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A study on Relationship and Influence between Emotional Intelligence and Quality of Work Life with special reference to educational sector

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ABSTRACT: Emotional intelligence may have a significant impact on your quality of life and work, so it's critical to know what it is and why it's so important. Every workplace has individuals with diverse strengths, personalities, and emotions, all of which can have a significant impact on how they operate. Employees can be affected by emotional intelligence in both positive and negative ways. The study is limited to the relationship between emotional intelligence and employee quality of life at St. Joseph's Convent Girls High School and PU College. The goal of this study is to determine whether emotional intelligence has a positive or negative impact on work life quality.

Key words: Emotional intelligence, Quality of work life, Job satisfaction, Performance.

1. INTRODUCTION:

Human resource management prioritize employees administration and employees handling. Because every organization is made up of people, obtaining their services, improving their talents, inspiring them to higher levels of performance, and ensuring that they remain committed to the organization to attaining organizational goals as well as individual goals.

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and conflict.

Quality of work life denotes all the organizational inputs which aim at the employee's satisfaction and enhancing organizational effectiveness. And favorableness of the job environment for employees.

Compensation, hiring, performance management, organizational, security, health, rewards, employee motivation, communication, administration, and training are all aspects of human resource management.

Individuals with emotional intelligence can perceive and classify their own and others' emotions, utilize emotional information to drive thought and action, and manage and/or alter emotions to adapt to situations or achieve a goal.

FUTURE OF HUMAN RESOURCE MANAGEMENT IN INDIA:

Personnel responsibilities have been enlarged, new dimensions have been added, and the emphasis has moved. As a result, cultural, societal, and economic shifts have impacted people management. A stronger and more intelligent labour movement, as well as a bigger emphasis on human dignity, have produced a conducive environment for the growth of people management in India. The following are the effects of these changes:

Trends in Collaborative Decision Making:

In an effort to support needy employees handle their personal problems, Indian industrial organisations have shifted to joint consultative decision-making process that impacts employees. Employer voluntary acceptance, strong trade unions, and government laws have all contributed to this. Employers' and labour unions' attitudes toward one another have increasingly improved.

Changes in the Worker Profile:

In the workplace, a trained employee should demand more autonomy and discretion. The sex workforce has changed according to the requirements and expectations of the educated. These female workers has begun to express themselves and stand up to discrimination. As a result of these considerations, existing personnel policies have been altered.

Change in Top Management Attitude:

The breadth of the personnel management function is largely determined by it's own significance in the organisation and the top management's attitude.

Government's Increasing Role:

Improvements with in personnel function are largely determined by the needs necessitated by the country's socioeconomic and legal changes. The adoption of different labour laws has necessitated the appointment of a manager who is a legal expert to advice management on the organization's shifting legal obligations.

Better Method of Performance Appraisal:

Performance appraisal or merit rating is one of the oldest and more universal practices of management. It refers to all the formal procedures used in working organisations to valuate personalities and contributions and potential of group members. Performance appraisal thus serves as a means for evaluating the effectiveness of workers.

A Better Method of Performance Evaluation:

Performance appraisal, often known as merit rating, is one of the oldest and most widely used management procedures. It refers to any formal techniques being used working organisations to assess individuals' personalities, contributions, and potential. As a result, performance appraisal is used to assess employee effectiveness.

As a result, future personnel management trends in Indian businesses will alter the personnel manager's position. His responsibilities will undoubtedly expand beyond traditional areas such as workforce planning, selection, recruiting, training, and welfare. New dimensions would be added as the workforce grows.

Why is Emotional Intelligence being studied?

Organizations and research are becoming increasingly interested in emotional intelligence. Modern technology and globalization have propelled humanity into a fast-paced existence with significant perils. Most people in firms today experience eroding trust, unsettling uncertainty, restricted creativity, a disconnect between bosses and coworkers, and dwindling loyalty and commitment. Organizations are either unaware of these indications or refuse to recognize them (the majority of the time) since they would have to take action. Emotional intelligence requires enterprises to recognize and comprehend these difficulties.

It encourages employees to enhance their own emotional self-awareness, expression, creativity, tolerance, trust, and integrity, as well as relationships within and beyond the enterprise, in order to improve individual and organizational performance. "One of the few critical attributes that leads to effective leaders in organizations is emotional intelligence."

Individual and organizational performance benefit from emotional intelligence. It influences the type of work that employee produces as well as the relationship he or she has with the company.

QUALITY OF WORK LIFE

Organizations, in the past, gave more importance to advanced technology for higher productivity surpassing the needs and mental state of its employee. This created a negative impact on the working environment among the employees. Thus, it was realized that societal support goes hand-in-hand with technical innovations. This integration can only be made through quality of work life programmes. Quality of work life denotes all the organizational inputs which aim at the employee's satisfaction and enhancing organizational effectiveness. Few decades back the term quality of work life was used to stress the prevailing poor quality of life at workplace and it was defined then in terms of people's reaction to work, particularly and individual's job satisfaction and mental health. Now it is referred as favorableness of the job environment for people.

There is much concern today about decent wages, convenient working hours, conducive working conditions etc. the term "Quality of Work Life" first appeared in research journal and press in USA in 1970s.

CRITERIA FOR DETERMINING WORK-LIFE QUALITY:**Occupational Involvement:**

This is nothing more than a person's ego connection or affiliation with the profession. The higher the individual's involvement in the job, the more important it is in his life. Because of their commitment in the job, they devote more time and effort to it. People who are actively involved in their jobs are more driven and productive. According to research, job involvement can be improved by providing skill variety, a sense of accomplishment, and difficulties.

Job Satisfaction:

Job satisfaction refers to an employee's pleasure with his or her working environment. Nature of job, supervision quality, remuneration, coworkers, promotion opportunities, and so on make up the work environment. Job happiness is linked to job participation, and those who are engaged at work are more content with their jobs, and vice versa.

Competence perception:

It refers to the feeling of confidence that an individual has in his own competences. Sense of competence and job involvement reinforces each other. An individual acquires a greater sense of competence as he engages himself more in work related activities in his job and this becomes better motivated. When both sense of competence and job involvement are high, the level of job satisfaction also increases.

Job Characteristics:

Job characteristics are nothing but the work culture. It includes the following:

- i) Job significance can be decided by considering designation of job profile, status of job in the organization, authority given to that specific job etc.
- ii) Autonomy is nothing but freedom given to the job holder to use his initiative, creativity and his own style of working.
- iii) Variety is nothing but avoiding monotony.
- iv) Challenge is motivating the employees to compete with themselves.

Personality Qualities:

Particular personality characteristics are observed in order to obtain motivated and enthusiastic performance from employees.

i)Need:

Each human being has specific needs, and when those needs are met, he is encouraged to perform at his best.

ii)Need for Growth:

Everyone in the company aspires to climb the corporate ladder. If management provides the necessary assistance for him to advance in his profession, he is willing to work for the company.

iii)Work Ethic:

Every corporation must follow business ethics.

OBJECTIVES OF THE STUDY

- To perceive the Emotional Intelligence level of employees.
- To study the quality of work life of employees.
- To ascertain the relationship between emotional intelligence and work-life balance of employees.
- To assess if there is a positive impact of developing emotional intelligence on the performance of employees.

SCOPE OF THE STUDY:

The study is limited to the relationship between emotional intelligence and employee quality of life at St. Joseph's Convent Girls High School and PU College. The goal of this study is to determine whether emotional intelligence has a positive or negative impact on quality of work life.

2. LITURATURE REVIEW:**1.Joao Leitao, Dina Pereira and Angela Goncalves (2019)**

According to the study, QWL and Organization performance are measured by collaborators' contributions to the organization's productivity. Supervisor support fosters a positive work environment in which employees are respected both professionally and personally. Positively inspired employees contribute more to the success of the company.

2.Zahidul Karim (2020)

Employee emotional intelligence varies depending on the level of management in the organisation. According to this study, those at higher levels of management have a higher level of emotional intelligence than those in mid and lower levels of management. High emotional intelligence employees are happier, more driven at work, also more productive than those with less emotional intelligence. Thus, emotional intelligence varies across employees working at various levels of management in this study, and EI has an impact on employee performance in commercial companies. It is also clear that training, coaching, mentoring, teaching, and supporting people at all levels of management can improve their emotional intelligence.

3.Farheen Abdul Sattar Chabru and Prabha Subhash Dhavane (2020)

Job satisfaction is directly influenced by emotional intelligence. This suggests that an increase in employee emotional intelligence will lead to an increase in employee work satisfaction, whereas a reduction in employee emotional intelligence will lead to a fall in employee job satisfaction. The quality of one's working life has a direct impact on job happiness. This means that a rise in employee job satisfaction will be accompanied by a rise in worker quality of work life, whilst a decrease in worker quality of work life will be accompanied by a decrease in employee job satisfaction.

4.Sunita Chauhan, Sweta Dargad, Bhavisha Suthar (2020)

Emotional intelligence is critical for any organization's survival. People who are a highly talented and productive group of employees who contribute to the organization's success. Emotional intelligence is the ability to manage interpersonal and intrapersonal relationships in order to achieve success. Each organization, as well as each individual, must understand their own strengths and shortcomings in order to motivate others to deliver excellent co-working environments. It also serves as a springboard for the further development of transformational partnerships.

5.Dodot Adikoeswanto, Anis Eliyana and Hamidah (2020)

According to a study on work life quality and their impact on commitment to the organization, employee satisfaction with income, job security, supervision, and the work environment can all be markers of a good work life quality. Employees must have a feeling of belonging towards the organization and aspire to contribute their resources and abilities to the company's success, therefore maintaining a good quality of work life is vital.

6.Sadaf Naz, Saghir Ahmad and Ayesha Batool (2021)

A survey of public-sector working women teachers, The University is attempting to comprehend the link between Work-life balance and emotional intelligence It asserts that positive workplace emotions help employees and organizations function better. EI also aids in the development of leadership skills among female employees.

3. RESEARCH METHODOLOGY:**SAMPLING TECHNIQUES:**

Random sampling techniques has been utilized as per required for the study.

SAMPLE SIZE:

Data will be collected from 81 Respondents.

DATA COLLECTION

Primary data: Questionnaires and observation.

Secondary data: Internet, books and journals.

TOOLS AND TECHNIQUES:

Percentage analysis and Karl Pearson's coefficient of correlation and regression technique has been used to test the Hypothesis.

4. DATA ANALYSIS AND INTERPRETATION:**HYPOTHESES TEST: 1**

H0: There is no significant relationship between emotional intelligence and work life balance.

H1: There is significant relationship between emotional intelligence and work life balance.

TYPES OF STATISTICAL TOOL: KARL PEARSON CORRELATION**TABLE: 4:1**

		I recognize , my feelings affect my performance	Awareness of my strengths and weaknesses helps me to be balanced person	Low emotional intelligence has an adverse impact on my career	I put personal life on hold for work life
I recognize , my feelings affect my performance	Pearson Correlation	1	.533**	.438**	.300**
	Sig. (2- tailed)		<.001	<.001	0.007
	N	81	81	81	81
Awareness of my strengths and weaknesses helps me to be balanced person	Pearson Correlation	.533**	1	.557**	.356**
	Sig. (2- tailed)	<.001		<.001	0.001
	N	81	81	81	81
Emotional intelligence has an adverse impact on my career	Pearson Correlation	.438**	.557**	1	.366**
	Sig. (2- tailed)	<.001	<.001		<.001
	N	81	81	81	81
I put personal life on hold for work life	Pearson Correlation	.300**	.356**	.366**	1
	Sig. (2- tailed)	0.007	0.001	<.001	
	N	81	81	81	81

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

ANALYSIS:

In the above table to test the hypothesis, Karl Pearson Correlation used. From the above table it is interpreted that the significant level is 0.001 which is <0.01, therefore we reject the null hypothesis and accept the alternative hypothesis. That is, there is significant relationship between emotional intelligence and work life balance.

HYPOTHESES TEST: 2

H0: Emotional intelligence of employees will not impact the performance.

H1: Emotional intelligence of employees will impact the performance.

TYPES OF STATISTICAL TOOL: REGRESSION ANALYSIS

INDEPENDENT VARIABLE: Emotional intelligence

DEPENDENT VARIABLE: Performance

TABLE: 4:2

MODEL SUMMARY				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.587 ^a	0.345	0.337	0.804

a. Predictors: (Constant), What degree of influence does your emotional intelligence have on your performance

ANALYSIS:

R= 0.587 it indicates that there is positive relationship between emotional intelligence and performance. Here the percentage of variance in the dependent variable (performance) explained by the independent variable (Emotional intelligence) to an extent of 34.5%.

TABLE:4:3

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	26.853	1	26.853	41.575	<.001 ^b
	Residual	51.024	79	0.646		
	Total	77.877	80			

A. Dependent Variable: I am quite capable of controlling my own emotions

B. Predictors: (Constant), what degree of influence does your emotional intelligence have on your performance

ANALYSIS:

This table indicates there is a significant difference between emotional intelligence and performance.

TABLE: 4:4

COEFFICIENTS

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.288	0.365		3.533	<.001
	What degree of influence does your emotional intelligence have on your performance	0.615	0.095	0.587	6.448	<.001

a. Dependent Variable: I am quite capable of controlling my own emotions.

ANALYSIS:

From the above table it is interpreted that the significant level is < 0.001 which is < 0.05, therefore we reject the null hypothesis and accept the alternative hypothesis. That is, emotional intelligence of employees will impact the performance.

5. FINDINGS AND SUGGESTIONS:

- The majority of respondents are aware of how their emotions affect their performance. This is a good indicator for the education sector.
- They also appear to be conscious of own strength and weaknesses. This enables people to find the proper employment and improve their performance.
- The institution has self-motivated employees and very few need motivation in order to bring out their best out of themselves. Therefore, it reduces the burden of the institution in investing in motivational sessions.
- It is clear that most of the employees of the institution are quite capable of controlling their own emotions; this has helped in reducing conflicts in work environment and improves productivity.
- It is found that certain employees are not self-motivated. Therefore, the school / PUC can provide motivational sessions and give attractive incentives in order to keep them enthusiastic because a motivated person will have high emotional intelligence quotient.
- Low emotional intelligence has an adverse effect on one's performance. It is found that an emotionally weak person cannot give his/her best to the institution. The institution must be able to recognise the reason as to why an employee is emotionally weak and to help becoming emotionally strong. This in turn helps the institution to have an efficient employee with good productivity.
- The institution should give importance for the personal and family life of the teachers in order to get the best performance from them. It helps them to have a better quality life in family as well as in the work place.

6. CONCLUSION:

Emotional intelligence has a significant impact on job satisfaction. A individual with strong emotional intelligence can improve organizational performance and vice versa. This study looks at how employees at educational institution emotional intelligence affect their work life quality. This research shows that the majorities of employees have a high emotional intelligence and have a healthy work-life balance. A small percentage of employees have low emotional intelligence and need to raise their emotional quotient.

In this study, two step approaches have been used. First, the questionnaires were collected and analyzed and based on the survey and percentage analysis, data was interpreted. Secondly, Pearson correlations and regression Statistical tools are used to prove the hypotheses. Therefore, it is proved that emotional intelligence affects quality of both work life and family life.

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