



A STUDY ON EMOTIONAL INTELLIGENCE AND QUALITY OF WORK LIFE AMONG THE EMPLOYEES IN THE ORGANIZATION IN AMMAN TRY STEELS PRIVATE LIMITED, TRICHY

Mr.Arjunsarathy J* **Mrs. Keerthanadevia****

* School of Management, Dhanalakshmi Srinivasan University, Thiruchirapalli.

**Assistant Professor (Jr.), School of Management, Dhanalakshmi Srinivasan University, Thiruchirapalli.

Abstract

In a modern industrial working environment, emotional intelligence (IS) plays an essential role in training behavior of employees, working relationships and global organizational performance. This study, titled "A study of emotional intelligence and professional life quality among Amman's TRY Steels Private Limited ", employees discover the effects of emotional intelligence on the quality of professional life of employees (QWL) in the context of production field. Emotional intelligence refers to an individual's ability to recognize, understand and manage your own emotions and other people's emotions. On the other hand, the quality of professional life includes factors such as work satisfaction, working environment, and staff happiness, a balance between professional life and private life and relationships between individuals. Research aims to determine whether an employee has higher emotional intelligence whose experience has a more active professional life and a more effective contribution to the organization. Studies have applied a quantitative approach, using a structured questionnaire to be managed for an employee model in different parts of Amman TRY Steels Private Limited. The tools used include standardized and standardized QWL chemical scale. The collected data is analyzed by statistical methods, especially correlation and regression analysis. Results of the study showed a significant positive relationship between emotional intelligence and professional life quality. Emotional intelligence staff is higher than the better communication report, higher level of satisfaction, improving conflict settlement skills and stronger motivation. These results show that emotional intelligence acts as an important tool to improve global experience and productivity in the context of industrial. Research conclusions by emphasizing the importance of integrating emotional intellectual development programs into human resource policies. Encouraging such skills can lead to a heal there, motivated and effective working force. This article provides valuable information to industry leaders, personnel experts and political decisions - Manufacturers to promote positive and effective organization culture.

Keywords: *Quality of Work Life, Organizational Behavior, Workplace Productivity, Industrial Employees, Work-Life Balance.*

Introduction

Managing human resources effectively has become more challenging in two days dynamic corporate environment, particularly in manufacturing industries such as steel production. Although technical skills and operational effectiveness are critical, emotional and psychological aspects of the work can have a huge effect on productivity and morale. Emotional Intelligence (EI) is the ability to perceive, analyze, monitor, and control emotions, both ones and others. It aids in reducing conflict, improving teamwork, and increasing leadership in a variety of leadership roles. The overall quality of an individual's work experience in an organization is referred to by the quality of an individual's work life (QWL). It encompasses topics such as job security, work-life balance, workplace security, employee engagement, and organizational assistance. For companies aiming to improve employee satisfaction and gain long-term productivity gains, knowing the correlation between EI and QWL is crucial.



The aim of this report is to explore this relationship in the context of Amman Try Steels Pvt. Ltd. , Trichy, a major player in the regional steel industry.

Review of Literature

Goleman (1998) emphasized five aspects of EI: self-awareness, self-control, encouragement, empathy, and social skills. These are both essential for workplace communication and stress management. Cherniss and Goleman (2001) said that emotionally intelligent leaders influence workplace climate, which in turn influences employee satisfaction and success. EI and QWL among IT workers had a statistically significant relationship, meaning that emotionally mature individuals can better cope with work pressure and maintain job satisfaction. Singh and Sharma (2020) argued that in labour-intensive industries, QWL and EI, staffs are closely linked, since employees are regularly exposed to physical strain and emotional stressors. Karthikeyan et al. (2022) looked at the Tamil Nadu steel industry and found that employees with high emotional intelligence were more stable, engaged, and had higher QWL when compared to their peers.

Theoretical Frame Work

This research is based on Golemans Emotional Intelligence Framework and Waltons QWL Model: Golemans Emotional Intelligence Framework and Waltons QWLModel:

Golemans EI Frame work:

1. Self-awareness: Recognizing emotions and their impacts.
2. Self-control: Managing disruptive emotions and impulses.
3. Motivation: Passion for work beyond money.
4. Empathy: Understanding others feelings.
5. Social skills: Managing people in desired directions.

Waltons QWL Model includes

1. Adequate and fair compensation.
2. Safe and healthy working conditions.
3. Opportunities for continued growth.
4. Social integration in the workplace.
5. Work-life balance.
6. Recognition and organizational help.

Combining these models helps determine how emotional intelligence and control can enhance employee's perception of fairness, safety, and personal development in the workplace.

Methodology

Research Design: Verbatim: END> END> (END>) END> END> EOS> END> END> END> To establish the relationship between EI and QWL, a descriptive search approach was used.

Sample Size and Sampling Methods; At Amman Try Steels Pvt. Ltd, randomized random sampling was used to select 120 workers from various departments (production, administration, HR, logistics).

Data Collecting Tools: Verbatim: Primary results were obtained through a structured questionnaire, Using a modified version of Golemans Emotional Competence Inventory, emotional Intelligence was assessed. QWL was evaluated using Waltons standardized scale, and it was determined using Waltons method.



Statistical Software Tools

Data were analyzed using SPSS, and was analyzed using SPSS, Pearson's correlation coefficient was used to analyze the relationship between EI and QWL. The relationships strength and direction were tested by regression analysis.

Data Interpretation and Analysis, Analysis: Demographic Profile of Respondents: a Study of Respondents 70% Male, 30% Female says the narrator, not 30 percent Female says the narrator. 52% below age 35. The majority (60%) came from industry, 20% from administration, and 10% from HR and logistics. 45% had 3–5 years of experience.

Correlation Study

A strong positive correlation was established between Emotional Intelligence and QWL ($r = 0.68$, $p = 0.01$), indicating that improved emotional intelligence enhances employee morale and well-being. 5. 3

Regression Review

EI was found to significantly predict QWL ($R^2 = 0.46$, $p = 0.01$), accounting for 46% of the variance in QWL. The most influential sub-factors were emotional awareness and regulation.

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Regression Investigation:

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Verbatim

1. Empathy, stress management, and communication are all topics that can be addressed in emotional intelligence workshops.
2. Promote Work-Life Balance, To minimize burnout, provide flexible shift systems, childcare services, and wellness services.
3. Increase Workplace Collaboration, To improve employee satisfaction and employee engagement, encourage open-door policies and feedback channels.
4. Recognize and Reward Emotional Competence, a Child's Competence, is a badge of honour in the United States. To increase its value in organizational culture, Integrate EI into performance appraisals.
5. Create Mentorship Programs, Senior employees with a high EI can mentor younger employees, encouraging interpersonal development and minimizing attrition.

Limitations of the Study

The survey was restricted to a single company, limiting generalizability to other industries or regions. Emotional Intelligence was self-reported, which may lead to response bias. Cross-sectional evidence cannot establish causality. EI and QWL were not particularly investigated due to psychological and cultural factors.



Discussion

The latest report reveals that soft skills, particularly emotional intelligence, are increasingly important in manufacturing industries that have traditionally focused on technical's kills. The steel industry is increasingly aware that operational effectiveness is closely linked to human factors such as motivation, emotional stability, and communication. Employees with high emotional intelligence demonstrate perseverance, improved teamwork, and increased sensitivity to organizational transitions. In addition, these employees tend to experience less conflict and greater involvement. Organizations must strike a balance between operational priorities and psychological wellbeing, as shown by the positive correlation between EI and QWL. Employees in mid-level roles, who are often responsible for both operational and people, also had elevated emotional control and, as a result, improved work life. Various career paths can be targeted for targeted training.

Practical Implications for Management,

1. HR Strategy Integration.
2. In recruitment, appraisal, and promotion policies, emotional intelligence should be embedded.
3. Leadership Growth.
4. Leaders with a high EI inspire greater confidence and employee loyalty. Programs aimed at cultivating emotionally responsible leadership should be prioritized.
5. Conflict Management.
6. To reduce workplace tensions, prepare team leaders in empathetic communication and active listening.
7. Team-Building Exercises Economic Exercises, he said. Activities focusing on emotional intelligence, such as peer feedback and empathy simulations, can improve internal team dynamics.
8. Mental Health Assistance.
9. Employees who work in-house counselors or tying up with mental health professionals can help employees cope with anxiety and improve their emotional stability.

Recommendations for Future Research

Comparison of Cross-Sector Studies: Future studies should examine EI and QWL in a variety of industries (e. g., healthcare, IT, logistics, etc.) in order to find unique patterns and trends. A long-term study may help illustrate the benefits of emotional intelligence training over time. Cultural factors (e. g. collectivist vs. individualist orientation) may have a lot of influence on emotional intelligence formation and expression. Perspectives on gender and gender: An examination of EI across a variety of age groups and genders may lead to nuanced conclusions. 360° EI Assessments: Incorporating peer and boss ratings alongside self-assessments could lead to increased accuracy.

Sectoral Comparison Ponders: Future in quire about ought to compare the EI–QWL relationship over diverse sectors—such as healthcare, instruction, IT, retail, and logistics—to investigate industry-specific elements. Passionate requests and work-life conditions shift essentially by calling, and comparative examination may reveal special needs and procedures.

Gender-Based and Generational Contrasts: The impact of sexual orientation and age on Enthusiastic Insights and its affect on QWL remains an underexplored region. Do ladies, for case, see and react to working environment enthusiastic requests in an unexpected way than men? Are Gen Z representatives more sincerely expressive but less versatile? Future ponders ought to investigate how EI improvement needs change over statistic categories.



Part of Organizational Culture and Authority: An vital future course is to survey how organizational culture and authority fashion direct the relationship between EI and QWL. Investigate seem explore whether candidly brilliantly workers flourish more in participative or transformational administration situations compared to various leveled structures.

Longitudinal Thinks about on EI Improvement: Most current investigate, counting this consider, employments a cross-sectional plan. Longitudinal inquire about seem look at how EI preparing and mediations affect worker well-being and work life quality over time. This might approve the enduring benefits of EI advancement programs.

Utilize of Multi-Rater EI Evaluations Instead of depending exclusively on self-reported surveys, future analysts ought to consolidate 360-degree criticism or administrator assessments to degree EI more equitably. This would give a well-rounded understanding of how EI is perceived and connected within the work environment.

Integration of Mechanical Components

As digitalization and AI impact work forms, future thinks about can look at how Enthusiastic Insights interatomic with computerized work environments for illustration, in virtual groups or inaccessible work. Does EI play a more grounded part in keeping up QWL when representatives are physically detached from their groups?

Conclusion

This report reveals the vital role of Emotional Intelligence in improving Work Life, especially in a manufacturing setting such as Amman Try Steels Private Limited. Human emotions remain at the forefront of organizational success as enterprises shift toward automation and digitization. According to the findings, emotionally savvy employees not only perform better, but also experience greater job satisfaction, involvement, and interpersonal harmony. Organizations can create emotionally healthy environments that foster creativity, loyalty, and resilience by recognizing and nurturing emotional intelligence. The positive correlation between EI and QWL goes beyond mere theoretical correlation; it has real-world implications for talent management, employee retention, and overall organizational stability. Businesses must look beyond technical expertise and embrace holistic employee growth methods that foster emotional intelligence in order to remain competitive. Only then can industries such as steel production move into the future with both high productivity and high employee morale. The steel industry is a difficult place to work, with a lot of pressure and goals that require. Work can also be physically difficult. This research shows that emotional intelligence helps people manage stress, communicate well and keep good relationships at work, even in very busy and strict work. Results of the study showed that emotional intelligent employees tend to have a better professional life. They feel happier, have fewer conflicts, participate more in their work and can better balance their personal and career life. For organizations like Amman, try Steels PVT. This discovery may be revolutionary. Instead of simply focusing on money or fictional headers, managers can inspire their groups by expressing sympathy, including their needs and creating a positive working environment.

In addition, evidence shows strongly that investing in training and developing emotional intelligence is bringing long-term results, bringing benefits to both individuals and organizations. It improves happiness, teamwork and innovation. By focusing on emotional intelligence, we can improve the quality of work and create a safer and more harmonious environment, eventually leading to better productivity and less accidents. In addition, while businesses face the challenges of automation and



technology change, emotional intelligence becomes a unique human capacity that machines cannot correspond. By investing in IS, the organization may still go ahead of the curve and be ready to carry out the challenges arising.

Concluded that the research maintained firmly that emotional intelligence should be absolute priority for HR and a major factor in the success of long -term success for organizations. Emotional intelligence is no longer a pleasant skill to have - it is an essential skill to help employees understand and connect with others at their workplace.

Amman tried Steels PVT. Companies like Ltd. And others can create a successful group by integrating emotional intelligence in all aspects of human resource development, training programs and performance assessments to develop leadership and employees' initiatives.

When emotional intelligence is one of the values and practices of an organization, it is not just a better question about working - it is a question about creating a completely new level of quality at work.

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