

A STUDY ON IMPACT OF EMOTIONAL INTELLIGENCE ON QUALITY OF WORK LIFE

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Abstract: This study has been carried out to explore the impact of emotional intelligence on quality of work life using statistical techniques like correlation and regression. Correlation is explored in two types intra and inter correlation intra correlation is done among the variables of emotional intelligence and also among the variables of quality of work life. The inter correlation is analyzed between emotional intelligence and quality of work life. With the help of correlation analysis regression analysis is explored to know the impact of emotional intelligence on quality of work life. For the purpose of analysis demographic data is been used provided by the company.

Keywords: Emotional Intelligence, Variables, Quality of Work Life, Self Assessment.

I. INTRODUCTION

Watch Industry in India has shown a immense growth in the last few decades and also has been stood to become visible as top market leaders in watch industry targeting youth sector as major source. The company makes sure that they come up using new technologies and creative designs to attract customers and stand hold by giving high competition.

This study is carried out with the intention to know the emotional intelligence level on quality of work life and to identify the factors which are reasons behind emotional intelligence and quality of work life performance of employees. The scope of the study is to evaluate healthy and safe working, their stress level due to integration of professional life in personal life. The study makes use of correlation and regression analysis for evaluating the level of emotional intelligence on quality of work life.

II. REVIEW OF LITERATURE

Emotional intelligence is one of the important aspect in workplace setting. Every individual has some sort of emotions that they undergo in their work place. The balance that an individual manages with respect to personal competence and social competence which pays a path to the broad areas like self awareness, self regulation, social skills, and social awareness. Personal competence refers to how we manage ourselves which includes self awareness self regulation and motivation. Social competence refers to how we manage relationships which includes empathy and social skills (Goleman 2001).

Quality of work life is been focused on need satisfaction with reference to personal sectors and organization commitments. It justifies the balance that an individual does with relation to other commitments and the quality of work life possessed by them. They considers perception of work life, family with work life, work with family life, organizational commitments as major factors to measure quality of work life(Sirgy et.al., 2001).

2.1 Factors Affecting The Emotional Intelligence And Quality Of Work Life

The article of Vredeveld (2018) states emotional intelligence is positively related with internal and external emotions that affect quality of work life. These emotions are both interconnected with self awareness and perception of work life.

From the peter report (2018) there is a clear view of how emotional intelligence evaluates and formulate the ability which affects the leadership quality of work life in relation to self regulation and family with work life.

The article of Moen and Yu (2000) in their study examined to manage work life pressures at different conditions of work balance in comparison with single individual working and working couples. Thus, to more than come the work pressure of the workers or employers irrespective of single individual working or two individuals working the best way is to use the strategies of quality work life like job enrichment, job redesign, job security, administrative or organizational justice, employees participation, elasticity in work agenda and chance for enlargement.

From the report of Sinha (2012), in his study examined how employees are valued and employed at middle managerial level for QWL. In order to analyze this, the best way to evaluate the employees is the factors. The factors for analysis are Work environment, Work life balance, Remuneration, Opportunity for personal growth, Supportive leadership and structures.

The paper of salovey and mayer (1990) explores the capacity to distinguish, comprehend, utilize as well as regulate feelings effectively in day to day life which results in studying oneself and others emotions with variables of emotional intelligence and quality of work life.

According to the study of Koubava veronica (2013) the main aim is to know the relationship among work life balance and emotional intelligence which results in bringing difference between individuals work life balance in relation with social skills, social awareness and work with family life and organizational commitment.

III. OBJECTIVES OF THE STUDY

1. To explore factors of emotional intelligence along with quality of work life.
2. To investigate relationship between emotional intelligence and quality of work life.
3. To investigate the impact of emotional intelligence on quality of work life.

IV. METHODOLOGY

The study is descriptive in character which was conducted at Titan Company limited with a population of 6856 employees. Using simple random sampling which was framed in a structured form the sample size of 100 employees that cover major parts of all departments was selected for data collection. The primary data was collected through a structured questionnaire. The statistical tests used for the research data analysis are:

- Weighted average method
- Karl Pearson's correlation
- Regression

V. HYPOTHESIS

- H_{01} : Emotional Intelligence Is Not Impacted On Quality Of Work Life

VI. RESULTS AND DISCUSSION**6.1 DEMOGRAPHIC PROFILE**

Table 6.1 Demographic Analysis of the Respondents

S.No	Demographic Variables		Number of Respondents	Total
1.	Gender	Male	62	100
		Female	38	
2.	Age	Below 25years	30	100
		25 – 35 Years	19	
		35 – 45 Years	15	
		Above 45 Years	36	
3.	Experience	Less Than 10 Years	30	100
		10 – 20 Years	21	
		Above 20 Years	49	
4.	Qualification	SSLC	25	100
		HSC	33	
		UG	27	
		PG	15	

The demographic profile (Table 6.1) indicates that 62% of the respondents were male and 38% were female. 30% of the respondents are below 25years of age, 19% are under 25 – 35 years age group, 15% are 35 – 45years of age group, 36% of the respondents are above 45 years of age. 30% of the respondents have less than 10years of experience, 21% of them have 10 – 20 years of experience, 49% respondents have above 20 years experience. 25% of the respondent's qualification is SSLC, 33% of respondents have qualification of HSC, 27% of respondents are under graduated, and 15% of the respondents are post graduates.

6.2 OBJECTIVE WISE ANALYSIS

i. To explore factors of emotional intelligence along with quality of work life.

The variables identified through literature Review are Self Regulation, awareness , social awareness and skills. Similarly the factors identified through literature Review are Perception of work life , work with family life, family with work life and organizational promise

Table 6.2 weighted Average of Emotional Intelligence Variables

VARIABLES OF EMOTIONAL INTELLIGENCE	AVERAGE
Self Assessment	3.56
Self Regulation	3.83
Social Awareness	3.85
Social Skills	3.67

Among all the factors of Emotional Intelligence social awareness has highest strength with weighted average mean of 3.85 followed by self regulation with 3.83, social skills with 3.67 and at last self awareness is with 3.56.

Table 6.3 Weighted Average Of Quality of Work Life Variables

VARIABLES OF QUALITY OF WORK LIFE	AVERAGE
Perception Of Work Life Balance	3.76
Work With Family Life	3.56
Family With Work Life	3.58
Organizational Commitment	3.36

Among all the elements of Quality of work life (Table 6.3) perception of work life balance has an highest preference with 3.76 followed by work with family life with 3.56, organizational commitment by 3.36 and family with work life by 2.58.

ii. To investigate relationship between emotional intelligence and quality of work life

To explore the inter relationship among the variables of Emotional intelligence and Quality of Work Life is been analyzed. The table below (Table no5.4) indicates the presence of a considerable positive correlation among variables the Emotional Intelligence.

Table 6.4 Inter Correlation Among Emotional Intelligence and Quality of Work Life

	EI	QUALITY OF WORK LIFE
EI	1	
QUALITY OF WORK LIFE	0.59	1

The inter correlation analysis indicates a moderate positive correlation with correlation value of 0.59 between Emotional Intelligence on Quality of Work Life

iii. To investigate the impact of emotional intelligence on quality of work life.

To investigate the impact on Emotional Intelligence and quality of work life with the help of correlation the regression is been analyzed. The variable (x) is referred to Emotional Intelligence and variable (y) is quality of work life.

H_{01} : EI does not have considerable impact on quality of work life.

Table 6.5 Summary Output of Regression Model

Regression statistics	
Multiple r	0.56
R square	0.32
Adjusted r square	0.31
Standard error	9.68
Observations	75

The above table (6.5) is the summary output indicating the fitness regression model.

Multiple r refers the correlation coefficient i.e. $r = 0.56$. Coefficient of determination is referred as $r^2 = 0.32$.

This indicates that 32% of quality of work life is influenced by Emotional Intelligence.

Table 6.6 indicates that F value is 33.81 and p value < 0.05 ($p = 0.01$). Therefore we accept H_1 and conclude that emotional Intelligence has an considerable impact on Quality of Work Life.

Table 6.6 ANOVA result

	df	SS	MS	F	Sig.
Regression	1	3171.04	3171.04	33.81	0.01
Residual	73	6844.95	93.76		
Total	74	10016			

The standard equation for regression is

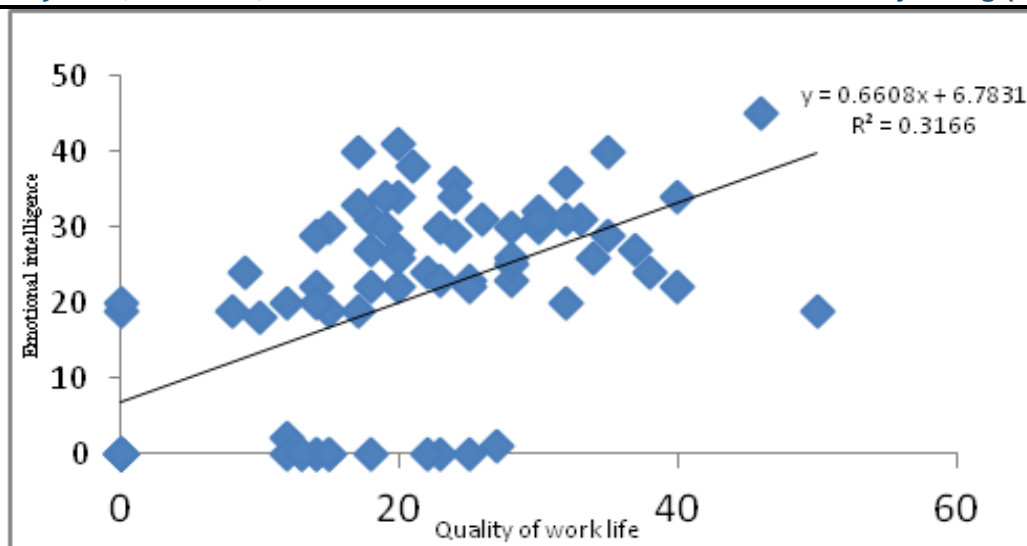
$$y = b_0x + a_1$$

Where ' b_0 ' is intercept and ' b_1 ' is constant (slope) and ' a ' is EI and y is quality of work life.

As per analysis of the study the regression equation is

$$y = 0.660x + 6.783$$

This means for every probable change in coefficient of quality of work life there is 32% change in Emotional Intelligence. That is quality of work life increases by 0.660 for every increase in coefficients of Emotional Intelligence (6.783).



Graph 7.1 regression slope

VII. CONCLUSION

Emotional intelligence is very important aspect of every individual. It plays a major role in performance and attitude of employees. The emotional intelligence is classified with high and low emotional intelligence. The inhabitants with high emotional intelligence have the ability to stay calm and in control in peak situations. They take dependability for the emotional intelligence actions but individuals with low emotional intelligence completely get affected with the emotional intelligencer work life where they are required to be motivated by the organization.

The study concludes that employees with high emotional intelligence are having good quality of work life and vice versa. The study indicates that there is a significant relationship between variables of emotional intelligence and quality of work life. This shows there is positive impact of Emotional Intelligence on Quality of Work Life at Titan Company Limited.

VIII. REFERENCES

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