



Executives Perception Towards Emotional Intelligence

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ABSTRACT

Emotional Intelligence is the ability to understand and control our emotions. It includes qualities such as the ability to find and tune our emotions. The emotionally intelligent person actively monitors his or her emotions and uses them to guide his or her behavior. The individuals with high level of emotional intelligence have the ability to recognize and express emotions as well also manage and control them for coping up with professional stress and adverse health outcomes. This study has been carried out with a view to understand the socio-demographic characteristics of the respondents and to measure the level of Emotional Intelligence of the executives at Tamilnadu Newsprint and Papers Limited, Kagithapuram, Pugalur. The universe for the present study is 250 executives of Tamilnadu News Print And Papers Limited, Kagithapuram, Pugalur, Karur District of Tamilnadu, which includes five departments such as HR, Finance, Production, Purchase, and Energy. The sample size selected for the percent study was 100 executives. They were selected on the basis of 20 executives from each department through disproportionate random sampling method. The researchers used descriptive research design to identify the Emotional Intelligence of the executives. The present study observed that half of the respondents are with low emotional intelligence in various factors such as Emotional Self –Awareness, Self-Regulation, Social Awareness, and Relationship Quotient. The researchers suggest that industry may provide counseling and guidance executives at the time when they face personal and job related problems in their life. The researchers also recommend that the industry may conduct leadership quality programmes for their professionals to develop their leadership qualities for the betterment of the industry and themselves.

Keywords : Emotional Intelligence, Self Awareness, Self-regulation, Emotional Expression

INTRODUCTION

Emotional intelligence (EI) is the area of cognitive ability involving traits and social skills that facilitate interpersonal behavior. Intelligence can be broadly defined as the capacity for goal-oriented adaptive behavior; emotional intelligence focuses on the aspects of intelligence that govern self-knowledge and social adaptation. A clear and scientifically useful definition of emotional intelligence is that it is an ability to validly reason with emotions and to use emotions to enhance thought. It also defined EI as the capacity to reason about emotions, and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth.

The emotionally intelligent person actively monitors his or her emotions, uses them to guide his or her behaviour. Emotional intelligence also involves understanding others emotions, recognizing what others are feeling, their motivation, and feeling empathy or them and using formation to work effectively and cooperatively with others. Emotional intelligence as the single most important variable influences personal achievement, career success, and physical health. The leaders would have to facilitate a culture that supports emotional intelligence and as a first step towards that the leaders of an organization should be emotionally intelligent so as to enable better performance by creating emotionally intelligent climate, exercising emotionally intelligent competencies, and emotionally intelligent leadership style. Emotional Intelligence is increas-

ingly relevant to organizational development and developing people, because the EQ principles provide a new way to understand and assess potential. Emotional intelligence is an important consideration in human resources planning, job profiling, recruitment interviewing and selection, management development, customer relations and customer service, and more. Emotional intelligence has a number of applications in organizations, both business and non business. It can be instrumental on many areas in the workplace and can achieve organizational development. On the basis of various researches, psychologists have concluded that in the present fast-changing business environments, one needs more than just brain to run the business. Some of the immediate benefits of emotional intelligence are increasing productivity, speeding up adaptation to change, developing leadership skill, stimulating creativity, and cooperation, responding effectively to competition, encouraging innovative thinking, improving work environment, reducing stress level and frustration and developing sense of competency. Emotional Intelligence is one of the most factors of human behavior development Function. Emotional Intelligence means being aware of and knowing how to control emotional responses to situations. In this sense the present study absorbs the level of Emotional Intelligence of executives in Tamilnadu Newsprint and Papers Limited, Kagithapuram, Pugalur, as it has been considered as one of the important aspects of Human Resource Management and of Effective Leadership.

METHODS AND MATERIALS

The aim of the study is that to find out the Emotional Intelli-

gence of the Executive of Tamilnadu Newsprint and Papers Limited, Kagithapuram, Pugalur. The study also focuses on the need of the Employee friendly management or people friendly management and states need for Emotional Self Awareness and Emotional Awareness among executives. The universe for the present study is 250 executives of Tamilnadu News Print And Papers Limited, Kagithapuram, Pugalur, Karur District of Tamilnadu, which includes five departments such as HR, Finance, Production, Purchase, and Energy. The sample size selected for the percent study was 100 executives. They were selected on the basis of 20 executives from each department through disproportionate random sampling method. The researcher used descriptive research design to identify the Emotional Intelligence of the Executives of this industry. To measure the emotional intelligence of the respondents Emotional Intelligence Scale developed by Hyde, Pethe and Dhar (2002) was used. The scale consists of 4 factors having 50 items with reliability of 0.88 and validity 0.93, standardized on the Indian population. It is used to measure the level of emotional intelligence. The items of the scale are directly related to the concept of emotional intelligence. It includes Emotional Self –Awareness, Self-Regulation, Social Awareness, and Relationship Quotient. The respondents were required to respond to each item on a 5 point Likert scale.

RESULTS AND DISCUSSION

Table 4.2

Distribution of the respondents according to their level of Emotional Intelligence

S. No	Various Dimensions of Emotional Intelligence	No. of Respondents (n=100)	Percentage
1	I-Emotional Self – Awareness		
	LOW	53	53
	HIGH	47	47
2	II-Self-Regulation		
	LOW	59	59
	HIGH	41	41
3	Trustworthiness		
	LOW	58	58
	HIGH	42	42
4	Conscientiousness		
	LOW	55	55
	HIGH	45	45
5	Adaptability		
	LOW	51	51
	HIGH	49	49
6	Innovativeness		
	LOW	53	53
	HIGH	47	47
7	III-Social Awareness Empathy		
	LOW	58	58
	HIGH	42	42
8	Service Orientation		
	LOW	66	66
	HIGH	34	34
9	Developing Others		
	LOW	60	60
	HIGH	40	40
10	Leveraging Diversity		
	LOW	63	63
	HIGH	37	37
11	Political Awareness		
	LOW	60	60
	HIGH	40	40
12	IV-Relationship Quotient		
	LOW	57	57
	HIGH	43	43
13	Over All Category		
	LOW	51	51
	HIGH	49	49

Table 1 Explain that 53 percent respondents low level of emotional self awareness and 47 percent of respondents high

level of emotional self awareness, the 59 percent of respondents low level of self regulation and 41 percent of respondents high level of self regulation, the 58 percent of respondents low level of trustworthiness and 42 percent of respondents high trustworthiness, and 55 percent of respondents low conscientiousness and 45 percent of respondents high conscientiousness. and 53 percent of respondents low adaptability and 49 percent of respondents high adaptability, and 53 percent of respondents low innovativeness and 47 percent of respondents high innovativeness, and 58 percent of respondents low social awareness of empathy and 42 percent of respondents high social awareness of empathy, and 66 percent of respondents low service orientation and 34 percent of respondents high service orientation, and 60 percent of respondents low developing diversity and 37 percent of respondents high developing diversity, and 60 percent of respondents low leveraging diversity and 37 percent of respondents high leveraging diversity, and 60 percent of respondents low political awareness and 40 percent of respondents high political awareness, 57 percent of respondents low relationship Quotient and 43 percent of respondents high relationship quotient, and 51 percent of low overall emotional intelligence and 49 percent of high level of overall emotional intelligence.

Table: 2

Z-test between the Marital Status of the respondents and various dimension of Emotional Intelligence

S. No	Marital Status	Sample Size	X	Standard Deviation	Statistical Inference
1	I-Emotional Self Awareness Married	83	31.8434	3.40545	Z= 0.732 P>0.05 Not Significant
	Unmarried	17	32.5	3.66622	
2	II-Self-Regulation Married	83	9.7711	1.81004	Z=0.565 P>0.05 Not Significant
	Unmarried	17	9.5	2.00734	
3	Trustworthiness Married	83	13.5422	1.98961	Z=2.277 P<0.05 Significant
	Unmarried	17	15.7222	7.73689	
4	Conscientiousness Married	83	10.8313	1.38651	Z=0.649 P<0.05 Significant
	Unmarried	17	11.0556	0.99836	
5	Adaptability Married	83	10.4096	1.4486	Z=1.99 P<0.05 Significant
	Unmarried	17	9.6667	1.37199	
6	Innovativeness Married	83	13.8072	2.00887	Z=3.014 P<0.05 Significant
	Unmarried	17	17.8333	11.58726	
7	III-Social Awareness Empathy Married	83	10.7711	1.30033	Z=0.798 P>0.05 Not Significant
	Unmarried	17	10.5	1.33945	
8	Service Orientation Married	83	14.0843	1.74751	Z=1.698 P<0.05 Significant
	Unmarried	17	14.8333	1.42457	
9	Developing Others Married	83	10.5783	1.37149	Z=1.479 P>0.05 Not Significant
	Unmarried	17	11.1111	1.45072	
10	Leveraging Diversity Married	83	10.5542	1.56371	Z=0.003 P<0.05 Significant
	Unmarried	17	10.5556	1.50381	
11	Political Awareness Married	83	10.0241	1.65261	Z=0.451 P>0.05 Not Significant
	Unmarried	17	9.8333	1.50489	
12	IV-Relationship Quotient Married	83	23.6867	3.50236	Z=0.817 P>0.05 Not Significant
	Unmarried	17	24.3889	2.11824	
13	Overall Emotional Intelligence Married	83	169.90	15.00213	Z=2.906 P<0.05 Significant
	Unmarried	17	177.50	16.83222	

This table 2 shows that there is a significant difference between the Marital Status of the respondents with regards to various dimension of emotional intelligence such as trustworthiness, conscientiousness, adaptability, innovativeness, service orientation, however there is no significant difference exist between the Marital Status of the respondents with regards to various dimension of emotional intelligence such as Emotional Self Awareness, Self-Regulation, Social Awareness Empathy, Service orientation, Developing Others, leveraging diversity, Political Awareness, Relationship Quotient. Thus there is significant difference between the Marital Status of the respondents with regards to of Overall level of emotional intelligence.

Suggestions

- The industry should provide better working environment to its workers for equipping their competency.
- The industry should provide the guidance and counseling to its employees at the time they face personal and emotional problems in their life.
- The industry may support all the paper manufacturing professionals to develop their self-confidence in their work.
- The industry should organize the emotional intelligence and stress management and leadership quality programmes for their executives.

CONCLUSION

According to the book on Emotional Intelligence by Daniel Goleman, The quest of today's companies is to have more and more emotionally intelligent workforce. Emotional Intelligence as the single most important variable influences personal achievement, career success, and physical health. The leaders will have to develop a culture that supports Emotional Intelligence and as a first step towards that the leaders of an organization should be emotionally intelligent so as to enable better performance by creating emotionally intelligent climate, exercising emotionally intelligent competencies and leadership style. In the end the researchers conclude that the higher level of emotional intelligence among the executives would lead to improve the better work performance, able Leadership, conflict management and organizational environment for achieving industrial and personal growth.

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