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“EMOTIONAL INTELLIGENCE VS WORK ATTITUDE “

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ABSTRACT

Emotional Intelligence is the ability to perceive, identify and manage emotions which provides the basis for the kind of social and emotional competencies in any work place. Emotional intelligence can be beneficial. To work attitude which refers to the individual's way of feeling, thinking or behaving in their work. The findings of the study show that there is a significant relation between emotional intelligence and work attitude specially in female professional. The findings also reveal that emotional recognition has highest on work attitude, emotional facilitation has moderate impact and emotional regulation has lowest impact on work attitude of employees.

INTRODUCTION:

When emotional intelligence first appeared to the masses in 1995, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70% of the time. This anomaly threw a massive wrench into what many people had always assumed was the sole source of success—IQ. Decades of research

now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.

Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

Personal competence is made up of your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.

- *Self-Awareness* is your ability to accurately perceive your emotions and stay aware of them as they happen.
- *Self-Management* is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

Social competence is made up of your social awareness and relationship management skills; social competence is your ability to understand other people’s moods, behavior, and motives in order to improve the quality of your relationships.

Many companies today are teetering on the edge of disaster. Excessive downsizing has created employees who find themselves overworked, underappreciated and constantly seesawing between exhaustion and fear. Competition in the workplace is fierce and many new recruits feel a need to turn to aggressive tactics to get ahead of their peers or risk falling behind. Business leaders are beginning to realize that such negative emotions among their employees are not healthy for the organization and its prospects for success. Many are seeking ways to turn negative emotions into positive, productive behaviour

By emphasizing emotional intelligence in hiring and in teambuilding and training programs, senior management and human resources professionals can improve decision making, problem solving and the ability to cope with change among employees. Emotionally intelligent organizations maximize potential for business success and increase productivity because people in these organizations share more powerful connections. Organizations today must strive to become more emotionally intelligent. Their success indeed their very survival – depends on it.

Emotional intelligence is a better predictor of “success” than traditional measures of cognitive intelligence (IQ). The workplace is an ideal environment for people to develop their social and emotional skills, as individuals are motivated to develop those capabilities in pursuit of success and promotion. The concept is equally important to employers, as their bottom-line productivity rests on the emotional intelligence of the whole organization. When executives and employees work to improve capabilities in areas in which they are weakest, it benefits the entire organization, improving communication and increasing productivity

The consequences for neglect of emotional intelligence in an organization can be devastating to productivity and bottom-line business results. Breakdowns in internal communication that produce confusion, uncertainty, hostility and reduced productivity are just a few of the factors organizations face if they do not actively pursue a strategy of fostering emotional intelligence in the workplace.

Work attitudes are the feelings we have toward different aspects of the work environment. Job satisfaction and organizational commitment are two key attitudes that are the most relevant to important outcomes. Attitudes create an intention to behave in a certain way and may predict actual behavior under certain conditions. People develop positive attitude as a result of their personality, fit with their environment , stress level they experience, relationship they develop, perceived fairness of their pay, company policies , interpersonal treatment , whether their psychological contract is violated, and the presence of policies addressing worklife conflict. When people have positive attitude they may have the inclination to perform better, display citizens behavior and be absent less often and for shorter periods of time , and they are less likely to quit their jobs within a short period of time. When workplace attitudes are more positive , companies benefit in the form of higher safety and customer service as well higher work performance.

REVIEW OF LITERATURE

Afsheen Fatima, Rabia Imran and Arshad Zaheer Emotional Intelligence And Job Satisfaction Mediated By Transformational Leadership, World applied sciences journal 10(6) 612-620 2010 stated that Job satisfaction is essential to retain and attract qualified employees. Dissatisfied employees are usually emotionally and mentally detached from the organization become less committed and leave the organization

frequently. If the employee is able to control his emotions and be in a positive emotional state he will be able to show positive attitude towards organization thus making him loyal and more committed to the organization and it reduces the chances for the employee to leave the job. Deborah J Pardee .

SeyyedHosseinMousavi, Saeed Yarmohammadi, AyoubBaniNosrat, ZabiholahTarasi, The relationship between emotional intelligence and job satisfaction of physical education teachers ISSN 0976-1233 CODEN (USA). It showed that there is a positive relationship between emotional intelligence and job satisfaction and between the components of social skills, empathy, and motivation and job satisfaction at level. VahidSoleiman Yahyazadeh-Jeloudar1 ,FatemehLotfi-Goodarzi , teachers emotional intelligence and its relationship with job satisfaction Vol.1, No.1 January 2012 analyzed teachers' emotional intelligence and their job satisfaction in secondary schools in Iran The teachers' emotional intelligence is important for their job satisfaction. These emotionally intelligent behaviors positively affect job satisfaction (Dong & Howard, and with the exception of salary and benefit of teachers' job satisfaction factors were related to the teachers' emotional intelligence.

Muhammad MasroorAlam, The Relationships Between the Emotional Intelligence and Job Satisfaction: Empirical Findings From Higher Education Institution in Malaysia, Journal of Management and Social Sciences Vol. 5, No. 2, (Fall 2009) 124-139 has focused on emotional intelligence to cope of the ability of people to know their emotions and understand others emotions to cope with environmental demands and pressures. A Conceptual Study, World Applied Sciences Journal 15 (6): 821-825, 2011 ISSN 1818-4952 stated the impact of emotional intelligence on job satisfaction and productivity. If the employees know their own emotion and they are able to manage them, they work more efficiently and productively. Employees also recognize and appreciate others colleagues emotion as well. Emotionally intelligent people get more satisfaction from their jobs. Gill andip, SMyedFarhat Ali, Gupta Barkha, DubeyGodulika and Lad Kamna Emotional Intelligence as a Forecaster of Job Satisfaction amongst the Faculty of Professional Institutes of Central Indian City, Indore, ISCA Journal of Management Sciences, ISCA J. Management Sci. Vol. 1(1), 37-43, August (2012), stated that Emotional intelligence and job satisfaction are two concepts of high interest in the modern work environment. They serve as a competitive advantage in personal and organizational life. The education system or

the teaching profession is one of those within which, the individuals could reap great advantage from the knowledge of emotional intelligence owing to recurrent human communication that exists among them. It has been found that lower job satisfaction leads to lower productivity, higher absenteeism, poor judgment, defensive behaviour, hostility, reduction in creativity, and job turnover. Study helped to determine the relationship between faculty members' Ei and their job satisfaction among the professional institutes of Central Indian City Indore, M.P. The results showed that there is no significant relationship between faculty member's emotional intelligence and their job satisfaction. It also showed that there was a significant impact of Self-Emotion Appraisal (SEA) and Other Emotion Appraisal (OEA) on job satisfaction. Impact of Use and Regulation of Emotions on job satisfaction was found to be insignificant. AbdulazimGhoniem, Sayed ElKhouly, Ghada Mohsen and Mohammed Ibrahim, Impact of Emotional Intelligence and Gender on Job Satisfaction among Egyptian Government Sector Employees, Current Research Journal of Social Sciences 3(1): 22-27, 2011 ISSN: 2041-3246 stated that EI and gender can predict job satisfaction. People with high EI are more satisfied with their jobs. Gender has no influence on job satisfaction, and emotional intelligence and gender interact to have influence on job satisfaction.

OBJECTIVE OF THE STUDY:

To study the relationship between Emotional Intelligence and Work Attitude

To study the impact of emotional intelligence on work attitude

To find out the most critical factor that has impact on work attitude

RESEARCH METHODOLOGY:

The sample is 100 professionals in NCR

The employees were given both the "Emotional Intelligence" and "Work Attitude" questionnaires to fill. The research method used in this survey is thus a structured and standardized questionnaire.

Hypothesis:

H0: There is no relationship between EI and Work attitude

H0: Emotional Intelligence do not have impact on work attitude of employees

H1: There is a relationship between EI and Work attitude

H1:Emotional Intelligence have an impact on work attitude of the employees

DATA ANALYSIS:

The processing and the analysis of the data were conducted with the help of applying SPSS. Factor Analysis Mean and correlation and regression test was conducted for the analysis and interpretation of the data that we had got.

Correlation:

(Table .1)Correlations

		Workattitude	Emotionalrecognition
Workattitude	Pearson Correlation	1	.407**
	Sig. (2-tailed)		.000
	N	100	100
Emotionalrecognition	Pearson Correlation	.407**	1
	Sig. (2-tailed)	.000	
	N	100	100

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

Interpretation: The value of the Pearson correlation coefficient is .407 . This implies that there is which is low degree of correlation between the two variables emotional recognition and work attitude .

Table 2.)Correlations

		Workattitude	Emotionalfacilitation
Work attitude	Pearson Correlation	1	.688**
	Sig. (2-tailed)		.000
	N	100	100
Emotional facilitation	Pearson Correlation	.688**	1
	Sig. (2-tailed)	.000	
	N	100	100

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

Interpretation: The value of the Pearson correlation coefficient is .688 . This implies that there is which is moderate degree of correlation between the two variables emotional facilitation and work attitude.

(Table 3.)Correlations

		workattitude	emotionalregulation
Work attitude	Pearson Correlation	1	.790**
	Sig. (2-tailed)		.000
	N	100	100
Emotional regulation	Pearson Correlation	.790**	1
	Sig. (2-tailed)	.000	
	N	100	100

(Table 3.)Correlations

		workattitude	emotionalregulation
Work attitude	Pearson Correlation	1	.790**
	Sig. (2-tailed)		.000
	N	100	100
Emotional regulation	Pearson Correlation	.790**	1
	Sig. (2-tailed)	.000	
	N	100	100

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

Interpretation: The value of the Pearson correlation coefficient is .790 . This implies that there is which is high degree of correlation between the two variables emotional recognition and work attitude

Regression:

Model Summary (Table 4)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.842 ^a	.708	.699	.29644

a. Predictors: (Constant), emotional regulation, emotional recognition, emotional facilitation

(Table 5) ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.480	3	6.827	77.684	.000 ^a
	Residual	8.436	96	.088		
	Total	28.916	99			

b. Dependent Variable: work attitude

(Table 6.)Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.086	.242		.354	.724
	Emotionalrecognition	.129	.063	.121	2.046	.044
	Emotionalfacilitation	.308	.066	.323	4.670	.000
	Emotionalregulation	.490	.063	.553	7.787	.000

a. Dependent Variable: work attitude

Interpretation: The value of r square is .708 . This implies that our research represents 70.8% of the model. The value of beta for emotional recognition is .129 which implies that 1% increase in independent variable emotional recognition leads to 12.9 % change in dependant variable i.e work attitude, 1% change in emotional facilitation leads to 30.8% change in work attitude , and 1% change in emotional regulation leads to 49% change in work attitude.

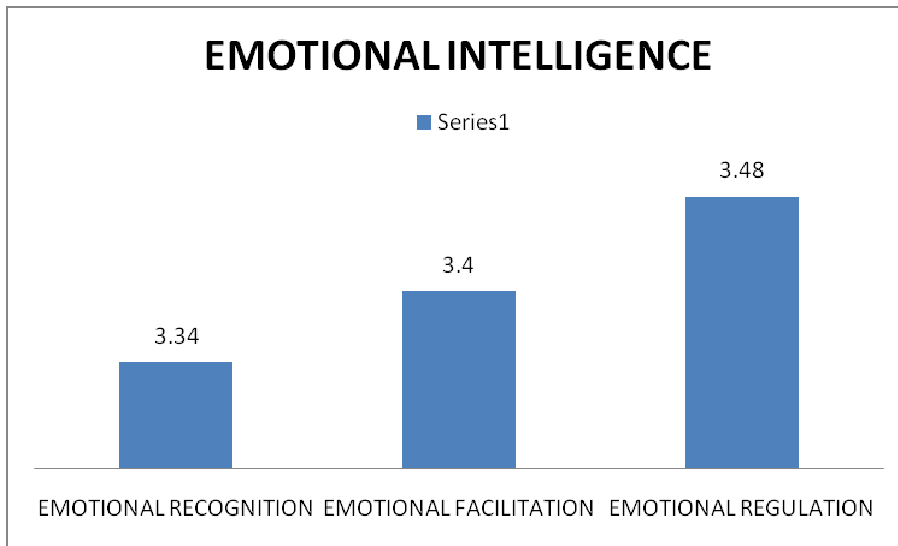


Fig 1: The level of emotional regulation, emotional facilitation, and emotional recognition among professionals. Emotional Regulation is the most critical factor.

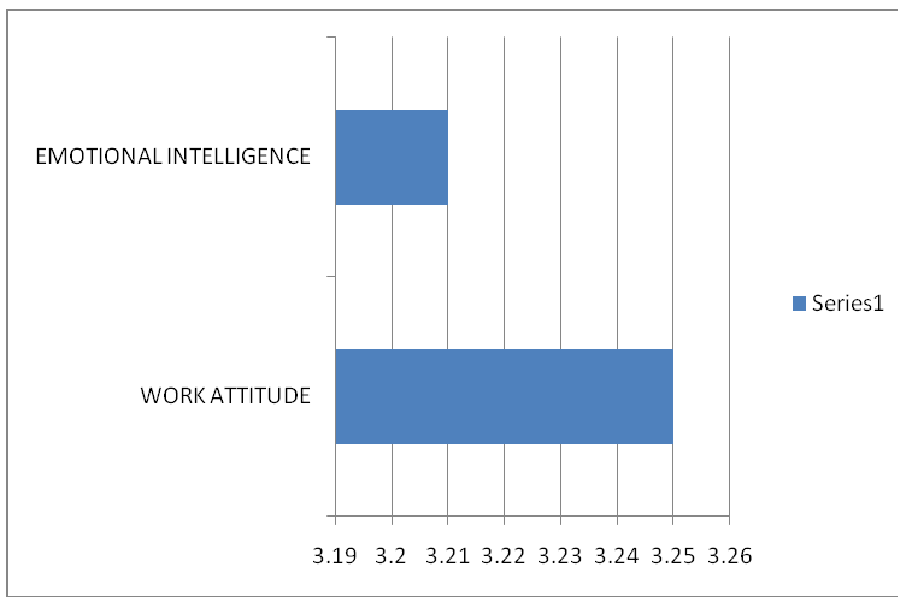


Fig 2: Work attitude and emotional intelligence.

DATA ANALYSIS AND FINDINGS

The results show that there is relationship between emotional intelligence and work attitude. Among the three factors correlated emotional regulation has the highest impact on work attitude, emotional facilitation has moderate impact on work attitude

and emotional recognition has lowest impact on work attitude. This implies that if a person is emotionally intelligent he feels satisfied with the job, is involved more in the job, is committed towards organization and is able to make a balance between organization and family work.

EI has been found to be an important predictor of various enviable organizational outcomes, such as job performance, job satisfaction, and organizational commitment. Individuals with high emotional intelligence, experience continuous positive moods and feelings that generate higher levels of satisfaction and well-being . Emotionally intelligent individuals are optimistic, a trait that enables them to focus on the resolution, rather than the reasoning (who is at fault). Employees do not get involved in the job only for self-rational interest fulfilment; they also get involved in the job because they let their emotions play a role. Becoming highly involved in the job is oftentimes a response to emotional rather than rational needs. Emotional intelligent individuals are able to manage the work and family together

CONCLUSION

Through this study we tried to find whether Emotional Intelligence has an impact on work attitude. We found that there is a impact of emotional intelligence on work attitude. There is a positive relationship between EI and work attitude. We further analyzed that among the three variables of emotional intelligence, emotional regulation has the highest impact on work attitude, emotional recognition has lowest impact on work attitude and emotional facilitation has moderate impact on work attitude.

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