



A STUDY ON EMOTIONAL INTELLIGENCE OF EMPLOYEES IN A WORKSTATION IN TIRUPUR DISTRICT

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Abstract

Emotional intelligences refer to ability to manage emotional mind with intelligence in every facet of life. It is a form of intelligence relating to the emotional side of life, such as the ability to recognize and manage one's own and other's emotions, to motivate one and restrain impulse and to handle interpersonal relationship effectively. Emotions and feeling are extremely important to individual health happiness, and social harmony. Research has found Iq to contribute only 20% of one's success in life with the remaining majority of one's success being accounted by emotional and social intelligence.

In short, emotional are all pervasive in our daily existence, we experience emotions form time we wake up, and to the time we retire to bed, from our home to working place and society at large. Properly handled these emotions can promote personal well being, besides success in all walks of life. Emotions are complex feedback systems which inform an individual whether he is on the right track towards health and happiness or otherwise. This conclusion is supported by the mounting evidence that negative emotions such as anger, stress, and hatred can causes serious health problem to anybody.

Emotional intelligence can, therefore become an imported tool to be happy and successful at home at work and in our social life. By learning the basic elements of EI such as self- awareness (knowing one's emotions), self-Management (Controlling one's Emotions), Social awareness (Recognizing the emotions of other) and relationship management (Social skill), people can make use of the emotion to live a successful life at family level, at the work place and in communities.

I. Introduction

Many recent researches have confirmed that there is an emotional brain which is a place called the limbic system where our emotions originate. It is separated from the rational brain but the two are linked and develop together. This means that our power to reason and feelings are intended to be used together because of the brain's design, all informations goes into our emotional center first and then to our thinking center. Emotions come before thought and the behavior. As a result, it's become important to understand what we're feeling, what others are feeling, how to manage our own feelings and how to manage relationships with others. This is the core of Emotional Intelligence, a term used to describe the complex ability to regulate our impulses, empathize with others and be resilient in the face of difficulties. Therefore, emotional intelligence is a product of the amount of communication between the rational and emotional centers of the brain.

Emotional Intelligence is about how one manages one's actions with others and oneself as a result of the emotions one feel. Sometimes the employees overreact on certain actions and later regrets for it. Many personal conflicts and wars have been started because of this type of overreaction, which is basically a lack of management of his emotions.

II. Review of Literature

Deepa.R (2010), emotional intelligence which is an ability to manage one's own and others'emotions appropriately, has caught the attention of researchers in recent times. it has a significant impact on the personal and professional success of individuals. it has been empirically proven that EI impacts the performance and well-being characteristics of individuals consolidates the research activities on EI in four areas namely conceptualization, measurement, impact and development and concludes with directions for future research for adapting this concept to Indian context.

Peter Taylor (2011) emotional intelligence is the ability to perceive one's emotions and to effectively manage one's behaviours in emotionally charged situations. It is also the ability to factor in the emotions of these as one interacts with them. In this article the author has provided tips and techniques have application in negotiations and supplier development. they are also essential in leadership and coaching. People respond such better to those who treat them with honesty, respect and civility.

Krishnaveni.R and Deepa.R (2012), Today's workplace is dynamic in nature and is characterized by time deadlines, cross cultural teams, work pressures and work family conflicts, which in turn result in a highly stressed workforce. These factors have a negative impact on the well-being of employees and the effectiveness of an organization's success. It is in this context that this paper explains how emotional intelligence can be used as a tool, to enhance the competencies of individuals and teams in organisations and help them to gain competitive advantage.



Objectives of the Study

This study is an effort to find out the vital role of emotional intelligence in managing stress among employees at work place and the objectives of this study are below:

- To investigate the role of emotional intelligence in managing stress among employees at workplace
- To find out the relationship between emotional intelligence and stress at workplace
- To through light on the impact of emotional intelligence on performance of employees

III. Methodology

The research involves more systematic structure of investigation, which usually results in some formal record of procedures and the report of the results.

Research Design: The study is mainly a descriptive research designed to know the reason for emotional intelligence effects on stress among employees at workplace.

Tools for data collection: This study relates to the relationship between emotional intelligence and stress at workplace. Primary and Secondary data has been mainly used. There is mixture of both primary and secondary data in this study. The primary data has been collected with the help of structured interview. The basic ideas and relevant concepts of the study were collected from books and websites.

Sampling: Since the universe of the study is infinite, convenient sampling has been used. The sample covered different occupation of employees at workstation. Totally about 40 respondents were selected for the purpose of collection of data.

Scope of the Study: The performance of employees is significant for the growth of an organisation. The scope of this study would be supportive in forthcoming future stating why some employees are lacking and some are outstanding in their performance. On the basis of these results an organisation can make its strategies for improving their employees' performance.

Limitations of the study: The primary data is subject to personal bias and cannot be relied upon. The sample is taken according to researcher's convenience and hence the sample does not represent the universe. The study is limited to a small area in Tirupur and does not cover the whole area. Due to want of Time, entire universe of the study was not covered.

Findings of the Study

- There is a positive relation between the emotional intelligence and performance of employees.
- Emotionally intelligent organisation can be made through organisational strategies, self awareness and self management tools, through effective leadership skills, development programmes.
- The main criteria is the age of the employees which has an impact on emotional intelligence, the emotional intelligence is playing a vital role on the younger generation as compare to the other age group of employees(above 40 years).
- The following characteristics of the individuals who are having high emotional intelligence :
 1. Understand diverse worldviews and are sensitive to group differences.
 2. Are attentive to emotional cues and listen well
 3. Detect crucial social networks
 4. Deal with difficult issues straightforwardly
 5. Listen well, seek mutual understanding and welcome sharing of information fully
 6. Foster open communication and stay receptive to bad news as well as good

Hence the emotionally intelligent employees have an impact on their performance and these employees perform well in the organisation. These people are more emotionally stable and they are able to articulate their emotion, these are motivated, they can understand with other and they are having good social skills. As to execute their responsibilities well in the workplace one need to have good social skills, only then he can perform the work well.

IV. Suggestions

In the earlier period the importance was given to the IQ only and emotional intelligence was not given much of magnitude but now the scenario has been changed and now the organisations started giving more importance to emotional intelligence than IQ. So here are some of the recommendations for organisations and individuals about emotional intelligence. As now a



day, a person is showing their interest towards many cultures and influenced by many things. Organisations earlier used to give tangible benefits to the internal or external to the customers, but now a days customer are looking for fulfillment of their emotional needs. Organisations in a long run to maintain customer reliability they need to take care of employees emotional needs and behave compassionately. Therefore organisation should pay attention towards emotional intelligence needs of employees.

Organisations should choose those employees who are having a high level of emotional intelligence because these people are more emotionally balanced and they have a better understanding of every circumstance and they can perform very well in these situations weather it is stress, happiness, anger, love etc.

Organisations should give training to employees to develop their emotional intelligence, because emotional intelligence can be learned at any age and at anytime in life, it is not an inborn characteristic. Emotional intelligence techniques should be used to boost up the reasoning of employees.

Employers should check from time to time the level of emotional intelligence as to provide them feedback and get better performance out of them because when there is a effective communication between the two sides better will be the results for both the parties hence increased productivity and performance.

V. Conclusion

The present study has produced some of important results that have an effect on both the research and practice. This study on employee's emotional intelligence at workstation has identified that if the employee is able to manage his emotional intelligence, which has a direct impact on his job. These skills are to be developed for achieving higher employee productivity and which has it impact on the image of the organisation. One of the finding in this study is that the employees of the organisation had an impact on their level of performance on the job based on their emotional intelligence. A small suggestion for the management, that organisation can be profitable if it identifies the level of emotional intelligence of employees and apply interventions which as focused on the developing emotional intelligence among the employees in the organisation. Emotional intelligence is associated with better performance in the participative management, pulling people at Ease, balance between personal life and work, straight forwardness and composure and confronting problem employees.

Most of the organisations are now days taking those employees who are emotionally intelligent, so that they can face the workplace problems easily and they can become more productive for the organisation. Emotionally intelligent organisation can be made through organisational strategies, self awareness and self management tools, through leadership skills, development programmes.

So what has been concluded from the whole is that now-a -days the emotional intelligence is linked at every point of workplace performance of the employees and most importance should be given but in the early days much more importance was given to IQ than emotional intelligence. In current scenario the organisation started giving more importance to the emotional intelligence than the IQ because they require those employees who can be emotionally stable. Hence, for successful life emotional intelligence plays a vital role.

Reference

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