

ANALYSIS OF QUALITY OF WORK LIFE THROUGH EMOTIONAL INTELLIGENCE AMONG COLLEGE FACULTY MEMBERS

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Abstract: Every people are potential in this world. That potential may come out of the person when they are having clarity in their way of thinking. So, the person's capability, skills, knowledge may be considered as an essential to handle the other people's emotions. Today, the psychological factors have gained more attention and importance in the environment. It has been predicted that the person's performance may seems to be good when he is good in mind and conscience. At the same time, where the works required more human involvement definitely there will be a problem exists in that place. In this context, the researcher has taken the quality of work life in order to assess the college staff members in terms of emotional intelligence. For that the researcher has framed a set of questions to get the data from 80 respondents who are under various streams. Chi-square test and mean value, and multiple regressions have been used to analyse the data. From this study, it came to know that all the components of quality of work life are showing a high significant value with emotional intelligence of the staff members. These all statistical tools have been tested with the help of SPSS software. It is found that there is a high impact of emotional intelligence on quality of work life. Therefore, the staff members should know to handle the emotions of the students and thereby, their development in the educational environment is assurable, and also there will be more chances for growth and security.

Keywords: Emotional Intelligence (EI), Quality of Work Life (QWL).

Introduction

Emotional Intelligence means controlling one's own emotions and handling other people's opinion. Today, the educational industry in India is getting complicated because the student's attitude gets changed over the period of time. In the earliest period, Gurukula system has been followed in India. That earliest system makes the students more responsible, respectfulness, sacrificing character and knows the basic etiquettes. Even before 3 decades, in Indian educational environment, there was a moral classes and storytelling classes in order to make the students to choose the right behavior in the difficult situations. Once the entry of MNCs, industrial revolution, all educational institutions started to chase only the marks and they won't give importance to the moral values and ethics. On the flip side, due to the exposure of the mass media and more introduction and usage of electronic gadgets among the students community, the students would like to think and rely on their own thoughts, give importance to their desire rather than on considering others, showing disrespect towards others and lack of adjustability with the other human being. The students are good in knowledge but somewhat they are lacking in the humanity.

The teaching job is becoming more complex. So, it seems to be very tough to handle the adolescent students. To effectively motivate the students, the staff members should have the emotional intelligence. Emotional intelligence is a kind of readiness, skill and capability which deeply affects an individual's abilities so that the person may get motivated, control their own emotions and able to manage the relationship with others (Goleman, 1998). Handling the students is considered as the most challenging job for the staff members. These challenges have been faced only when the staff members have very conscious in their behavior, more responsiveness, elucidatory and respectful. It shows that the conscious behavior may help the staff members to work effectively in their organization. To measure the emotional intelligence among the staff members, the researcher have taken the components of emotional intelligence of self awareness, motivating oneself, empathy, positive thinking of which it is considered as most required variable for handling the students in the educational environment.

Emotional Intelligence and Quality of Work Life

Emotional Intelligence is considered as the most important factors for handling the students. At the same time, the staffs who handles the students has to develop their own career also. Therefore, the relationship extends between emotional intelligence and quality of work life. For this research, the dimensions of emotional intelligence like self awareness, empathy, and positive thinking, motivating oneself. This dimensions has chosen by the researcher that based upon how far the people is having self awareness, they are able to manage the emotions of the students, empathy helps to understand the student's problem, motivating oneself dimensions is meant for the people can motivate themselves when they face toughest situation in handling the students and positive thinking dimensions are meant for the people should have the positive thinking in managing the students. These all lead to make the staff member to work in the environment in a peaceful way and thereby, they are able to mingle with their colleagues (Social Integration), peaceful and trustiest environment may pave the way to develop their own capacity (Development Capacity), emotional intelligence leads to improve the competency of the staff members and with that competency, the performance has been improved and it gives a direction for growth and their job seems to be secured (Chances for Growth and Security), the people will enjoy the working environment also (working environment). So, this study seeks to determine the staff member's emotional intelligence and quality of work life. This study helps to detect how far the emotional intelligence will have or it directly affect the quality of work life of the staff members in the college. The questionnaire has been framed by the researcher by considering all this components in order to identify the quality of work life through emotional intelligence.

Variables Recognized For This Study

Based upon the review of literature, the researcher has chosen some variable which it is considered as the prerequisites for this research and it is mentioned below

Emotional Intelligence- Self Awareness, Positive thinking, Empathy and motivating oneself.

Quality of work life- Social integration, working environment, development capacity and chances for growth and security.

Objectives

The objectives of the study are as follows

1. To analysis the emotional intelligence of staff member in various dimensions likes self awareness, empathy, motivating oneself and positive thinking.
2. To analyze the quality of work life of staff member in the dimensions of social integration, development capacity, chances for growth and security and staff member.
3. To examine the impact of emotional intelligence in quality of work life of staff member.

Methodology

Research Design is the way of executing the research. The type of research of this study is Descriptive research. The area chosen by the researcher for this study is Sivakasi. The population of the study is 450. The self financing staff members are 217 in numbers and the regular staff members are 233 in numbers. The sample size for this study is 80. That is 17.77 percent of the population size. The samples are selected from self financing stream is 54 and from the regular stream is 24. Since the respondent is finite in number, the researcher has used proportionate stratified sampling method to collect information from 80 respondents. 80 respondents have chosen from the various streams of Arts, Life Sciences, and Natural science, from various age groups that starts from 23 – 58 years, and also categorized interms of years of experience that ranges from 5 years to 35 years.

Hypothesis for This Study

The hypotheses for this study are as follows

There is no significant relationship between Emotional Intelligence and Quality of work Life

SubHypothesis

- There is no significant relationship between Emotional Intelligence and Working Environment of quality of worklife
- There is no significant relationship between Emotional Intelligence and social integration of quality of worklife
- There is no significant relationship between Emotional Intelligence and development capacity of quality of worklife
- There is no significant relationship between Emotional Intelligence and growth and security of quality of worklife.

Statistical tool

For examining the hypothesis, Multiple regression and chi-square test were used. And the tested results are denoted in the table No1. and Table No.1(a)

Findings

By analyzing the data that collected from the 80 respondents, averagely, the staff members have more than 5 years of experience of which it has secured the highest mean score of 1.89. Among the emotional intelligence components, positive thinking dimensions has secured the highest mean score of 4.18, followingly, it also predict that the staff members have more self awareness while they are dealing with the students and it shows the second mean score of 4.06, empathy and motivating oneself has secure the lowest mean score of 3.95 and 3.92 and this one shows that stuff members should not have empathetical perception while they handle the students and also the staff members also feel somewhat difficult in motivating themselves while they are facing the toughest situation in the educational environment.

Regression of Emotional Intelligence

The researcher has used multiple regression statistical tools in order to find out the most influencing existing variable of emotional intelligence among the staff members. The result are displayed in table no:1

TABLE NO: 1
COEFFICIENTS ^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	29.451	3.839		7.672	.000
Motivation	-1.065	.230	-.465	-4.639	.000

Dependent Variable: Emotional Intelligence

It is predicted from table 1 that, motivating oneself is the highly influencing variable among self awareness, positive thinking, and empathy in emotional intelligence.

TABLE NO: 1(a)

Model Summary

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.465 ^a	.216	.206		4.19687

a. Predictors: (Constant), Motivation

Adjusted R square value shows that 20.6%. it shows that motivating oneself variable has influence the emotional intelligence at 20.6% and the remaining variable are all excluded and it shows that it won't have any influence on emotional intelligence.

Hypothesis Testing

To test the hypothesis, the researcher has used the Chi-Square Test. the chisquare test has been used at 5 percent level of significance and the resultant value are displayed in table no:2

Table No:2

Chi-Square Test for the Hypothesis

S.No	Variables Tested	Significant Value @ 5 %	Significant	Decision
1.	Emotional Intelligence and Working Environment	0.008	Highly Significant	Alternate Hypothesis-Accepted
2.	Emotional Intelligence and SocialIntegration	0.004	Highly Significant	Alternate Hypothesis-Accepted
3.	Emotional Intelligence and Development Capacity	0.000	Highly Significant	Alternate Hypothesis-Accepted
4.	Emotional Intelligence and Chances for Growth and Security	0.000	Highly Significant	Alternate Hypothesis-Accepted

Source: Computed Data

Chisquare test has been used to test the relationship between the Emotional intelligence and working environment of the staff members. The pearson chisquare value has shown 0.008 and this stest has been conducted at 5 % level of significance. Therefore, it shows that there is a high significant relationship between the emotional intelligence and working environment. The chisquare value for the emotional intelligence and social integration has shown the value of 0.044. It also shows that the significant value is less than 0.05, therefore, it also predicts that there is a high significant relationship between emotional intelligence and social integration. The chisquare value between emotional intelligence and development capacity is 0.000 which is lower than the significant value of 0.05, and also the chi-square value between the emotional intelligence and chances for growth and security has shown the value of 0.000 that also predicts that it is lower than the significant value of 0.000. Therefore, these all shows that there is a high significant relationship between emotional intelligence and working environment, development capacity, social integration and chances for growth and security.

Suggestions

The suggestions made by the researcher based on the data analysis are as follows

- The staff member has to set high goals in their career so that they take efforts to achieve it.
- The people have to be a very good listener in listening to the student's problems and feelings. Thereby, it is easy for the staff member to handle the problem in a smoothest way.
- The people have to take an effort in understanding others point of view which helps them to have some mental satisfaction.
- More opportunities are prevailed in the environment. The people has to take step to seize opportunities prevailed and it makes them more committed in their work.
- For every problem, there is a solution. When the people have broad thinking they could find solution for the problem and it helps to overcome from the problem and they should take enough steps to solve the problem

Conclusion

The present study shows that the staff members with high emotional intelligence have quite high quality of life and the staff members with low emotional intelligence have less quality of life. This study proved that staff members with high emotional intelligence mange well with their intra personnel relationship then the staffs with low EI. The staff members with low emotional intelligence needs to enhance their EI and develop various strategies to mange and raise their quality of life. This study investigates empirically the relationship between emotional intelligence and quality of work life of College staff members. Therefore, findings of this research revealed that there is a significant relationship between emotional intelligence and quality of work life. The research shows that emotional well-being is the strongest predictor of academic

achievement and success in life. The success of an individuals working within an organization is a function of emotional intelligence. Much of this success depends on the abilities of every individual staff motivate them and to accomplish their goal.

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