

A Study on the Awareness of Workplace Emotional Intelligence in the Corporate Sector

OPEN ACCESS

Volume: 11

Special Issue: 1

Month: March

Year: 2024

E-ISSN: 2581-9402

Received: 07.02.2024

Accepted: 11.03.2024

Published: 22.03.2024

Citation:

Priyadharshini, M., and S. Banu Priya. "A Study on the Awareness of Workplace Emotional Intelligence in the Corporate Sector." *Shanlax International Journal of Management*, vol. 11, no. S1, 2024, pp. 106–13.

DOI:

<https://doi.org/10.34293/management.v11iS1-Mar.8094>

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Abstract

Workplace Emotional Intelligence is a critical and essential skill in any sector especially the corporate sector. Organizations are recognizing the importance of fostering EI among their workforce, as it leads to more productive, harmonious and successful workplace. Workplace Emotional Intelligence (EI) has emerged as a critical factor in the success of employees and organizations. The purpose of the study is to examine the awareness of workplace emotional intelligence among employees in the corporate sector. Workplace Emotional Intelligence is the ability to find, understand, and manage one's own emotions and those of others in the workplace. It encompasses a wide range of skills, including empathy, self-regulation, social awareness, leadership, conflict resolution and stress management. The importance of emotional intelligence has notably reached a majority of the employees. They do realize that emotional intelligence skills in the workplace affect job performance and effective leadership. Employees are able to self - regulate their emotions when facilitates conflict resolution. The employees' ability to exhibit self-awareness and sensitivity shows an inclination towards fostering positive workplace relationships, building rapport and maintaining personal friendships among colleagues. The consistently shows that high levels of EI lead to improved communication and leadership effectiveness. The findings of this study provide insights on how emotionally intelligent individuals are to an organization's success.
Keywords: Emotional Intelligence, Self-Awareness, Self-Regulation, Leadership, Conflict Resolution, Stress Management, Job Performance.

Introduction

The origins of Emotional Intelligence theory.

Overview

Emotional Intelligence (EI) encompasses the capacity to recognize, understand, and manage both our own emotions and those of others. It involves skills such as empathy, self-awareness, self-regulation, and social skills. People with high emotional intelligence are often adept at navigating social situations, managing stress effectively, and building strong relationships. It has been suggested that EQ, the 'emotion quotient', or measure of emotional intelligence, is even more important than the somewhat less controversial 'intelligence quotient' or IQ. Indeed, the concept of emotional intelligence has

deep roots in the history of psychology, evolving from earlier ideas such as social intelligence and the recognition of multiple intelligences. Edward Thorndike's notion of social intelligence in the 1930s laid some of the groundwork, followed by David Wechsler's proposal in the 1940s that different aspects of intelligence contribute to success in life. The humanistic psychology movement in the 1950s, led by figures like Abraham Maslow, emphasized the importance of emotional strength and self-awareness.

Howard Gardner's theory of multiple intelligences, introduced in the mid-1970s, expanded the traditional view of intelligence beyond a single, general ability, recognizing various forms of intelligence, including interpersonal and intrapersonal intelligence, which are closely related to emotional intelligence. This rich historical context paved the way for the emergence of the term "emotional intelligence" and its subsequent popularity in the 1990s and beyond as a crucial aspect of personal and professional success.

According to Dr. Shafras Navas, Dr. M. Vijayakumar, Najmudeen Sulthan, "Emotions are produced by both inner and exterior human life. Emotions pervade human social affairs and can have a substantial impact on people's work experiences, affecting their well-being, motivation, job satisfaction, and performance. Emotions, on the other hand, have been pitted against reason in a Cartesian duality because of their irrational, physical origin. Emotional labour is the manifestation of those emotions in the job that are judged acceptable by the community in order to meet organisational standards. Employees may be required, if not forced, to adjust their emotional expressions in the workplace as part of their professional job to improve the organization's task, performance, and efficiency. However, studies have shown that positive individual outcomes are also important. Employees may engage in and acquire automatic responses with little participation of cognitive functioning and effort as a result of a gradual and ongoing learning experience in the workplace. Thus, EI may play a major role in employees' emotional experiences at work, not only because it can allow effective workplace functioning and positive outcomes, but also because it can assist people improve their self-identity by meeting the expectations that come with it (Carminati, 2021). Due of its importance in the workplace, emotional intelligence has become a common topic among educators, counsellors, and business leaders. Specifically, accurate self-assessment and conflict management are just two examples of major emotional intelligence influences in organisations that might result in increased organisational effectiveness (Ashkanasy et al., 2003).

Research Objectives

Primary Objective

- To examine the awareness of workplace emotional intelligence among employees in the corporate sector.

Secondary Objectives

- To know the extent of employees' awareness towards emotional intelligence.
- To analyse the connection between Emotional Intelligence and Stress Management.
- To understand the link between Emotional Intelligence and Leadership Styles.
- To Assess Emotional Intelligence's Role in Conflict Resolution.
- To Assess the Correlation between Emotional Intelligence and Job Performance.

Research Methodology

Research

Research as "the manipulation of things, concepts of symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in

the practice of an art.” Research is a careful study regarding a particular concern or problem using scientific methods. It involves the collection, organization, and analysis of information to increase understanding of a topic or issue.

Research Methodology

Research methodology refers to the systematic process or set of principles and procedures that guide the conduct of research. It encompasses the strategies, techniques, and tools that researchers use to design, carry out, and analyze their studies in a structured and rigorous manner. Research methodology plays a crucial role in ensuring the Reliability, and Normality of research findings with the Descriptive Studies of a Quantitative Research.

Research Design

A research design serves as a detailed road map outlining the methodology and procedures for conducting an investigation. It encompasses various elements such as research questions, participant selection, variables, data collection methods, instruments, procedures, data analysis techniques, ethical considerations, timeline, and budget. Additionally, it identifies potential limitations, delimitations, and the expected implications of the study’s findings. By meticulously planning each aspect of the research process, a well-designed research design ensures the validity, reliability, and ethical integrity of the study while guiding researchers towards achieving their objectives. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied. Descriptive research answers the questions of who, what, where, when and how.

Sources of Data

Data was collected by distributing surveys to responders via a link that was sent directly to employees and friends of employees. For the purpose of gathering data, the researcher used primary sources as well as Secondary Data

Sampling

A sample is a smaller set of data that a researcher chooses or selects from a larger population by using a pre-defined selection method. The methodology used to sample from a larger population depends on the type of analysis being performed.

Sample Elements

The sampling elements are the corporate sector employees from various companies across Chennai.

Sample Size

The sample size of the study is 121 out of the total population of 200.

Sampling Method

Sampling is the selection of subset of individuals from within a statistical population to estimate characteristics of the whole population. The sampling technique that the researcher used in this study is simple random sampling in the probability sampling technique.

Data collection is the process of gathering the response from the targeted people and there are various ways to collect data and for this research, a questionnaire was used by the researcher. A questionnaire is that where a series of questions related to the research study and is formed

according to the objectives. The tool used to collect data was a questionnaire. A questionnaire is a vital research instrument comprising a series of questions designed to collect information from respondents, typically employed in surveys or statistical studies. The Likert Scale is a common method utilized within questionnaires for data collection. It allows respondents to express their level of agreement or disagreement with a series of statements by selecting from a range of response options, usually ranging from “Strongly Disagree” to “Strongly Agree” or similar. This scale enables researchers to quantify and analyze respondents’ attitudes, perceptions, or opinions on various topics, providing valuable insights for the study’s objectives.

Tools used for Data Analysis

SPSS

SPSS provides data analysis for descriptive and bivariate statistics, numeral outcome predictions and predictions for identifying groups. The software also provides data transformation, graphing and direct marketing features. The software interface displays open data similarly to a spreadsheet in its main view.

SPSS is designed in such a way that it can handle a large set of variable data formats.

- **Percentage Analysis**

One of the simplest methods of analysis of data is the percentage method. It is the traditional statistical tools. Through the use of percentage, the data is reduced in the standard form with the base equal to 100 which facilitates relative comparison. In Percentage analysis = $\text{Number of respondents} / \text{Number of samples}$

Review of Literature

- Dr Bhavana Arora’s (2017) perspective aligns with a growing consensus in the field of organizational psychology and management. Emotional intelligence plays a crucial role in the workplace, often complementing cognitive skills and technical abilities. While cognitive skills may secure a job, emotional intelligence becomes increasingly vital for career advancement, especially in higher levels of the organizational hierarchy. Leaders and managers often need strong emotional intelligence to navigate complex interpersonal dynamics, inspire teams, and resolve conflicts effectively. Moreover, research suggests that emotional intelligence is strongly correlated with leadership effectiveness and overall job performance. Therefore, prioritizing the development of emotional intelligence alongside technical skills can enhance professional growth and contribute significantly to success in the workplace. Dr. Arora’s article sheds light on this essential aspect of contemporary organizational dynamics and underscores the importance of fostering emotional intelligence in the workforce.
- Ashkan Khalili (2012) in her paper states that organizations are “emotional places” or “incubators of emotions” or “emotional arenas” (Fineman, 2000) and it always stimulates doubt and commotion. That is to say, few researches have concentrated on how emotions are experimented in the workplace comprising organization psychic pressure and stress. Since emotions and feelings are at the core of the human experiment very nature of the “organization” of work pertain to what individuals do with their sensations.
- Sanjeet Kumar Sameer & Pushpendra Priyadharshi (2023) in their article examines the relationship between emotional intelligence, role-based job crafting i.e. task, relational and cognitive crafting, job autonomy and internal employability. The role of job autonomy as a moderator and role-based job crafting as mediator between emotional intelligence and internal employability has also been examined.

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- Pratikasha L. Jagtap & Mukta Dhopeswarkar (2023) in their journal mentions that Emotional Intelligence and Intelligence quotient are frequently contrasted. It states that EI quotient measures a notion that comprises the capacity, skill or self perceived ability to identify, appraise and manage one's own, other people and a group members' emotions. EI is crucial the workplace.

Data Interpretation and Analysis

1. The opinion of the respondents on the importance of Emotional intelligence in the workplace

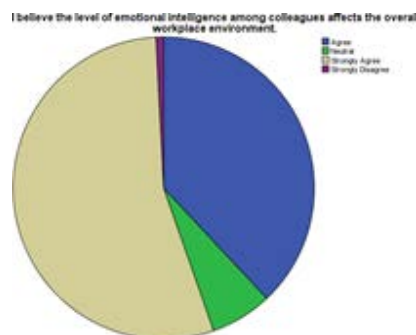
Attributes	Frequency	Percent
Agree	45	37.2
Neutral	4	3.3
Strongly Agree	71	58.7
Strongly Disagree	1	.8
Total	121	100.0

Inference

The above table and chart infers that the majority, 58.7% of the respondents have strongly agreed that emotional intelligence is important in the place. 37.2% have Agreed, 3.3% have neutral responses and 0.8% have strongly disagreed.

2. The opinion of the respondents if Emotional intelligence among colleagues affects the workplace environment

Attributes	Frequency	Percent
Agree	46	38.0
Neutral	8	6.6
Strongly Agree	66	54.5
Strongly Disagree	1	.8
Total	121	100.0



Inference

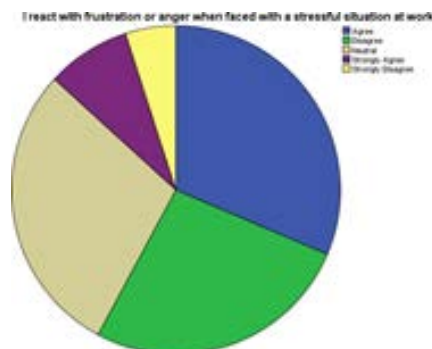
The majority, 54.5% of the respondents have strongly agreed that the level of emotional intelligence among colleagues affects the work environment. 38% have agreed, 6.6% feel neutral to this statement and 0.8% of the respondents have strongly disagreed

3. The opinion of the respondents on reacting with frustration or anger when faced with a stressful situation at work.

Attributes	Frequency	Percent
Agree	38	31.4
Disagree	32	26.4
Neutral	35	28.9
Strongly Agree	10	8.3
Strongly Disagree	6	5.0
Total	121	100.0

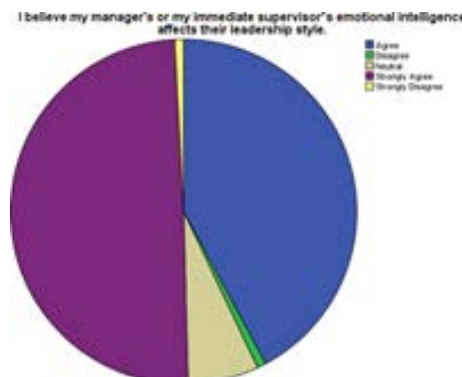
Inference

Among the respondents, 8.3% strongly agree that the respondents react with frustration or anger when faced with a stressful situation at work. 31.4%, majorly, strongly agree to the statement. 28.9% are neutral, 26.4% disagree and 5% strongly disagree to the statement



4. The respondents’ opinion on the manager’s or immediate supervisor’s emotional intelligence affects their leadership style.

Attributes	Frequency	Percent
Agree	51	42.1
Disagree	1	.8
Neutral	8	6.6
Strongly Agree	60	49.6
Strongly Disagree	1	.8
Total	121	100.0



Inference

Among the respondents, 49.6%, majorly, strongly agree that the respondents' manager's or immediate supervisor's emotional intelligence affects their leadership style. 42.1% agree, 6.6% are neutral, 0.8% disagree and 0.8% strongly disagree to the statement

Findings

- Majority of the respondents strongly agree that emotional intelligence is important in the workplace.
- The majority of respondents agree that the level of emotional intelligence among colleagues affects the work environment.
- Many respondents agree on self-awareness of emotional intelligence
- Most respondents agree on showing sensitivity and understanding other's perspective.
- A significant percentage majorly agrees with the statement about building rapport and keeping others in the loop.
- A considerable portion of respondents majorly agrees on making and maintaining personal friendships among work associates.
- A majority strongly agrees that Emotional intelligence helps individuals manage work stress.
- Many respondents strongly agree that having a high level of emotional intelligence is beneficial for managing workplace stress.
- A notable percentage agrees that they are able to self regulate emotions when faced with a stressful situation at work.
- A significant portion disagrees that the respondents' workplace provides resources or support for employees to manage stress effectively.
- A majority strongly agrees that the emotional intelligence of leaders impacts their ability to facilitate conflict resolution within teams or departments.
- Many respondents agree that they help out based on understanding other people's needs.
- A substantial portion agrees that their organization should promote emotional intelligence as a tool for conflict resolution.

A significant percentage agrees that emotional intelligence skills contribute to job performance.

Recommendation

- The majority of respondents are in the 21 - 30 age category. They seem to have understood the importance of emotional intelligence and are aware of their emotions at the workplace. Organizations can focus on training senior employees on the importance of emotional intelligence.
- The level of emotional intelligence among colleagues affects the work environment. This highlights the importance of fostering emotional intelligence not just in individuals but also in the workplace culture.
- Emotional Intelligence is crucial for managing workplace stress. Major part of the respondents reacts with frustration and anger in stressful situations at work. Organizations could provide valuable training and workshops on managing stress through emotional intelligence.
- Emotional intelligence skills like empathy, self-awareness and self-regulation are all important for effective leadership. Leadership development programs can highlight the importance.
- Emotional Intelligence is perceived to contribute to successful conflict resolution. Organizations can have a culture that aims at making emotional intelligence the centre of conflict resolution.
- As emotional intelligence is deemed to have effect on job performance, organizations could benefit from incorporating emotional intelligence training into their employee development programs.

- A notable percentage of respondents disagree that their workplace provides resources or support for managing stress effectively. This highlights a potential area for organizational improvement.

Conclusion

Emotional intelligence is seen to help people advance in their careers. It is seen to be twice as valuable as analytical and technical skills in the job. EI has the potential to make a huge difference in our work lives. That is why it is critical to comprehend what it is and how it affects the workplace. People differ in their personalities, emotional capacities, and strengths and these differences can have a significant impact on how they perform. As a result, it appears that EI has an impact on a growing number of workplace behaviours. The outcome of this research is based on the Awareness among Corporate Employees on Workplace Emotional Intelligence. In the above study, it is significant that emotional intelligence in the workplace is important in the aspects of leadership, stress management, conflict resolution and job performance. Majority of the employees are aware about the importance of Emotional Intelligence.

The age and work experience plays a major role in the ability of the employees to understand that their emotions in the workplace have a positive effect in their job performance. Organizations that give importance to emotional intelligence and practice emotional intelligence skills can contribute to successful conflict resolution among individuals or teams. According to the findings of the study it is clear that the presence of Emotional Intelligence in the workplace makes it easy for employees to maintain good friendships among colleagues and supervisors.

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