

Similarity On Emotional Intelligence And Work Performance Among It Employees With Reference To Chennai City

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ABSTRACT

The present study made an attempt to know the relationship between emotional intelligence dimensions and work performance dimensions among IT employees with reference to Chennai city - Tamil Nadu. For that the researcher selected 450 samples on the basis of stratified random sampling technique. The hypothesis that there is a positive correlation between the two selected variables dimensions. Correlation was worked out. Standard Psychological tools were used to measure. Result shows that there is a positive correlation between the two selected variables dimensions

Keywords: Emotional intelligence, Work Performance

1. INTRODUCTION

An employee work outcomes. There is increasing recognition that task performance does not, in itself, capture the full range of the individual work role. Although the formal contract between employee and organization may designate the mandatory tasks to be undertaken (i.e., task performances that are formal requirements and expectations an employee is asked to meet at work), there are, however, non-formal tasks and expectations which an employee is frequently required to meet. These non-formal tasks refer to extra-role behaviors that go beyond formal role requirements such as organizational citizenship behaviors are important components of work performance and contribute to organizational functioning. This argument is embedded in Organ's Classic Definition of (OCD) as "behaviors of a discretionary nature that are not part of the employee's formal role requirements, but nevertheless promote the effective functioning of the organization". Hence, it is important to examine both employee extra-role behaviors and task performance as part of his or her overall work outcomes. We examine standardized task performance and two elements of OCE-altruism and compliance. Altruism refers to voluntary behaviors, directly and intentionally aimed at helping individuals within the organization (e.g., helping others with heavy work- loads, orienting newcomers, etc.). General compliance (or conscientiousness) is represented by impersonal behaviors, directed at the organization in general (e.g., being punctual, not spending time in idle conversation, not taking undeserved breaks). It usually reflects a person's internalization and acceptance of the organization's rules, regulations, and procedures, resulting in conscientious obedience, even in the absence of compliance monitoring.

EMOTIONAL INTELLIGENCE AND WORK PERFORMANCE

Organizations are social systems wherein members interact with one another as well as with external constituents (e.g., customers, suppliers). These interactions involve and invoke, by nature, emotions which underlie human behavior. Thus, to facilitate effective interactions, it is

vital that individuals develop their ability to understand and manage both their own emotions and those of others. A recent study reports that emotional intelligence is positively associated with quality of social interactions. Effective interactions are the cornerstone of performance; put it as follows: “If you’re a scientist, you probably need an IQ of 120 or so simply to get a doctorate and a job. But then it is more important to be able to persist in the face of difficulty and to get along well with colleagues and subordinates; then it is to have an extra 10 or 15 points of JQ. The same is true in many other occupations.

Empirical research conducted in organizational settings, albeit limited, provides some evidence to support the positive effect of emotional intelligence and work performance: A strong relationship between superior performing employees and emotional intelligence. By contrast found that for career tracks where emotional intelligence may not be central or necessary, emotional intelligence in fact declined as managers were higher up on the corporate ladder. However, found evidence for a positive correlation between sub-ordinates commitment to the organization and their supervisors’ emotional intelligence. Thus, emotional intelligence appears to positively contribute to work performance when the maintenance of positive personal commitment is important to success. A recent meta-analysis found that “emotional intelligence measures have an operational validity of 24, 10 and 24 for predicting performance in employment, academic, and life setting’ respectively.

2. OBJECTIVES

To examine the relationship between Emotional Intelligence (EI) and work performance of employees.

3. HYPOTHESES

- There is no significant relationship between the various dimensions of emotional intelligence and work performance.
- There is no significant relationship between the various dimensions of emotional intelligence and work performance dimensions.

4. RESEARCH TOOLS

The following pre-tested standardized questionnaires have been used in this study to measure the emotional intelligence and work performance. Work performance (Johann. M and Schepers –2008)

CORRELATIONS FOR EMOTIONAL INTELLIGENCE DIMENSIONS AND WORK PERFORMANCE

Variable	Self-aware	Empat hy	Self motivation	Emotional stability	Managing relation	Integrity	Self-development	Value orientation	Commit ment	Altruistic behaviour	Creative ideals	Task orientation	Interpersonal relation ship
Work Performance	0.330*	0.499*	0.587*	0.532*	0.295*	0.513*	0.402*	0.046*	0.493*	0.251*	0.902*	0.623*	0.510*

Source: * Correlation is significant at the 0.01 level.

TABLE NO 1

Ho: There is no significant relationship between the various dimensions of emotional intelligence and work performance.

It is inferred from the above table 1 that the work performance is positively and significantly related to all the sub dimensions of emotional intelligence except value orientation. But this is

also positively correlated and it has weak correlation. Also the dimensions creative ideas, self-motivation, integrity, emotional stability and self-awareness all have high correlation with work performance and are also positively correlated. Therefore it is concluded that the null hypothesis is rejected and the alternate hypothesis is accepted. Hence, it is inferred that there is a significant relationship between the various dimensions of emotional intelligence and work performance.

CORRELATIONS BETWEEN EMOTIONAL INTELLIGENCE DIMENSIONS AND WORK PERFORMANCE DIMENSIONS

Variable	Empathy	Self-aware	Self-motivation	Emotional stability	Managing relation	Integrity	Self-development	Value orientation	Commitment	Altruistic behaviour	Creative ideas	Task orientation	Interpersonal relation ship
Empathy	1.000	0.177	0.397*	0.238*	0.395*	0.300*	0.085*	0.085	0.402*	0.129	0.487*	0.411*	0.162
Self-aware	0.177	1.000	0.344*	0.280*	0.415*	0.442*	0.089	0.076	0.444*	0.420*	0.207*	0.387*	0.210*
Self-motivation	0.397*	0.344*	1.000	0.264*	0.475*	0.470*	0.287*	0.001	0.387*	0.246*	0.511*	0.523*	0.280*
Managing relation	0.238*	0.280*	0.264*	1.000	0.278*	0.365*	0.564*	0.065	0.371*	0.202*	0.493*	0.419*	0.228*
Emotional stability	0.327*	0.415*	0.475*	0.278*	1.000	0.512*	0.574*	0.357*	0.241*	0.147	0.524*	0.358*	0.478*
Integrity	0.395*	0.442*	0.470*	0.365*	0.512*	1.000	0.314*	0.122	0.417*	0.205*	0.403*	0.518*	0.257*
Self-development	0.300*	0.089	0.287*	0.564*	0.574*	0.314*	1.000	0.093	0.369*	0.098	0.443*	0.264*	0.110
Value orientation	0.085	0.076	0.001	0.065	0.357*	0.122	0.093	1.000	0.165	0.130	0.078	-0.042	0.055
Commitment	0.402*	0.444*	0.387*	0.371*	0.241*	0.417*	0.369*	0.165	1.000	0.419*	0.451*	0.487*	0.109
Altruistic behaviour	0.129	0.420*	0.246*	0.202*	0.147	0.205*	0.098	0.130	0.419*	1.000	0.217*	0.223*	0.124
Creative ideas	0.487*	0.207*	0.511*	0.493*	0.524*	0.403*	0.443*	0.078	0.451*	0.217*	1.000	0.588*	0.240*
Task orientation	0.411*	0.387*	0.523*	0.419*	0.358*	0.518*	0.264*	-0.042	0.487*	0.223*	0.588*	1.000	0.278*
Interpersonal relation ship	0.162*	0.210*	0.280*	0.228*	0.478*	0.257*	0.110	0.055	0.109	0.124	0.240*	0.278*	1.000

Source: * Correlation is significant at the 0.01 level.

TABLE NO 2

Ho: There is no significant relationship between the various dimensions of emotional intelligence and work performance dimensions.

The above table 2 shows the correlation between the various dimensions of emotional intelligence and work performance dimensions. It is revealed from the obtained result that the work performance dimension creativity ideas is positively and significantly correlated with all the sub dimensions of emotional intelligence except value orientation . Also in the dimension task orientation, the value orientation is weakly correlated. Further interpersonal relationship is positively and significantly correlated with the dimensions such as self-awareness, self-motivation, managing relation, integrity and self-development. Therefore it is inferred that the null hypothesis is rejected. So it is concluded that the work performance dimensions and emotional intelligence dimensions are closely related to each other.

5. FINDINGS

The following findings were arrived from the research survey. They were.

- It is inferred that there is a significant relationship between the various dimensions of emotional intelligence and work performance.
- Work performance dimensions and emotional intelligence dimensions are closely related to each other.

RECOMMENDATIONS

The emotional intelligence of the employees is highly significant to do their work effectively. Because they have to control their emotions. Since the emotion is the shadow of intelligence. Therefore the organization try to provide training programmes related to emotional management, stress management, time management and interpersonal skill training to all the employees. So they are able to cope up and their work performance is improved.

6. CONCLUSION

The study attempts to find out the relationship between emotional intelligence and work performance. In the present research, the study concluded that there is a positive relationship between employee's emotional intelligence and work performance. Also the dimensions of EI and work performance dimensions are positively correlated with each other.

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