

A Study on Impact of Emotional Intelligence in Organization Growth and Productivity

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Received: 30-November-2022

Revised: 09-January-2023

Accepted: 13-February-2023

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Abstract : The most important thing that affects how well employees do their jobs and how committed they are to their organizations is their ability to understand their own feelings and the feelings of others. Emotional intelligence is important for predicting employee work performance and organizational commitment because most jobs require people to be able to handle their feelings. The goal of the study is to find out how emotional intelligence affects organizational commitment and how well employees in the manufacturing industry do their jobs. For the study, a descriptive design was used. Respondents were given 120 questionnaires at random, but only 100 were filled out and sent back. These were used for analysis. The study showed that there was a strong link between employees' emotional intelligence, their commitment to the company, and how well they did their jobs. 56.90% of the difference between EI and organizational commitment could be explained by EI. Emotional intelligence was responsible for 27.90% of the differences in how well employees did their jobs. Employees Emotional Intelligence and their commitment to the organization did not have a strong positive relationship. So, it is suggested that companies require new employees to take part in an organizational socialization Programme that includes an emotional intelligence test. This will help new employees make up for their lack of experience, which will help them do a better job.

Key words: Employees, Emotional Intelligence, Organizations, Commitment

1. INTRODUCTION

The idea of emotional intelligence is not completely new. Employers have always used different things to guess how well a job applicant would do on the job[1-3]. Some of these traits are a person's intelligence, how they've behaved in the past, their skills, personality, and job-related skills. Emotional intelligence is now part of that group, and its popularity keeps growing. Employee emotional intelligence can be utilised to predict how well they will perform in the future, according to various research.

Workplace performance and self-reported emotional intelligence were studied in the Journal Opens a new tab. of Applied Psychology[4-7]. Employee performance is influenced by seven distinct characteristics, according to the researchers.

After Goleman wrote the book *Emotional Intelligence* in the 1990s, people began to use the idea. Since then, the idea has been studied more and more. It is often used to improve how people get along with each other, but it is also used a lot in the workplace.

Most of the time, EI is based on having empathy and self-control. Most jobs are frustrating in some way. And everything would be a mess without emotional intelligence. Most of the time, we use emotional intelligence to deal with people and situations, especially at work, without even being aware of it or understanding it [6].

People with high levels of EQ usually have better relationships with other people, including their bosses, coworkers, and customers. This improves their performance and makes them happy with their work, no matter what level it is. When you can understand what other people are going through and why they are acting the way they are, and when you know how your own emotions are affecting your reasoning and thinking, you are in a much better position to deal with complicated relationships and conflicts. This is what makes leaders stand out.

Emotional intelligence can help an employee to do a better job at work by helping them:

- Use their minds to do their jobs instead of letting their feelings affect what they do.
- Handle carefully situations where a fight is likely to happen and lead to bad behaviour.
- To find how other people react to a situation.
- Don't upset customers, coworkers, or people in charge.
- Control their urges better and stay away from things that could keep reaching their goals at the end of the day.

EI has effect on other things, such as loyalty to an organisation. Studies show that employees with high EI care about the organisation and will do everything they can to help it work well, even if it means going above and beyond what is expected of them. EI has also been linked to things like job satisfaction that have to do with work [8-11]. A worker who gets along better with boss & customers, is more likely to like their job and feel satisfied with it than a worker who always fights with other people.

Some jobs, like customer support, sales, and management, require you to talk to people. In these roles, the employee will be better liked by the other person if they can understand and control their own emotions as well as the emotions of others [12-16]. They should also act in a way that is socially acceptable and show control. Since this is the case, it makes sense that emotional intelligence is linked to being emotionally stable, being conscientious, being agreeable, and being smart.

On the job, emotional intelligence can be measured in a few different ways. Sometimes it's measured as a skill, and sometimes it's a mix of things like self-awareness, social skills, self-regulation, motivation, and empathy [17].

Self-awareness, self-control, and empathy, are the most important parts of EI because they deal with emotions.

1.1 Emotional intelligence has these five traits:

Goleman wrote about this in his book *Working with Emotional Intelligence*, which came out in 1998. He wrote that IE makes up 67% of the skills needed to do a job well and is even more important than intelligence and technical skills [18].

There are five parts of emotional intelligence that affect how well employees do their jobs in any company.

a. Self-Aware

A person who is self-conscious is aware of their own feelings and how their actions influence others. To be self-aware also entails being able to recognise one's own strengths and flaws, as well as the ability to act in a modest manner [19]. Leadership positions necessitate a high degree of self-awareness. When a leader has a firm grasp of his or her own character, he or she is better able to relate to others and offer helpful criticism when it is called for. They can fill up the gaps in their workforce by bringing in people who have the skills they lack and delegating the tasks they can't perform themselves. This aids the company's performance.

b. Self-Regulation

Self-regulation refers to the ability to maintain control over one's emotions as well as one's impulses. It is the ability to maintain control over oneself by understanding what is required and what will benefit everyone in a certain situation. Someone who is skilled in self-regulation, for example, will look for alternatives to yelling at

employees who are causing them to feel pressured, such as delegating some responsibilities to other people, rather than yelling at them[20]. Employees at a company who self-regulate are more likely to be respected and trusted by their colleagues. It also assists employees in adapting to change more effectively and acting in a rational manner under any circumstances.

c. Empathy

If you understand and can control yourself, the next stage is to understand and be able to deal with other people in the same manner as you do yourself. Empathy is the ability to recognise and comprehend the emotions of others. In other words, it means putting yourself in the other person's shoes and attempting to discover out why they are doing the way they are acting. Without empathy, you would only care about your own feelings and making sure everyone agrees with you[21]. Employees that are kind and compassionate make an effort to perceive things from the perspective of the other person. Perhaps that other person is having a difficult time at home, and this is reflected in their performance at work and in their dealings with other people. Knowing that you have good and terrible days, and that how you react to a situation is dependent on a variety of factors, you will be better able to control how you interact with the other individual. When you comprehend what the other person is going through, you feel sympathy for them and are willing to assist them, which improves your connections with other people. Empathy is especially vital when it comes to giving constructive comments to someone. Empathy demonstrates that you care in a group context, and other members of the team respect you for it. As a result, you are more productive at your employment site[22].

d. Self-Motivation

Self-motivation means enjoying what you do and doing everything you can to reach your goals[23]. Self-motivated employees are happy with what they do and are not driven by money or status. Self-motivation is important because it makes people less likely to put things off, keeps them on track when things go wrong, boosts their self-confidence, and improves the performance of the whole team as a result. (We have an article that talks about how to get people to work harder.) Starts a new tab.)

e. Social Skills

People who are good at getting along with others are great at talking to others. They are willing to listen to both good and bad news. They become leaders, and if they don't, they have a big impact on the organization. They are great at managing change and resolving any conflicts that may come up. They do more than what is expected of them and won't just sit back and let other people do their work. Without even realising it, they set an example that others can follow[2]. People will ask them for advice on different things because they are good at what they do and are willing to help.

1.2 Benefits of Emotional Intelligence:

Getting rid of stress

Every job has its ups and downs, and there may be moments when it will be difficult to execute your job. People that are emotionally knowledgeable are aware of this and understand their own limitations. They have a good sense of when the stress of their professions is becoming too much for them to handle. People like this will take breaks when they are needed, even if it means taking a one-week vacation, in order to avoid becoming overtired and stressed. They understand that if they get adequate sleep and don't have to worry about anything, they will be more productive [7]. Although some managers consider taking time off to be laziness, emotionally intelligent managers understand that taking time off is an essential element of developing a motivated and productive team of employees.

Getting people to work together

Teamwork is essential in each organization, regardless of its size or industry. Teamwork is more important than individual success for emotionally intelligent leaders, who recognise this. People with this kind of understanding are able to readily comprehend the emotions of others, recognise their own strengths and shortcomings, and behave in the most appropriate manner possible. They are also concerned about the well-being of others and are willing to sacrifice their own interests for the benefit of the group's overall success[24].

Feedback

Positive or negative feedback is critical to an organization's growth and success. Contrary to popular belief, managers, team leaders, and supervisors can provide and receive feedback. And emotionally savvy leaders know that asking employees for feedback on how the company is run will only help them improve. Ultimately, these leaders can provide input that helps others do their tasks better. Constructive feedback improves connections within an organization and ultimately increases productivity because everyone is working towards the same goal.

1.3 Importance of Emotional Intelligence to organization

In the same way that any other talent takes time to master, emotional intelligence is no exception. Consequently, the organization must provide a culture in which both employees and management may learn about and improve their emotional intelligence skills.

And it all starts with demonstrating to employees that the organization values their contributions. Employees, for the most part, are aware of the reasons why the organization wants them to succeed. In a nutshell, they are conscious of the impact that their work has on the organization as a whole. Finally, it is important to note how well they are performing on a daily basis.

Achieve they understand that you care about them as individuals, rather than as a group. Once people understand this, they will be more likely to be satisfied at their jobs and to remain loyal to the organization [25]. This can be employed when you are a leader and you are aware that there are excellent and terrible ways to motivate people to perform their duties properly. Threats and terror, for example, are ineffective in the long run. Because we are all emotional beings, a threat will not be sufficient to get someone to change their behaviours. You must first explain to them why they should put in more effort before they will be willing to do so.

Instead, than giving them directions and frightening them, begin by gaining their emotional support and maintaining it. Once you do that, all of the emotional foundation you've done will be for naught, and employees aren't particularly fond of being intimidated or manipulated. This function opens a new tab. Unless you care about their emotional well-being, they will not be loyal to you and will only come to work to complete the tasks that have been assigned to them and then go for the day. This sets off a vicious circle of dissatisfied and unmotivated personnel.

Goal-setting to improve IE

Once you've helped your employees understand why they do what they do and how it affects not only the company but also their own lives, you can work on improving their emotional intelligence.

Insist that empathy, feedback, communication, and setting goals are important at every level of the organization, from the individual to the team to the department to the whole organization. For example, you can tell people to figure out what makes them feel bad, to talk to each other more, to ask for and give feedback, and to keep going even when they face problems.

Once you've set the goals, you should encourage both your employees and the people in charge to talk about them. Even though it might seem strange at first, especially if they haven't been very open with each other, they will get used to it with a little practice[26].

2. METHODOLOGY

2.1 Research Approach

The quantitative approach is used in the study as part of a descriptive method. Descriptive studies try to collect data that can be used to measure something about a certain subject. The whole point of a descriptive method is to find "what," not "why or how." In the fields of psychology and marketing, descriptive methodology is more often used. In these fields, it is also known as a "thumb rule."

Also, the goal of the research is to figure out how well LinkedIn helps students, people looking for jobs, and people already working. For this study, first-hand information was used. To get the quantitative data needed for the study, the main data was collected through Google forms. The information came from students, people with jobs, and people looking for work.

So, it makes sense that a descriptive method is the best way to go about this study.

2.2 Instrument Development

A Google form was passed around to collect the information. The questionnaire was well-made, and a five-point Likert scale was used to find out how helpful LinkedIn is for students, people looking for jobs, and people who already have jobs. With the help of a five-point Likert scale, the respondents came up with different values. This study is based on a mix of open-ended and multiple-choice questions.

2.3 Sampling Design

In this project we have used convenience sampling. This type sampling is needed when we have limited time to conduct a study. 100 people were asked to take part in this study. Since the test heavily depended on answers that had not been changed or manipulated, convenience sampling was the most legitimate method that could be used. The information was gathered using Google forms, and 100 respondents.

2.4 Tools of Analysis

In order to analyse the primary data form substantial coherent results. SPSS software was used.

3. DATA ANALYSIS

The research consists of 70% male respondents and 30% female respondents, in this study male respondents are more in number than compared to females as shown in the below pie chart. Considering age as a demographics, The pie chart shows that the age 18% of the respondents are between 20-30 Years, 42% of the respondents are between 31-40 years and 40% respondents are 41-65 Years old.

Table - 1 Characteristics of the respondents

		Frequency	Percent
Gender	Male	80	80.0
	Female	20	20.0
	Total	100	100.0
Age	20-30	18	18.0
	31-40	42	42.0
	Above 40 Years	40	40.0
	Total	100	100.0

ANOVA test was conducted keeping all the variables in consideration.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.984 ^a	.968	.966	.183

a. Predictors: (Constant), Reduces Stress, Motivate, Increases Productivity, Self Awareness, Empathy

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	96.591	6	18.118	568.972	.000 ^b

	Residual	3.159	94	.034		
	Total	98.750	98			
a. Dependent Variable: Productivity						
a. Predictors: (Constant), Reduces Stress, Motivate, Increases Productivity, Self-Awareness, Empathy.						
Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.041	.073		-.563	.574
	Reduces Stress	.237	.061	.303	3.910	.000
	Help in Motivation	-.098	.060	-.116	-1.633	.106
	Increases Productivity	.748	.076	.727	9.867	.000
	Self Awareness	.055	.069	.046	.803	.424
	Empathy	.092	.057	.045	1.602	.113
a. Dependent Variable: Productivity						

HYPOTHESIS

Null Hypothesis : There is no noteworthy connection amid employee productivity and Emotional Intelligence.
 Alternate Hypothesis: There is a noteworthy connection between employee productivity and Emotional Intelligence.

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	5.133 ^a	1	.023		
Continuity Correction ^b	3.901	1	.048		
Likelihood Ratio	4.772	1	.029		
Fisher's Exact Test				.039	.027
Linear-by-Linear Association	5.082	1	.024		
N of Valid Cases	100				

a. 0 cells (0.0%) have predictable count less than 6. The minimum expected count is 5.11.
 b. Computed only for a 2x2 table

Since chi square calculated value is more than the Tabulated Value of Chi Square, so it is concluded that our null hypothesis is rejected. Henceforth, it can say that there is a substantial relationship between productivity and Emotional intelligence.

4. CONCLUSION

It is concluded from research that there is a fairly substantial connection amid the emotional intelligence and the productivity of their staffs. This relationship could help employees grow as people. Self-improvement of the executive is a key part of the growth of the organization by making workers work better. With an organized plan for self-managed development, managers' emotional intelligence will help employees do their jobs better. Employees need to work on themselves to get better at understanding how people feel.

This paper reflects a connection among emotional intelligence, commitment to the organization, and how well employees do their jobs. So, the researchers say that organizations should rise Emotional Intelligence and Employee Productivity by giving employees additional skill working out to assistance them improve their psychological aptitudes; employees should be reinvigorated to improve their social skills, which would make

them more popular with their coworkers and subordinates and improve the work process, which would lead to success for the organization; and organizations should make sure that the newly hired employee gets a lot of skill training right away.

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