



A Study on Emotional Intelligence Among Working Couples in Bosch With Special Reference To Coimbatore

Dr.P.Sivakumar

M.B.A.,M.Phil.,PGDCA.,Ph.D, Assistant professor, Department of Business Administration, Dr.SNS Rajalakshmi College of Arts and Science, Coimbatore,Tamil nadu

ABSTRACT

Emotional intelligence is the ability to identify, assess and control the emotions of oneself, of others and of groups. Ability emotional intelligence is usually measured using maximum performance tests and has stronger relationships with traditional intelligence, whereas trait emotional intelligence is usually measured using self – report questionnaires and has stronger relationships with personality. Emotional intelligence is increasingly relevant to organisational development and developing people, because the Emotional intelligence principles provide a new way to understand and assess people’s behaviours, management styles, attitudes, interpersonal skills and 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 links strongly with concepts of love spirituality bringing compassion and humanity to work, and also to multiple intelligence theory which illustrates and measures the range of capabilities people possess and the fact that everybody has a value.

KEYWORDS

Emotional intelligence, Intelligence quotient and Organisational development

INTRODUCTION

The ability to express and control our own emotions is important, but so is our ability to understand, interpret and respond to the emotions of others. Emotional intelligence also refers to the ability to perceive, control and evaluate emotions. Now emotional intelligence expands to include amongst many other things, self-confidence, trustworthiness, initiative, optimism, political awareness, leadership and influence and negotiation skills. Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic. At one point in time intelligence quotient was viewed as the primary determinant of success. People with high intelligence quotient were assumed to be destined for a life of accomplishment and achievement. However some critics began to realize that not only was high intelligence no guarantee for success in life, it was also perhaps too narrow a concept to fully encompass the wide range of human abilities and knowledge. Intelligence quotient is still recognized as an important element of success particularly when it comes to academic achievement. People with high intelligence quotient typically do well in school, often earn more money, and tend to be healthier in general. The concept of emotional intelligence has had a strong impact in a number of areas, including the business world. Many companies now mandate emotional intelligence training and utilize emotional intelligence tests as a part of the hiring process. Research has found that individuals with strong leadership potential also tend to be more emotionally intelligent suggesting that a high emotional intelligence is an important quality for business leaders and managers to have.

REVIEW OF LITERATURE

Mosavi (2011) investigated the relationship between emotional maturity and marital satisfaction using a classical questionnaire. The results indicated that negative correlation between marital satisfactions and explained and confirmed that there are meaningful relationships between marital satisfaction and emotional instability, return emotional, closed character and lack of independence but there is no meaningful relation between marital satisfaction and social mal adjustment. In summary the survey concluded that there is meaningful relationship between marital satisfaction and emotional maturity.

Lopez, Jamie, Riggs, Shelly, Pollard, Sara, Hook and Joshua (2011) examined the religious commitment and insecure at-

tachment on marital adjustment. There was a small positive association between religious commitment and marital adjustment. Religious commitment buffered the negative association between attachment, avoidance and marital adjustment but exacerbated the negative association between attachment, anxiety and marital adjustment.

OBJECTIVES OF THE STUDY

*To identify the demographic characteristics that influences the emotional intelligence of the working couples.

*To analyze the relationship between working couples on the components of emotional intelligence

RESEARCH METHODOLOGY

Research is defined as human activity based on intellectual application in the investigation of matter. Research in common parlance refers to search for knowledge. It can be defined as scientific and systematic search for pertinent information on a specific topic. The descriptive design was applied in this study. Primary data needed for the study was collected from the employees of ROBERT BOSCH (KGISL) in Coimbatore through a questionnaire, who constitutes the sample for the study. In this research, primary data were collected through a questionnaire and the respondents were contacted directly by the respondents. The researcher collected primary data using a simple random sampling method and the method adopted for this random selection was lottery method. The researcher also personally contacted 160 respondents (10 %) who have been chosen out the total population of 1600 employees.

DATA ANALYSIS AND INTERPRETATION

CHI SQUARE – I

GENDER AND EMOTIONAL RESILIENCE

	Value	df	Asymp. Sig.(2-sided)
Pearson Chi-Square	1.351	4	0.853
Likelihood Ratio	1.352	4	0.853
Linear-by-Linear Association	0.084	1	0.772
Number of valid Cases	320		

In the above table, the probability of the Chi-Square test statistic (Chi-Square – 1.351) was $p=0.853$, which is greater than the level of significance of 0.05. There is no significant differ-

ence between gender of the respondents and emotional resilience.

**CHI SQUARE – II
AGE AND INTERPERSONAL SENSITIVITY**

	Value	df	Asymp. Sig.(2-sided)
Pearson Chi-Square	22.981	16	0.114
Likelihood Ratio	24.024	16	0.089
Linear-by-Linear Association	0.987	1	0.32
Number of valid Cases	320		

In the above table, the probability of the Chi-Square test statistic (Chi-Square – 22.981) was $p=0.114$, which is greater than the level of significance of 0.05. There is no significant difference between age of the respondents and interpersonal sensitivity.

**CHI SQUARE – III
FAMILY STRESS AND CONSCIENTIOUSNESS**

	Value	df	Asymp. Sig.(2-sided)
Pearson Chi-Square	16.903	16	0.392
Likelihood Ratio	18.565	16	0.292
Linear-by-Linear Association	0.315	1	0.574
Number of valid Cases	320		

In the above table, the probability of the Chi-Square test statistic (Chi-Square – 16.903) was $p=0.392$, which is greater than the level of significance of 0.05. There is no significant difference between stress of the respondents and emotional intelligence based on conscientiousness.

**CHI SQUARE – IV
FAMILY STRESS AND MOTIVATION**

	Value	df	Asymp. Sig.(2-sided)
Pearson Chi-Square	7.489	12	0.824
Likelihood Ratio	9.906	12	0.624
Linear-by-Linear Association	0.259	1	0.611
Number of valid Cases	320		

In the above table, the probability of the Chi-Square test statistic (Chi-Square – 7.489) was $p=0.824$, which is greater than the level of significance of 0.05. There is no significant difference between stress of the respondents and motivation.

SUGGESTIONS

Arguments take time and energy, especially if you want to resolve them in a positive way. Consider what is worth arguing about and what is not.

Social interaction specifically talking to someone else about problems can also help to reduce emotions.

Regulate emotions at work. By focusing on a rational solution one can not only regulate negative emotions at work but also redirect them into positive action.

Learn to accept and value emotions at work. It is not possible to prevent emotions, so we need to accept them and focus on how to improve the situation.

It is important to develop understanding among the couples to face and resolve the state of stress by making use of their emotional potentiality at appropriate time and consciously.

CONCLUSION

It is clear that the emotional intelligence is measured based on self knowledge, self confidence, decision making skills, team spirit, conflict management skills, inter and intra personal skills and emotional facilitation and goal orientation. The advancement in all fields that too in media creates negative emotions

than positive waves. The time of the people are preoccupied with all gadgets and hence a personal and an accustomed life is critical nowadays. The couples with both working in a family have both advantages and disadvantages.

REFERENCES

1. Anderson (2003). Emotional convergence. *Journal of personality and social psychology*, 84, 1054-1068.
2. Croyle, K.L., & Waltz, J. (2002). Emotional awareness and couples relationship satisfaction. *Journal of marital and family therapy*, 28, 435-444.
3. Gaelick, L., Bpdenhausen, G.V., & Wyer, Jr., R.S (1985). Emotional communication in close relationship. *Journal of personality and social Psychology*, 49, 1246-1265.