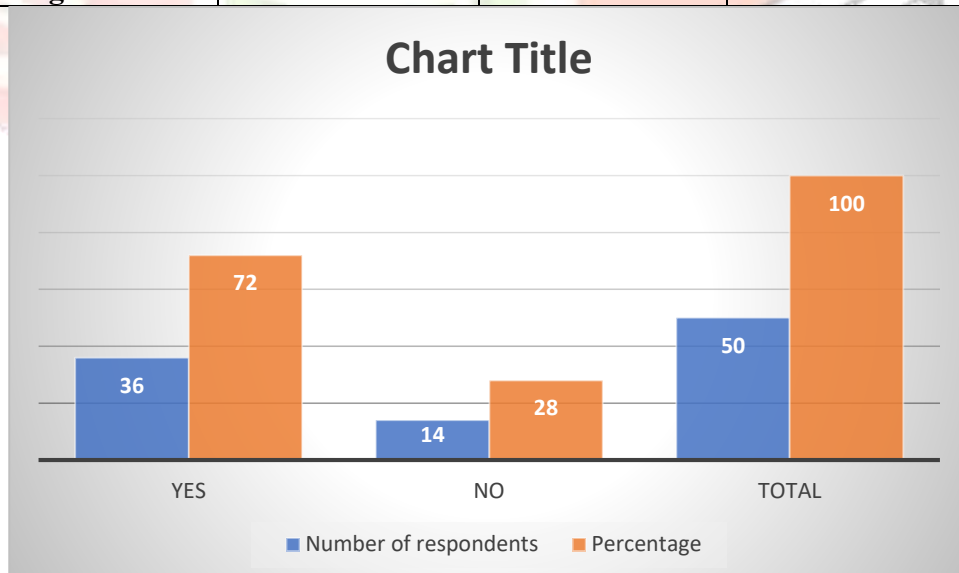


Interpretation:

From the above graph, 80% of the respondents said that hikes are given based on their performance and 20% of the respondents said that hikes are given based on their performance.

Do you satisfied with your working hours?

Options	Yes	No	Total
Respondents	36	14	50
Percentage	72	28	100

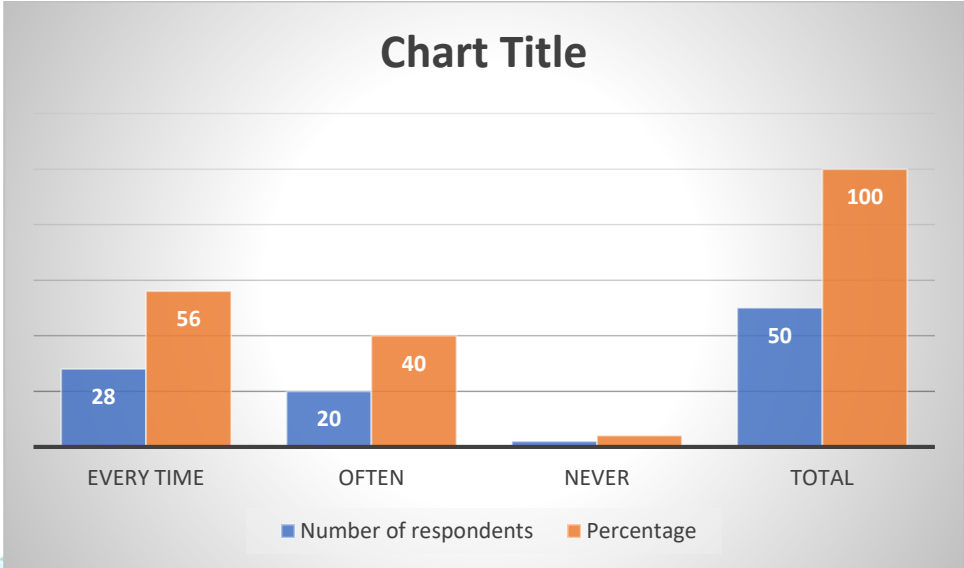


Interpretation:

It is evident from the above graph that 72% of respondents are satisfied with their working hours and 28% are not satisfied with their working hours.

How often do you support when your colleague need your help?

Options	Every time	Often	Never	Total
Respondents	28	20	2	50
Percentage	56	40	4	100

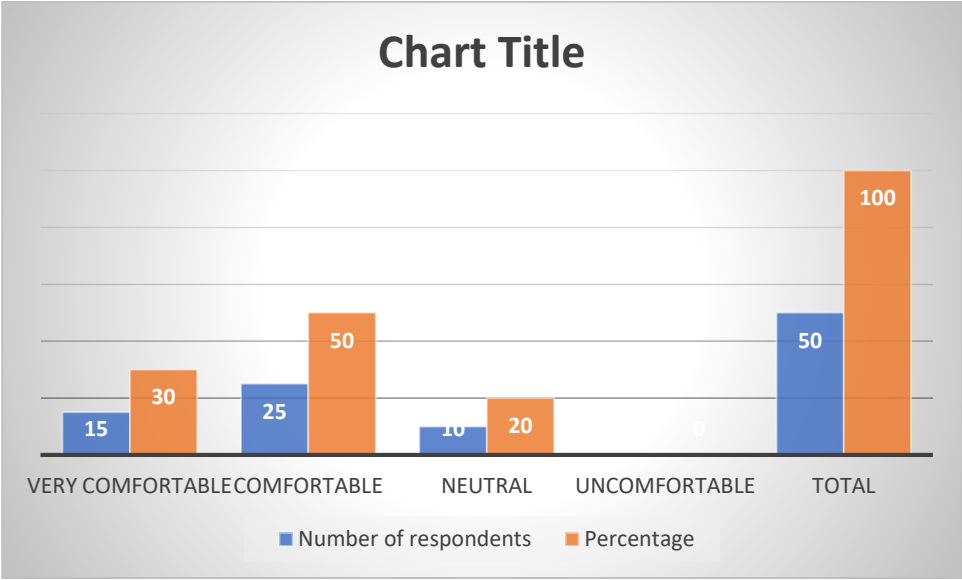


Interpretation:

From the above table 56% of respondents says that everytime they support when their colleagues need help and 40% of the respondents says that they often support when their colleagues need help and 4% of the respondents says that they never support when their colleagues need help.

How comfortable are you in expressing empathy towards others?

Options	Very comfortable	comfortable	Neutral	Uncomfortable	total
Respondents	15	25	10	0	50
Percentage	30	50	20	0	100

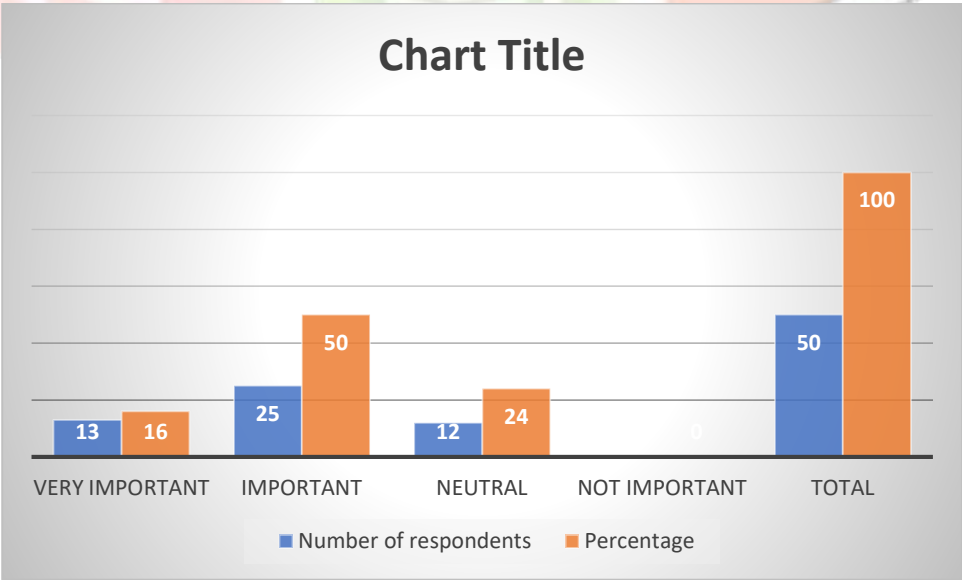


Interpretation:

From the above chart 30% of the respondents are very comfortable are you in expressing empathy towards others and 50% of the respondents are comfortable are you in expressing empathy towards others and 20% of the respondents are neutral in expressing empathy towards others and 0% of the respondents says don't even express empathy towards others

When resloving conflicts, how important do you think it is to consider the feelings of all parties involved?

Options	Very Important	Important	Neutral	Not important	total
Respondents	13	25	12	0	50
Percentage	16	50	24	0	100

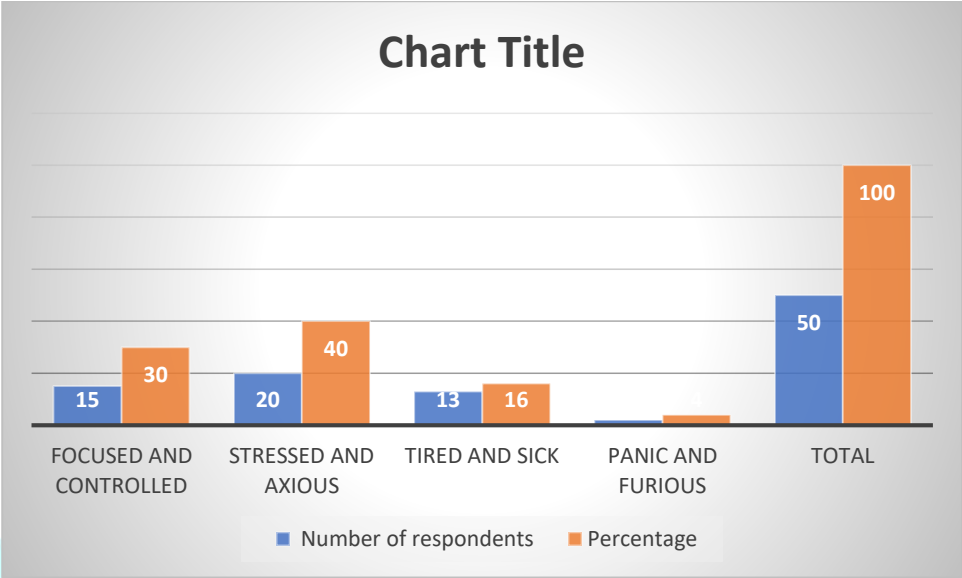


Interpretation:

The above graph says that 16% of respondents think very important to consider the feelings of all parties involved while resloving conflicts and 50% of the respondents think important to consider the feelings of all parties involved while resloving conflicts and 24% of the respondents says it is neutrally important to consider the feelings of all parties involved while resloving conflicts and 0% of the respondents says it is not important to consider the feelings of all parties involved while resloving conflicts

How well do you believe that you can manage your own emotions at work?

Options	Focused and Controlled	Stressed and anxious	Tired and sick	Panic and furious	Total
Respondents	15	20	13	2	50
Percentage	30	40	16	4	100

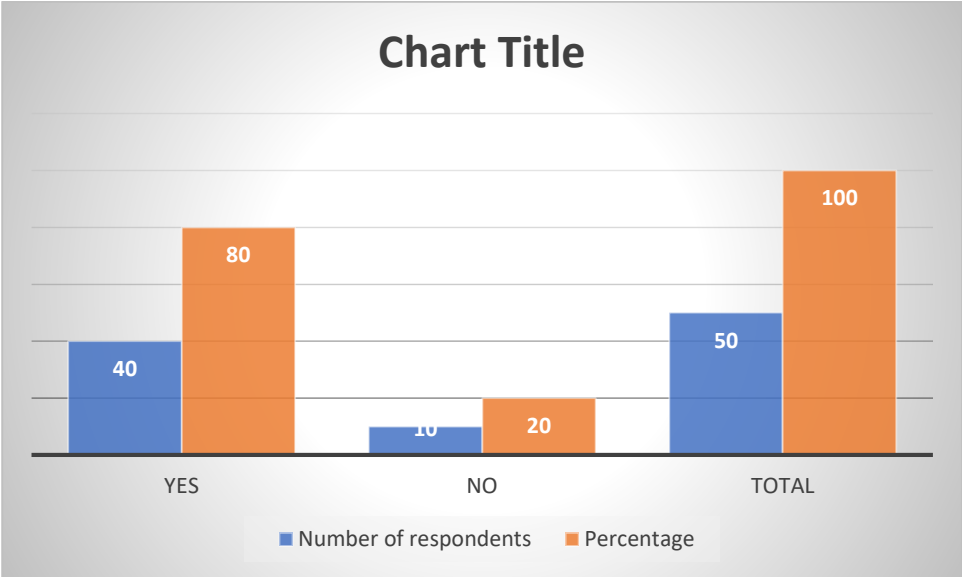


Interpretation:

From the above graph, 30% of the respondents says that believe that you can manage their own emotions Focused and Controlled at workplace, 40% of the respondents says that believe that you can manage their own emotions Stressed and anxious at workplace and 16% of the respondents says that believe that you can manage their own emotions Tired and sick at workplace and 4% of the respondents says that believe that you can manage their own emotions Panic and furious at workplace

Do you ever received any training or development programs related to emotional intelligence at workplace?

Options	Yes	No	Total
Respondents	40	10	50
Percentage	80	20	100

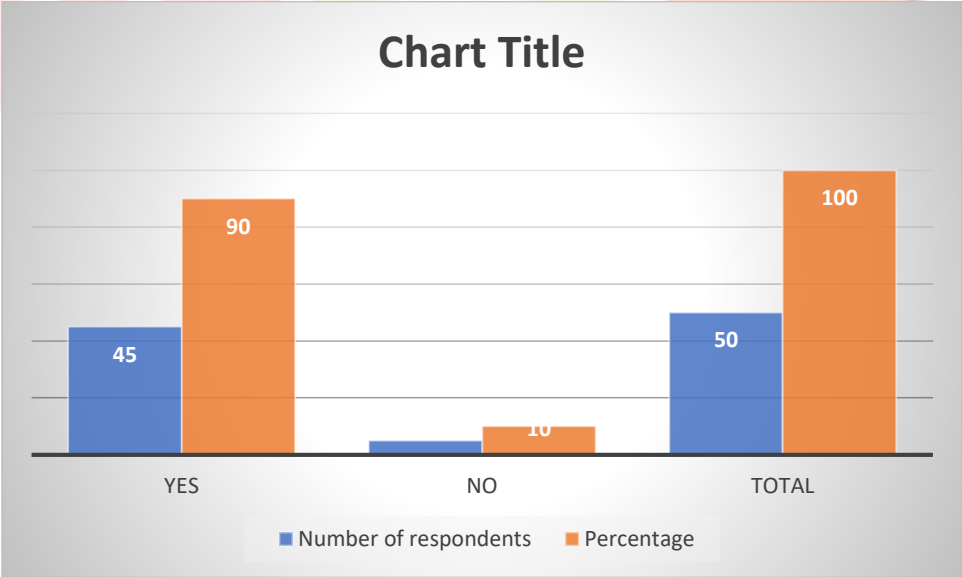


Interpretation:

From the above graph, 80% of the respondents says that received any training or development programs related to emotional intelligence at workplace and 20% of the respondents says that says that received any training or development programs related to emotional intelligence at workplace.

Is there any impact of emotional intelligence on employee performance at workplace?

Options	Yes	No	Total
Respondents	45	5	50
Percentage	90	10	100

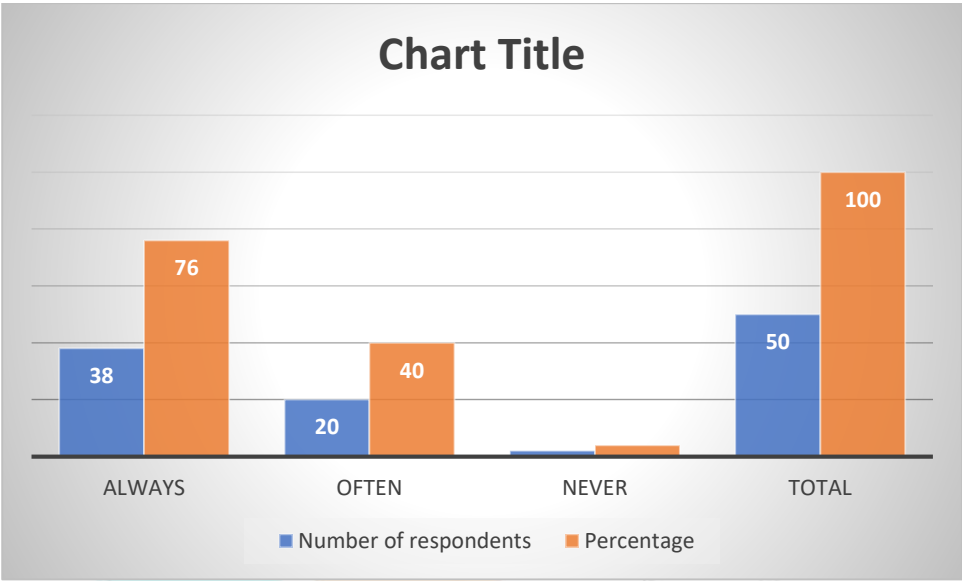


Interpretation:

From the above graph, 90% of the respondents says that there is impact of emotional intelligence on employee performance at workplace and 10% of the respondents says there is impact of emotional intelligence on employee performance at workplace.

How often do you actively listen to others without interrupting?

Options	Always	Often	Never	Total
Respondents	38	20	2	50
Percentage	76	40	4	100

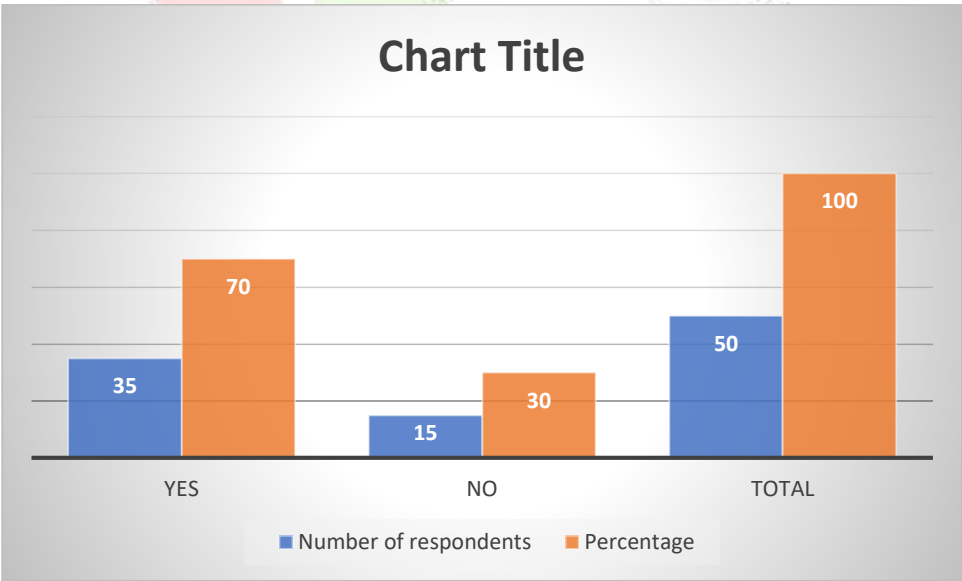


Interpretation:

From the above graph, 38% of the respondents says that always actively listen to others without interrupting and 40% of the respondents says often listen to others without interrupting, and 4% of the respondents says they never listen to others without interrupting.

Do they conduct social activities at your workplace?

Options	Yes	No	Total
Respondents	35	15	50
Percentage	70	30	100

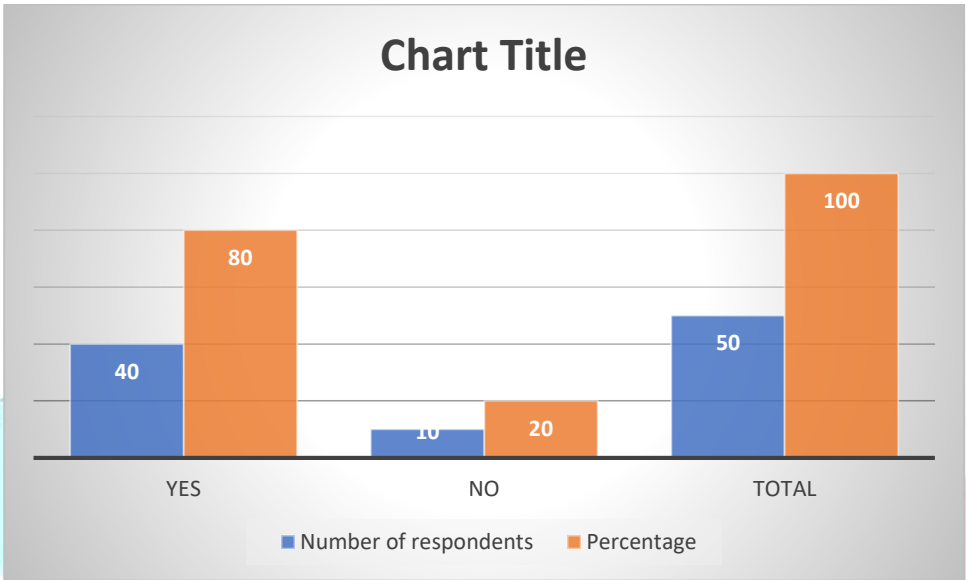


Interpretation:

From the above graph, 70% of the respondents says that they conduct social activities at workplace and 30% of the respondents says that of the respondents says that they conduct social activities at workplace.

Do you get motivated by receiving rewards for your performance?

Options	Yes	No	Total
Respondents	40	10	50
Percentage	80	20	100

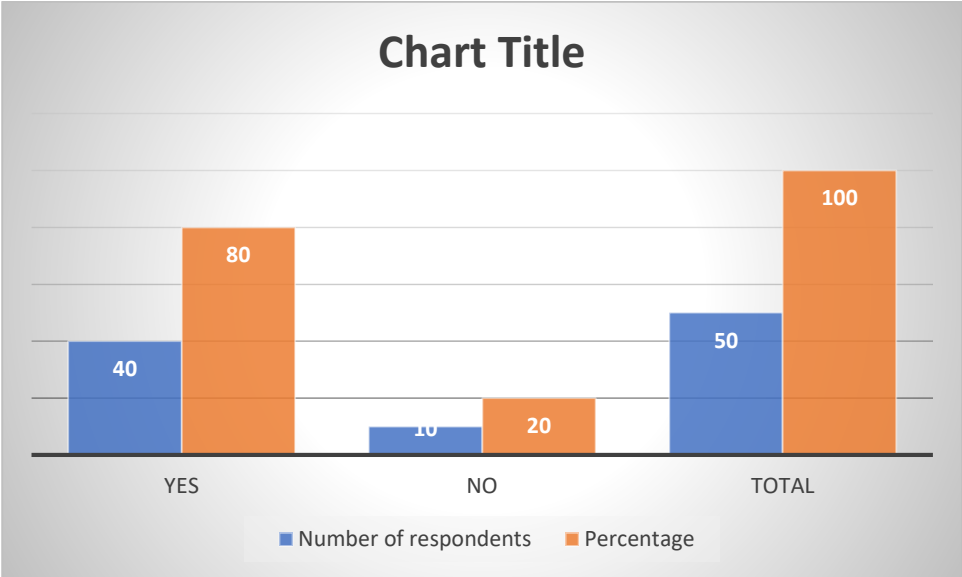


Interpretation:

From the above graph, 80% of the respondents says that they get motivated by receving rewards for your performance and 20% they get motivated by receving rewards for your performance .

Do you ever receive rewards for your performance?

Options	Yes	No	Total
Respondents	40	10	50
Percentage	80	20	100

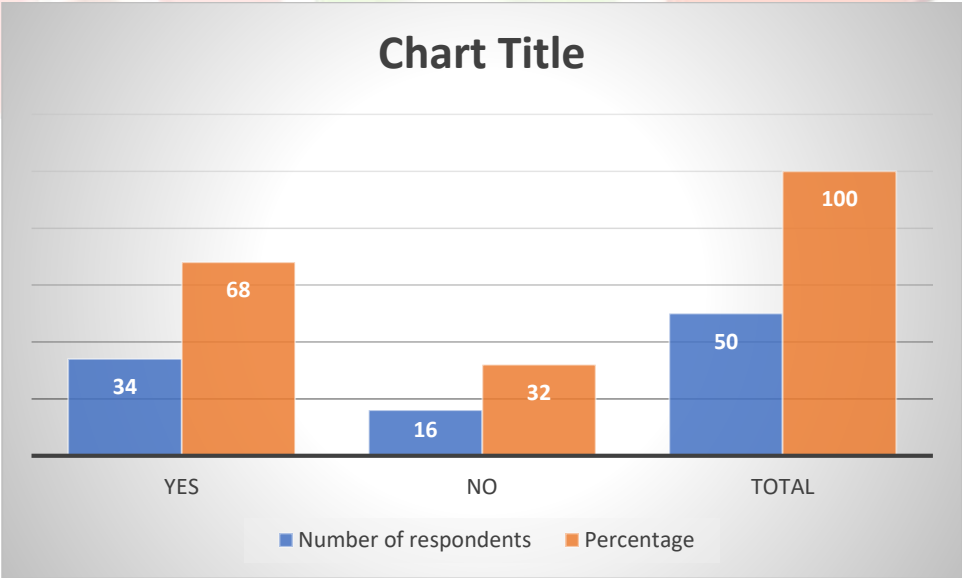


Interpretation:

From the above graph, 80% of the respondents says that they ever received rewards for your performance and 20% they ever received rewards for your performance.

Do you ever motivated by hikes, incentives and bonus?

Options	Yes	No	Total
Respondents	34	16	50
Percentage	68	32	100

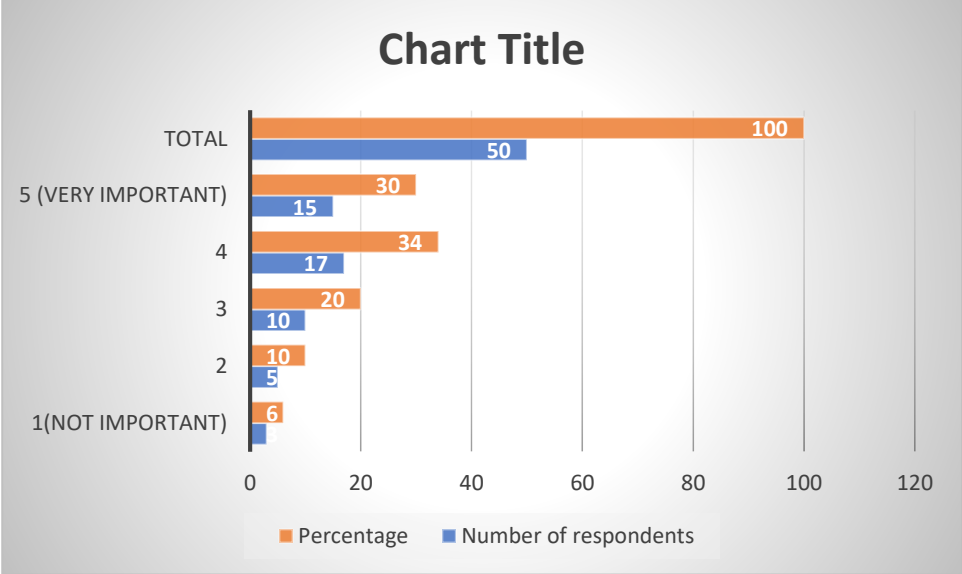


Interpretation:

From the above graph, 68% of the respondents says that they ever motivated by hikes, incentives and bonus and 32% of the respondents says that they ever motivated by hikes, incentives and bonus.

On a scale of 1 to 5 how important emotional intelligence for success at work?

Options	1(not important)	2	3	4	5(very important)	Total
Respondents	3	5	10	17	15	50
Percentage	6	10	20	34	30	100

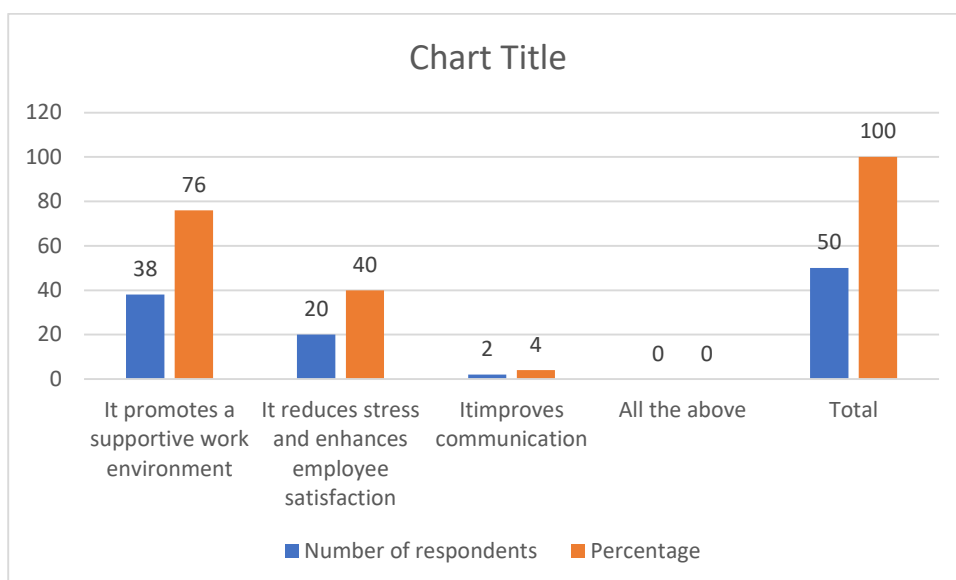


Interpretation:

From the above graph, 50% of the respondents gave 5 on a scale for important emotional intelligence for success at work and 32% of the respondents gave 4 on a scale for important emotional intelligence for success at work and 34% of the respondents gave 3 on a scale for important emotional intelligence for success at work and 20% of the respondents gave 2 on a scale for important emotional intelligence for success at work and 6% of the respondents gave (1 not important) on a scale for important emotional intelligence for success at work.

How do you believe emotional intelligence can impact overall workplace culture and employee well being?

Options	It promotes a supportive work environment	It reduces stress and enhances employee satisfaction	It improves communication	All the above	Total
Respondents	38	20	2	0	50
Percentage	76	40	4	0	100



Interpretation:

From the above graph, 76% of the respondents says that believe emotional intelligence can impact overall workplace culture and employee well being because it promotes a supportive work environment and 40% of the respondents of the respondents says that believe emotional intelligence can impact overall workplace culture and employee well being because it reduces stress and enhances employee satisfaction 4% of the respondents says that believe emotional intelligence can impact overall workplace culture and employee well being because it improves communication .

STATISTICAL TOOLS AND ANALYSIS

H0: There is no significance relationship between emotional intelligence employee performance.

H1: There is significant relationship between emotional intelligence employee performance

Gender	Yes	No
Male	25(21.00) [0.76]	5 (9.00) [2.67]
Female	10 (14.00) [1.14]	10 (6.00) [2.67]
Marginal Columns Totals	35	15

The chi-square statistic is 6.3492. The p- value is .011743. The result is significant at $p < .05$.

Since p value is less than 0.05, H0 Rejected and Accepted H1. So, there is an impact of hidden agenda for emotional intelligence at the workplace.

Results			
	Yes	No	Row Totals
21-30	18 (14.00) [1.14]	2 (6.00) [2.67]	20
30-40	10 (10.50) [0.022]	5 (4.50) [0.06]	15
40-50	(5.60) [2.31]	6 (2.40) [5.40]	8
Above 50	5 (4.90) [0.00]	2 (2.10) [0.00]	7
Column Totals	35	15	

The chi-square statistics is 11.61. The p-value is .008846. The result is significant at $p < .05$.

FINDINGS

- According to the above graph, the majority of the respondents are satisfied with the job (i.e., is 60%) and 40% of the respondents are not satisfied with their current job.
- From the above graph, 80% of the respondents said that hikes are given based on their performance and 20% of the respondents said that hikes are given based on their performance.
- It is evident from the above graph that 72% of respondents are satisfied with their working hours and 28% are not satisfied with their working hours.
- The above graph says that 16% of respondents think very important to consider the feelings of all parties involved while resolving conflicts and 50% of the respondents think important to consider the feelings of all parties involved while resolving conflicts and 24% of the respondents says it is neutrally important to consider the feelings of all parties involved while resolving conflicts and 0% of the respondents says it is not important to consider the feelings of all parties involved while resolving conflicts
- From the above graph, 30% of the respondents says that believe that you can manage their own emotions Focused and Controlled at workplace, 40% of the respondents says that believe that you can manage their own emotions Stressed and anxious at workplace and 16% of the respondents says that believe that you can manage their own emotions Tired and sick at workplace and 4% of the respondents says that believe that you can manage their own emotions Panic and furious at workplace.

SUGGESTIONS

- Develop training programs centered on emotional intelligence in order to raise self-awareness and interpersonal skills among staffs.
- It is advisable that leaders as well as those managers in charge should exhibit high emotional intelligence when they carry out communication or make some decisions. Let foster an environment which encourages giving feedback constructively while at the same time respecting others feelings hence leading to increased self-awareness and personal development.
- Grant workers conflict resolution education so they can deal with conflicts empathetically and constructively.
- Encourage staff to think about themselves so as to grow emotional intelligence by understanding their feelings in different situations.
- Support programs that help in balancing work and life so that workers can effectively regulate their stress levels and emotions both at work and away from work.

CONCLUSION

It is important to develop a good and effective organizational culture at the work place that includes work on the emotional intelligence of the workers as well. Once these training schemes have been put in place, then the employees would be empowered to handle personal issues with some level of wisdom and without a lot of hassle through self-awareness campaigns among other measures.

It is essential to give priority to the establishment of emotional intelligence amongst employees in the creation of harmonious and successful work places. Thus, through developing self-awareness, self-regulation, empathy and good communication skills in employees, it will enhance collaboration between them, hence better ways of dealing with conflicts and the general functioning of the team at large. For example, investing in training programs to help employees acquire new skills or knowledge; also embedding culture that

embraces feedback mechanisms including one another's opinions about themselves as well as reflecting about oneself while practicing mindfulness techniques.

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