

IMPACT OF EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE

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Abstract

Emotional intelligence is described as a person's capacity to analyse and regulate his or her own emotions as well as the emotions of others. Emotional intelligence has been shown to be important in increasing organizational productivity. Employee performance is described as how successfully an employee fulfils his or her obligations, functions, and responsibilities in the workplace. An individual with a high level of emotional intelligence has a good attitude toward the company. The EI model has four basic components: perceiving emotions, comprehending emotions, controlling emotions, and employing emotions. The EI has played a key role in understanding employee performance in the workplace. A person with great emotional intelligence will understand and regulate his or her own and others' emotions, thus contributing to professional productivity and performance. The EI had a positive relationship with three components of organization commitment, like affective commitment, continuance commitment, and normative commitment, respectively. The commitment of employees to remain in the organization will be high if the human resource managers or department heads are ready to satisfy their needs. The main purpose of the study is to identify the impact of EI on job performance. The study also explores the reasons why EI is so important in the workplace and suggests some measures to improve it. The study was based on secondary data which has been collected through various websites, journals, magazines, and articles. The study concluded that emotional intelligence has a greater impact on the performance of employees. It is suggested that if the emotional ability of an employee is high, their job performance is also high.

Keywords: Emotional Intelligence, Attitude, Job Performance, Organizational Commitment, Self-Awareness.

Introduction

Employees have a significant part in the growth of the business, and they must perform effectively in order for the organization to succeed. In turn, his/her emotional equilibrium and emotional intelligence have a significant influence on his performance. They must be able to control their emotions as well. Employees have a critical role in the company's growth, and they must perform well in order for the company to prosper. His emotional balance and emotional intelligence, as a result, have a substantial impact on his performance. The capacity to recognize, analyze, control, and express emotions is referred to as emotional intelligence (EI). It helps individuals how to recognize and use their emotions to solve problems, interact with others, and make decisions. Every action, choice, and judgement we make is influenced by our emotions. Emotionally intelligent individuals are aware of this and instead of being managed by their emotions, they utilize their thoughts to manage them. As a result, EI will lead

to long-term behaviour modification, as well as greater Self-management and interpersonal connections. Individuals' emotional intelligence is defined as their ability to recognize their own and others' emotions, to distinguish Between different feelings and correctly label them, to use emotional information to Guide feelings and actions, and to manage and adjust emotions to adapt to their Environment or to achieve their own goals.

Emotional intelligence consists of the following components:

Self-Awareness – It is the ability to recognize and comprehend our own feelings, as well as to acknowledge and react to the feelings of others. This encompasses a person's Values, beliefs, personal interests, and abilities. This is also linked to comprehending the intensity of emotions, as well as body language and conduct that elicits emotion in ourselves and others.

Self-Management- Identifying, regulating, addressing, and directing our emotional conduct is what self-management. Self-regulation is another name for it. This entails determining the appropriate emotional reaction as well as the strength of the reaction. This is linked to other people's emotions and attitudes.

Social-Awareness- The capacity to recognize and appreciate other people's moods and entire groups of People is known as social awareness. It is the capacity to react effectively by reading Body language, facial expressions, and even posture. The term "social awareness" Refers to a person's understanding of the social constructions and culture that Surrounds them. Social groups or communities encounter challenges, and social Awareness aims to address such challenges by addressing an individual's ideas and Feelings about their circumstances.

Social-Management- Social relationship management entails recognizing the specifics of a company's Brand, goods, or services, and allowing the firm to manage its presence on the website with the necessary information using uniform criteria and human interaction. Relationship management is another term for social management. Relationship Management necessitates direct communication and effective dispute resolution. It's The relationships you build with people over. Several frameworks exist to assess emotional intelligence levels. Goleman's original model is a Hybrid, combining talents and qualities. Konstantinos V. Petrides produced a trait model in 2001 With an emphasis on self-knowledge, and Peter Salovey and John Mayer established an ability Model in 2004 with a focus on social relationships.

Need of the Study

Because of individual variances in behavior, emotional intelligence is one of the most essential roles played in companies. The need is to determine the link between Emotional Intelligence and its influence on employee performance, as well as to determine the degree of Emotional Intelligence of workers in order to improve their performance by incorporating various aspects.

Literature Review

George (2000) Emotional intelligence has been identified as a critical aspect influencing Human Resource Management, particularly during the recruiting process. The findings of the emotional Intelligence test assist workers in better understanding and responding to workplace emotions.

Goleman (1998) (1998) The five main factors that affect emotional intelligence at work were identified by this study. The leader of the organization's emotional intelligence was evaluated using the five criteria. Self-awareness, self-regulation, self-motivation, empathy, and relationship management are the five factors this study examines.

The definition of emotional intelligence proposed by Salovey and Mayer (1990) attempts to fit emotional intelligence within the parameters of the accepted standards for a new intelligence. The original definition of emotional intelligence (EI) was changed to "the ability to recognize emotion, integrate emotion to facilitate cognition, comprehend emotion, and control emotion to support personal growth" as a result of the researchers' ongoing study.

According to Bar-On (2000), emotional intelligence is the ability to effectively comprehend oneself and others, relate to people, and adapt to and cope with one's immediate circumstances in order to better handle environmental demands. According to Bar-On, EI evolves through time and may be strengthened through instruction, programming, and treatment. According to Bar-theory, On's those with higher EQs generally perform better under pressure from their surroundings. He adds that a lack of emotional intelligence can lead to failure and emotional issues.

The relationship between emotional intelligence and interpersonal relationships was investigated by Schutte et al. in 2001. In investigations one and two, participants who performed well on tests of emotional intelligence also performed well on tests of empathy and social self-monitoring. In research three and four, participants who scored higher on emotional quotient exhibited more obedient behaviors toward partners. In research five, those who scored higher on emotional quotient also scored higher on intimate, loving connections.

In trial six, individuals who gave their spouses higher ratings for emotional intelligence had better scores for marital happiness.

Performance may be characterized as a person's success criterion at work, which is often determined as a personal output rate (such as sales or production), or it can be assessed as the success rate in comparison to the organization's expectations (Kazemi, 2002). Human performance is determined by the activities taken to accomplish predetermined objectives in accordance with a predetermined standard. This may comprise any non-observable mental processing behaviors, such as problem-solving, choice-making, program planning, and reasoning (Bailey and Robert, 2003).

Luskin et al. (2005) chose four groups from two financial institutes to participate in an emotional intelligence training session. Both before and after training, their productivity and

quality of life were evaluated. The findings revealed a 25% boost in productivity and a 29% reduction in stress. Adaptive emotions, according to Sporrle and Whelp (2006), come from rational cognition, and vice versa. In order to demonstrate how work happiness rises, they employed rational emotive behavior therapy.

Huselid (1995) discovered that human resource management strategies had an impact on a variety of organizational performance factors, such as employee turnover, productivity, and financial performance

OBJECTIVE OF THE STUDY

- To evaluate the influence of Emotional Intelligence on employee productivity.
- To comprehend the relationship between an employee's emotional intelligence and its influence on performance.
- To determine the employee's productivity at the work place.

Research Methodology

This paper is descriptive in nature and takes secondary data into consideration. Among the secondary data sources are research articles, books, journals, magazine, Newspapers etc.

Findings & Recommendations

- The present study found that, EI revolves around the capability to balance feeling and thinking, to sense your emotion – be it good or bad without becoming overwhelmed by it, which can cloud your judgment and affect your ability to see choices and alternatives.
- While assess the importance of EI on working professional the present study depicted that if employees are aware of their own emotions, understanding them, and taking the appropriate action they are more motivated, if they are more motivated they are more productive and so on.
- EI can be learned, developed and enhanced and regular sessions with EI Professional can significantly help the employees to improve their EI which resultant into higher productivity.
- Organizations should also develop EI among there employees by creating self-awareness so that they can understand themselves along with people around them.
- Organization should improve relationship quality and build a culture of accountability.

Conclusion

- Emotional intelligence increases workplace performance by enabling people to build good connections, work well in groups, and advance their social position. According to the current study, there is a link between emotional elements and employee

performance. It also tries to imply that there is opportunity for quality and brand identity development because the market is under significant pressure.

- Emotional training should include fundamental training that helps employees to better comprehend and manage with the emotional exertion necessary to do their jobs. Employees with strong emotional intelligence will have higher job satisfaction, which will lead to more productivity at work. Self-awareness, Self-management, Social management, and Social awareness are some of the manifestations of emotional intelligence.
- Emotional intelligence is a key factor in raising awareness, assisting employees in learning from others, sharing knowledge, and establishing trust and compassion for others.
- Emotional intelligence has an impact on both individual and organizational performance. Employees that are emotionally savvy are flexible in their optimism, allowing them to shift their focus from fault-finding to conflict resolution.
- It is suggested that EI be included in the selection and hiring process, as it will assist the business in meeting its objectives and increasing production.

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