



A STUDY ON ROLE OF EMOTIONAL INTELLIGENCE IN MANAGING STRESS AMONG THE EMPLOYEES

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ABSTRACT The emotional intelligence plays a vital role in the organizational life. Nowadays in an organization the employees are facing an emotional intelligence and also as well as stress management. Emotional intelligence is hugely important in the work place. The employees need to understand the other emotions in a work place. Ability to monitor one's own and others feelings and emotions to discriminate among them and use this information to guide ones thinking and action. The word stress is derived from the Latin word "stringi", which means, "to be drawn tight". Stress is mental, physical or emotional strain or tension or it is a situation or factor that can cause this. So, the organisation helps the employees to overcome their stress in the workplace. The employees are in stress the organisations of the productivity will be low. The study may be helpful to reduce the stress of the employees in an organisation. Descriptive research is used in this study; the sample size is taken for this study is 200. The questionnaire was collected using a stratified sampling method with use of primary data. The tools used for the study is Descriptive Statistics and ANOVA (Analysis of Variance). From this study the employees need some breaks and they are satisfied with the organisation policies and have a low workload.

KEYWORDS : Emotional Intelligence, Stress Management, Work Place, Employee Satisfaction

INTRODUCTION

Emotional Intelligence is only a few years old. It originally developed during the 1970s and 80s by the work and writings of psychologists Howard Gardner, Peter Salovey and John Mayer. Nowadays in an organization the employees are facing an emotional intelligence and also as well as stress management. Emotional intelligence is hugely important in the work place. The employees need to understand the other emotions in a work place. Ability to monitor one's own and others feelings and emotions to discriminate among them and use this information to guide ones thinking and action. The word stress is derived from the Latin word "stringi", which means, "to be drawn tight". Stress is mental, physical or emotional strain or tension or it is a situation or factor that can cause this. So, the organisation helps the employees to overcome their stress in the workplace. There were some coping strategies to reduce the stress for the employees. Stress plays a negative role for the employees in the organisation. The employees are in stress the organisations of the productivity will be low.

OBJECTIVES OF THE STUDY

- To study in detail about the emotional intelligence of the employees and its role in stress management.
- To identify the different stress coping strategies used by the employees.
- To identify the causes of stress among the employees and its effect on performance at their work place.

REVIEW OF LITERATURE

1. DR. R. Krishnakumar and S. Lalitha had done their research on A Study on Emotional Intelligence and Occupational Stress. They have published their article in International Journal of Multidisciplinary and Current Research in June 2014. The research was carried out to ascertain the relationship between emotional intelligence and occupational stress of the employees. To analyze tools like Two Tailed Correlation was used. It was identified that there is no much difference among male and female emotional intelligence and occupational stress. From the present study it cannot be assumed that emotionally intelligent people will always have low stress. Even though employees have high emotional intelligence they have moderate and high stress. Role overload and conflict were the main reason for the employee's stress at the work place.

2. Kumar Sunil and Rooprai K. Y. had done their research on Role of Emotional Intelligence in Managing Stress and Anxiety at workplace. They have published their article in ASBBS Annual Conference in February 2009. The research was carried out to examine the role of Emotional Intelligence in Managing Stress at workplace. To analyze tools like Mean and Standard Deviation and Correlation was used. It was identified that the hypotheses of the present study i.e., the emotional intelligence will correlate negatively with stress and anxiety, and Emotional intelligence will be predicted through levels of stress and anxiety, is partially conformed.

3. Dr. M. Vasan had done their research on Job Satisfaction and Job Stress among The Employees of Sugar Industry - A Case of Ponnai Sugars Limited, Erode. They have published their article in

SAMIKSHA The Research Journal of United Institute of Management in December 2013. The research was carried out to identify causes of job stress and coping strategies followed by the employees. To analyze tools like Friedman's test, K means cluster analysis, One-way ANOVA, Multiple regression and Karl Pearson's coefficient of correlation. It was identified that the correlation results showed that the job satisfaction has negatively correlated with the job stress. It was found that the increase in job satisfaction had led to decrease in job stress among the employees.

4. Dr. S. Santhosh Kumar, Helaney M. Y. B. B. Haripriya had done their research on Causes of Stress among IT-BPO Sector Employees: An Exploration. They have published their article in Commerce Spectrum in June 2013. The research was carried out to identify the causes of stress among the lower and supervisory level skilled employees. To analyze tools like Kaiser's criterion and Bartlett's Test. It was identified that Stress bearing and dissatisfied workforce hardly yield results. Periodical identification and remedy of stress causing factors are inevitable to build satisfied and healthy human resource. Irrespective of the type of industry and nature of job, stress mounting causes and circumstances are many in workplaces.

RESEARCH METHODOLOGY

The design used in this study is descriptive research through well-structured questionnaire. The method of data collection is primary and secondary data. The sampling size of the study is 200. The sampling unit of the study is employee of Raha Oils Private Limited. The sampling method used in the study is stratified sampling method. The tools used for data analysis is percentage analysis and ANOVA (Analysis of Variance)

DATA ANALYSIS

Descriptive Statistics Table 1

Demographic Variables		Frequency	Percentage
Age	21-30 Years	95	47.5
	31-40 Years	80	40.0
	41-50 Years	18	9.0
	Above 51 Years	7	3.5
	Total	200	100.0
Gender	Male	105	52.5
	Female	95	47.5
	Total	200	100.0
Marital Status	Single	73	36.5
	Married	127	63.5
	Total	200	100.0
Work Experience	Below 1 year	65	32.5
	1-3 Years	78	39.0
	3-5 Years	39	19.5
	Above 5 Years	18	9.0
	Total	200	100.0

Shift	Day	184	92.0
	Night	16	8.0
	Total	200	100.0
Qualification	Diploma	27	13.5
	UG	114	57.0
	PG	39	19.5
	Others	20	10
	Total	200	100

From the above table 4.1 it was found that major of the respondents are under the age group of 21-30 Years (47.5%) and major respondents are male (52.5%) and are married (63.5%) and their work experience is 1-3 Years (39.0%) and their working shift is day (92.0%) and majority of the qualification is UG (57.0%).

Table.2 ANOVA

		Mean Square	F	Sig.
I am satisfied with the overall compensation policies of the organization.	Between Groups	.639	.826	.481
	Within Groups	.773		
	Total			
I think that avenues for promotion are satisfactory	Between Groups	1.122	1.270	.286
	Within Groups	.884		
	Total			
I think that leadership in the organization is positive	Between Groups	2.544	2.534	.058
	Within Groups	1.004		
	Total			
I think that the relationship with peers is harmonious	Between Groups	.953	.839	.474
	Within Groups	1.136		
	Total			
I believe that relationships with immediate superior are conducive for performance	Between Groups	.639	.559	.643
	Within Groups	1.144		
	Total			
I believe that employees have a reasonable work load	Between Groups	1.426	1.166	.324
	Within Groups	1.222		
	Total			
I believe that support systems facilitate job performance	Between Groups	.030	.030	.993
	Within Groups	.973		
	Total			
I think that employees look forward to the organization from a long-term career point-of-view	Between Groups	1.056	1.069	.363
	Within Groups	.988		
	Total			
I think that attrition rates, absenteeism, conflicts etc., are reasonably low	Between Groups	2.298	2.458	.064
	Within Groups	.935		
	Total			

From the above table 4.2 shows that the alternate hypothesis is accepted as significance value of all the variables exceeded (0.05). Thus there is relationship between age and employee satisfaction.

Work Experience vs Employee Satisfaction

Table.3 ANOVA

		Mean Square	F	Sig.
I am satisfied with the overall compensation policies of the organization.	Between Groups	.355	.457	.713
	Within Groups	.778		
	Total			

I think that avenues for promotion are satisfactory	Between Groups	.614	.689	.560
	Within Groups	.892		
	Total			
I think that leadership in the organization is positive	Between Groups	.905	.880	.453
	Within Groups	1.029		
	Total			
I think that the relationship with peers is harmonious	Between Groups	1.606	1.426	.236
	Within Groups	1.126		
	Total			
I believe that relationships with immediate superior are conducive for performance	Between Groups	.856	.750	.523
	Within Groups	1.141		
	Total			
I believe that employees have a reasonable work load	Between Groups	2.556	2.121	.099
	Within Groups	1.205		
	Total			
I believe that support systems facilitate job performance	Between Groups	.928	.967	.409
	Within Groups	.959		
	Total			
I think that employees look forward to the organization from a long-term career point-of-view	Between Groups	.816	.823	.483
	Within Groups	.991		
	Total			
I think that attrition rates, absenteeism, conflicts etc., are reasonably low	Between Groups	1.758	1.864	.137
	Within Groups	.943		
	Total			

From the above table 4.3 shows that the alternate hypothesis is accepted as significance value of all the variables exceeded (0.05). Thus, there is relationship between work experience and employee satisfaction.

FINDINGS

From the above analysis it is understood that 52.5% male are the maximum respondents of the study who lies between age of 21-30 years and the majority of the person is finished their graduation (57.0%) and (92.0%) of the employees were working as a day shift. And the employees are satisfied with their work and the organisation has encouraged the employees and relaxation time for avoiding stress and their emotions of employees. The employees are well satisfied with the overall policies of the organisation.

SUGGESTIONS

The employees should manage the negative emotions and able to manage the positive and negative emotions. The employees should be must have self-awareness, self-regulation, motivation and social skill. The employees should spend the time together with their colleagues. The organisation should encourage employees to take breaks to avoid stress.

CONCLUSION

The study concludes that to reduce stress and understand the other emotions of the employees in the workplace. The emotional intelligence plays a vital role in organizational life. Understanding the emotions helps individuals to manage them. It is definitely a necessity in today's competitive working environment as long as we are working with humans in every role.

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