

# Impact of the Ability: Emotional Intelligence on Employee Productivity at Workplace

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## ABSTRACT

The Emotional intelligence (EI) should some way or another join two of the three perspectives discernment and influence, or insight and feeling. The capacity to appreciate anyone on a deeper level alludes to the capacity to see, control, and assess feelings. A few scientists recommend that capacity to understand people on a profound level can be learned and fortified, while other case it is an inherent trademark. Various testing instruments have been created to gauge the capacity to understand people on a profound level, albeit the substance and approach of each test changes. In the event that a specialist has high capacity to appreciate people on a deeper level, the person is bound to have the option to communicate their feelings in a sound manner, and comprehend the feelings of those the person works with, hence upgrading work connections and execution. The capacity to understand individuals on a deeper level isn't tied in with being delicate! It is an alternate approach to being savvy - having the expertise to utilize their feelings to assist them with pursuing decisions at the time and have more compelling command over themselves and their effect on others.

**Keywords:** Emotional intelligence (EI), Capacity to appreciate, profound level, Testing instruments, Communication

## INTRODUCTION

The Emotional intelligence permits us to think all the more imaginatively and to utilize our feelings to tackle issues. The capacity to appreciate individuals on a profound level most likely covers somewhat with general knowledge. The genuinely keen individual is talented in four regions: Distinguishing feelings, utilizing feelings, figuring out feelings, and managing feelings.

## EMOTION

An emotion is a feeling such as happiness, love, fear, anger, or hatred, which can be caused by the situation that you are in or the people you are with.

Mental state that arises spontaneously rather than through conscious effort and is often accompanied by physiological changes a feeling.

A state of mental agitation or disturbance.

## INTELLIGENCE:

The ability to learn or understand or to deal with new or trying situations: the skilled use of reason.

The cognitive abilities of an individual to learn from experience, to reason well, and to cope effectively with the demands of daily living.

## EMOTIONAL INTELLIGENCE

"Emotional intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationships" (goleman,1989)  
Emotional intelligence is widely recognized as a valuable skill that helps improve communication, management, problem-solving, and relationships within the workplace. It is also a skill that researchers believe can be improved with training and practice.

## EQ (EMOTIONAL QUOTIENT)

Emotional intelligence or Emotional Quotient is simply defined as:

- Knowing what feels good, what feels bad, and how to get from bad to good.
- Knowing your emotions and knowing emotion of others.
- It refers to emotional management skills which provide competency to balance emotions and reason so as to maximize long term happiness.



## FOUR AREAS OF EMOTIONAL INTELLIGENCE



**SELF AWARENESS:-**

The first pillar of emotional intelligence is paying attention to your own emotions.

The ability to recognize and understand your moods, emotions, and drives, and their effect on others.

Know your strengths/weaknesses, and work on them to perform better.

Emotions often come in two main parts:-

1. The psychological component – the thoughts, attitudes, and beliefs that underlie most of our emotions, and
2. The physical component – the bodily sensations that often accompany different emotional states.

**MAJOR COMPONENTS:**

Emotional self-awareness, accurate self-assessment, Self-confidence.

**SELF-MANAGEMENT:**

Once you are more aware of your emotions, the next pillar of emotional intelligence is learning how to respond to them better.

- Emotional self-control
- Transparency
- Adaptability
- Achievement
- Initiative
- Optimism

**SOCIAL AWARENESS:-**The ability to understand the emotional makeup of other people. Skill in treating people according to their emotional reactions.

**MAJOR COMPONENTS:** - Empathy, Organizational Awareness, Service Orientation

**RELATIONSHIP MANAGEMENT:**

Relationships are associated with a number of positive outcomes (e.g., happiness, less stress) and are actively pursued for those individuals desiring them. Little attention has to be devoted for finding ways to preserve and pass on social relationships that are so important to business continuity. There are numerous opportunities to form social relationships with their co-workers which brings the team spirit among employees. Mentoring is necessary to pass on social relationships and also social relationships are important for defending relationships between an organization and its customers, suppliers, distributors, and other relevant groups on which the organization depends for success. Without making the effort to pass on these relationships, business can be lost and productivity can suffer.

Major components:-

- Inspirational leadership
- Developing others

change catalyst,

Conflict management

Team work collaboration

### Benefits of Emotional Intelligence

- Helps Employees to Move to the Next Level
- Reduces Stress
- Teaches Employees How to React to Constructive Criticism
- Helps Employees Conquer Their Fears, Doubts, and Insecurities
- Improves Communication Skills
- Enhances Social Skills
- Creates a Positive Environment
- The lack of emotional intelligence in corporations can lead to several negative consequences. Firstly, employees may have difficulty understanding and managing their emotions, resulting in increased stress and lower job satisfaction.<sup>1</sup>

### SCOPE OF THE STUDY

The extent of the review is to expand the representatives the ability to appreciate people on a profound level at work place and to help in future why a few workers are remarkable entertainers while others are not. The ability to appreciate people on a deeper level calls for Perceiving and comprehension of the issues in the associations based on the outcomes association can pick a procedure and activities to work on the presentation of their representatives.

### REVIEW OF LITERATURE

**Sánchez-Ruiz, Jose, Carlos, Prez-Gonzlez and Petride (2010)** “Trait emotional intelligence profiles of students from different university faculties” had examined that the trait emotional intelligence (trait EI or trait emotional self-efficacy) profiles of 512 students from five university faculties: technical studies, natural sciences, social sciences, arts, and humanities. Using the Trait Emotional Intelligence Questionnaire, researchers hypothesized that (a) social sciences would score higher than technical studies in Emotionality, (b) arts would score higher than technical studies in Emotionality, (c) arts would score lower than technical studies in Self- control, and (d) there would be an interaction between gender and faculty, whereby female students would score higher than male students within the social sciences only. Several other exploratory comparisons were also performed. Results supported hypotheses (a), (b), and (d), but not hypothesis (c), although the differences were in the predicted direction.

**Nelis, Quoidbach, Mikolajczak and Hansenne (2009)** “Emotional Intelligence Interventions to Increase Student success” focused on the construct of emotional intelligence (EI) which refers to the individual differences in the perception, processing, regulation, and utilization of emotional information. As these differences have been shown to have a significant impact on important life outcomes. This study investigated, using a controlled experimental design, whether it is possible to increase EI. Participants of the experimental group received a brief empirically derived EI training while control participants continued to live normally. The researchers found a significant increase in emotion identification and emotion management abilities in the training group. Follow-up measures after 6 months revealed that these changes were persistent. No significant change was observed in the control group. These findings suggest that EI can be improved and open new treatment avenues.

**Hopkins & Bilimoria (2008)** in his study “Social and Emotional Competencies Predicting Success for

Male and Female Executives” explored the relationship between emotional and social intelligence competencies and organizational success. The study illustrates not much of differences between male and female leaders in their demonstration of emotional and social intelligence competencies and also found that when it comes to competency demonstration most successful men and women were more the same than different. However gender did play a reasonable role in the relationship between the demonstration of these competencies and success. 65 Further male leaders were considered to be more successful, even though male and female leaders demonstrated the same level of competencies. The four competencies that divided the most successful male and female leaders from their typical counterparts were Self Confidence, Achievement Orientation, Inspirational Leadership and Change Catalyst.

**Koman, E. S., & Wolff, S. B. (2008)** “Emotional intelligence competencies in the team and team leader: A multi-level examination of the impact of emotional intelligence on team performance”. This study examines the relationships among team leader EI competencies and team performance. The study was conducted on 349 aircrew and maintenance military team members participated representing 81 aircrew and maintenance teams. Results shows that team leader EI is significantly related to the presence of emotionally competent group norms.(ECGN) on the teams they lead, and that ECGN are related to team performance. The authors also provide three suggestions. Firstly, Employee leaders with better EI competencies not only increase their own personal performance but also of the teams they lead. Secondly, by developing or hiring emotionally competent managers. Finally by developing emotionally competent first line leaders, organizations should develop emotionally competent executive leaders because each individual on the executive management team influences the development of ECGNs on the teams he or she leads.

## RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problems. It may be understood as a science of studying how research is done scientifically. It includes the over research design, the sampling procedure, data collection method and analysis procedure.

This study is undertaken in the sampled regions to see its impact for which a detailed questionnaire is prepared to collect relevant information from the primary source for the guidance of the researchers. With the help of the questionnaire, detailed discussions were made with the certain sources of primary data to understand their views, thinking and attitude which would help to give the researchers useful recommendations, if any.

## DATA COLLECTION

### PRIMARY DATA COLLECTION:-

Primary data or raw data is a type of information that is obtained directly from the first-hand source through questionnaire.

### SECONDARY DATA COLLECTION:-

Secondary data is data collected by someone other than the actual user. It means that the information is already available, and someone analyses it. The secondary data includes magazines, newspapers, books,

journals, internet etc.

**OBJECTIVE OF THE RESEARCH**

The objectives of the study are as follows as:-

- To examine the determinants of emotional intelligence of employees at work place.
- To know extent of employees awareness towards emotional intelligence.
- To study how employees manage their emotions and handle pressure at work place
- To study the barriers in Emotional Intelligence at workplace
- To provide suggestion to the employees to handle their emotional intelligence

**DATA ANALYZING OR INTERPRETATION**

**EMPLOYEES AWARENESS TOWARDS EMOTIONAL INTELLIGENCE**

Many people are disconnected from their emotions especially strong core emotions such as anger, sadness, fear, and joy. This may be the result of negative childhood experiences that taught you to try to shut off your feelings. But although we can misrepresent, refuse, or numb our feelings, we can't eliminate them. They're still there, whether we're aware of them or not. Unfortunately, without emotional awareness, we are unable to fully understand our own motivations and needs, or to communicate effectively with others. The employees are asked to give the awareness towards emotional at work place at various situations. The results are given below

| S.NO. | FACTORS ANALYSIS  | Not much | Neither much or little (neutral) | Very much |
|-------|---|----------|----------------------------------|-----------|
| 1     | Are you able to keep the people around you motivated in all situation         | 32%      | 37%                              | 31%       |
| 2.    | Are you really understood what you feel                                       | 34%      | 43%                              | 23%       |
| 3     | Are you usually known when to speak and when to be silent                     | 45%      | 20%                              | 35%       |
| 4     | Are you able to understand your friends'' emotions from their behavior        | 28%      | 47%                              | 25%       |
| 5     | Are you a good observer of others'' emotions                                  | 33%      | 45%                              | 22%       |
| 6     | Are you always set goals for yourself and then give your best to achieve them | 30%      | 40%                              | 30%       |
| 7     | Are you a self-motivated person   | 12%      | 44%                              | 44%       |
| 8     | Are you encourage yourself to try your best                                   | 24%      | 44%                              | 31%       |

**CONCLUSION**

Leaders with strong EI skills understand what motivates them, how they work best and what triggers to avoid. They also see these traits in their teams as well. Being able to read this information allows leaders to leverage their teams' strengths to deliver stronger results.

Promoting an empathetic, self-aware and motivated workplace will encourage more team members to develop these skills. It'll also promote learning from one and another, leading to higher rates of

productivity and lower overall turnover rates. For businesses to close the skills gap and win the talent war, developing a workforce with strong emotional intelligence skills will be a key driver. Applying EQ makes you feel comfortable within your own skin and with people around you. You can also understand what makes you incompatible with certain people or jobs and learn ways to deal with the emotional difficulties. You can also understand the specific feelings that cause you stress and learn ways to become more at peace.

Emotional intelligence will bring in better adaptability, empathy towards employee, leadership qualities, group rapport, participative management, decision making, and understanding among colleagues.

## SUGGESTION

- Management should provide adequate recreational facilities to the employees which helps the superior and sub-ordinate relationship and mainly reduces job related stress.
- Emotional intelligence must be promoted among the employees and managers by regularly conducting 'Emotional Competence' training programmed.
- 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.
- Open session within every department can be made as a regular practice every week to know and understand the views of the employees. It can be used to solve workplace hurdles and it may also serve as a source to get new productive solution.
- For better organizational climate and culture, the company must start hiring emotionally 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.
- Emotionally Savvy Employees Build Better Relationships
- Holistic Skills Development Means Higher Productivity and Satisfaction
- Stronger Leaders Create Stronger Teams

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.

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