

THE ROLE OF EMOTIONAL INTELLIGENCE IN JOB PERFORMANCE

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Abstract: The aim of this research is to examine the need of emotional intelligence (EI) related to the employee job performance. Most important problem existing in emotional intelligence is inadequate understanding among the employees. The main motto of this study is to find out the problems faced by IT employees based on emotional intelligence and find out the level of awareness about EI among them. This study also helps to find out the impact of social relationship on employee job performance and some suggestions to overcome it with the help of self awareness and social skills.

Keywords: EI factors and its outcome, Job performance, Work commitment, Social competency.

1. INTRODUCTION

Emotional intelligence is the ability to deal with the emotions like understanding the kind of feelings and utilize in positive way. It is the way to evaluate the self regulation and self awareness of the individual. Emotional intelligence is also known to be test of emotional stability. It is also means to understand the feelings of others and the ability to deal with others. Mainly, the ability to form the relationship with the fellow peoples.

Due to the large number of advanced technology most of the organization thinks emotional intelligence is least important one. Here we consider about the need of EI on IT sector, based on this IT field is the one of the most stressed field. There is a lot of chance for emotional imbalance for the employee. To utilize the need of emotional intelligence is the big task.

Emotional intelligence

Emotional intelligence permits you to know and manage your emotions so as to self motivate and to form positive social interactions. It is the start in realizing your true potential. Emotional intelligence may be a helpful talent to forestall creating choices supported emotional business. EI is mostly same to incorporate a minimum of three skills, emotional awareness or the flexibility to spot and name one's own emotions. The flexibility to harness those emotions and apply them to tasks like thinking and downside solving, and therefore the ability to manage emotions, which incorporate each regulation.

EI factors

Self awareness

Self awareness is the ability to focus on your own thoughts, action or emotions which helps to align the do's and don'ts with your own standards. The person with highly self aware can easily evaluate themselves and manage their own emotion, align their behavior with values which resulted to understand others perceive them.

Self regulation

Self regulation is the next stage of self awareness, the person with the knowledge to focus on their own emotion, can easily knows how to control the emotion and behavior as well as how to express them in the way without hurting others. It is an essential ingredient in emotional intelligence.

Motivation

Both the self motivation and motivating others helps to improve the employee job performance. In employee performance motivation plays an important role which boost up the work force. It is the biological, social, emotional and cognitive force which has to activate behavior towards the goal..

Empathy

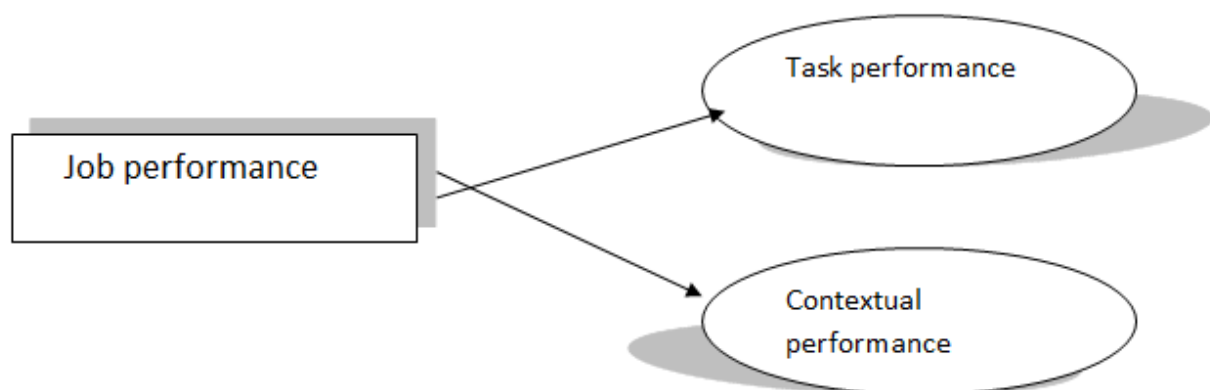
Empathy is the ability to think how other person is feeling and try to understand their mood. According to Daniel Goleman and Paul Ekman, empathy consists of three components. They are Cognitive, Emotional and compassionate..

Social skills

Social skill is the ability to utilize others emotion in healthy way. It is the final stage in EI. It is the skill needed to handle and effectively influence others emotion towards the organization commitment.

Job performance

Job performance assesses whether or not someone performs employment well. Job performance, studied academically as a part of industrial and structure psychological science, conjointly forms a section of human resources management. Performance is important an criterion for structure outcome and success. Employee job performance is outlined as however associate degree worker fulfills their job duties and executes their needed tasks. It refers to the effectiveness, quality and potency of their output.. Performance conjointly contributes to our assessment of however valuable associate degree worker is to the organization.



Task performance

Task performance will be outlined because of the effectiveness with that job incumbents. Perform activities that contribute to he organization's technical core either directly by implementing a vicinity of its technological method, or indirectly by providing it with required material or service.

Contextual performance

Contextual performance, that is outlined as activities that contribute to the social and psychological core of the organization, is getting down to be viewed as equally vital to task performance.

Outcome of job performance

1. Identifying - Self awareness

Self awareness helps the employee able to identify what he / she is doing by their own and what they feels. It is recognizing of their own feeling.

2. Ability to manage emotions - Self regulation

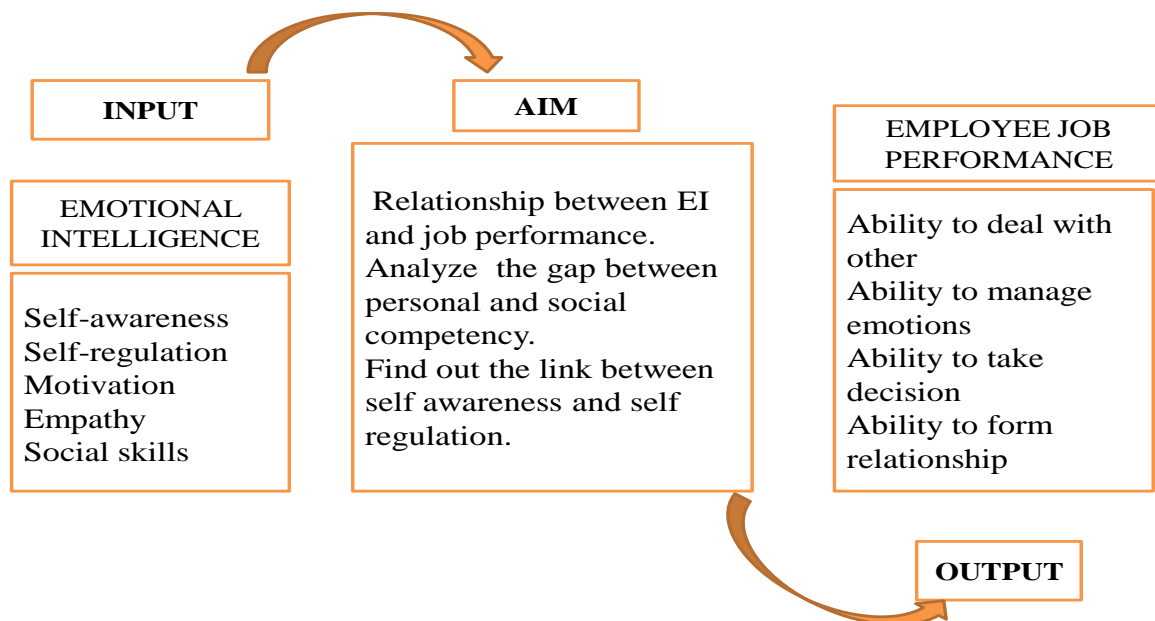
The ability to control and manage the do's and don't of their own behavior. The person with this ability can be able to be a good leader in future.

3. Ability to deal with others - Empathy

Understanding others emotional and deal with co-peoples helps to form a good relationship.

4. Boost the performance - Motivation

It is the ability to encourage self and others to improve their work performance and strikes to make social relationship with others.

5. Utilize the emotion healthily to improve the goal of the organization - Social skill.**2. CONCEPTUAL FRAMEWORK****3. CONCLUSION**

Many researchers have suggested that employee job performance is influenced by emotional intelligence, which is otherwise called as emotional quotient. The relationship between the employee also resulted in the outcome of employee performance. How the employee is aware to manage the conflict and stress is also thought by EI. The ability to focus on the positive feeling and overcome the negative feelings taught by emotional intelligence plays an important role in carrier growth and success. Lack of EI also affect the quality of our personal life.

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