

EMOTIONAL INTELLIGENCE OF FACTORY EMPLOYEES

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ABSTRACT

Emotional intelligence is the concept of high interest in the modern work environment. They serve as a competitive edge in personal and organizational life. However, there are only few studies that explore the factors which affect the concepts. The primary aim of this study is to examine the level of emotional intelligence among the employees at their work place. It also tries to analyze how educational qualification, experience and marital status of an employee affect his/her emotional intelligence. Data was collected from 115 respondents of an Automotive firm operating in Chennai using self administered questionnaires. Findings were made with the help of standard statistical tool such as Percentage Analysis. Findings and Suggestions: The study reveals that there is a high level of Emotional Intelligence. It also shows that 89.6% of the employees agrees that they have Self Awareness for their strengths and weaknesses and 85.2% of the employees agrees that they are able to Regulate Themselves for focusing Critical Situations, 83.5% of the employees agrees that they are able to Manage and Resolve Conflicts Effectively by Themselves and 71.3% of the employees agrees that they are able to Self Manage their Stress effectively and also shows that educational qualification of the employee affect the emotional intelligence. However, experience and marital status has significant effects on the emotional intelligence.

KEYWORDS: Emotional Intelligence, Emotional Quotient Introduction.

INTRODUCTION

A definition of emotion in a dictionary will describe it as a state of feeling involving thoughts, physiological changes, and an outward expression or behaviour but, theologians, psychologists, philosophers, scientists and researchers have developed and are still bringing in various theories which attempt to fathom its bottomless expanse of intrigue and fascination. While theologians study emotions or rather control of emotions as means of realizing the Supreme Being, the psychologists and sociologists have discussed emotions against their significance to the individual and society. On the other hand, the natural scientists like physiologists are interested in the origin, evolution and functions of emotions. Let's not forget that the little emotions are the great captains of our lives and we obey them without realizing it. ~Vincent Van Gogh, 1889. Emotions are those that define a person. Emotions shape a man's destiny and define the way he perceives life. As the famous Sanskrit saying goes – Mano Matram Jagat; Mano Kalpitam Jagat (“the world is as the mind sees and feels it; the world is as the mind thinks of it” (as qtd. by T.N.Sethumadhavan, 2010). Human beings are a complex

species of emotion and reason. While reasoning enables them to judge things with mathematical precision, emotions help them to understand and empathize which make them human". Traditionally it was believed and accepted that people with high reasoning skills and a sound logical bend of mind were more intelligent. The IQ tests that were designed to ascertain a person's intelligence and competency tested only the reasoning and the logical aptitude of the person.

REVIEW OF LITERATURE

CHARLES BIRCH (1995) said that "Feelings are what matter the most in life". Whether it matters the "most" is contentious, but it certainly is essential. The terms "feelings" and "emotions" are generally used interchangeably.

WIERZBICKA (1999) observe certain languages (French, German, Russian) do not have an equivalent term for the English word "emotion". But, there are certain crucial differences between "Feelings" and emotion". A "feeling" can be a physical sensation which is experienced like a flushed face, or a knot in our stomach or a general feeling of unease that could be due to an emotion.

CARUSO (2008). One can speak about a "feeling of hunger" and not an "emotion of hunger" When asked to list a few emotions, one would say – happiness, sadness, guilt etc. So, are "feelings" more appropriate to bodily or physical responses and "emotions" to thought? In that case what does the individual mean when he/she expresses a "feeling of loneliness" Is that related to thought or a physical experience. It seems more appropriate to accept that "The English word "emotion" combines in its meaning a reference to "feeling", a reference to "thinking" and a reference to "human body"

RATHEE (2009) have investigated the level of emotional intelligence among sports person and non-sports person (N=100). The results revealed that sports persons had obtained significantly higher mean scores on the emotional intelligence as compared to the non-sports person, which indicate better emotional intelligence. The results further reaffirm the view that sports participation enhances the level of emotional competence and thus resulting in higher level of emotional intelligence.

But, as Cherniss et al. (2006) point out, even after hundred years of research, "There is still not a consensus about EI and what IQ is the best way to measure it". To judge or criticize EI to a different standard definitely needs rethinking.

OBJECTIVES

- ❖ To find out the Level of Emotional Intelligence which plays a major role among the factory employees.
- ❖ To Find Out the 5 competencies of Emotional Intelligence at the workplace:

- e) Self Awareness (b) Self Motivation (c) Self Regulation or Development (d) Self Managing (e) Empathy.

RESEARCH DESIGN

The nature of the research study for an Exploratory and Descriptive Research. Exploratory research tends to analyze the research with varying levels of depth by tackling current problems on which no previous research has been done. Exploratory research provides a fundamental template for an unambiguous research that can help in forming a research design, sampling methodology and data collection method. On the other hand, the main essence of descriptive research is to portray a definite representation of persons, situations or groups. Thus, to gauge the relation between emotional intelligence and workplace behaviour and a comparison between private and public sector banks, the above two research designs were appropriate for this study.

RESEARCH METHODOLOGY

The study has been conducted among Factory employees in Chennai. Data were collected by administering pre-coded structured questionnaires to 115 Factory Employees. Level of Intelligence assessment is made by using the scale developed by Goleman. The method of sampling is non-probability sampling, in which convenience sampling was followed.

TABLE 1- PROFILE OF RESPONDENTS

DESCRIPTION		FREQUENCY	PERCENTAGE
Gender	Male	74	64.3
	Female	41	35.7
	Total	115	100.0
Marital Status	Married	66	57.4
	Unmarried	49	42.6
	Total	115	100.0
Age Group	21-25 Years	52	45.2
	26-30Years	35	30.4
	31-35Years	16	13.9
	36-40Years	10	8.7
	Above 40Years	2	1.7
	Total	115	100.0
Educational Qualification	SSLC	3	2.6
	HSC	15	13.0
	Diploma	38	33.0
	UG	41	35.7
	PG	18	15.7
	Total	115	100.0
Annual Income	Below 2 Lakhs	38	33.0
	2-4 Lakhs	50	43.5
	4.01-6 Lakhs	20	17.4
	Above 6 Lakhs	7	6.1
	Total	115	100.0
	Below 2Years	41	35.7

Work Experience	2-5.0Years	42	36.5
	5.01- 8.0Years	27	23.5
	Above 8 Years	5	4.3
	Total	115	100.0
Reading Habit	Yes	60	52.2
	No	55	47.8
	Total	115	100.0

From **Table 1** it is clear that 64.3% of the respondents are male and 35.7% are female employees. Marital status shows that 57.4% are married and 42.6% are unmarried. Age of the employees shows that 45.2% are Between 21-25 years old, 30.4% are of the age category 26-30, 13.9% are of the age category 31-35, 8.7% are of the age category 36-40, 1.7% are of the age category above 40. Educational Qualification of the employees shows that 2.6% are belongs to the category SSLC, 13% are belongs to the category HSC, 33% are belongs to the category Diploma, 35.7% are belong to the category UG and 15.7% are belongs to the category PG. Income Level of the Employees shows that 33% are belongs to the category of Below 2Lakhs, 43.5% are belongs to the category 2-4Lakhs, 17.4% are belongs to the category 4-6Lakhs and 6.1% are belongs to the category of Above 6Lakhs. The work experience of the employee's shows that 35.7 % have less than 2 years, 36.5% have 2-5 years experience, 23.5% have 5-8 years and 4.3% have above 8years experience.52.2% of the employees have a reading Habit and 47.8% does not have a Reading Habit.

TABLE 2 LEVEL OF EMOTIONAL INTELLIGENCE AMONG EMPLOYEES

STATEMENT	SCALE	FREQUENCIES	PERCENTAGE
Self Awareness of employees Strengths and Weaknesses	Disagree	4	3.5
	Neutral	8	7.0
	Agree	103	89.6
	Total	115	100.0
Self Motivation for Making Intelligent Decisions	Disagree	7	6.1
	Neutral	38	33.0
	Agree	70	60.9
	Total	115	100.0
Self Regulation for focusing Critical Situations	Disagree	5	4.3
	Neutral	12	10.4
	Agree	98	85.2
	Total	115	100.0
Self Development by Believing Themselves and Learning And Experiencing New Ideas	Disagree	5	4.3
	Neutral	52	45.2
	Agree	58	50.4
	Total	115	100.0
Feeling Empathy for other people worries and problem openly	Disagree	8	7.0
	Neutral	16	13.9
	Agree	91	79.1
	Total	115	100.0
Self Managing and Resolving Conflicts Effectively	Disagree	6	5.2
	Neutral	13	11.3
	Agree	96	83.5

	Total	115	100.0
Self Managing Anger very well	Disagree	4	3.5
	Neutral	48	41.7
	Agree	63	54.8
	Total	115	100.0
Self Managing Stress Effectively	Disagree	5	4.3
	Neutral	28	24.3
	Agree	82	71.3
	Total	115	100.0
Self Managing Extra duties and Responsibilities	Disagree	3	2.6
	Neutral	53	46.1
	Agree	59	51.3
	Total	115	100.0

Table 2- Shows that:

89.6% of the employees Agrees that they have Self Awareness for their strengths and weaknesses. 60.9% of the employees Agrees that they are able to Self Motivate for their Intelligent Decisions,85.2% of the employees Agrees that they are able to Self Regulate for focusing Critical Situations,50.4% of the employees Agrees that they are able to Self Develop by Believing Themselves and Learning and Experiencing New Ideas,79.1% of the employees Agrees that they feel empathy for other people worries and problem openly,83.5% of the employees Agrees that they are able to Manage and Resolve Conflicts Effectively by Themselves, 54.8% of the employees Agrees that they are able to Self Manage their Anger very well,71.3% of the employees Agrees that they are able to Self Manage their Stress effectively and51.3% of the employees Agrees that they able to Self Manage their Extra duties and Responsibilities.

MAJOR FINDINGS

- 64.3% of the respondents are male.
- 57.4% are married.
- 52.2% of the employees have a reading Habit
- 89.6% of the employees agree that they have Self Awareness for their strengths and weaknesses.
- 60.9% of the employees Agrees that they are able to Self Motivate for their Intelligent Decisions.
- 85.2% of the employees Agrees that they are able to Self Regulate for focusing Critical Situations.
- 50.4% of the employees Agrees that they are able to Self Develop by Believing Themselves and Learning and Experiencing New Ideas.

SUGGESTIONS

The research revealed that most of the respondents have agreed that they are emotionally Intelligent in major 5 EI Competencies ; therefore its suggested that regular programmes at work

should be held by the training and development team in order to improve skill their level of emotional intelligence and therefore it will develop their performance at work.

1. Management should provide adequate recreational facilities to the employees which helps the employees to have a Healthy Mind and mainly reduces job related stress.
2. The management should ensure effective utilization of Employees Intelligence in a proper manner.
3. Open session within every department can be made as a regular practice every week to know and understand the Intelligence of the employees. It can be used to solve workplace problems and it may also serve as a source to get new productive solution.
4. For better organizational climate and culture, the company must start hiring emotionally intelligent and matured persons and must develop the level of emotional intelligence among the existing employees, thereby enabling them to face and overcome tremendous challenges at work.
5. Emotional intelligence has gained good recognition among the individuals, but still the awareness level among all the employees should be increased.
6. Emotional intelligence must be promoted among the employees and managers by regularly conducting 'Emotional Competence' training programme.
7. The leaders of the organization must develop emotional stability to ensure the physical and mental health of the self and that of the serving organization.

DISCUSSION

Emotional intelligence plays an important role for employees in the organization. This paper has made a better understanding about the various reasons for emotion and better control over the emotion. Handling emotions is an important requirement for a HR for himself and among the employees as well. This will help to increase organizational commitment, improve productivity, efficiency, retain best talent and motivate the employees to give their best. This study confirms that emotional intelligence create organizational success and develop competitive advantage for organizations. Understanding the potential and the talent that the employees and ensure the difference that employees bring to the work place and value them to make it a part of the organizational success. The work place should be better so that the employees can have a better self awareness, self regulation, self motivation, self management, emotional stability , team work, find solutions for problem, enhanced job responsibility, group mission, challenges, and routine work, self confidence among workers. Emotional intelligence will bring in better adaptability, empathy towards employee, leadership qualities, group rapport, participative management, decision making, and understanding among colleagues. Most of the organizations are nowadays taking those employees who are Emotionally Intelligent, so that they can face the workplace problems easily and they can become more productive for the organization. Emotionally intelligent organization can be made through

organizational strategies, leadership skills, development programmes, self awareness and self management tools. The researcher from the study concludes that emotional intelligence is linked at every point of workplace performance and it is of utmost importance nowadays. Hence, to be successful in life Emotional intelligence plays a vital role.

CONCLUSION

The theory of emotional intelligence promises to predict and improve the life skills of individuals. The proponents of the theory believe that in understanding, analyzing and managing emotions in themselves and others, lies the key to an improved quality of life. As the operationalisation of the theory is the crucial factor which validates their claim, the first and foremost challenge that faces the theorists is to design an instrument or improve upon existing measures which will accurately evaluate and assess the emotional skills of an individual. This will also set to rest the other fundamental question whether emotional intelligence is a distinct form of intelligence or simply old wine in new bottle. Another challenge that faces the theory is that there are too many definitions and approaches which are though vital and a healthy sign for any new theory, many a time it leads to confusion among researchers as to which definition or approach has to be taken. This has also lead people to accuse the concept as mere hype and ignoring and trashing the theory as non-existent.

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