

Keyrole played by Emotional Intelligence in employees of Government and Private Colleges

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Submitted: 01-07-2021

Revised: 10-07-2021

Accepted: 13-07-2021

ABSTRACT

Emotional intelligence is basically define as one's capability to handle their feelings and mind. Mind commands over one's feelings and emotions. An emotionally intelligent person is someone who have control over their emotions or feelings and able to manage them, understood the situation and act accordingly.

In the light of this background the present study is a comparative study of government and private colleges employees in DelhiNCR. It is helpful to know and assess the emotional stability of employees. Along with it is helpful to know and understand about emotional intelligence.Total sample size is 100, out of which 50 samples taken from government colleges and 50 from private colleges. Primary data has been collected through questionnaire.

Key words:- Emotional intelligence, Adaptability, Self motivation and Interactive

- Self awareness
- Self regulation
- Internal motivation
- Empathy
- Social skills

Self Awareness :-To become self aware you must be capable of monitoring your own emotions and recognizing different emotional reactions and after that correctly define each emotions. These people have good sense of humor, are confident in themselves and their abilities and are aware of how other people perceive them.

Self Regulation :- Self regulation is all about expressing emotions and feelings at the right time and right place or in a appropriate manner. Those who skilled in regulation are tend to be flexible and adaptable to change. They are aware about how to influence others and take responsibility for their own actions.

Internal Motivation :- Internal motivation is an important skill in emotional intelligence. They are motivated beyond external things like; fame, money, rewards, recognition etc.They are always looking for better ways to do things and they are very good in taking initiative.

Empathy :- It is the ability to recognize the emotional state of mind of others. Empathy can be expressed in many terms like , happiness, sorrow, pain, excitement and confusion. So it is depend on how someone send and received another person's understanding about any particular feelings and situations.

Social skills :- This is another important aspect of emotional intelligence. It involves employees benefitby being able to build strong relationship with colleague. It involves better understanding and communication both verbal and non verbal, it also involves skills, leadership and persuasiveness.

These components helps to understand how emotional intelligence play a major role in colleges and in other field also.If employees of colleges are highly emotionally intelligence, the

I. INTRODUCTION:-

Emotional intelligence gained popularity in the book **Emotional Intelligence** in 1995 written by the science journalist **Daniel Goleman**,He defined emotional intelligence as “ Emotional intelligence is the ability to sense, understand , value and effectively apply the power of emotions as a source of human energy, information, trust, creativity and influence”.

It is the ability to understand and manage your own emotions in a positive way to release stress and communicate effectively with others, overcome challenges and decrease conflict. When it comes to happiness and success in life, emotional intelligence matters a lot in working and personal life both. Emotional intelligence helps you to build strong relationship, success at work and achieve your career and personal goals. And it helps you to make best decisions about what matters a lot to you and what is important to you.

There are five components of emotional intelligence:-

student of colleges have high emotional intelligence. And along with this the impact of EI increase academic performance of students.

II. LITERATURE REVIEW:-

Tamannaifar and others in 2010 conducted a study on 6,050 students at University of Kashan to recognize the relationship between emotional intelligence and self concept with reference to academic achievement. The sample of students was randomly collected. The study concluded that emotional intelligence and self concept of the students was positively linked with their academic performance.

Yahaya and others in 2011 studied the relationship between five dimensions emotional intelligence, self motivation, empathy, interpersonal skills, self awareness and academic performance. The report revealed that there are significant relationship between self awareness, emotional management and empathy with academic performance.

Vibhor Jain a research scholar of Teerthankar Mhaveer University Moradabad conducted a research in 2014 about emotional intelligence in private banks. The result of the study shows that people with high Emotional Intelligence are the best performers, problem solver and have high level of interpersonal skills and are more satisfied at work place. Emotionally balanced employees are adaptable, self aware, self confident and good at managing conflicts and stress level.

Shavita Deshwal assistant professor MSI India conducted a research in 2014 on the topic of A comparison of Emotional Intelligence between government and public sector employees. The study conclude that there is no significant difference between public and private sector employees. Emotionally intelligent employees can perform better, leading the team and building trust among colleagues and surroundings atmosphere.

Pooja Pooja and Pranab Kumar from Birla Institute of technology Ranchi Jharkhand conduct a study in 2015 that was published in march 2016. They have done their study in Indian service sector to find out the effect of demographic variables on emotional intelligence. Variables are; Gender, age, work experience, educational level, etc. The study shows that female employees are more emotionally intelligent than male employees. Ongoing age people have more ability to handle problems and manage stress level and they have more understanding with their colleagues at work place. Non-technical qualified employees have high interpersonal skills and they have ability to manage

other people emotions than technically qualified employees. The study clearly shows that employees who are having so many years of work experience are having less opportunities for feedback from their peer group and colleagues, so they are poor at managing emotions. Management level also affect emotional intelligence. The study shows upper management level score more on EI.

Sundarajan and Gopichandan BMC medical education from Chennai conduct a study in 2018 on the topic of Emotional Intelligence among medical students in Chennai. They have taken a main factor that is level of emotional intelligence in medical students who have done their high school from government and private school. The study clearly shows that, students who have done their education from government school have high level of emotional intelligence as compared to private school students. Students of government school from rural areas have high degree of adaptability and ability to work as a team within limited accessibility of resources and they have better understanding about their emotions because of their social and communal upbringing during schooling. Private school students are brought up with an individualistic attitude with a focus on individual excellence. So the study conclude that students who are exposed to limited resource practices and the way of living, thinking and working in communities, tend to be more emotionally intelligent.

Objectives of the Study

1. To examine the feelings of the employees about their jobs.
2. To examine the feelings which impact on their performance.
3. To identify whether they would be able to cope up or not with tensed situation at their workplace.
4. To analyse their effectiveness at work place to solve the problems.
5. To analyse the level of their present knowledge and to measure the degree of activeness for updating their knowledge.

Research Methodology

Research is a scientific and systematic search for pertinent information about a specific topic. In other words, research is an art of scientific investigation. Comparative study has been done. Data have been collected from both primary and secondary sources. Primary data were collected through questionnaire from employees of government and private colleges. Sample size was so selected. Total 100 respondents were taken from

Delhi/Ncr. Out of which 50 from government college and 50 from private college. Secondary data were already collected by someone other purpose, So secondary data were collected from college records, internet, books etc.

III. DATA ANALYSIS AND INTERPRETATION:-

I have taken 100 respondents from government and private colleges in delhi/Ncr. 50 from government colleges and 50 from private colleges. In order to understand the emotional

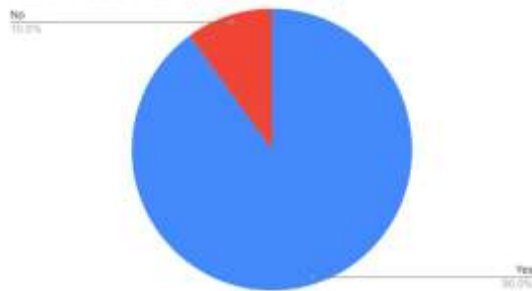
intelligence amongst the target group, data was collected on the basis of these factors:-

These are some factors of emotional intelligence that are used in this study on the employees of colleges. These factors analyse through following pie chart :-

1. Self Assessment
2. Interpersonal relationship
3. Adapatability
4. Self motivation
5. Positive thinking
6. Conflict management
7. Interactive

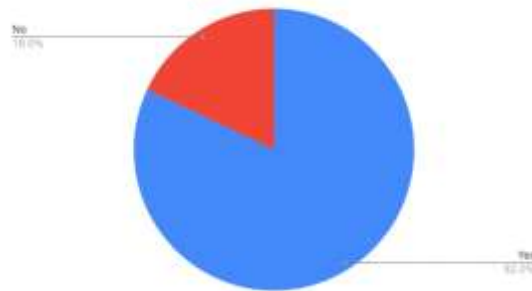
➤ SELF ASSESSMENT

SELF ASSESSMENT (GOVERNMENT)



The following pie chart depicts that 90% employees in government colleges are aware about their strength and weakness, and manage their emotions, and recognize the impact they have

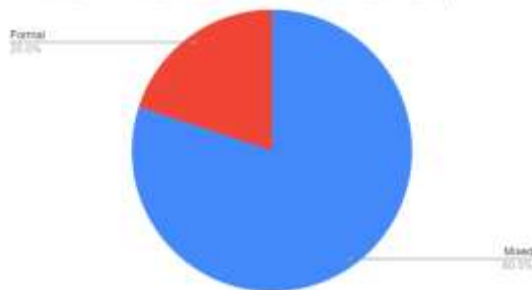
SELF ASSESSMENT (PRIVATE)



on others. In private colleges approx 82% employees easily assess their strength and weakness.

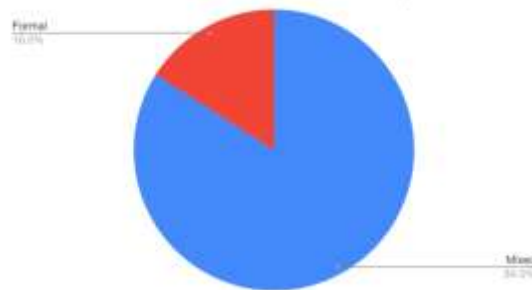
➤ INTERPERSONAL RELATIONSHIP

INTERPERSONAL RELATIONSHIP (GOVERNMENT)



According to this study, Most of the employees in government colleges share mixed relationship with their colleague and have interest in team work. They have ability to establish and

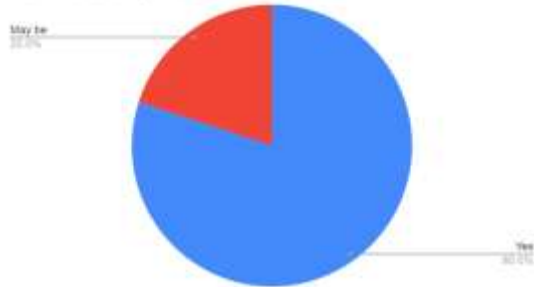
INTERPERSONAL RELATIONSHIP (PRIVATE)



maintain healthy relationship with their colleague. In private colleges more employees(84%) share better relation at work place compare to government colleges.

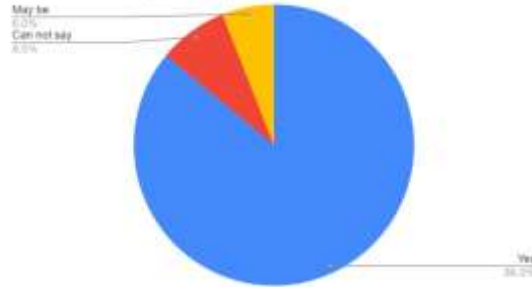
➤ **ADAPATABILITY**

ADAPATABILITY (GOVERNMENT)



According to following pie chart 82 % employees in government colleges are able to handle multiple demand and changes at work place and they are more able to handle new challenges

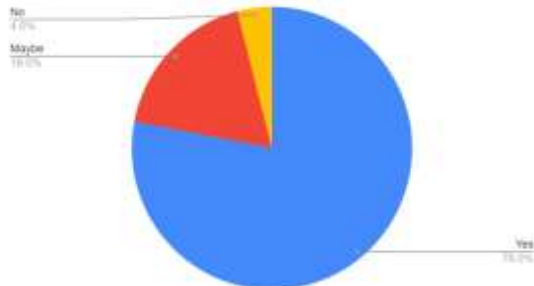
ADAPATABILITY (PRIVATE)



with fresh ideas. 86 % employees in private colleges having flexibility for changes and demands, give more effective and rapid response to unexpected situations at work place.

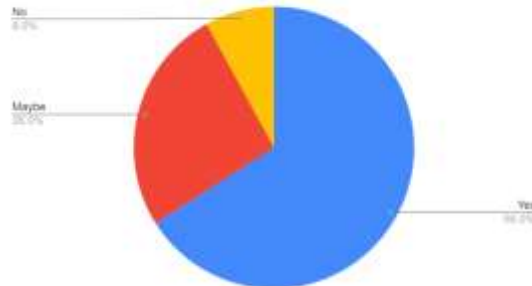
➤ **SELF MOTIVATION**

SELF MOTIVATION (GOVERNMENT)



The following pie chart shows that, in government colleges about 78% employees are self motivated and they easily handle work pressure. About 66% employees in private colleges are self

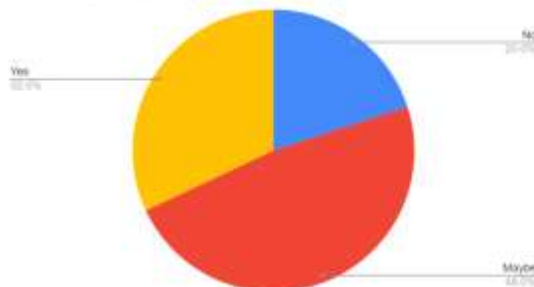
SELF MOTIVATION (PRIVATE)



motivated and clear about their goal, what they want to achieve and having capability for newly assigned work.

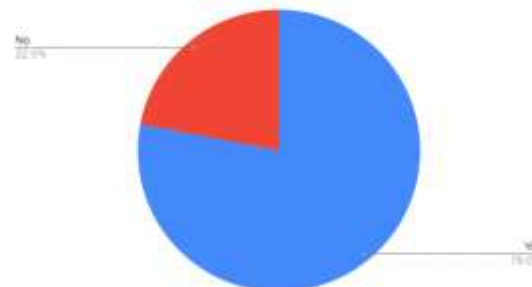
➤ **POSITIVE THINKING**

POSITIVE THINKING (GOVERNMENT)



The following pie charts depicts that, in government colleges only 32% employees are

POSITIVE THINKING (PRIVATE)



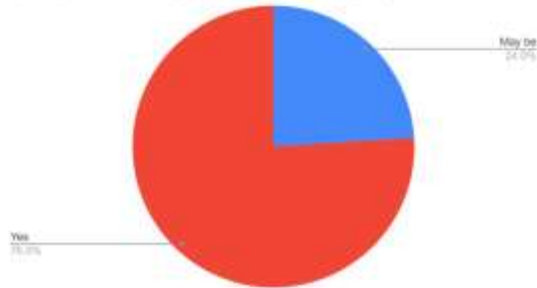
positive about any situation or work and handle a tensed situation with positive behavior. In private

colleges 72% employees have positive attitude towards any tensed situation and easily handle the

situation.

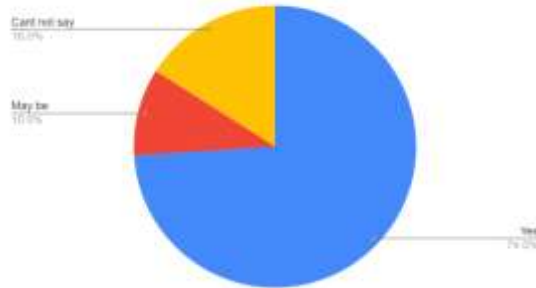
➤ **CONFLICT MANAGEMENT**

CONFLICT MANAGEMENT (GOVERNMENT)



According to the study, following pie charts shows that, 76% employees in government colleges are able to manage conflict and maintain a healthy relationship between personal and

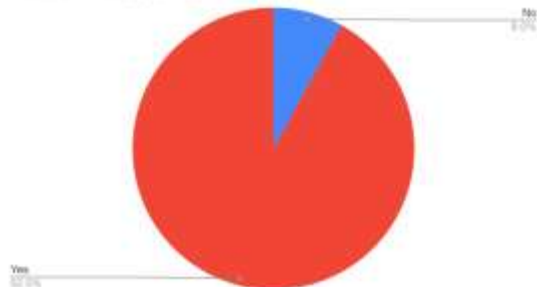
CONFLICT MANAGEMENT (PRIVATE)



professional life. The chart shows that, in private colleges 74% employees have ability to handle conflict at work place and in personal life also.

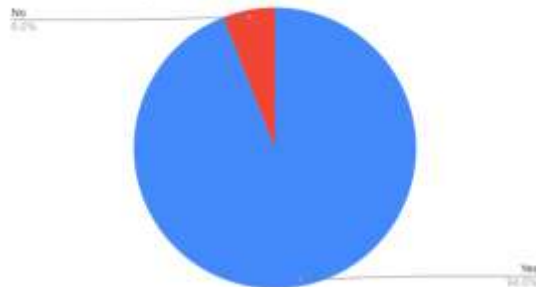
➤ **INTERACTIVE**

INTERACTIVE (GOVERNMENT)



The following pie charts depicts that, in government colleges 92% employees are interactive at work place as well as they have good interaction with students while teaching and take suggestions from students. In private colleges 94% employees says that, they like discussion while teaching. They interact with students and with their colleague.

INTERACTIVE (PRIVATE)



- Emotional intelligence must be promoted regularly among employees by conducting 'Emotional competence' training program.

IV. SUGGESTION:-

The research revealed that most of the respondents are good in their emotional competencies, but some employees suggested that:

- Management should provide adequate facilities for reducing job related stress.
- Some employees suggest that, some award to be given for best performer of the month and for those, who contribute towards innovation beyond job description.
- For better productivity more decentralization methods of teaching is required in teaching.

V. CONCLUSION:-

Emotional intelligence plays an important role for employees in any organization. As the study conducted by the researcher concludes that emotional intelligence helps to understand employees viewpoint and how they react to the particular situation. Employees in colleges have different attitude towards different factors. They have self awareness, self motivation they can easily handle their emotions at work place. They are more interactive with students and they welcome new ideas from students. They are adaptable to the suitable situations, they are able to accept challenges, and are practical towards challenging situations which eventually lead to increase in the productivity of their working at workplace.

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