



EMOTIONAL INTELLIGENCE: HOW IS IT FOR WOMEN EMPLOYEES?

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Abstract

The present article is an outcome of a research study, a part of a doctoral study of the author that highlights the factors that influence the Emotional Intelligence among women employees. Women Employees in Coimbatore constitute the respondents of the study. Their socio economic background and job profile are collected with the questionnaire along with scale meant for measuring Emotional Intelligence. The findings of the study are analyzed and presented in the form of an article. The result of the study helps to understand the Emotional Intelligence of Women Employees.

Key words: *Emotional Intelligence, Women Employees.*

Introduction

Employment of women is not a modern phenomenon in the present day Indian society. Economic necessity and economic independence are the basic reasons for women employment. However it added the status and recognition to the women which was not expected earlier. In recent years with the breaking down of traditions women workers are emerging in a new role of working class women. The rising cost of living has made it necessary for most women to take some form of employment in order to supplement the family income. Indian society is undergoing tremendous changes continuously in various areas and one such area is women employment. The changes have penetrated in all segments of society and probably the most beneficial has been the Indian family, mainly due to the education and employment of women. Women employment means women's contribution to the development process of the family and the country. The duties of woman are not just limited to caring for the family. They have to do something to society like men by means of employment. Women employment is taking place both in private and public sector. In the present society, irrespective of their employment status, by and large women are still considered as primary carriers of children and family members.

Need for the Study

Generally employment is a team work along with others. In case of service sector an employee has to face the public with adequate emotional balance. There are instances for women employees to lose emotional balance because they are overburdened with dual role. An effort was made by the researchers to study the profiles of women employees who work in different organizations. It aimed to know the Emotional Intelligence women employees also. Factors contributing for emotional intelligence of them were one of the main objectives of the study.

Concept and Definitions of Emotional Intelligence

Emotional intelligence (EI) means knowing one's feelings and others, determining emotions and feelings controlling them and learning to sympathize with other people. (Rangriz&Mehrabi, 2010). According to Mayer and Salovey (1993) Emotional Intelligence allows us to think more creatively and to use our emotions to solve problems. Emotional Intelligence probably overlaps to some extent with general intelligence. The emotionally intelligent person is skilled in four areas: Identifying emotions, using emotions, understanding emotions, and regulating emotions.

Goleman (1996) the well-known person for this concept takes a somewhat broader position in describing emotional intelligence. In his writings, emotional intelligence consists of five factors: Knowing one's emotions, managing emotions, motivating one, recognizing emotions in others, and handling relationships.



The concept of emotional intelligence is a comprehensive term that includes soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence, and technical or professional skills. Most of the authors on the topic note that in order to be a well adjusted, fully functioning member of society (or family member, spouse, employee, etc.), one must possess both traditional intelligence (IQ) and emotional intelligence (dubbed EQ). Emotional intelligence involves being aware of emotions and how they can affect and interact with traditional intelligence (e.g., impair or enhance judgments, etc.). This view fits well with the commonly held notion that it takes more than just brains to succeed in life - one must also be able to develop and maintain healthy interpersonal relationships. Viewed in this perspective, emotional intelligence is nothing new. Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. On some level, we've always known that the ability to understand, monitor, manage and capitalize on our emotions can help us make better decisions, cope with setbacks and interact with others more effectively.

Reviews on Emotional Intelligence

Ioannis Nikolaou and IoannisTsaousis (2002): The purpose of the present study is to explore the relationship between emotional intelligence and sources of occupational stress and outcomes on a sample of professionals in mental health institutions. A total of 212 participants were administered the Emotional Intelligence Questionnaire as well as the Organizational Stress Screening Tool (ASSET), a new organizational screening tool, which measures workplace stress. The results were in the expected direction showing a negative correlation between emotional intelligence and stress at work, indicating that high scorers in overall EI suffered less stress related to occupational environment. A positive correlation was also found between emotional intelligence and organizational commitment.

Cumming, E.A. (2005): The aim of this study is to further explore the relationship between emotional intelligence and workplace performance. In addition, this study also explored the relationship between demographic factors, emotional intelligence and workplace performance. The Genos EI Scale was used to measure an individual's level of emotional intelligence, whilst workplace performance was assessed by the Role Based Performance Scale. The sample was drawn from one large insurance company which had offices throughout New Zealand. From the sample 114 subordinates completed the Genos EI Scale and provided demographic data. The results of this study suggest a significant relationship that exists between emotional intelligence and workplace performance.

Hopkins & Bilimoria (2008) explored the relation between emotional and social intelligence competencies and organizational success. The study showed not much of differences between male and female leaders in their demonstration of emotional and social intelligence competencies. It was also found that when it comes to competency demonstration most successful men and women were more the same than different. However gender did play a reasonable role in the relationship between the demonstration of these competencies and success.

Fernández-Berrocal, P., Cabello, R., Castillo, R., & Extremera, N. (2012): The study is to address the question whether female gender is associated with emotional intelligence. The relationship between gender and emotional intelligence (EI), was assessed using the "Mayer-Salovey-Caruso Emotional Intelligence Test" (MSCEIT), is considered. Results showed that the gender differences initially reported for EI are mediated completely by age and the same is partially mediated for the dimension of emotional managing.

Faris S. Alghamdi (2014): This study investigates the relationship between emotional intelligence and individual performance, namely academic performance. It also aims at determining whether emotional intelligence differs between male and female students. The data were obtained through the Schutte Self-Report Emotional Intelligence (SSREI) questionnaire, which was distributed to undergraduate students in Albaha province, Saudi Arabia. A sample of 191 undergraduate students filled in (SSREI), which included the demographic and academic performance measures. The results indicated that the relationship between emotional intelligence and academic performance was not statistically significant. Moreover, no statistically significant difference was found between male and female students in the total of emotional intelligence score.



Problem Formulation

Emotional intelligence is a fairly new, but rapidly growing, area of research. It has become increasingly popular as many researchers claim individuals who perform well at work do so because they have a high level of emotional intelligence. Emotional Intelligence of women is a dependent variable may be influenced by independent variables like age, order of birth, nativity, educational qualification, family members help, type of organization etc... This research study was made to understand the influencing factors of Emotional Intelligence among women employees.

Methodology: The research design used for the study is descriptive in nature. Descriptive research design is a scientific research method, which includes observing and describing the phenomena in detail. To know the factors influencing Emotional Intelligence of the women employees a questionnaire was used and collected data among women employees in different organizations.

Objectives of the Present Study

1. To describe the socio- economic and job profile of women employees.
2. To find out the socio-economic and organizational factors influencing Emotional Intelligence of the respondents.

Sampling

The type of sample is accidental sampling. Only those organizations which permitted the researcher for data collection became the sample organization. As such the sample of the study is 309 women employees who are working in different organizations in and around Coimbatore who were willing to respond to the researcher.

Emotional Intelligence Scale

The Emotional Intelligence Questionnaire developed by Law, Wong and Song (2004) was used to measure emotional intelligence. It consists of 16 items. The reliability value as established by the author is 0.927 (Cronbach's Alpha)

Major Findings and Discussion

The data collected was analyzed using SPSS package. The results are classified as socio economic background of the women employees, the level of Emotional Intelligence and the factors influencing Emotional Intelligence

Socio Economic Background of the Women Employees

1. Majority of the respondents belong to the age group of 21-30 years.
2. A simple majority (45.3%) of the respondents are first born children. However most of the respondents (54.7%) are the middle and last born.
3. It is found that (87.1%) majority of the respondents is under graduates and post graduates.
4. It is observed that majority of the respondents (47.9%) native is urban background.
5. Most (68%) of the respondents are married.
6. Findings reveal that most (68.3%) of the respondents are living in nuclear family.
7. Majority (62.8%) of the respondents' spouse are employed.
8. Most (68.9%) of the respondents are having less than three dependents.
9. Majority (70.9%) of the respondents are not having children below five years.
10. It is observed that 56.2 % of the respondents' children are studying in schools in different standards.
11. One third (33.7%) of the respondents children are not sent to tuition classes.
12. Around half of the sample respondents (46.6%) are reading newspapers.
13. Most (70.6%) of the respondents are having more than three friends.
14. Larger majority (90.3%) of respondents' family members are helpful to them.
15. More than half (54%) of the sample respondents are having own property.
16. Most (75.7%) of respondents are not having house maids.
17. Majority (63.1%) of respondents are spending their leisure time by watching Television and films.



Job Profile of Women Employees

1. It is found that 69.9% of the respondents are working in private concerns.
2. Larger Majority of the respondents' (95.1%) employment category is non-technical.
3. A simple majority (38.8%) of respondents are having below 5 years of experience. However 67.3% respondents are having below ten years working experience or more.
4. Most of the respondents (46.3%) are holding the present employment as first job.
5. More than one third (36.9%) of respondents are earning one lakh to two lakhs per annum.
6. Around half (48.5%) of the total respondents are working in service sector organisations like hospitals, banks, insurance agencies etc...
7. Working hours for majority of the respondents (72.5%) is 8 hours.
8. Majority (82.2%) of respondents are residing five to fifteen kilometers distance from their office.
9. Majority (49.5%) of respondents are using public transport for reaching the work spot.
10. Most (76.4%) of respondents felt that their qualification for job is suitable to them.
11. Majority (44.3%) of respondents are having more than four superiors working above their level.
12. Most (70.9%) of respondents are comfortable in their interpersonal relationship at the work place.
13. Majority of the respondents (66.7%) are not having health problems because of their work.
14. Larger majority (78.3%) of the respondents preferred to be employed than to be self-employed.
15. It is found that majority (55.7%) of the respondents are working even after their specified working hours.
16. Findings reveal that 53.4% of respondents are satisfied with their income.
17. Majority (63.4%) of respondents are having satisfaction with the available leave facility.
18. Larger majority (74.8%) of respondents are satisfied with their work atmosphere.

Table No: 1: The Level of Emotional Intelligence of The Women Employees

Level of Emotional Intelligence	No of Respondents	Percent
Low(16-78)	78	25.2
Moderate(79-93)	153	49.5
High(94-112)	78	25.2
Total	309	100.0

It is clear from the table that majority (49.5) of respondents are having moderate level of emotional intelligence. The low level and high level are equal. Working women are capable of developing moderate level of emotional intelligence as they understand the family and work situation and their role adjustment in both these domains.

The classification of 'high', 'moderate' and 'low' level of Emotional Intelligence is worked out by using quartile values. The Q1 value is 78 and the Q3 value is 94. These scores below Q1 value is considered as low and the scores above Q3 value is placed as high. The scores of the respondents between Q1 and Q3 is considered as moderate.

Table No:2 Factors Influencing Emotional Intelligence of The Women Employees

S.No	Personal and organizational Factors	Test Applied	Significance
1	Age	ANOVA	NS
2	Order of birth	ANOVA	NS
3	Educational Qualification	ANOVA	*
4	Native place	ANOVA	NS
5	Marital Status	ANOVA	NS



6	Spouse Employment	ANOVA	NS
7	No of Dependents	ANOVA	NS
8	Reading Habits	ANOVA	NS
9	Number of close friends	Chi- Square	NS
10	Family members help	Chi- Square	*
11	Job Status	Chi- Square	NS
12	Year of Experience	ANOVA	NS
13	Job Change	ANOVA	NS
14	Salary	ANOVA	NS
15	Type of Organization	ANOVA	*
16	Distance from home to office	ANOVA	NS
17	Mode of Travel	ANOVA	NS
18	Suitability of the Qualification for job	ANOVA	NS
19	Number of Superiors	ANOVA	NS
20	Inter personal relationship at work place	ANOVA	*
21	Health problem because of work	Chi- Square	NS
22	Preference of work	Chi- Square	NS
23	Extended working hours	Chi- Square	NS
24	Satisfaction with Salary	ANOVA	*
25	Satisfaction with Leave facilities	ANOVA	*
26	Satisfaction with work atmosphere	ANOVA	*

*: Significant NS: Not Significant

Discussion on Findings

Educational status: It was found that respondents who have completed UG Degree qualification have more Emotional Intelligence than others. Education makes them psychologically mature. It is contributing for emotional intelligence of women employees.

Family Members Help: Based on the data analysis it is found that the persons who are getting help from family members are having moderate level of Emotional Intelligence. When the mind is balanced and not disturbed by the family members' help the level of Emotional Intelligence of women employees may not get affected.

Types of Organization: It was found that respondents who are working in service sector have more Emotional Intelligence than others. Service sectors organizations are customer oriented. They have to face customers every day and have to attend them patiently which may contribute for their emotional intelligence or employees in service sector might have been trained to balance their negative emotions.

Interpersonal Relationship at Work Place: The analysis of the data indicated that the respondents who are having comfortable interpersonal relationship at work place have more Emotional Intelligence than others. Person with strong emotional balance only have interpersonal relationship skill or the vice versa. They will control negative emotions and have good relationship with others. Hence interpersonal relationship at work place influences the emotional intelligence of the respondents. It results in good Emotional Intelligence.

Satisfaction with Salary: It was found that the respondents who are satisfied with salary are having more Emotional Intelligence than others. In general women take up employment for sharing financial commitment of the family. Once she is satisfied with income she may develop positive emotional balance with others leading to her Emotional intelligence.



Satisfaction with Leave: It was established through this study that satisfied leave facility contributes for Emotional Intelligence. All women employees are struggling to manage between work and life. In between work women employees need personal time for relaxation by way of leave. If the leave policy is flexible it helps them a lot to manage their emotions.

Satisfaction with Work Atmosphere: It was found that the respondents who are satisfied with their work atmosphere have more Emotional Intelligence than others. When the working atmosphere is satisfied they will work peacefully. This will avoid unwanted emotional outburst related to job. This contributes for women employees' Emotional intelligence.

Conclusion

Women empowerment requires women employment. Women employment suffers because of the dual role of women. Women employees get affected with their emotional intelligence because of concentrating either the official role or in the familial role. Hence emotional intelligence by way of emotional balance becomes imperative for them. This present study findings suggests that Emotional Intelligence of Women Employees is influenced by both personal and job profile of them. Moreover it is understood the job related factors are more on Emotional Intelligence than personal factors. So the employers employing women have to concentrate in reducing the job factors that influence the Emotional Intelligence of Women Employees by means of welfare policies, training and counseling.

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