

A STUDY ON EMOTIONAL INTELLIGENCE AND ITS RELATION WITH QUALITY OF WORK LIFE

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Abstract: This study has been undertaken to investigate the impact of Emotional Intelligence on Quality Work Life of employees in Knowledgehut .Solutions Pvt Ltd using regression model. To study the impact of Emotional Intelligence and Quality Work Life Regression is used. The variables of Emotional Intelligence and Quality Work Life are explored and ranked according to the preference given by the employees using weighted mean. For the study Random sampling has been utilised and data has been collected from 100 sample size. The study concludes that there is impact of Emotional Intelligence on Quality Work Life.

Key words: Emotional Intelligence, Quality of Life

I. INTRODUCTION

Emotional intelligence and its relation with Quality Work Life, Emotional Intelligence is a set of features and abilities that captures a broad collection of individual talents and dispositions, normally called gentle skills or inter and intra-non-public abilities, which might be outdoor the conventional areas of unique understanding, standard intelligence, and technical or professional abilities. Emotional intelligence includes 5 factors: understanding one's emotions, managing feelings, motivating one, spotting feelings in others, and handling relationships

Work-life balance is a tough problem for employees, manager's .Work/life balance, in its broadest sense, is described as a first-class degree of involvement or 'fit' among the multiple roles in someone's lifestyles. In this weather handling the boundary between home and work is turning into extra difficult. Organizations want to make sure they not simply encourage employees but need to focus on recognizing the importance of employees work and personal life.

This report explores Emotional intelligence and Quality Work life factors of employees and also helps to understand relationship between Emotional Intelligence and Quality Work Life and its impact on employee performance. To do the study, overview of literature is taken about twenty articles. Through this study, we can say that emotional intelligence has impact on overall performance of employees.

II.EMOTIONAL INTELLIGENCE

The theory of emotional intelligence is a broad term that provides extensive set of person capabilities and tendencies, normally referred to as gentle competencies or inter and intra-private capabilities, which might be outside the conventional regions of particular information, preferred intelligence, and technical or expert skills. Most of the authors on the subject note that as a way to be a nicely adjusted, fully functioning member of society (or member of the family, partner, employee, and many others.), Intelligence Quotient (IQ) and Emotional Intelligence (called EI) are required. Emotional intelligence can affect the focus of emotions and how to interact with traditional intelligence (eg, weakening or decorating judgment, and so on). This perspective is generally well-equipped with existing understanding, which takes more than just the brain to achieve existence - also the ability to gather and maintain healthy correlations. It is taken from this perspective; emotional intelligence is not a novel. Emotions are part of our biological makeup and every morning they go with us to workplace and influence our behavior. At some stages, the capacity to understand, display, manipulate, and capitalize our emotions allows us make higher decisions, assist to conquer difficulties and speak effectively with others.

Why Study Emotional Intelligence?

Emotional intelligence is a subject of rising interest in organizations and research. Cutting-edge technology and globalization have caused the lifestyles of humanity zooming in, with risks rising. Many of the corporations are losing faith, uncertainty, complicated creativity, the distance among managers and co-people, and loyalty and commitment these days. Either companies are ignorant of this signs or do not need to be familiar with them (majority of the times), as they ought to do something about it. Emotional intelligence requires recognizing and understanding of this problem in corporations.

Employees name on their emotional self cognizance, emotional expression, creativity, increase persistence, self belief and integrity, growth of the business enterprise and all relationships, thereby growing the capability of each worker and organization " Emotional Intelligence is one of the key features that trigger the strategic leaders in the companies upwardly" Emotional intelligence improves corporate overall performance. It performs a great position in the form of a worker's work, and the connection he or she experiences in the industry.

III.QUALITY OF WORK LIFE

Organization, inside the past, have given extra significance to superior era for higher productiveness than its personnel' desires and intellectual kingdom. This has had a terrible effect on the work environment between the staff. Therefore, the community's awareness has come to hand with technical improvements. This addition can be most effective made via quality of work life. All corporate inflows that boom worker pride and company performance suggest the quality of work existence. A few years in the past the quality of labor changed into used to emphasize the high-quality of the inclined existence in the place of job and became defined in terms of task reaction, specifically and man or woman's process satisfaction and mental fitness. Now it's far referred as favorableness of the process surroundings for human beings.

IV. NEED FOR THE STUDY

Emotional intelligence empowers staff to embody their emotional self-identification, emotional expression, creativity, improved stability, self-belief and integrity, enhance relationships throughout the industry and throughout and enhances each worker and general overall performance."One of the key functions of emotional intelligence is developing strategic leaders within the organization". Emotional intelligence plays a critical role within the business enterprise and may become an critical criterion for assessment of powerful worker judgment, improving the integrity and credibility of the organization.

V.OBJECTIVE OF THE STUDY

1. To investigate the impact of Emotional Intelligence on Quality Work Life with reference to Knowledgehut Solutions Pvt Ltd.

VI.METHODOLOGY

SAMPLING TECHNIQUE

Simple random sampling was used to select respondents from a population of 300 employees. For the study 1/3rd of the population was selected as sample size.

SAMPLE SIZE

Data is collected from 100 Respondents, which is 1/3rd of total number of employees at Knowledgehut Solutions Pvt Ltd.

VII. DATA COLLECTION

Data has been collected from Primary and Secondary sources as per the requirement of study.

Primary data: questionnaires and observation.

Secondary data: internet, books and journals.

VIII.DATA ANALYSIS

Data has been analyzed on hypothesis by using Regression model in MS.Excel.

HYPOTHESIS TESTING

1. There is no impact of emotional intelligence on quality work life.

To investigate the impact of Emotional Intelligence and Quality Work Life.

Regression model

Regression Statistics	
Multiple R	0.56
R square	0.31
Adjusted R square	0.30
Standard error	17.4
observations	50

The above table is the summary output indicating the fitness of the regression model. Multiple R refers to the correlation coefficient i.e. $r=0.56$ co-efficient of determination is referred as $r^2=0.31$. This indicates that 31% of Quality of Work Life is influenced by Emotional Intelligence. Table 4.21 indicates that F value is 21.41 and P value is less than 0.05 ($p=0.000028$). Therefore we accept H1 as there is a impact of Emotional Intelligence on Quality of work Life.

ANOVA Output

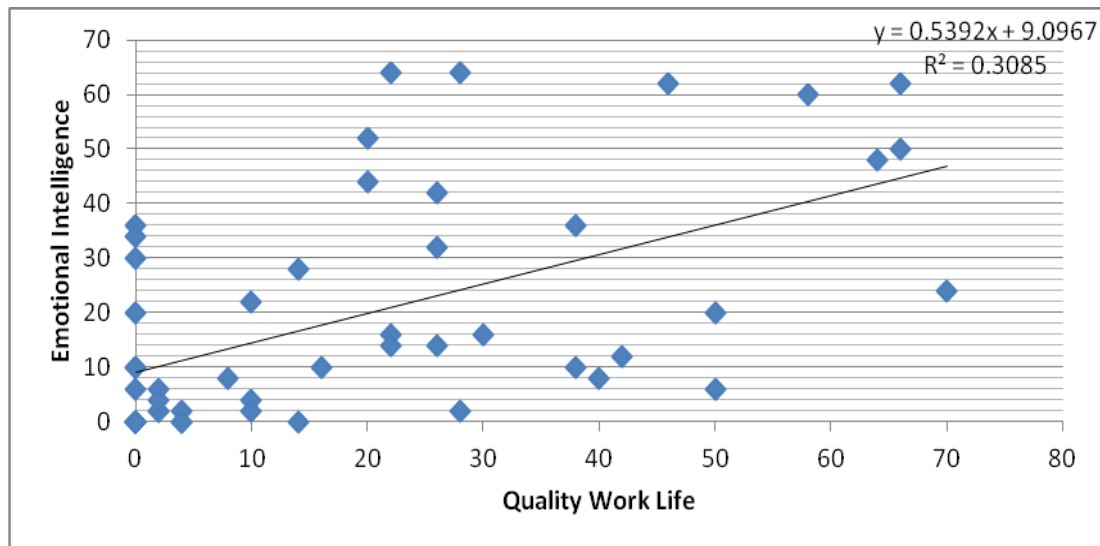
	df	SS	MS	F	Significance of F
Regression	1	6472.15	6472.15	21.41	0.000028
Residual	48	14507.13	302.23		
Total	49	20979.28			

As per the analysis of the study the regression equation is

$$y=0.5392x+9.0967$$

This means for every probable change in coefficient of quality of work life there is 31% change in emotional intelligence. That is quality of work life increases by 0.539 for every increase in coefficients of emotional intelligence (9.0967).

Regression model on impact of Emotional Intelligence on Quality Work Life



IX. CONCLUSION

Emotional intelligence plays an important role in quality of work life. A person with high emotional intelligence can give better performance in the organization and vice versa. This research focuses on emotional intelligence status of the employees in Knowledgehut Solutions Private Ltd and how it affects the quality of work life. This study demonstrates that majority of the employees have a moderate level of emotional intelligence and are having a quite good quality of work life.

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