

The Role of Emotional Intelligence in Better Productivity in The Organizations: A Cross-Section

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Abstract

Emotionally intelligent people are going to be able to manage their own emotions as well as identify and deal with their own and those of others in the right way. To finish the work and carried out the work itself, managers at work must communicate with employees. Most businesses today are aware of the influence and importance that psychological aptitude has on workers' performance. This quick study was conducted to demonstrate the importance and impact of emotional intelligence. This study, therefore, aims to determine the EI spectrum for management-level individuals and the impact of EI on performance. The workplace is dynamic and unexpected because things are always changing. Today's work market is increasingly diverse in terms of age and nationality. People can now roam about with greater freedom since globalization has become more globalized. Organizations anticipate that their employees will be more committed to their work and will interact with one another more amicably. Emotional intelligence is the ability to understand, use, and recognize emotions as a source of interpersonal energy, information, connection, and influence.

Keywords- Role of Emotional Intelligence, Better Productivity, Organization, Impact And Significance, Psychological Ability, Working Relationships

INTRODUCTION

Working circumstances have become increasingly demanding and competitive due to the global economy's growing complexity as a result of the tremendous influx of information as well as new technology. There is no question that a person needs a respectable IQ to thrive at work, but lots of individuals are unaware of the extent to which their EI will function. Employee productivity at work is highly connected with emotional intelligence (EI) in individuals. Emotional intelligence is the ability to perceive and effectively manage emotions. Emotional

intelligence can help you communicate with coworkers more effectively, progress your career, and create a more supportive work environment.

Emotional intelligence (EI), also known as the psychological quotient (EQ), is the ability to understand and control emotions. Your ability to manage interpersonal relationships with empathy will help you accomplish more of your professional goals if you have an elevated awareness of emotion. At work, it's critical to be able to understand, communicate with, and manage both your personal feelings and other people's emotions. You can lead and help others if you can control your emotions, which will make you more satisfied and effective (Chin et al., 2011). Emotional intelligence is the capacity to recognize one's personal feelings as well as those of individuals and to understand how those emotions will affect those who are close to one and the environment. Our ideas and actions are guided by this understanding. The most accurate predictor of one's success and the effectiveness of an organization is emotional intelligence (EI). EI is a unique behavioral characteristic that can be greatly enhanced. A person with emotional intelligence accepts all feelings, acts consistently, manages them all very well, and makes the best choice possible (Pradhan et al., 2017). EI enables the development of relationships that manifest as sensitivity and empathy. An individual who has mental toughness is therefore resilient and successful even under trying circumstances. EI is a general word used to describe our degree of interpersonal and individual skill. Our performance is largely attributed to the quality of these interpersonal and personal skills, according to research on workplace conditions (Ugoani, 2016).

A person's professional life may be significantly impacted by their emotional intelligence. It has been shown that people who are more emotionally intelligent at work are better at controlling their feelings as well as those of others. Many people also report that their increased productivity at work has made them happier. Teams often complete tasks in the workplace, and effective teamwork necessitates open lines of communication (Rexhepi and Berisha, 2017). By strengthening your relationships with others and controlling your emotions when speaking, anyone could be able to function more effectively in a variety of work-related scenarios. Improved conflict resolution and decision-making skills that consider various points of view and ensure that participants feel heard and understood make this possible. EI spreads easily. Hiring

emotionally intelligent staff or assisting current employees in developing their emotional intelligence can result in a higher return.

Literature Of Review

Sharfras and Vijayakumar (2018) said that every organization's fundamental objective is to deliver the finest results. To maintain high performance and boost competitiveness, businesses must focus on cognitive ability as a challenging variable. EI has been demonstrated to be crucial for increasing productivity in previous studies. Numerous studies demonstrate that individuals with high emotional intelligence usually exhibit excellent performance at work. When there is an association between the two of them and they have an impact on one another, people who encourage EI are accomplished in their chosen industries. Emotional intelligence has several advantages, even though assessing it has a lot of disadvantages.

Papoutsi et al., (2019) described that people's emotions have a significant impact on how they behave. In large part, an organization's capacity for growth and success depends on the quality of its employees. Employees frequently exhibit positive as well as adverse feelings during their job, and these significantly affect whether their outcomes are positive or poor. For successful work interactions and to foster a positive work environment, it is essential to have a thorough grasp of, control over, and understanding of one's own emotions as well as those of others. Even though this study focuses on a single industry, it proves and supports the idea that emotional intelligence positively affects job performance.

Drigas and Papoutsi (2019) proposed that it has a direct impact on how people behave while working for any firm, as well as their ability to make decisions and deal with unforeseen contingency scenarios. It is also necessary to conduct a study on the intrinsic and extrinsic elements that affect staff behavior and emotional intelligence. To make the country develop by having economic human capital within the country, research on a sector-by-sector basis may also be conducted to determine the behavioral intelligence level of individuals in various country sectors.

Moon & Hur (2011) illustrated that the utmost focus should be given to improving emotional intelligence skills by bank managers in particular to boost productivity and job performance. Because of the specifics of a bank, the manager's job depends on the staff's competence, attitude, intentions, and understanding of client perspectives, emotional intelligence, and job efficiency are closely related. By emphasizing the need for businesses to understand the significance of mental intelligence in enhancing work performance, this study can contribute to the collection of expertise on the subject of human resource development. By applying emotional intelligence, they can improve manager and employee performance at work as well as the effectiveness and efficiency of the organizations.

Saemah et al., (2008) found that the adjustment of an employee to organizational change, on the other hand, incorporates both cognitive and emotional elements, which results in a range of feelings when the previous structure is changed. Researchers in the past have recognized the importance of emotions in coping with organizational change, particularly during the learning transition phase. The idea of intelligence as the "intelligent use of emotions" emphasizes how emotionally intelligent people are more likely to be naturally adaptable to changing circumstances. Such examples have raised several claims regarding the contribution of emotional intelligence to improving adaptation and flexibility, but these claims have not been supported by a thorough analysis of the literature or empirical data. Depending on the circumstances, emotional intelligence can have both positive and bad effects on performance. It can be quite delicate.

(Ali, Garner & Magadley) revealed that the positive impacts of EI (Emotional Intelligence) on workers and organizations have been validated by research findings. Employees that are more emotionally intelligent experience more job satisfaction, which improves organizational results. Higher EI encourages employees to act in an organizationally responsible manner. In addition, higher EI lowers stress levels, which keeps employees from acting in a way that is harmful to the organization. In comparison to managers and/or leaders with lower EI, those with greater EI are better able to motivate and engage their workforce. Employee well-being and organizational outcomes were generally positively correlated with employees who had higher EI.

Law et al., (2004) said that EI significantly expands the corpus of knowledge already known about JP and JS in organizations in the public sector. Therefore, it is important to encourage

departments tasked with enhancing the work efficiency of public sector personnel to get familiar with EI theory and its applications. EI also benefits HR workers who are always looking for ways to improve their field. Studies that ignore leadership competencies highlight the significance of emotional intelligence. As a result, novel concepts, like EI, are naturally contributing to the general overview of organizational behavior. The knowledge of EI and its consequences offers HR managers fresh suggestions for how to enhance employee performance and satisfaction.

Boyle et al., (2011) described that Emotional intelligence emphasizes its significance in both the professional and personal spheres of people's lives, which gauges their level of contentment. Numerous studies in the sector have previously established the direct and indirect effects that sentiments and emotions have on both an individual's performance and an organization's productivity. Employees with high emotional intelligence encourage teamwork, empathy, and motivation, and steer others in the right way. Therefore, unique EI-related training programs must be considered by organizations as one of the essential components for enhancing individual performance and enhancing organizational effectiveness. The use of EI can be very beneficial in negotiations and conflict resolution.

Objective of the Study

To measure the role of emotional intelligence in better productivity in the organisations

Methodology

This investigation employed a structured questionnaire as a means to conduct a survey. The collected responses from 211 participants were analyzed using statistical techniques, including the calculation of means and t-tests. The sampling technique employed in this study was convenience sampling, which involved selecting individuals based on their accessibility and voluntary participation.

Table Emotional Intelligence in better productivity in the Organisations

Serial No.	Statement of Survey	Mean Value	t-value	p-value
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1	Individuals who possess a strong level of emotional intelligence demonstrate superior aptitude in handling their personal emotions as well as the emotions of others.	4.25	9.654	0.000
2	Employees who possess high emotional intelligence can empathize with their colleagues, understand different perspectives, and resolve conflicts amicably.	4.37	10.532	0.000
3	Leaders with high emotional intelligence are adept at understanding the emotions and needs of their team members.	4.24	8.736	0.000
4	Emotional intelligence enables individuals to be more adaptable and flexible in the face of change or unexpected challenges.	4.08	5.848	0.000
5	Resolving conflicts swiftly minimizes disruptions and allows employees to focus on their tasks, thus improving overall productivity.	3.90	4.233	0.000
6	Employees with high emotional intelligence are better equipped to manage stress effectively.	4.45	11.337	0.000
7	Satisfied customers are more likely to be loyal and contribute to the overall success and productivity of the organization.	4.32	10.167	0.000
8	Emotionally intelligent individuals can evaluate situations objectively, consider different perspectives, and factor in emotions alongside rational thinking.	4.41	12.480	0.000
9	Organizations with a focus on emotional intelligence tend to have higher employee engagement and retention rates.	3.71	2.741	0.003
10	Emotional intelligence fosters a positive work culture where employees feel respected,	4.12	8.143	0.000

	supported, and appreciated.			
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The study on the "role of emotional intelligence in enhancing productivity within organizations" revealed mean scores for each statement. Among these statements, the one with the highest mean score, 4.45, indicates that employees with high emotional intelligence are better equipped to effectively manage stress. Following closely behind is the statement with a mean score of 4.41, suggesting that emotionally intelligent individuals can objectively evaluate situations, consider various perspectives, and integrate emotions with rational thinking. Additionally, teamwork and enhanced productivity were associated with high emotional intelligence, as indicated by the mean score of 4.37 for the statement highlighting the ability of emotionally intelligent employees to empathize with colleagues, understand different viewpoints, and resolve conflicts amicably. Another benefit of emotional intelligence in improving productivity is the likelihood of satisfied customers being loyal and contributing to overall organizational success, with a mean score of 4.32. The statement emphasizing that Individuals who possess a strong level of emotional intelligence demonstrate superior aptitude in handling their personal emotions as well as the emotions of others received a mean score of 4.25. Furthermore, the mean score for the statement indicating that leaders with high emotional intelligence can understand the emotions and needs of their team members was 4.24. A positive work culture, where employees feel respected, supported, and appreciated, was associated with emotional intelligence, scoring a mean value of 4.12. Emotional intelligence was also found to enable individuals to adapt and remain flexible in the face of change or unexpected challenges, with a mean score of 4.08. However, the last two statements, "Resolving conflicts swiftly minimizes disruptions and allows employees to focus on their tasks, thus improving overall productivity" and "Organizations with a focus on emotional intelligence tend to have higher employee engagement and retention rates," fell within the lower category, with mean scores of 3.90 and 3.71, respectively. The t-values in the investigation of the relationship between emotional intelligence and productivity were positive and significant, with significance values below 0.05, indicating a strong connection between the variables.

CONCLUSION

Organizational commitment, job stress, and job satisfaction were all significantly impacted by the EI. Employees with strong emotional intelligence will be very satisfied with their jobs, which will result in the highest performance at work. A person's ability to manage their stress at work depends entirely on their emotional intelligence level, and positive personality traits will help. Three organizational commitment factors— affective commitment, continuation commitment, and normative commitment— had a strong positive association with the EI. It has been found that people with high emotional intelligence (EI) are better able to recognize and manage their own and others' emotions, which has a substantial positive impact on workplace productivity. People with high EI also appear to be less stressed and more committed to their organizations. Emotional intelligence (EI) incorporates optimism and the ability to be emotionally resilient, both of which aid in a person's ability to deal with interpersonal difficulties. It is advised that EI be taken into consideration at the selection and acquisition stages, as this will aid the business in achieving its objectives and maximizing output.

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