Relationship between Emotional Intelligence and Job Satisfaction.

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ABSTRACT

Emotional intelligence and job satisfaction square measures 2 ideas of high interest within the fashionable work atmosphere. The function competitive personal and structure life. The purpose of the study is to examine co-relation between emotional intelligence and job satisfaction. Data was collected from 50 participation (25 females+25 males) .For collecting data for emotional intelligence Questionnaire-TEIQue-SF(2000), was used. For measuring job satisfaction
questionnaire Minnesota (1967) was used. Results showed positive co-relation between emotional intelligence and job satisfaction.

Keywords: Emotional intelligence, job satisfaction

INTRODUCTION

Emotional Intelligence has been initial known by Salovey and Mayer in 1990 as integral a part of social intelligence that has the capability to manage and understand emotions and feelings of others and ones own and to identity one another (Salovey, 1990). However, due to the importance of EI in life in general, and work in particular, it has gained considerable attention and interest and many scholars has defined it. Later, in 1998, however EI has been presented Goleman as “the competence for recognizing one’s own feelings and others’, how to get ourselves motivated and how our emotions are well managed in our relationships and others. While job satisfaction that is coupled up closely to the approach workers behave within the geographic point (Edwards, J.E., & Fisher, B.M., 2010), its been known initial by Locke (1976) as an agreeable or useful emotions which may be a result from agreeing on job or expertise. Thus it can be gleaned easily that there is emotional state connected with EI and both have strong links and can lead at the end to something enjoyable or agreeable (S. Paphanasiou & Siati.M, 2014). Job satisfaction as it has received much attention by academics and industry, still a very hot theme to be discussed; particularly in its relationship with EI and the effects of the employees who are found to have low EI scores. The more employees react to job, the more they are satisfied with the job outcomes. The same also holds true when it comes to emotional attachment employees have towards their job. On the other hand, much research has been undertaken on the relationship between human resources models and they come up with the idea that human resources models were found to have linkage with job satisfaction. Additionally, companies and/or organization must tasks and duties, and more, importantly, to get them satisfied with their job one training was found to have a relationship with job satisfaction (Jones. M.K et all, 2010).

With the growing expansion of globalisation of the business world, organization must adopt a wide range of strategies and fresh regulations in all inclusive and innovative way in order to accomplish efficient and effective work (George & Ealias, 2012). They also must try to deliver the most efficient and effective work in order achieve a competitive advantage. The employees’ effectiveness in the workplace depends on a number of factors such as financial support, educational background, job position and attitude. However, over the year, the debate has raged about these important factors. With this in mind, this research has been undertaken to find these factors and it has been found that the emotional intelligence (EI) plays a key role in making the employees successful in workplace and hereby this success will lead to organisation’s whole success (George & Ealias, 2012). In order for an organization to increase its effectiveness, the work must be effective and efficient to gain its necessary components to achieve a competitive advantage. Building on the streamline of this thought, the challenges in the workplace has created another novel of ideas and perspectives in organizational life as a whole, but it has been
found with the arrival of new century that emotional intelligence is a key component that leaders and followers can build on and make a good success. The challenges and problems that employees face on the daily basis are sometimes difficult to handle, although sometime they could be handled and this Yet, there is more concern through which employees face stress in the workplace and this is definitely the core and therefore the whole reasons behind however EI is most required (Kazi, S et al, 2013). As demands increases in the workplace, stress comes but this comes frequently with specific negative facets of employees’ physical and psychological characters. These characters are sometimes developed with stress’s tendency. Consequently, their routine work is affected by over time and is associated with job satisfaction towards organizations objectives. With this in mind, the way employees behave and act within an organization is an important element and effects direct on job satisfaction organizational commitment and the whole components of job performance. It ought to be noted that before delving into higher understanding of EI, it must be made clear that emotions and feelings of staff ought to be handled and controlled.

LITERATURE REVIEW ON EMOTIONAL INTELLIGENCE AND JOB SATISFACTION.

Clanton (2005) carried out study using survey method. The study was done on 1000 participants. Where he found the strong relationship between emotional intelligence and job satisfaction. According to his study job satisfaction was significant in women.

Martos et al. (2006) conducted studies on Employees. The sample had 500 males and 500 females. He used survey as a tool for studying relationship. He found that there is a significant relationship between emotional repair and job satisfaction.

Zeki Yuksekbilgili et al, (2008) conducted study on employees in Istanbul. They had sample of 1000 employees. They used E112(2005) scale to measure EQ and Paul E Spector to measure Job satisfaction. They found that Employees who scored high in EQ has scored high in Job satisfaction scale. They also found that women are more satisfied than men.

LITERATURE ON EMOTIONAL INTELLIGENCE.

Van Rooy et al. (2005) conducted study on adults. The sample had 1000 participants. He conducted study by using MSCEIT scale. He reported correlations in the 0.30 range between MSCEIT scores correlate with other verbal skills.

Reis et al., (2007) conducted experiment on youth. The sample had 5000 participants. He used MSCEIT as scales of scoring. He found individuals with higher MSCEIT scores solved Social problems that were affective in content more quickly than those with lower scores.

LITERATURE REVIEW ON JOB SATISFACTION.
Anju K J and Sona George (2011) conducted study by using survey method. The sample had 148 total employees of BPCL Kochi Refiner Limited. They found that out of 148 respondents only 70% of the employees feel that their career growth in BCPL.

Sell and Cleal (2011) developed a model of job satisfaction by integrating economic variables and work environment variables to study the reaction of employees in hazardous work environment with high monetary benefits and non hazardous work environment and low monetary benefits. The study showed that different psychological and work environment has direct impact on job satisfaction.

**METHODOLOGY**

**HYPOTHESIS:**
There is a relationship between Emotional Intelligence and Job Satisfaction.

**INDEPENDENT VARIABLE:**
Emotional Intelligence

**DEPENDENT VARIABLE:**
Job Satisfaction

**RESEARCH METHODOLOGY:**
This Analysis technique is descriptive analysis which suggests describing, explaining some specific rationalization. The current situation deals with verifying the hypothesis that reflects the present situation.

**A-Sample Data:**
The population for present study is the working people of organization of Mumbai. A sample of 50 respondents were asked to take part in filling of questionnaire. The sample was randomly selected for the study.

**B- Tools of measurement:**
Personal Information form- Self developed semi structured Interview form consisting of information related to personal characteristics, initials, age, gender, salary, designation was filled.

**Trait Emotional Intelligence Questionnaire (TEIQue -SF, Petrides, Furnham- TEIQue-SF-2000)**- It is a 30item questionnaire designed to measure global trait emotional intelligence, based on the long form of the TEIQue. The domains of the trait EI in adults have 15facets. The TEIQue has been constructed with the aim of providing comprehensive coverage of the trait EI domain.
(Petrides and Furnham, 2001). The psychometric characteristic of the questionnaire is a satisfactory level of the present study. **Reliability coefficient 0.78 with alpha Coefficient of 0.86**

**Minnesota Satisfaction Questionnaire (Spector, 1967)** is designed to measure an employee’s satisfaction with his or her job. Three forms are available—two long form (1977 version and 1967 version) and a short form. The MSQ provides a lot of specific information on the aspects of employment that a person finds rewarding than do a lot of general measures of job satisfaction. The MSQ is additionally helpful in exploring Shopper line of work desires. Short form of MSQ was used for present study. This form consist of 20 items. This short form uses the same response categories used in the 1977 long form. **Reliability lies between 0.70 and 0.80 with alpha coefficient of 0.96**

**C- Procedure:**

Each participant was given a briefing about the participation and online link with demographic information, Trait emotional intelligence questionnaire and Minnesota Satisfaction Questionnaire. Participants were thanked online after filling form.

**D- Ethical Consideration:**

Data was collected from Working population who had given their consent for voluntary participation. They were given the option to withdraw from the study anytime. They were also taken into confidence that all individual information would remain confidential and collective data Would be utilise in research study.

**E- Descriptive Analysis:**

After collecting data from participants, Scoring was done. After scoring, Pearson Product-moment coefficient was applied through Microsoft Excel Office to determine emotional intelligence and its relationship with job satisfaction among working population. Descriptive Statistics was used by using Trait Emotional Intelligence Questionnaire (TEIQue -SF, Petrides, Furnham- TEIQue- SF-2000) and Minnesota Satisfaction Questionnaire.
RESULTS

TABLE 1: DESCRIPTIVE STATISTICS

<table>
<thead>
<tr>
<th>Scales</th>
<th>TRAIT EMOTIONAL INTELLIGENCE QUESTIONNAIRE</th>
<th>MINNESOTA SATISFACTION QUESTIONNAIRE</th>
</tr>
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<tbody>
<tr>
<td>MEAN</td>
<td>79.72</td>
<td>68.42</td>
</tr>
<tr>
<td>STANDARD DEVIATION</td>
<td>10.47</td>
<td>9.70</td>
</tr>
<tr>
<td>RANGE</td>
<td>60</td>
<td>53</td>
</tr>
</tbody>
</table>

Findings revealed that Mean for Trait emotional intelligence questionnaire is 79.72 Range is 60 and Standard deviation is 10.47 whereas Mean for Minnesota Satisfaction Questionnaire is 68.42 Range is 9.70 and Standard Deviation is 53.

TABLE 2: INFERENTIAL STATISTICS

<table>
<thead>
<tr>
<th>SCALES</th>
<th>Co.o value correlation ( r value)*</th>
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</thead>
<tbody>
<tr>
<td>TRAIT EMOTIONAL INTELLIGENCE QUESTIONNAIRE</td>
<td>0.5087</td>
</tr>
<tr>
<td>MINNESOTA SATISFACTION QUESTIONNAIRE</td>
<td>0.5087</td>
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</tbody>
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Findings revealed that there is moderate positive relationship ( r= 0.5087, p<0.05 and 0.01) between emotional intelligence and job satisfaction of working employee in organization.
DISCUSSION

Analyzing the findings related to the hypothesis revealed that the correlation between emotional intelligence and job satisfaction is Moderate positive and significant. The findings of the research are directly consistent with the results of Hosseinian et al.(2008) and Gardner and Stough (2003). Hosseinian et al. (2008) also studied the effect on job satisfaction by training Emotional intelligence skills of employees. Experimental group was provided with training sessions on Emotional Intelligence. The results of this study showed that Training Emotional Intelligence, job satisfaction and as well as productivity can be enhanced.

Gardner and Stough (2003) Studied the relationship between emotional intelligence and Job Satisfaction on employees. The participants were asked to fill Survey form. They found that there is a significant relationship between emotional intelligence and job satisfaction. According to them Emotional Intelligence plays a vital role in Job opportunities, job skills, required skills and talents and career success. Some jobs do not need high degree of Emotional intelligence since they focus mainly on performing the duties.

SUGGESTIONS:

- In business, Emotional Quotient programs ought to be used to make organizational structure capability for delivering out the best in folks and forming powerful workplace relationships. This helps to extend engagement, trust and integrity to build more practical teams, retain great Staff, offer exceptional customer care, and effectively manage modification.
  - Development of skills like communication skills, logical skills, comprehension skills, artistic skills, and management Skills must get priority.
  - Emotional Intelligence test ought to be used in workplace for giving workers promotions, staff reviews, recruitment etc.
  - Organization ought to work on the culture and establish trust with senior management.
  - Organization should foster job security and expand job advantage that would increase job satisfaction in employees.
  - Organization ought to supply at intervals, competitive compensation and strengthen employee relationship within organization, and to recognize employee job performance.
  - Organization ought to Focus on target employee worker and supply opportunities for career advancement. They should also provide with training on job skills to enhance employees performance.
CONCLUSION:

The study concludes that there is a strong relationship between emotional intelligence and job satisfaction. It has also found that the higher employee’s Emotional Intelligence score, the more performance and commitment towards organization. Emotional intelligence is a key component to job satisfaction and organization’s success as a whole. The study also concludes that job satisfaction is still a very topical subject, particularly its relationship with emotional intelligence and the effects employees could face. The more employees react to job, the more they are satisfied with the job outcomes. The same holds true when it comes to emotional attachment employees have towards their job. Thus, it is highly recommended that companies have to conduct training from time to time as it is a key to increase job satisfaction.

REFERENCES:


Alendra Hajdukova and Jarmila Klementova (2015). Journal of social and behavioral science volume 190, doi.org/10.1016/j.sbspro.2015.05.028


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Emotional intelligence has been initial known by Salovey and Mayer in 1990 as integral part of social intelligence that has the capability to manage and understand emotions and feelings of others and ones own and to identity one another (Salovey, 1990). However, due to the importance of EI in life in general, and work in particular, it has gained considerable attention and interest and many scholars has defined it. Later, in 1998, however EI has been presented Goleman as ‘the competence for recognizing one’s own feelings and others’, how to get ourselves motivated and how our emotions are well managed in our relationships and others. While job satisfaction that is closely related to the approach workers behave within the geographic point (Edwards, J.K., & Fisher, B.M., 2010), it has been known initial by Locke (1976) as an agreeable or useful emotions which may be a result from agreeing on job or expertise. On the other hand, much research has been undertaken on the relationship between human resources models and they come with the idea that human resources models were found to have linkage with job satisfaction. Additionally, companies and their organization must tasks and duties, and more importantly, get them satisfied with their job one training was found to have a relationship with job satisfaction (Jones, M.K et al, 2010). They also must try to deliver the most efficient and effective work in order achieve a competitive advantage. The employees' effectiveness in the workplace depends on a number of factors such as financial support, educational background, job position and attitude. However, over the year, the debate has raged about these important factors. With this in mind, this research has been undertaken to find these factors and it has been found that the emotional intelligence (EI) plays a key role in making the employees successful in workplace and hereby this success will lead to organization's whole success (George & Callas, 2012). In order for an organization to increase its effectiveness, the work must be effective and efficient to gain its necessary components to achieve a competitive advantage. Building on the streamline of this thought, the challenges in the workplace has created another novel of ideas and perspectives in organizational life as a whole, but it has been found with the arrival of new century that emotional intelligence is a key components that leaders and followers can build on and make a good success. The challenges and problems that employees face on the daily basis are sometimes difficult to handle, although sometime they could be handled and this Yet, there is more concern through which employees face stress in the workplace and this is definitely the core and therefore the whole reasons behind however EI is most required (Kadzi, S et al, 2013). As demands increases in the workplace, stress comes but this comes frequently with specific negative facets of employees’ physical and psychological characters. These characters are sometimes developed with stress's tendency. Consequently, their routine work is affected by over time and is associated with job satisfaction towards organizations objectives. With this in mind, the way employees behave and act within an organization is an important element and effects direct on job satisfaction organizational commitment and the whole components of job performance. It ought to be noted that before delving into higher understanding of EI it must be made clear that emotions and feelings of staff ought to be handled and controlled.
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Hypothesis: There is a statistical significance between Emotional Intelligence and Job Satisfaction, Independent Variable: Emotional Intelligence, Dependent Variable: Job Satisfaction. Research Methodology: This analysis technique is descriptive analysis which suggests describing, explaining some specific rationalization. The current situation deals with verifying the hypothesis that reflects the present situation. A Sample Data: The population for present study is the working people of organization of Mumbai. A sample of 50 respondents were asked to take part in filling of questionnaire. The sample was randomly selected for the study. The measurement tools: Personal Information form- Self-developed semi-structured interview form consisting of information related to personal characteristics, initiatives, age, gender, salary, designation was filled. Trait Emotional Intelligence Questionnaire (TEIQue-5F, Petrides, Furnham, TEIQue-SF-2003). It is a 30-item questionnaire designed to measure global trait emotional intelligence, based on the long form of the TEIQue. The domains of the trait EI in adults have 15 facets. The TEIQue has been constructed with the aim of providing comprehensive coverage of the trait EI domain (Petrides and Furnham, 2001). The psychometric characteristics of the questionnaire is a satisfactory level of the present study. Reliability coefficient 0.78 with alpha Coefficient of 0.86 Minnesota Satisfaction Questionnaire (Mensa, 1967) is designed to measure an employee’s satisfaction with his or her job. Three forms are available: long form (1977 version) and a short form. The MSQ provides a list of specific information on the aspects of employment that a person finds rewarding than do a lot of general measures of job satisfaction. The MSQ is additionally helpful in exploiting Shopper line of work desires. Short form of MSQ was used for present study. This form consist of 20 items. This short form uses the same response categories used in the 1977 long form. Reliability lies between 0.70 and 0.80 with alpha coefficient of 0.96. Procedure: Each participant was given a briefing about the participation and online link with demographic information, Trait emotional intelligence questionnaire and Minnesota Satisfaction Questionnaire. Participants were thanked online after filling form. D. Ethical Consideration: Data was collected from Working population who had given their consent for voluntary participation. They were given the option to withdraw from the study anytime. They were also taken into confidence that all individual information would remain confidential and collective data Would be utilise in research study: E. Descriptive Analysis: After collecting data from participants, Scoring was done. After scoring, Pearson Product–moment coefficient was applied through Microsoft Excel Office to determine emotional intelligence and its relationship with job satisfaction among working population. Descriptive Statistics was used by using Trait Emotional Intelligence Questionnaire (TEIQue –SF, Petrides, Furnham- TEIQue- SF-30003) and Minnesota Satisfaction Questionnaire. Results: TABLE 1: DESCRIPTIVE STATISTICS Scales TRAIT EMOTIONAL INTELLIGENCE QUESTIONNAIRE MINNESOTA SATISFACTION QUESTIONNAIRE MEAN 79.72 68.42 STANDARD DEVIATION 10.47 9.70 RANGE 60-85 Findings revealed that Mean for Trait emotional intelligence questionnaire is 79.72 Range is 40 and Standard deviation is 10.47 whereas Mean for Minnesota Satisfaction Questionnaire is 68.42 Range is 50 and Standard Deviation is 9.70. TABLE 2: INFERENCEAL STATISTICS SCALES Corr value correlation (r value) Trait emotional intelligence questionnaire 0.5067 Minnesota satisfaction questionnaire 0.5067 Findings revealed that there is a moderate positive relationship (r= 0.5067, p=0.05 and 0.01) between emotional intelligence and job satisfaction of working employee in organization.

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