EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG IT EMPLOYEES

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Abstract

Emotional Intelligence and Job satisfaction plays an important role in the performance of the organisation. The researchers had identified that the emotions influences the productivity of an organisation. The employees working in the IT sector works continuously for more than 8 hours, works in different shift system to complete their task. To understand how far Emotional Intelligence and Job Satisfaction are related one another and study whether personal factors influences the EI and JS, the researcher carried out the study among the 120 employees working in IT sector in Coimbatore district. The finding of the study shows that there is a relationship between Emotional Intelligence and Job Satisfaction.

Key Words: Emotional Intelligence, Job Satisfaction, Information Technology

Introduction

The era of Information Technology has changed the aspects of the life of the people in the society. The employees in the field of information Technology spend more hours in their job to meet the demands of the job. Organisational environment is highly competitive; the expectation towards the employees is at high level. Employees have to understand the demands of the job and have to meet the goals, which directly affect their job performance. Work motivation is a set of energetic forces that originate within and beyond an individual’s being. It is a psychological process resulting from the interaction between the individual and the environment that affects a person’s effort and persistence (Jaya Kumar 2018) and Work performance often depends on support and advice (Seibert et al 2004). Emotional intelligence plays a crucial role in managing their own and other people’s emotions so that the performance is not affected. It has been identified that Emotional Intelligence is a personal factors that contributes for Job Satisfaction. Spector (1997), in a model of job satisfaction, states that job satisfaction is affected by two factors: organizational and personal factors.
Hendee (2002) expanded this model and incorporated emotional intelligence as a personal factor which, along with other personal factors such as gender, education, demographic characteristics, etc., affects one’s job satisfaction. Thus, it appears that personality and personal characteristics of individuals, including their emotional intelligence, plays vital role in the Job Satisfaction of employees in an organisation. So an attempt is made by the researchers to study the Emotional Intelligence and Job Satisfaction of the employees working in the IT sector.

**Emotional Intelligence:**

Emotional Intelligence has been defined by Mayer & Salovey (1997), "Emotional intelligence is the ability to 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."

Goleman (1995) described that Emotional Intelligence has five major components such as self awareness, self regulation, empathy, motivation and social skills.

**Self-awareness:** It is the ability to understand the personal moods and emotions of the one self and others

**Self regulation:** It is the ability to control the impulses, moods to suspend judgement and to think before acting.

**Internal Motivation:** Passion towards work, not worried about salary etc

**Empathy:** It is the ability to understand the emotions of others and their reactions

**Social Skills:** It is the ability to build and manage relationships.

**Job Satisfaction:**

It is feeling of a person after performing a task. To the extent that and person’s job fulfills his dominant needs and his consistent with his expectations and values, the job will be satisfying. The feelings would be positive or negative depending upon whether need is satisfied or not. Locke (1976) had defined it as “A pleasurable or positive emotional state resulting from the appraisal of one’s or job experience”.

FACTORS INVOLVED IN JOB SATISFACTION

- Working hours
- Job Security
- Responsibility given in the job
- Promotional Opportunities
- Working environment
- Relationship with colleagues
- Relationship with supervisors
- Workers participation in decision-making
- Safety measures.
- Grievance handling procedures
- Salary
- Incentives
- Type of work
- Job Status
- Recognitions

Review of Literature:

Asma Rashid et al. (2016) conducted a study to determine the effect of emotional intelligence on organizational commitment, job stress and job satisfaction of bank employees. Results reveal that emotional intelligence has positive, negative and no correlation with organizational commitment, job stress and job satisfaction respectively, it also states emotional intelligence predicts job stress, job satisfaction and organizational commitment significantly. To uphold employees’ ability and to develop successful performance with their organizational emotional intelligence must be a part of the employees training.

Thomas et al (2006) examined the relationships among employees’ emotional intelligence, their manager’s emotional intelligence, employees’ job satisfaction, and performance among for 187 food service employees from nine different locations of the same restaurant franchise. It was found that employees’ emotional intelligence was positively associated with job satisfaction and performance. In addition, manager’s emotional intelligence had a more positive correlation with job satisfaction for employees with low emotional intelligence than for those with high emotional intelligence.
The society always long for mature relationships and mutual respect between each member of this society. The main goal behind is that each member of this society should be treated with dignity and not as instruments of fulfilling lust (Babu, 2018). Hence it can be inferred that Emotional Intelligence helps for the creation of mature relationship and mutual respect between members in the organisation, that lead to job satisfaction.

**Objectives:**

- To study the level of Emotional Intelligence and Job Satisfaction of the respondents.
- To identify whether personal factors influence Emotional Intelligence and Job Satisfaction
- To study the relationship between Emotional Intelligence and Job Satisfaction

**Sampling:**

The sample were collected from an IT organisation situated in Coimbatore, Totally 225 employees were working in the organisation. Out of which 110 employees were selected the respondents using simple random sampling-lottery method.

**Tools of Data Collection:**

Questionnaire was used for data collection. It consists of three parts. Part one questions related to personal profile, part two consists of scale to measure the Emotional Intelligence developed by Schutte, and Malouff, et al (1998) and the third part consists of scale to measure Job Satisfaction developed by B.L.Dubey and et al.

**Findings:**

It has been found that 85 per cent of the respondents were in the age group 21-30 and 13 per cent of the respondents were in the age group above 40 years of age. Majority of the respondents were male i.e., 66 per cent and the remaining were female. 28 per cent of the respondents were married. Since majority of the respondents were in the age group 21-30 years the married respondents per cent age is also low. It has found that 70 per cent of the respondent’s educational qualification is UG and the remaining had PG as their educational Qualification. The income of the respondents varies from Rs. 15,000/- to Rs 35,000/-. 40 per cent of the respondents salary is between rs.10000/- to 15,000/- and 31 per cent of the respondents salary is between Rs. 15,000/- to rs. 25,000/-. When it comes the type of family majority of the respondents were living in the nuclear family system. 57 percent of the
respondents were working 8 hrs per day and the remaining were working up to 10 hrs. 26 per cent of the respondents were software engineer, 20 per cent were project analyst and 10 per cent were team leaders.

**Level of Emotional Intelligence**

It has been found that 49.2 per cent of the respondents were having moderate level of Emotional Intelligence, 25.8 were having low level of Emotional Intelligence and 25 per cent were having high level of emotional Intelligence.

**Level of Job Satisfaction**

It has been found that 47.5 per cent were having moderate level of Job Satisfaction, 27.5 per cent were having high level of Job Satisfaction and the remaining 25 per cent were having low level of Job Satisfaction.

**Influence of Personal factors on Emotional Intelligence and Job Satisfaction**

The ANOVA and “t” Test was applied to study the significant difference in the mean scores of Emotional Intelligence (EI) and Job Satisfaction(JS) based on the personal factors such as age, Gender, marital status, Monthly Income, type of family, Designation and Hours of work. It has been found that there is significant difference is found between EI and age, Designation. Personal factors such as Age, Gender and Designation have significant difference in the mean score. The findings of this study coincides with the Priyadarshini and Jaya Kumar (2018) i.e, relationship between EI and job satisfaction does not differ across gender, and tenure, meaning that regardless of whether an employee is male or female, young or old, or having short or long tenure, they equally benefited from EI.

**Correlation between key variables**

It has been found that there exists a positive relationship between Emotional Intelligence and Job Satisfaction.

<table>
<thead>
<tr>
<th>Key Variables</th>
<th>Emotional intelligence</th>
<th>Job Satisfaction</th>
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<tbody>
<tr>
<td>Emotional intelligence</td>
<td>1</td>
<td>.491(***)</td>
</tr>
<tr>
<td>Job Satisfaction</td>
<td>.491(*** )</td>
<td>1</td>
</tr>
</tbody>
</table>

** Correlation is significant at the 0.01 level (2-tailed).
Discussion:

The nature of work force is undergoing dynamic change. Since there is shift in the recruitment process in IT sector. In order to retain the employees for long run and to employ people with low salary the organisations tend to recruit the Under graduates. The findings of the study reflects the same. The majority of the employees were in the young age, Under graduates and Majority of the respondents salary is between Rs. 10,000/- to Rs. 15,000/-.

The researcher has stated that emotions of employee playing a significant role in organization’s life, the need to study emotions and (emotional intelligence) are obvious (Harrod & Scheer, 2005). This coincides with the findings of the study i.e., positive relationship exists between emotional intelligence and Job Satisfaction.

Conclusion:

The study shows that there is relationship between Emotional Intelligence and Job Satisfaction. The organisations were conducting employee satisfaction survey to find out the level of satisfaction, the ways to keep them satisfied work force. So the HR managers have to understand that Emotional Intelligence too contributes for the Job Satisfaction.

References:


