

THE RELATIONSHIP BETWEEN THE EMOTIONAL INTELLIGENCE FACTORS AND BURNOUT: A STUDY AMONG MANUFACTURING SECTORS' EMPLOYEES IN NEW DELHI

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ABSTRACT

In the modern society, the economy of the nation and the world as a whole, is developing at a rapid pace, the level of competition is seen to develop at a fast pace and the performance of the organization is considered as one of the significant indicators of the way in which the organizations grow at a better speed in the face of intense competition. As all the enterprises operate with the motive of profit-making, the improvement of the organizational performance is regarded as the main mission of the organization. The companies of the current world wish to employ the individuals who have the desire to perform more than their role to be played in the organization. But, when the enhancement of the organizational performance is executed, the work pressure and the workload of the workers also gets enhanced. Hence, the burnout in job, which occurs easily in an environment of high pressure, is seen to be a general challenge for all the organizations. In such a situation, the emotional intelligence of an employee helps him/her to cope up with the challenges and come out from the problem of burnout. In this regard, the current study has analysed the impacts of emotional intelligence over the burnout of the employees working in the manufacturing sector. The respondents are selected through simple random sampling and the sample size of the study is 100. The data for the study is collected through a questionnaire. The data so collected is analysed by performing regression. The findings of the study show that, EI statements reduce the burnout behaviour.

KEYWORDS: Emotional Intelligence, Burnout.

INTRODUCTION

Emotional intelligence is otherwise termed as the emotional intelligence quotient or the emotional quotient. It refers to the ability of an individual to identify the emotions of one's own and also of the other individuals. It is also used to refer to the capability of understanding, using and managing one's own emotions in a positive way for the purpose of relieving from stress, effective communication, understand others, face and overcome the challenges and also to defuse the conflict. The construct of emotional intelligence helps an individual in understanding and managing the emotions of one's self for self-motivation and also for creating optimistic social interactions with others. Emotional intelligence is the initial step to recognize the true capability of oneself and also can be used to avoid arriving at decisions which are taken on the basis of emotional biases.

The burnout syndrome, otherwise called as the professional exhaustion, is defined as the consequence of the prolonged exposure to stress in work. The burnout syndrome gets developed when there is an imbalance between the personal abilities and the professional demands, for a long period of time (Kalimo, Pahkin, Mutanen and Toppinen-Tanner, 2003). Burnout is probable in all types of profession (Bakker, Demerouti & Schaufeli, 2002), but is most common among the individuals who work as medical personnel, therapists, social workers, educators, teachers, civil servants and lawyers. The burnout of the employees leads to several forms of psychological problems like the anxiety, alcoholism, depression and so on (Ahola, Vaananen, Koshinen, Kowvonen and Shirom, 2010). Many studies had been done regarding burnout and all the studies had expressed that burnout does not lead to immediate problems. Rather, it leads to gradual responses regarding emotional exhaustion and the long period of exposure to the stress factors. This, ultimately, leads to an enhancement of the level of professional dissatisfaction and dehumanization (Leiter, 1991; Maslach, 2003).

STATEMENT OF PROBLEM

Only a very few studies exist, in recent times, to explore the relation between burnout and emotional intelligence. Hence, this study has been undertaken to fill in this research gap. The construct of emotional intelligence makes a person to adapt to any form of circumstances, even adverse situations in an optimistic

manner. On the other hand, burnout occurs in an individual when he/she is not able to face and adapt oneself towards the adverse situations.

OBJECTIVES

The main intention of the research is to explore the impacts of emotional intelligence on the burnout of the employees.

REVIEW OF LITERATURE

Laura-Elena Năstasă & Anca Daniela Fărca (2015) studied the impact of EI (emotional intelligence) on the burnout of the professionals of the healthcare sector. The aim of the study was to explore the relation amidst the emotional intelligence of the medical professionals and their burnout. The authors had also explored the correlation amidst the dimensions of burnout and the emotional intelligence level. The dimensions of burnout included depersonalization, personal accomplishment and emotional exhaustion. The population of the study comprised of doctors as well as the nurses. The sample size was 120. The respondents were asked to complete the scale for emotional intelligence as proposed by Schutte et al, (1998) and also the burnout inventory as proposed by Maslach and Jackson (1981). The findings revealed that the personal accomplishment of the professionals of the healthcare sector was affected by the development of emotional intelligence.

Agustina Hanafi (2016) had reviewed the impact of emotional intelligence on the burnout as well as on the service quality of the nurses. The respondents of the study were the patients and nurses in RS RK. Charitas Palembang. The respondents were selected on the basis of the Non-Probability Sampling technique. The sample size of the study was 200. The analysis of the study was done using SEM. The findings of the study showed that EI (emotional intelligence) affected the burnout of the nurses. Additionally, this emotional intelligence was seen to have an optimistic effect over the service quality of the nurses. On the other hand, it was explored that the burnout of the employees had a negative influence over the service quality of the nurses.

RESEARCH METHODOLOGY

The study is carried on among the employees working in manufacturing sectors. The respondents of the study are selected through simple random sampling and they are given a questionnaire to get the information needed for the study. The sample size of the study is 100 and analysis is done through regression.

ANALYSIS AND INTERPRETATION

R	R Square	Adjusted R Square	F	Sig.
.944(a)	.890	.877	64.963	.000(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.688	.137		5.011	.000
I know when to speak about my personal problems to others.	.081	.028	.127	2.928	.004
When I am faced with obstacles, I remember times I faced similar obstacles and overcame them.	.125	.034	.212	3.705	.000
I expect that I will do well on most things I try.	.105	.036	.163	2.926	.004
Other people find it easy to confide in me.	-.003	.041	-.005	-.079	.937
I find it hard to understand the nonverbal messages of other people.	.162	.036	.253	4.442	.000
Some of the major events of my life have led me to re-evaluate what is important and not important.	.002	.032	.003	.050	.960
When my mood changes, I see new possibilities.	.024	.035	.048	.681	.498
Emotions are some of the things that make my life worth living.	.087	.028	.169	3.071	.003
I am aware of my emotions as I experience them.	.100	.033	.200	3.011	.003
I expect good things to happen.	.066	.029	.124	2.266	.026
I like to share my emotions with others.	.064	.027	.121	2.323	.022

a Dependent Variable: Burnout

The aforesaid table reveals the multiple regression exploring that the independent variables influence the dependent variables of the study. the significance of R^2 is checked by performing ANOVA. The value of F is 64.963 ($P < 0.000$) which shows that the factors of emotional intelligence positively affects the burnout. It is deduced from the coefficients table. The regression analysis shows that the eight independent factors of EI positively affect the burnout of the employees. The positive coefficient value also reveals that the EI statements reduce the burnout behaviour.

CONCLUSION

As per the reviews and analysis of the study, it has been concluded that EI (emotional intelligence) is having a negative relation with the burnout of the employees. Findings exhibited that EI predicted the syndromes of burnout negatively. On the basis of the theoretical findings and conclusions, it has been concluded that the emotional intelligence should be developed by every individual, as EI helps a person to have a control over his/her emotions and makes the person stronger regarding the process of decision-making in personal as well as work life. With the help of the positive strengthening of emotional intelligence, the anxiety and stress levels of the individuals are decreased to a great level and as a result, this avoids the individual to experience burnout from job. The positive coefficient value also reveals that the EI statements reduce the burnout behaviour.

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