

## Study on Emotional Intelligence and Quality of Work Life among IT Professionals

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### **ABSTRACT**

Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. Emotional Intelligence (EI) is defined as the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically. It has been predicted that the person's performance may seem to be good when he is good in mind and conscience. At the same time, where the works required more human involvement definitely there will be a problem exists in that place. Quality of work life observes complete life satisfaction, including everything from physical health, family, education, employment, wealth, religious beliefs, finance and the environment. There is a need for employers and employees alike to find flexible and innovative solutions that maximize productivity without damaging employees well – being, and other aspects of life. The present study attempts to bridge the gap by highlighting the relevance of Quality of work life and Emotional Intelligence to improve the organizational performance in an IT sector. The study will assist theorists and researchers to extend literature on work-related well-being and will assist organisations in designing their human resource policies and practices.

**KEYWORDS:** Emotional Intelligence, Quality of work life , Happiness

### **INTRODUCTION**

**Emotional Intelligence** is a kind of readiness, skill and capability which deeply affects an individual's abilities so that the person may get motivated, control their own emotions and able to manage the relationship with others (Goleman, 1998). To measure the emotional intelligence among the IT members, we have taken the components of emotional intelligence of self awareness, motivating oneself, empathy, positive thinking of which it is considered as most required variable in work environment.

It has been realized by many that for a balanced successful life, intelligence is a pre requisite. Charles Darwin (1872) speculated that emotions must be the key to the survival of the fittest. Hence for an effective living it is not just intelligence but it may need to be coupled with emotions as well. Thus emotional intelligence plays an important role in the life of all individuals, be it in the work environment or in the personal life. EI accounts for about 80% of a person's success in life (Goleman 1995). EI is one of the important behavioural construct contributing to the performance (Goleman, 1995, 1998) and to the work related behaviour and job satisfaction (Cooper and Sawaf, 1997).

**Quality of work life** is a meaningful achievement and enjoyment in everyday life. According to Robins (1990) QWL is "a process by which an organization responds to employee needs by developing mechanism

to allow them to share fully in making the decisions that design their lives at work". Goodale, Hall, Burke and Joyner (1975) conducted studies in which they asked the respondents as how would they define the phrase 'Quality of life' and many said that "quality of life" means psychological well being, the work environment, realizing or working towards one's aim in life and the social environment provided other people. Quality of work life has various elements taken in to consideration by some experts, In this regard, Casio(1998) believes that cooperation, occupational progress, solving of contradictions, organizational relations, health and hygiene, job security, good pay, job conceit, industrial safety and organizational identity are among the components of the employees ' quality of work life in organizational settings. So, considering what was mentioned above, this study seeks to determine the managers' emotional intelligence status and quality of work life and realize the extent to which these variables are related to each other.

**Happiness** may be defined as the experience of frequent positive effect, infrequent negative affect and an overall sense of satisfaction with life as a whole (following Myers & Diener, 1995)

### **OBJECTIVES:**

- Study of the relation between Emotional Intelligence and Quality of Work Life among IT professionals
- Study of the relation between Emotional Intelligence and Happiness among IT professionals.

### **NEED:**

In this competitive and busy world where economy is not stable and business volumes got rising where we have to confront with our rivals and there is urge to achieve the competitive advantage by creation of value through the human resources . In this environment managers believes that the motto is "not knowing how to do it, but yes increasing its value"

- It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought, to understand emotions, to access and generate emotions so as to assist thought to understand emotions and emotional knowledge and to reflectively regulate emotions and emotional knowledge and to reflectively regulate emotions so as to promote emotional and intellectual growth.
- Understanding yourself, your goals, intentions, responses, behaviour and all.
- Understanding others, and their feelings.
- Emotional Intelligence helps the employees to increase their emotional self-awareness, emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole.

### **RESEARCH HYPOTHESIS:**

1. Higher the Emotional intelligence , better would be the quality of work life of IT professionals.
2. Higher the EI ,greater would be the level of happiness among IT professionals.

### **RESEARCH VARIABLES**

<u>INDEPENDENT VARIABLE</u>	<u>DEPENDENT VARIABLE</u>
Emotional Intelligence	Quality of Work Life
Emotional Intelligence	Happiness

### **RESEARCH METHODOLOGY**

The type of research of this study is Descriptive research. The area chosen for this study is Indore. The population of the study is 150 . The sample size for this study is 60. That is 40 percent of the population size. Since the respondent is finite in number, the researcher has used proportionate stratified sampling method to collect information from 60 respondents. 60 respondents have chosen from the various IT organization based in indore, from various age groups that starts from 25–48 years, and also categorized in terms of years of experience that ranges from 5 years to 15 years.

- ✓ A survey was conducted including questions that revolve around the variables and after collecting the data from respondents, statistical tool i.e. Pearson Correlation coefficient was used to find the result.

### **HYPOTHESIS TESTING**

**H1-** : Pearson Correlation Coefficient Test Results for the Relation between Emotional Intelligence & Quality of Work Life

<u>Quality of</u>		<u>Emotional Intelligence</u>
<u>work life</u>	<u>Correlation Coefficient</u>	0.56
	<u>Level of significance</u>	<u>0.01</u>
	<u>Total Number</u>	<u>60</u>

## **H2-** Pearson Correlation Coefficient Test Results for the Relation between Emotional Intelligence & Happiness

<u>Happiness</u>		<u>Emotional Intelligence</u>
	<u>Correlation Coefficient</u>	0.53
	<u>Level of significance</u>	<u>0.01</u>
	<u>Total Number</u>	<u>60</u>

## **FINDINGS-**

- The above table H1 shows positive relationship between EI and QWL which implies that people with higher EI enjoys better QWL as compared to those with lower EI. This may be because; High EI facilitates high motivation, high inspiration level, leadership quality, and a pleasant personality. This study proved that employees with high emotional intelligence manage well with their intrapersonal and interpersonal relationships than the employees with low EI. The employees with low emotional intelligence need to enhance their EI and develop various strategies to manage and raise their quality of life. This makes them derive more satisfaction from workplace. Moreover their affirmative approach towards life goes a long way to enhance their QWL.
- The above table H2 shows positive relationship between EI and happiness indicates that higher the level of EI in an individual, greater his/her level of Happiness. This may be considered to be the most impactful finding of the present study, since, the sole objective of mankind is to be happy, in whatever way they choose to achieve it. Research reveals that Happiness is dispositional in nature, rather than being circumstantial (Myers & Diener, 1995). Moreover, building social bonds have been found to be especially contribution towards long term Happiness, and the ability to build such bond is a key component of EI. Thus, much of the qualities possessed by Emotionally Intelligent persons directly empower them to achieve greater happiness in life, reducing the impact of negative emotions and stress.

## **SUGGESTIONS-**

1. For a manager to have a 'win-win' situation which is compelled towards the growth and success of both the individuals and the organisation, efforts should be made to ensure that employees stay emotionally intelligent to maintain high levels of work-related well-being through hitting a proper balance between their personal and professional life.
2. Organizations should take initiative to improve the emotional intelligence competencies of their employees as it plays a significant role in the kind of work an employee produces, and the relationship he or she enjoys in the organization and improve individual and organizational performance.
3. Workshops should be conducted in regular interval regarding enhancement of quality of work life and providing awareness on how to become emotionally intelligent in the work place and

consequently in other areas of life can be provided by Organizations for employees to have a happy and satisfied workforce.

### **CONCLUSION:**

This study confirms that both emotional intelligence and quality of work life balance together create organizational success and develop competitive advantage for IT organizations. Thus the human resources team and the leadership team of IT organizations should take the initiative of enhancing and improving the emotional intelligence skills of their employees. Improved emotional intelligence skills will help an individual understand and manage the emotions of one and others better which will lead to high quality service delivery. It is therefore imperative for IT personnel to strive to create a bridge between emotional intelligence and quality of work life in IT organizations. Nurturing emotional intelligence and to make employees feel values must be adopted by IT leaders. Emotional intelligence has a significant effect on persons work life equation and contributes significantly towards maintaining a proper balance in professional and personal life. The research shows that emotional well-being is the strongest predictor of happiness, high job performance and success in an organization. Much of this success depends on the abilities of every individual staff motivate them and to accomplish their goal.

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