



Impact Of Education On Emotional Intelligence Of Employees

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Abstract

Emotional intelligence is the capacity to understand one's own and others' feelings, recognise different emotions and name them appropriately, and use energising information to direct thought and behaviour (EI). The majority of the time, we use our passionate knowledge to bring happiness to both ourselves and others. Understanding passionate knowledge allows us to interpret sincerity as a sign of feeling. Indeed, people can understand how emotions are a significant source of data due to the hypothesis of passionate knowledge abilities. This study is to find out the relationship between education and emotional intelligence of an employee at his workplace.

Keywords- Emotional Intelligence, Workers, feelings, education, gedauation.

Introduction

A person's ability to perceive their own feelings and those of others, to identify various emotions and name them appropriately, and to use energising information to guide thought and behaviour is known as emotional intelligence (EI). The advancements in today's world with the globalisation of problems, K-laborers, and K-economy demand that the worker be more prepared, open, and adaptable in managing daily tasks. The concern that the current representatives are under pressure, unoriginal, and less convinced in their professions suggests that the association is dwindling and profitability is falling. All of this requires physical, mental, and emotional toughness.

The passionate knowledge is by and large used to get satisfaction for ourselves as well as for other people. By understanding enthusiastic knowledge, we take see sincerely as a sign to get feelings. Indeed, on account of the hypothesis of passionate knowledge abilities, individuals can perceive how feelings are a significant wellspring of data. The model alludes to the sensations of individuals in a circumstance. Alongside the presence

of passionate insight, this will give a vital sign about what has occurred and how individuals will communicate. At that point it likewise assists somebody with examining the circumstance in specific territories dependent on their enthusiastic information so they can settle on better choices.

Likewise, passionate insight is significant as it develops self-administration. Indeed, state analysts have detailed those numerous individuals have numerous struggles that emerge to them and hearts as they settle on significant choices. Indeed, you can't pick between the head and the heart, in light of the fact that the head and the heart are not two separate frameworks and they are additionally coordinated with one another. To tackle these issues, enthusiastic insight can be utilized to determine a piece of the contention, give a more complete comprehension of the predicament, and better reflect sentiments and musings. EI will be thought of as an individual's abilities to be:

Self-awareness: incorporates our own insight into ourselves and the capacity to perceive and get ourselves, our conduct and our feelings.

Self-administration and self-guideline: incorporate our capacity to control our feelings and hence our responses.

Self-propelled: Includes our inner assets to control, execute, act and accomplish our objectives.

Empathic: incorporates our capacity to comprehend and "feel" others, comprehend their feelings, and connect with them all the more successfully.

Relational: incorporates our capacity to assemble and look after connections, build up contacts, oversee struggle, and team up with others.

Literature Review

As referred to in Salim^[1], brought up that representatives can't work successfully and gainfully under pressure. Ordinarily, feeling discouraged can make an individual nonsensical, restless, tense, and incapable to center and focus at work, bringing about disappointment with the work that is being finished. These things will keep a positive character from growing, even resistance and love.

According to Keat^[2] workers can't adjust to changes in the business climate, hierarchical culture, cycles and innovation. The two specialists inferred those feelings which adversely influence an individual and their exhibition when feelings are not overseen appropriately.

Similarly, Beehr and Newman^[3], tracked down that the signs that show an individual presented to work pressing factor can be partitioned into three regions: actual reactions,

mental responses and social responses. . It very well may be presumed that the formation of pressing factor and the capacity to deal with this pressing factor are identified with passionate insight.

Bob Wall [4] inferred that, notwithstanding specialized abilities, representatives likewise need to improve their passionate knowledge abilities, which thusly will improve their profitability at work. It will help foster the relational abilities of colleagues while dealing with the passionate insight of colleagues. To turn into a fruitful association, the association should foster the enthusiastic knowledge abilities of the representatives so they can assist the worker with working all the more viably in the association.

Cooper's [5] research shows that feelings, when overseen accurately, can and do have good outcomes. Furthermore, when feelings are made do with care, it can expand trust, dependability, and commitment and increment efficiency, development, and execution in individual, group, and authoritative settings. Consequently, feelings should be overseen appropriately to stay away from pessimistic consequences for an individual or their presentation.

According to Kedri [6], an individual with a significant degree of passionate insight is an individual who can handle his own behaviour, who can recuperate to accomplish his objective throughout everyday life, who can manage his negative sentiments and fabricate fellowship with the rest. In actuality, an individual with low enthusiastic knowledge is one who acts as per their sentiments without contemplating the outcomes, doesn't obviously know their motivation throughout everyday life, has less abilities to manage pessimistic sentiments and furthermore has less abilities to construct a kinship with others.

According to Jorfi [7] enthusiastic knowledge alludes to a viable comprehension of ourselves as well as other people, having great associations with others and adjusting and adapting to their current circumstance to adapt to be more effective with natural necessities. Moreover, the capacity to comprehend and clarify feelings is likewise identified with passionate knowledge. It is expressed that enthusiastic insight alludes to the capacity or capacity that an individual show and has in any circumstance. others are the individuals who can be viewed as individuals of high passionate knowledge.

According to Hee Kim [8] , enthusiastic knowledge is the adequacy of knowing and dealing with one's own feelings, understanding the feelings of others and keeping up great individual associations with others. At that point enthusiastic insight is likewise characterized as a bunch of abilities having a place with somebody and identified with the administration of feelings.

Objective of The Study

To examine the determinants of employee emotional intelligence in the workplace and to examine the impact of emotional intelligence on the performance of the employees.

Research Methodology

Research is based on primary as well as secondary data. Primary data is collected through the questionnaire while secondary data is collected through internet and Journals. The research was carried out with convincing random samples. The investigation was carried out in the Dehradun region.

Data Analysis

With the help of questionnaire, data is collected from the employees of the Dehradun Region. Following are the frequency distribution table for the data collected-

Qualification					
Qualification	Under-Graduate		Graduate		Post-graduate
Percentage	2		22		76
Gender					
Gender	Male			Female	
Percentage	40			60	
AGE					
AGE	20-25	25-30	30-35	35-40	Above 40
Percentage	56	26	4	12	2

On the basis of data collected through questionnaire from the respondents following results can be drawn-

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Emotional intelligence helps in Enabling better and faster decision making	Under graduate	2	1.00	.000	.000	1.00	1.00	1	1
	Graduate	22	4.55	.510	.109	4.32	4.77	4	5
	Post graduate	76	2.13	1.135	.130	1.87	2.39	1	4

	Total	100	2.64	1.446	.145	2.35	2.93	1	5
Emotional intelligence helps in Making it easy to find relevant information and resources	Undergraduate	2	5.00	.000	.000	5.00	5.00	5	5
	Graduate	22	3.27	1.453	.310	2.63	3.92	2	5
	Postgraduate	76	3.61	1.357	.156	3.30	3.92	2	5
	Total	100	3.56	1.380	.138	3.29	3.83	2	5
Emotional intelligence helps in Reusing ideas, documents, and expertise	Undergraduate	2	3.00	.000	.000	3.00	3.00	3	3
	Graduate	22	4.27	.985	.210	3.84	4.71	3	5
	Postgraduate	76	3.79	1.310	.150	3.49	4.09	1	5
	Total	100	3.88	1.249	.125	3.63	4.13	1	5
Emotional intelligence helps in Avoiding redundant effort	Undergraduate	2	4.00	.000	.000	4.00	4.00	4	4
	Graduate	22	4.45	.510	.109	4.23	4.68	4	5
	Postgraduate	76	2.95	1.264	.145	2.66	3.24	1	5
	Total	100	3.30	1.291	.129	3.04	3.56	1	5
Emotional intelligence helps in Avoiding making the same mistakes twice	Undergraduate	2	3.00	.000	.000	3.00	3.00	3	3
	Graduate	22	3.55	.671	.143	3.25	3.84	3	5
	Postgraduate	76	3.13	1.159	.133	2.87	3.40	1	5

	Total	100	3.22	1.069	.107	3.01	3.43	1	5
Emotional intelligence helps in Taking advantage of existing expertise and experience	Under graduate	2	4.00	.000	.000	4.00	4.00	4	4
	Graduate	22	5.00	.000	.000	5.00	5.00	5	5
	Post graduate	76	3.00	.730	.084	2.83	3.17	2	5
	Total	100	3.46	1.049	.105	3.25	3.67	2	5
Emotional intelligence helps in Communicating important information widely and quickly	Under graduate	2	5.00	.000	.000	5.00	5.00	5	5
	Graduate	22	5.00	.000	.000	5.00	5.00	5	5
	Post graduate	76	3.76	.671	.077	3.61	3.92	1	5
	Total	100	4.06	.789	.079	3.90	4.22	1	5
Emotional intelligence helps in Promoting standard, repeatable processes and procedures	Under graduate	2	3.00	.000	.000	3.00	3.00	3	3
	Graduate	22	3.73	.985	.210	3.29	4.16	3	5
	Post graduate	76	3.37	1.719	.197	2.98	3.76	1	5
	Total	100	3.44	1.572	.157	3.13	3.75	1	5
Emotional intelligence helps in Providing methods, tools, templates, techniques, and examples	Under graduate	2	5.00	.000	.000	5.00	5.00	5	5
	Graduate	22	3.82	.958	.204	3.39	4.24	3	5
	Post graduate	76	3.39	1.337	.153	3.09	3.70	2	5
	Total	100	3.52	1.275	.128	3.27	3.77	2	5

Emotional intelligence helps in Making scarce expertise widely available	Under graduate	2	4.00	.000	.000	4.00	4.00	4	4
	Graduate	22	4.64	.492	.105	4.42	4.85	4	5
	Post graduate	76	2.39	1.096	.126	2.14	2.65	1	5
	Total	100	2.92	1.361	.136	2.65	3.19	1	5
Emotional intelligence helps in Showing customers how knowledge is used for their benefit	Under graduate	2	3.00	.000	.000	3.00	3.00	3	3
	Graduate	22	3.64	1.177	.251	3.11	4.16	2	5
	Post graduate	76	3.74	1.399	.160	3.42	4.06	1	5
	Total	100	3.70	1.337	.134	3.43	3.97	1	5
Emotional intelligence helps in Accelerating delivery to customers	Under graduate	2	5.00	.000	.000	5.00	5.00	5	5
	Graduate	22	3.27	1.316	.281	2.69	3.86	1	5
	Post graduate	76	3.24	1.335	.153	2.93	3.54	1	5
	Total	100	3.28	1.334	.133	3.02	3.54	1	5
Emotional intelligence helps in Enabling the organization to leverage its size	Under graduate	2	4.00	.000	.000	4.00	4.00	4	4
	Graduate	22	3.45	1.262	.269	2.89	4.01	1	5
	Post graduate	76	3.05	1.176	.135	2.78	3.32	1	5
	Total	100	3.16	1.195	.120	2.92	3.40	1	5

Emotional intelligence helps in Making the organization's best problem-solving experiences reusable	Under graduate	1	3.00	3	3
	Graduate	11	3.36	1.027	.310	2.67	4.05	2	5
	Post graduate	38	3.55	1.288	.209	3.13	3.98	1	5
	Total	50	3.50	1.216	.172	3.15	3.85	1	5

INTERPRETATION:

The above data shows that the respondents who are graduates are better than others as they have the maximum mean and least standard deviation in majority of the cases in the above table.

Findings of the Study

1. Majority of the respondents are graduates and the descriptive table shows that graduates are better than others.
2. It has been observed that many respondents are not much aware about the emotional intelligence due to which many neutral responses were also there.
3. Emotional intelligence have an impact on the performance of the employees as it helps the employees to work in much better way and gave a positive outcome.
4. Employees should be given knowledge/information about the emotional intelligence to the employees as it would enhance their work ability and improve their performance.

Conclusion

The conclusion of the study is, it is found that there is impact of Emotional Intelligence and its interpersonal relationship among employees, In the whole research It was found that most of the employee are in favour of that Emotional intelligence have a great significance of interpersonal skill among employees. It indicates that Emotional intelligence increase with age and maturity, therefore, a difference was expected based on tenure in the organization. It is also found while completing his research that those with higher EI, were more likely to participating in the voluntary activity involving EI training. Since some of the industrial areas like hotel industry require employee and managers to interact with external as well as internal customer. It is also observed during the study that EI leads to high customer satisfaction a well as team satisfaction. The purpose of the study was to find that the Emotional intelligence and its impact on interpersonal relationship among employees ,and with the whole research and study it is

found that there is significance impact of Emotional Intelligence on Interpersonal relationship among employees.

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