

IMPACT OF EMOTIONAL INTELLIGENCE ON JOB STRESS

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ABSTRACT

This study aimed at exploring the emotional intelligence and its impact on job stress among employees. Emotional intelligence is an important trait for handling stress at workplace. It was hypothesized that there will be significant influence of emotional intelligence on job stress level among employees. Those with higher emotional intelligence (EI) levels are more aware of their emotions and have more effective strategies to deal with stress-related emotions, all of which lead to higher levels of well-being. The study employed a descriptive survey research design and the data was collected with the questionnaires which was adopted and modified for the study. The data was analyzed using Percentage Analysis, Independent Sample t- Test, Correlation, Regression, it was discovered that Emotional Intelligence has an effect on Job Stress of employees. Emotional intelligence is more significant influencing factor for job stress than gender, age, marital status, education annual income and experience. Specifically, the present study suggests that intervention aimed at reducing job stress if it includes enhancement of employees with high emotional intelligence rather than decreasing external stressors.

INTRODUCTION:

Emotions are involved in everything people do, every action, decision and judgment. Emotionally intelligent people recognize this and use their thinking to manage their emotions rather than being managed by them. In the course of last two decades, Emotional Intelligence (EI) concept has become a very important indicator of a person's knowledge, skills and abilities in workplace, school and personal life. The overall result of researchers suggests that EI plays a significant role in the job performance, motivation, decision making, successful management and leadership. Thus applying EI methodology in higher education can have lots of benefits for student. If not only fulfills their desire but also makes them more efficient in their field.

Everyone experiences and relates their feelings and emotions in day to day life. Emotions have valuable information about relationships, behavior and every aspect of the human life around us. The most recent research shows the emotions are constructive and do contribute to enhance performance and better decision making both at job and in private life. Working is the essence of every human being and most part of everyday lives of human being is spent on working. Working and its various aspects and effects on lives of the human being have been investigated by many researchers. Regardless of the income, working meets a number of basic human needs such as mental and physical exercise, social bonding, self-esteem, self-confidence and feelings of competence or qualification.

However, it may also be major source of stress or psychological pressure. In psychology, stress is defined as being under psychological pressure. Stress is the physical, mental, and chemical response of the human being body to the events, causing feelings of fear, excitement, anxiety, danger or anger in the individual. Job stress is a pervasive problem, which affects all professional and occupational groups of the individuals in society. It causes a lot of mental and physical illness. Furthermore, it is costly to organizations and companies due to reduced performance of the employees, increased absence from work, medical costs and disability of the workers and funding for new recruitment. In an attempt to better understand the relationships between EI and job stress and its influence to prevent the stress.

Recently studies have shown great researchers interest in the study of the relationship between EI and stress in the light of organizational performance and several studies investigated the impact of EI competencies on stress, which report the existence of positive relationship. The EI competencies play a role to create the abilities in an individual's to better control the stress in the workplace. The previous studies reveal that the EI individuals have strong emotions and attitude to deal stressful events in a positive way. The EI competencies generate the skill in individual to choose various courses of action to deal stress without collapsing, to be positive to solve a problem, and feel that one can control the situation

STATEMENT OF THE PROBLEM

The impact of the major changes in the complexity of Toshiba JSW Power System Pvt. Ltd. environment and demand for effective employee profiles that are no longer solely focused on a set of narrowly defined skills suited specifically to an occupations, such as analytical abilities, caring, nature, empathy, etc., and the ability to carry out the function of the position. Accompanying these situations is an increasing need for employees to have good social skills, to be able to manage conflict effectively and to cope with stress and tension approximately in the workplace. To deal with these challenges employees need not only technical skills but other skills commonly known emotional skills. The personal and social competencies in Emotional Intelligence (EI) enhance an individual's high technical. Emotional Intelligence means balance of technical and emotional considerations to problem solving situations and reducing stress.

Objectives of the Study

- To study on emotional intelligence and its impact on job stress among employees.
- To know the attentiveness of the employees towards their level emotional intelligence.
- To assess the employees level of job stress.
- To understand the impact of self-awareness, self-regulation, motivation, empathy for others and social skills on reducing stress among employees.

Research Design

The Research Design that has been adopted is of '**Descriptive Research Design**'

Sample Size

Samples were collected from employees of the organization. The total sample size is 500 respondents.

Sample Area

The study was concentrated and conducted in Toshiba JSW Power System Pvt.,Ltd

Sampling Technique

The sampling technique used for the study is Probability Sampling for conducting survey and in detail sampling procedure used is Random Sampling.

Data Collection Method

Primary data is obtained through a structured questionnaire. Secondary data has been obtained by the researcher through various Management Books, Journals and Internet.

Tools For Data Analysis

Statistics tools like Percentage analysis, Pearson correlation coefficient, and Regression analysis.

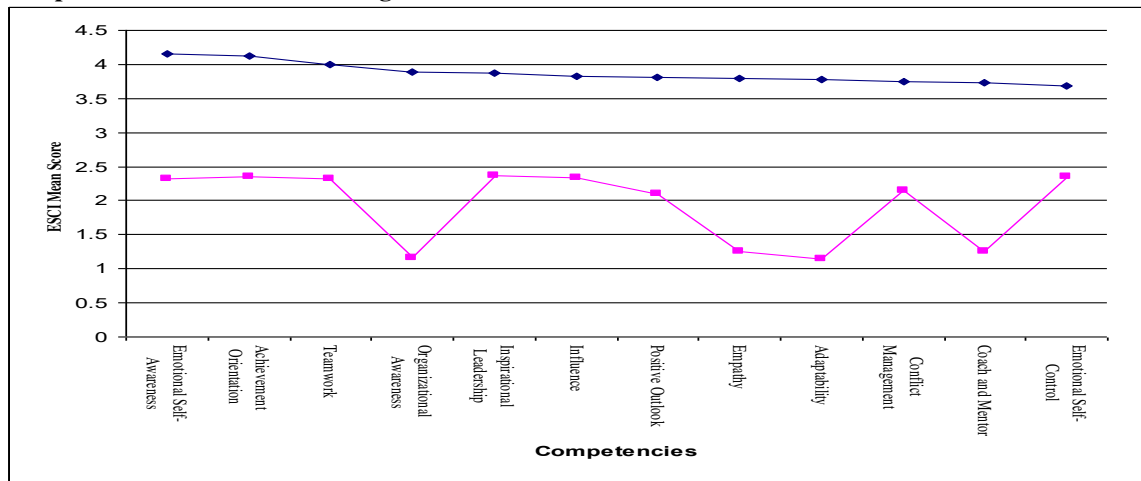
Limitations Of The Study

- a) The sample size is limited to only 500 employees and hence might not lead to the generalization of the findings.
- b) The time period allocated for the study was limited.
- c) With regard to the sample size population is restricted for the employee in Toshiba JSW Power System Pvt., Ltd.

DATA ANALYSIS

Emotional self awareness competency is seemed to be predominating among the employees who have high emotional intelligence competencies and motional self control competencies are predominant among the employees with low emotional intelligence. They lack with organizational awareness and adaptability competencies.

Comparison of mean score Intelligent Team Leaders



Regression Model Summary for linear relationship between Emotional Intelligent score of the respondents and their job stress

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.834(a)	.696	.690	.59429	.696	110.976	2	97	.000

Significance p<0.001 **, <0.005 *

a Predictors: (Constant), EISCORE , b Dependent Variable: Job stress score

Table No: 6.8.1.1 Coefficients(a)

Model	Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.044	.248		.178	.859
	Job Stress	.447	.147	.340	3.046	.003

The above regression summary shows that the model has very high correlation as the Adjusted R² = 0.690, and only 1 % of the variation in employee performance is explained by this model. This model is significant (F (2,97) = 110.976, p = 0.000). The researcher rejects the null hypothesis and concludes that there is sufficient evidence, at the 5% level of significance, that there is a linear relationship between emotional intelligent score of the employees and their job stress level. The significant parameters are the emotional intelligence parameter (t = 4.688, df = 2.97, p = .000) and emotional competent group norms (t = 3.046, df = 2,97, p = 0.003) in this model.

This implies that employees’ emotional intelligence is having a significant effect on the experience of job stress by the employees.

FINDINGS

Most of the respondents are in the age group between 25 and 35 years and they belong to male gender category. The respondents have less than 10 years of experience and most of them are trainees, junior and in senior level in the organization. About 80% of the respondents strongly agree that they have self love and self respect. Nearly 61% of the respondents agree that they do self criticism regularly. About 53% of the respondents agree that they are perceiving emotions. More than 30% of the respondents strongly agree that they have awareness of making angry or sad. About 44% of the respondents agree that they are dwelling with their

past. Only less than half of the respondents agree that they are not getting upset because of something that has happened unexpectedly. Through statistical analysis it is clear that there is a positive relationship between age and experience of stress. Awareness towards emotion & reaction has found to be highly influenced by the gender of the respondent. Aged respondents found to be excel in regulating their emotions. Those respondents who have an ability to empathize with other were able to coordinate with others. There found to be a positive correlation between gender and feeling of respectful relation between colleagues. There is a strong correlation between attitude of focus on co-workers and working collaboratively with others. The attitude towards challenges and tendency of solving those does not vary with the gender of the respondent. The opinion towards ability managing one's own anger to reduce stress does vary with the age of the respondent.

The level of emotional intelligence has a significant relationship with the job stress level of the respondents. Through regression analysis it is clear that emotional intelligence predict the job stress. Most of the employees doesn't have much awareness towards concept of emotional intelligence and their level of emotional intelligence. Among various components of emotional intelligence like self-awareness, self-regulation, motivation, empathy for others and social skills employees found to be have high level of empathy for others and social skills. Most of the employees experience stress. Their level of stress was found to be above 43%. The components like self-regulation, self-awareness are found to be predictor of job stress than other factors like motivation, empathy for others and social skills.

SUGGESTIONS

The employees perceive that usage of emotions has more impact on Emotional Intelligence reducing job stress among the employees of Toshiba JSW Power System Pvt., Ltd. Hence, organizations can provide such training for employees to in order to apply their emotions in reducing/managing their stress effectively and efficiently. Regular exercises, meditation, yoga and other soft skill practices can improve the emotional balance and reduce the stress level of the employees.

Individuals with high Emotional Intelligence have less Job Stress. Since the EI can be taught, it can be expected that the Job Stress of individuals can be reduced through training them on Emotional Intelligence. Therefore, it is recommended that short-term training can be scheduled and designed based on the concepts of EI for employees. According to the respondents Social skill is that contributes maximum to reduce stress. To improve social skills in the organization improves monitor employees, and offer constructive criticism. Social skills are not learned overnight, and employees may need some time to develop these new skill sets. Keep an eye on your employees as they interact with the public, and then later, pull them aside and offer constructive advice to help them improve their social skills.

Employees come to work with the intention of doing a good job and have the expectation of a work environment that is safe and free from hostility. It is management's responsibility to create the culture, set the expectation and provide the training for appropriate interactions in the workplace.

CONCLUSION

The study highlights that employees perceive that emotional intelligence will prove helpful tool in dealing with workplace. Emotional Intelligence is the ability to restrain stress, self doubt and anger and instead focus on positive ones such as confidence, empathy and congeniality. This study helped to understand importance of emotional intelligence, effects of stress on work and life and the importance of four factors of emotional intelligence that contribute to reduce stress. Among the factors of emotional intelligence, two factors of social skills and self-awareness were ranked the most that reduce stress. If the employee is strong emotionally then they will be able to handle stress situations in a better manner, take independent decisions in professional and personal life. In all Emotional Intelligence will help in employee's growth so, it is necessary to have people with strong Emotional Intelligence.

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