

Emotional Intelligence: Self Control, A Way to Create Feel Good Environment at Workplace

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Abstract:

Does happiness at workplace really matters? Or just working matters, even if it is in a pulling atmosphere. Relatively it would be better to work in a merry environment. An organization is a network of people and if this network gets mired due to any grievance of even an individual employee, than it becomes really difficult to work. Therefore the work environment needs to be free from any negative emotions. This research will focus on self control, a part of Emotional Intelligence, which the researchers believe can bring delight at workplace. Before maintaining healthy interpersonal relations, it is essential to control one's emotions first, because that is the first step of the ladder and this fact cannot be denied that before climbing the first step of the ladder, nobody can reach the last step of the ladder and even if anyone gets victory in stepping directly the last ladder has 100% chance to fall in coming future. Hence, the present study is going to find out the importance of self control for creating happy work environment. This research will be conducted among the faculty members of SGI, at the institutions situated on Agra-Mathura Highway.

Keywords: - Emotional Intelligence, Interpersonal relations, Self control, Workplace

I. INTRODUCTION

Emotions, emotions and emotions! Actually emotions are the one that statute human deeds and this human behavior rules interpersonal relationships, not only personal but also professional. Though it is said that personal lives are different from professional lives but what about humans who are controlled by their emotions, always affect these two different lives because of the emotions deriving out of these two lives. What if one becomes well capable of controlling and managing one's emotions? Really the relations can become flawless up to great extent not only at personal level but also at professional level but this paper is going to focus only on professional relations affected by emotions. Following is the figure 1 depicts the various emotions affecting workplace relations.

If individual wants to make workplace environment happy and delightful, they must know the ways to understand, control and administer expression of emotions through balanced behavior. So the technique of controlling self behavior is called as SELF CONTROL which is the part of

EMOTIONAL INTELLIGENCE. Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic.

If we are not regulating our emotions at workplace then we have to face various problems like unhealthy interpersonal relationships among colleagues, always tensed environment at workplace, unhealthy superior-subordinate relationships and many more because majority of our time we spent at workplace. Emotional intelligence generates rationale behavior. Daniel Goleman defines emotional intelligence as: The capacity for recognizing our own feelings and those in others, for motivating ourselves, for managing emotions well in ourselves and in our relationships. Emotional Intelligence is the ability to understand, accept and recognize our own emotions and feelings, including their impact on ourselves and other people and to use this knowledge to improve our own behaviors as well as to manage and improve our relationship with others. On the basis of above explanation

we can suggest a model which is depicted below though fig1:

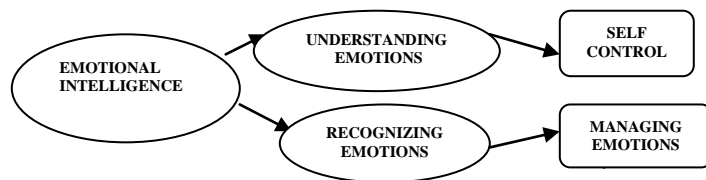


Fig.1 Regulating the Emotions at Workplace

1. **Recognizing emotions** – the ability to identify one's own emotions. Perceiving emotions represents a basic aspect of emotional intelligence, as it makes all other processing of emotional information possible.
2. **Understanding emotions** – understanding emotions encompasses the ability to be sensitive to slight variations between emotions, and the ability to recognize and describe how emotions evolve over time.
3. **Self Control** – Self control or self-control is the ability to control one's emotions. In psychology it is sometimes called self-regulation.
4. **Managing Emotions** - After recognizing, understanding and regulating emotions, it becomes easy to manage the emotions and if it is the matter of workplace than it is very essential to manage emotions so that one can work in a controlled and stress free environment.

This paper is going to focus on the concept of self control, one very important feature of emotional intelligence. Where emotional intelligence focus on controlling ones emotions as well as others emotions, self control focus on controlling ones emotions. Before controlling others emotions first it is important to control one's own emotions because that can build a controlled environment where one can control his own behavior by controlling own emotions.

II. LITERATURE REVIEW

Emotional intelligence is always being seen as an individualistic approach but a fact that cannot be deprived of is that organization is run effectively only with the network of people that too interrelated people, So emotional intelligence is needed to maintain healthy interpersonal relations, creating healthy and anxiety free organizational climate. This study tries to assess the self control among the teaching fraternity. From past years many researchers have studied different aspects Emotional Intelligence and self control in education institutes and various other areas not only at all India level but at international level. The various findings of past researches were of great help for the researcher to sort out the different factors to be used in the

study. This review also helped in finding out the differences between the past researches and the current research on the same topic. Let us look at glance on the earlier researches which focused attention on Emotional Intelligence and self control. **Natalie L. Shipley et. al.** “The effects of emotional intelligence, age, work experience, and academic performance” studied the effect of emotional intelligence on academic performance. Further the study explored relation between emotional intelligence and experience and proved that there is no relation between emotional intelligence and age. It also proved a significant relation between emotional intelligence and work behavior. **Vanessa Urch Druskat and Steven B. Wolff (2001)** “Building the Emotional Intelligence of Groups” the research uncovers how to achieve emotional intelligence at group level. It further suggests that group emotional intelligence leads to trust, identity, efficacy, participation, cooperation, collaboration which results in better decisions and solutions. The researchers also concluded that in the era of team work, emotional intelligence can help in bringing high team spirit. **Daniel Goleman (August 9, 2010)** “Emotional Intelligence: A New Standard for Success in the Workplace” This study suggests emotional intelligence as an important aspect to bring success at workplace. emotional intelligence can be a much stronger predictor of who will be most successful, because it is how we handle ourselves in our relationships that determines how well we do once we are in a given job. **Dr.C.P. Khokhar** “Emotional Intelligence and Work Performance among Executives” (2009) This research focused attention on relation between emotional intelligence and employees performance at workplace. Further the author says that emotional intelligence means that a person acquire certain skills that can help him work more efficiently. Emotional intelligence may contribute to work performance (as reflected in salary, salary increase, and company rank) by enabling people to nurture positive relationships at work, work effectively in teams, and build social capital. Work performance often depends on the support, advice, and other resources provided by others (Seibert, Kraimer & Liden, 2001). **Paula M. Singer** “Using Emotional Intelligence to Improve Working Relationships” (2005). The author says that if person is emotionally intelligent than he can handle not only himself well but also relations with others. This helps in making better interpersonal relations at workplace. **Cary Cherniss (April 15, 2000)** “Emotional Intelligence: What it is and Why it Matters” author said that the study of emotional intelligence is very important at workplace as it is directly related with the individual performance and organizational productivity. Further the author focused over cognitive as well as non cognitive aspects of emotional intelligence. **Freedman, Ghini & Fiedeldej-Van Dijk 2005** “White Paper: Emotional

Intelligence and Performance” in this the author has depicted one model the contents of the model are Know Yourself (self-awareness), Choose Yourself (self-management), Give Yourself (self-direction). **Lorenzo Fariselli, Massimiliano Ghini, Joshua Freedman (May 16, 2006) “White Paper: Age and Emotional Intelligence”** the researcher said that this is a common saying that older people are slightly more likely to be higher in emotional intelligence. But the finding suggests that although emotional intelligence is a developing ability; it goes higher as an individual becomes older because of his life experiences which he faces but there are various factors which has nothing to do with age and emotional intelligence and even young people are much more emotionally stable than older one. **Mohamadkhani, Kamran (30 July, 2010) “An emotional-intelligence-based model for improving faculty members' effectiveness”** in this the researcher tries to explore the relationship between emotionally intelligent leadership and faculty effectiveness. Further he says that the leadership skills can be enhanced through implementing various leadership techniques and emotion based skill could be used in higher education leadership training and development programs to enhance both leadership and faculty effectiveness. **Timothy A. Judge ,Annelies E. M. Van Vianen and Irene E. De Pater “Emotional Stability, Core Self-Evaluations, and Job Outcomes: A Review of the Evidence and an Agenda for Future Research”** In this article the researcher presented a review of research on core self-evaluations, a broad personality trait indicated by four more narrow traits that are self-esteem, generalized self-efficiency, locus of control, and emotional stability. Further he tries to establish the positive relation between Five traits—neuroticism, conscientiousness, extraversion and agreeableness and job satisfaction as well as between core self evaluation and job satisfaction. **Stanford Report, October 27, 2010 “Stanford study shows getting older leads to emotional stability, happiness”** in this research the author says that the older people are much more emotionally satisfied and happier as compared with the younger people because they have achieved most of the things in their life, their responsibilities are over on the other hand the youngsters are true fighters they have to make their life, it is their starting phase.

III. RESEARCH METHODOLOGY:

A. Statement of the Problem

Emotional Intelligence is a tool to understand one's own emotions as well as others. It is a known concept that emotions play a very important role at place of work as any how they affect relations between employees which in spin affect the overall performance of the organization. Before

moving directly on to the emotional intelligence which is the wider concept it is better to focus on Self Control which is a step before Emotional intelligence. But this is the major area of concern that nowadays people try to change others without identifying their own weaknesses that certainly require a change. In this research the major focus is on the problems arising out of weak interpersonal relationships causing serious and unavoidable problems at the workplace. The researchers attempted to go into the depth of the problem and came out with n number of reasons causing friction in relations out of which lack of self control (part of EI) was also one of the major factors for the above problem. Therefore this study is going to explore how self control can improve interpersonal relationships, thus spreading happiness at workplace.

B. Objectives of the Study

1. To investigate the variables affecting emotions at workplace.
2. To discuss the outcomes of emotional instability of the employees on interpersonal relationships.
3. To explore the importance of self control at workplace.
4. To suggest the strategies that can strengthen the relationship between self control and happiness.

C. Hypotheses testing

- There is no association between opinion regarding marital status and emotional stability at workplace.
- There is no association between opinion regarding age group and emotional stability at workplace.
- There is no association between opinion regarding gender and emotional stability at workplace.

D. Research design

Research Design is exploratory in nature as we are going to explore the views of faculty members of Sharda Group of Institutions regarding the perception and acceptance level of new technology, used in the classroom for teaching. This research is focusing on exploring the behavior of the faculties regarding the new teaching model.

E. Type of sampling

The researchers will be using Proportionate Random Sampling method, as a certain proportion of faculties will be taken from different departments in different institutes of SGI at Agra. Approximately 25% of employees will be taken for the study. Further it will be random sampling as

every faculty will be having equal chance to fill up the questionnaire.

F. Sample size

The Sharda Group of Institutions (SGI) comprises of following institutes in Agra- Mathura Region:

1. Anand Engineering College, Agra
2. HITM College, Agra
3. Hindustan College of Science And Technology, Agra
4. Hindustan Institute of Management and Computer Science, Mathura
5. Anand College of Pharmacy, Agra
6. Anand College of Education, Agra

The total population and the sample size are depicted in the table below.

Table –I: Total population and the sample size

So out of 473 populations the researchers will be taking 30% respondents as the sample size.

G. Definition of target respondents

The respondents of this study are the “Teachers” of SGI working in the institutes situated at Agra- Mathura. Altogether total number of faculties working in SGI is 473.

H. Construction of sample

The sample is representative of universe as the sample is extracted from the total population that is 473 and the sample size is app. 30% of the total population .i.e. 142 respondents.

Sample is constructed on the basis of proportionate random sampling. Some proportion of faculties will be selected from different departments of the different institutes of SGI situated at Agra- Mathura and after that proportionate selection all the faculties will be having equal chance of coming in the study sample therefore it is random sampling.

Table-I: Construct of sample

Sno.	Name of the institutions	No. of Teachers & Percentage	Sampling(30%)
1.	Anand Engineering College, Agra	170 (35.9)	51
2	HITM College, Agra	64 (13.5)	19
3	Hindustan College of Science And Technology, Agra	190 (40.16)	57
4	Hindustan Institute of Management and Computer Science, Mathura	22 (4.65)	07
5	Anand College of Pharmacy, Agra	11 (2.32)	03
6	Anand College of Education, Agra	16 (3.38)	05
TOTAL		473 (100)	142

I. Field Work

Researchers will be visiting the various institutes of SGI at Agra Mathura to get the questionnaires filled and to take interviews of the faculty members to collect the primary data for the study.

J. Surety of correct data

The data collected will be not a false data as it will be collected one to one in the presence of the researcher.

K. Data Analysis and Hypothesis Testing

Table-II Factors influencing emotional stability

Factors influencing emotional stability	SA	A	N	D	SD	Point analysis	Agreeability	Mean	Standard deviation
You get tensed at workplace whenever you have some conflicts at home	6.67 % (8)	33.33 % (40)	6.67% (8)	40 % (48)	13.33 % (16)	2.8	√	3.20	1.227

You are not able to work properly whenever someone at your home is ill	20% (24)	46.67 % (56)	13.33 % (16)	6.67% (8)	13.33 % (16)	3.53	×	2.47	1.263
You become upset whenever your family members are away from you	20% (24)	6.67% (8)	20% (24)	26.67 % (32)	26.67 % (32)	3.067	×	3.36	1.454
If some sudden accident or death occurs at your home, you become very upset that affects your efficiency at workplace	40 % (48)	60% (72)	0% (0)	0% (0)	0% (0)	4.4	×	1.60	.492
If you are going through financial crisis, you become frustrated at your workplace also	13.33 % (16)	46.67 % (56)	13.33 % (16)	13.33 % (16)	13.33 % (16)	2.08	√	2.66	1.254
If you are in a bad mood due to workplace policies regarding salaries and increments, you show your frustrations to your colleagues	13.33 % (16)	33.33 % (40)	13.33 % (16)	26.67 % (32)	13.33 % (16)	3.067	×	2.93	1.295
Whenever you have dispute with your colleague and your colleague is shouting at you what you do	26.67 % (32)	6.67% (8)	0% (0)	33.33 % (40)	33.33 % (40)	2.53	√	3.43	1.623
If sometimes you have grievance with your boss it affects your relations with those colleagues having very good tuning with the boss	26.67 % (32)	13.33 % (16)	26.67 % (32)	26.67 % (32)	6.67% (8)	3.267	×	2.71	1.299
You never compromise with your self respect	93.33 % (112)	0% (0)	6.67% (8)	0% (0)	0% (0)	4.867	×	1.13	.501

(Note: numbers in bracket represents the frequency; numbers in the bottom represents the percentages. The tick symbol represents the favorableness and cross symbol indicates the unfavorableness)

IV. RELATIONSHIP ANALYSIS

Table-III Association between marital status & emotional intelligence

Factor	Calculated χ^2	Table Value	DF	Remarks
Marital Status	5.144	11.070	4	

Ho: There is an association in opinion regarding marital status and emotional stability at workplace. The null hypothesis is rejected as results of Chi-square shows

that there is some association between marital status and emotional stability at workplace as the calculated value 5.144 is less than table value 11.070 significant at 5%.

Table-IV Association between age group & emotional intelligence

Factor	Calculated χ^2	Table Value	DF	Remarks
Age Group	3.438	15.507	8	

Ho: There is an association in opinion regarding age group and emotional stability at workplace. The null hypothesis is accepted as results of Chi-square shows

that there is some association between age group and emotional stability at workplace as the calculated value 3.438 is less than table value 15.507 significant at 5%.

Table-V Association between gender & emotional intelligence

Factor	Calculated χ^2	Table Value	DF	Remarks
Gender	4.943	11.070	4	

Ho: There is an association in opinion regarding gender and emotional stability at workplace. The null hypothesis is accepted as results of Chi-square shows that there is some association between gender and emotional stability at workplace as the calculated value 4.943 is less than table value 11.070 significant at 5%.

45yrs of age are emotionally much more intelligent than rest of the age group members. The previous studies also support this by showing the results that the total EI increases with age (Deeksha Sharma).

V. CONCLUSION

As per the analysis and interpretations of the study reflects, we are able to conclude that as the person's responsibilities increase, the conflicts, up-downs and tensions in personal life affects person's professional life too. As the hypotheses testing also justified that the one who is married tends to be more unstable emotionally as compared to the one who is unmarried and so on, which is quite a different result from the previous studies like in one

study married individuals demonstrated higher levels of "emotional intelligence" and "happiness", than widowed, divorced, single and remarried individuals (Siamak Khodarahimi). Another study says that there were no significant distinctions in level of emotional intelligence of married and unmarried university teachers. Further the study reveals that emotional intelligence can be improved among both groups through training sessions. (Farzana Bibi et al).

Further, the results of another hypothesis testing shows that there is some association between age and emotional intelligence and explains that the employees with above

The next hypothesis deals with the association between gender and emotional intelligence. The present study shows the results that female staff is more emotionally intelligent than male staff which is in tune with the previous studies as one study shows that there was no significant difference between the genders on their total score measuring emotional intelligence, but the genders did tend to differ in emotional self-awareness, interpersonal relationship, self-regard, and empathy with females scoring higher than males. (Maryam Meshkat, Reza Nejati). They reported that there were no significant difference on gender in their total scores of EI. But in dimensions of Emotional Intelligence viz emotional self-awareness, interpersonal relationship, self-regard, and empathy, females scored higher than males.

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