

Measuring Quality of work-Life on the basis of Emotional Intelligence Dimensions

(A case study of Apollo BGS Hospital, Mysore)

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Abstract

Emotional Intelligence is the capacity to be aware of, control and express one's emotions and to handle interpersonal relationships judiciously and empathetically. Quality of Work Life is a relatively new concept which is defined as the overall quality of an individual's working quality of an individuals working life. The main aim of the study was to assess the relationship between Emotional Intelligence and Quality of Work Life and to assess the impact of Emotional Intelligence on Quality of Work Life. To carry out the study well structured questionnaire was prepared. The study was carried out by considering a sample of 100 respondents who were selected on a random basis. The computations of the study were accomplished by using correlation and regression analysis. Through the analysis it was concluded that Quality of Work Life of employees holds a significantly positive correlation with Emotional Intelligence. In other words Quality of Work Life is directly proportioned to Emotional intelligence of employees. This means any unit of change (increase or decrease) in Emotional Intelligence will lead to proportion change in Quality of Work Life of Employees.

Keywords: *Emotional Intelligence, Quality of work life*

Introduction

Emotional intelligence (EI), also known as emotional quotient (EQ) and Emotional Intelligence Quotient (EIQ) is the capability of individuals to recognize their own emotions and those of others discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s).

Studies have shown that people with high Emotional intelligence have greater mental health, job performance, and leadership skills although no causal relationships have been shown and such findings are likely to be attributable to general intelligence and specific personality traits rather than emotional intelligence as a construct. Emotional Intelligence considers the factors like self awareness, Self motivation, Empathy and social skills.

Self Awareness

Self-awareness is the capacity for introspection and the ability to recognize oneself as an individual separate from the environment and other individuals. It is not to be confused with consciousness. While consciousness is being aware of one's environment and body and lifestyle, self-awareness is the recognition of that awareness. Self-awareness is how an individual consciously knows and understands his/her own character, feelings, motives, and desires. There are two broad categories of self-awareness: internal self-awareness and external self-awareness.

Self Motivation

It is the ability to do what needs to be done, without influence from other people or situations. People with self -motivation can find a reason and strength to complete a task, even when challenging, without giving up or needing another to encourage them.

Empathy

Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, i.e., the capacity to place oneself in another's position. There are many definitions for empathy that encompass a broad range of emotional states. Types of empathy include cognitive empathy, emotional empathy, and somatic empathy.

Social Skills

A social skill is any competence facilitating interaction and communication with others where social rules and relations are created, communicated, and changed in verbal and nonverbal ways. The process of learning these skills is called socialization. For socialization, interpersonal skills are essential to relate to one another.

Quality of Work Life

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. Quality of Work Life is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. Quality of life includes factors such as income, health, social relationships, and other factors such.

“Quality of Work Life is a process of work organisations which enable its members at all levels to actively participate in shaping the organizations environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organisations and improved quality of life at work for employees.”—the American Society of Training and Development

Statement of the Problem

Quality of work life has always been a challenging chore to organizations and employees. The impact quality of work life has on different facet of organization is innumerable. There are numerous research study done on effectiveness and various attributes contributing to Quality of Work Life of employees. In the present study, an attempt is made by the researcher to examine the relationship and impact of Emotional Intelligence on Quality of Work Life.

Research objective

1. To assess the relationship between Emotional Intelligence and Quality of Work Life.
2. To assess the impact of Emotional Intelligence on Quality of Work Life

Scope of the study

The present study focuses on assessing the relationship and impact of Emotional Intelligence on Quality of Work life. The study was carried out at Apollo BGS Hospital, Mysuru. It further aimed at collecting the responses from employees belonging to Technical staff and Office assistants working at Apollo BGS.

Research Methodology

Research design

To carry out the current study the researcher has made use of descriptive research design where sampling technique used and the sample size were clearly described and stated.

Sampling technique

To carry out the current study, simple random sampling technique is used where the respondents working at Apollo BGS were selected on a random basis.

Sample size

To conduct the survey, 100 questionnaires were distributed to the respondents working at Apollo BGS out of which 99 responses were collected back.

Hypothesis

H1: There was no relationship between Emotional Intelligence and Quality of Work Life

H2: There was no impact of Employee Attitude on Quality of Work Life

Data collection

The present study was carried out by collecting data from both primary and secondary sources.

Primary source of data was collected by preparing a well -structured questionnaire in collaboration with subject matter experts and through conducting informal interviews.

Secondary source of data was collected through various books, journals, research articles magazines and in-house publications. This data was used to compile the information and to identify the research gap

Questionnaire

To carry out the study a well-structured questionnaire was prepared in joint consultation with HR officials at Apollo BGS and subject matter experts. The Questionnaire comprised of 2 sections Section A and Section B.

Section A comprised of Demographic information like Age, Gender, and Marital Status information about the respondents which were later used for computation.

Section B comprised of Questions on Emotional Intelligence and Quality of Work Life. Dimensions of Emotional Intelligence considered for the study were self- awareness, self-regulation, self –motivation, Empathy and Social skills. The parameters considered for Quality of Work Life includes Employee Attitude, working Environment and career Prospects.

Accordingly 23 questions pertaining to Emotional Intelligence and remaining 13 questions pertaining to Quality of Work Life were prepared.

Likert's 5 point scales ranging from strongly disagree to strongly agree were used for rating the questions.

Statistical tools used

The computations of the study were accomplished by using correlation and regression analysis. The computed data were then tabulated and inferences were drawn.

Data analysis and interpretation

To test **H1**, correlation analysis was used and the computations made was tabulated in Table 1

Table 1							
Correlations							
Correlations		SA	SR	SM	EMP	SK	EI
EA	Pearson Correlation	.318**	.178	.257*	.022	.331**	.342**
	Sig. (2-tailed)	.001	.078	.010	.832	.001	.001
	N	99	99	99	99	99	99
WE	Pearson Correlation	.411**	.419**	.313**	.180	.033	.401**
	Sig. (2-tailed)	.000	.000	.002	.074	.745	.000
	N	99	99	99	99	99	99
CP	Pearson Correlation	.286**	.274**	.233*	.158	.092	.315**
	Sig. (2-tailed)	.004	.006	.020	.118	.365	.002
	N	99	99	99	99	99	99
QWL	Pearson Correlation	.439**	.383**	.347**	.160	.185	.456**
	Sig. (2-tailed)	.000	.000	.000	.114	.067	.000
	N	99	99	99	99	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

From the above table following inferences were drawn

- **The correlation between Employee Attitude and Self Awareness was positive, $r = 0.318$ with $P = 0.001 < 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Employee Attitude and Self Awareness at 5% levels.**
- The correlation between Employee Attitude and Self Regulation was positive, $r = 0.178$ with $P = 0.078 > 0.05$, the test was not significant at 5% levels, that is there was no correlation between Employee Attitude and Self Regulation at 5% level of significance.
- **The correlation between Employee Attitude and Self Motivation was positive, $r = 0.257$ with $P = 0.010 > 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Employee Attitude and Self-Motivation at 5% levels.**
- The correlation between Employee Attitude and Empathy was positive, $r = 0.022$ with $P = 0.832 > 0.05$, the test was not significant at 5% levels, that is there exist significant positive correlation between Employee Attitude and Empathy at 5% level.
- **The correlation between Employee Attitude and Emotional Intelligence was positive, $r = 0.331$ with $P = 0.001 > 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Employee Attitude and Emotional Intelligence at 5% level.**
- **The correlation between Employee Attitude and Social skills was positive, $r = 0.342$ with $P = 0.01 < 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Employee Attitude and Social Skills at 5% levels of significance.**
- **The correlation between WE and SA was positive, $r = 0.411$ with $P = 0.000 < 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between WE and SA at 5% levels of significance.**
- **The correlation between WE and SR was positive, $r = 0.419$ with $P = 0.000 < 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between WE and SR at 5% levels of significance.**
- **The correlation between WE and SM was positive, $r = 0.313$ with $P = 0.002 < 0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between WE and SM at 5% levels of significance.**
- The correlation between WE and EMP was positive, $r = 0.180$ with $P = 0.074 > 0.05$, the test was not significant at 5% levels, that is there was no correlation between WE and EMP at 5% level of significance.
- The correlation between WE and SK was positive, $r = 0.033$ with $P = 0.745 > 0.05$, the test was not significant at 5% levels, that is there was no correlation between WE and SK at 5% level of significance.

- The correlation between Working Environment and Emotional Intelligence was positive, $r=0.401$ with $P=0.000<0.05$, the test was significant at 5% levels, that is there exist significant correlation between Working Environment and Emotional Intelligence at 5% levels of significance.
- The correlation between CP and SA was positive, $r=0.286$ with $P=0.004<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between CP and SA at 5% levels of significance.
- The correlation between CP and SR was positive, $r=0.274$ with $P=0.006<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between CP and SR at 5% levels of significance.
- The correlation between CP and SM was positive, $r=0.233$ with $P=0.020>0.05$, the test was not significant at 5% levels, that is there was no correlation between CP and SM at 5% level of significance.
- The correlation between CP and EMP was positive, $r=0.158$ with $P=0.118<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between CP and EMP at 5% levels of significance.
- The correlation between CP and SK was positive, $r=0.092$ with $P=0.365>0.05$, the test was not significant at 5% levels, that is there was no correlation between CP and SK at 5% level of significance.
- The correlation between Career prospects and Emotional Intelligence was positive, $r=0.315$ with $P=0.002<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Career Prospects and Emotional Intelligence at 5% levels of significance.
- The correlation between Quality of Work Life and Self Awareness was positive, $r=0.439$ with $P=0.000<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Quality of Work Life and Self Awareness at 5% levels of significance.
- The correlation between Quality of Work Life and Self-Regulation was positive, $r=0.383$ with $P=0.000<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Quality of Work Life and Self-Regulation at 5% levels of significance.
- The correlation between Quality of Work Life and Self-Motivation was positive, $r=0.347$ with $P=0.000<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Quality of Work Life and Self-motivation at 5% levels of significance.
- The correlation between Quality of Work Life and Empathy was positive, $r=0.160$ with $P=0.114>0.05$, the test was not significant at 5% levels, that is there was no correlation between Quality of Work Life and Empathy at 5% levels of significance.

● The correlation between Quality of Work Life and Social Skills was positive, $r=0.185$ with $P=0.67>0.05$, the test was not significant at 5% levels, that is there was no correlation between Quality of Work Life and Social Skills at 5% levels of significance.

● The correlation between Quality of Work Life and Emotional Intelligence was positive, $r=0.456$ with $P=0.000<0.05$, the test was significant at 5% levels, that is there exist significant positive correlation between Quality of Work Life and Emotional Intelligence at 5% levels of significance.

To test H2, regression analysis was used and the computations made were tabulated in the tables below.

Table 2			
Variables Entered/Removed			
Model	Variables Entered	Variables Removed	Method
1	Emotional Intelligence	.	Enter
a. Dependent Variable: QWL			
b. All requested variables entered.			

Table 3				
Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.456 ^a	.208	.199	6.74116
a. Predictors: (Constant), Emotional Intelligence				

Table 4						
ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1154.550	1	1154.550	25.406	.000 ^b
	Residual	4407.995	97	45.443		
	Total	5562.545	98			
a. Dependent Variable: QWL						
b. Predictors: (Constant), Emotional Intelligence						

Table 5						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.072	5.558		3.431	.001
	Emotional Intelligence	.344	.068	.456	5.040	.000
a. Dependent Variable: QWL						

The estimated regression equation of Quality of Work Life on Emotional Intelligence was given by

$$\text{QWL} = 19.072 + 0.344 \times (\text{Emotional Intelligence})$$

The above regression equation of Quality of Work Life on Emotional Intelligence was found to be statistically significant at 5% level.

Findings

The following findings were drawn from the data analysis

1. Employee Attitude holds a statistically significant positive correlation with Self Awareness, Self - Motivation, Social Skills and Emotional Intelligence; where as its correlation with Empathy and Self - Regulation were not statistically significant
2. Working Environment holds a statistically significant positive correlation with Self Awareness, Self-Regulation, Self- Motivation and Emotional Intelligence; where as its correlation with Empathy and Social Skills were not statistically significant.
3. Career Prospects holds a statistically significant positive correlation with Self Awareness, Self -Regulation, Social skills, Empathy and Emotional intelligence; where as its correlation with Self - Motivation were not statistically significant
4. Quality of Work Life holds a statistically significant positive correlation with Self Awareness, Self-Regulation, Self –Motivation and Emotional Intelligence; where as its correlation with Empathy and Social Skills were not statistically significant.
5. Quality of Work Life holds a statistically significant positive multiple Regression with Emotional Intelligence.

Conclusion

As presented through the data analysis, it is widened that Quality of Work Life of employees holds a significantly positive correlation with Emotional Intelligence. In other words, Quality of Work Life is directly proportioned to Emotional Intelligence of employees. This means any unit of change (Increase or Decrease) in Emotional Intelligence will lead to proportion change in Quality of Work Life of employees.

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