

A Study on Impact of Emotional Intelligence on Workplace Relationships at Nextsphere Technologies

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Abstract— Emotional intelligence is perceived as the individual’s ability to recognize and understand one’s emotions and skills that he utilizes in order to manage his relationships with himself and others. The purpose of this study is to understand emotional intelligence at the workplace, at the workplace, there are number of job duties that individuals are required to perform, they are required to maintain adequate terms and relationships with the people around, that may include their superiors, colleagues and subordinates. Besides these, job duties require a person to interact with other people to a great extent and for this they have to analyse the situations as well as the viewpoints of others and have to develop emotional intelligence. Academic skills and technical proficiency is not enough to achieve success in one’s job duties, but it is imperative for a person to exercise self-management, self-control and effective interpersonal relationships that would contribute in achieving the desired goals and objectives. Well-developed emotional intelligence also enables managers and leaders to implement effective leadership skills on their subordinates to encourage them to give their best performance. In this research paper, the main areas that have been taken into account are, emotional and social effectiveness and measuring emotional intelligence, significance of emotional intelligence at the workplace, models of emotional intelligence, and leadership functions. The concept of emotional intelligence contributes in the development of the skills and abilities of the individuals in a wide ranging manner that they would certainly be able to sufficiently render an operative contribution at the workplace.

Keywords: Emotional Intelligence, Workplace Relations, Abilities, Leadership

I. INTRODUCTION

A. Emotional Intelligence

Emotional intelligence is to understand the thought of emotional intelligence, it might be helpful to own a plan of what emotions are the word emotion comes from the Latin word ‘Motere’ which means to move this donates that all emotions induce desire to act the Oxford English dictionary defines emotions as any agitation or disturbance of mind, feelings, passion. Emotional intelligence is that the “capacity for recognizing our own feelings and people of others, motivating ourselves, and managing emotions well, in ourselves and in our relationships” from definition we can identify that emotional intelligence has two major components:

- Personal Competence
- Social Competence

B. Objectives of the Study

- To understand the impact of emotional intelligence on employee performance at next sphere technologies

- To know the relationship among emotional intelligence on workplace relations
- To understand the relation between emotional intelligence and leadership

II. RESEARCH METHODOLOGY

A. Research type:

The research type is Analytical

B. Scope:

This study emphasis on impact of emotional intelligence on workplace relationship at nextsphere technologies.

C. Need:

The need of the study is to find how an employee’s manages his emotional intelligence at work place.

D. Data Collection:

Data is collected from both primary and secondary sources

- Primary data through personal visit of employees of next sphere with a structured questionnaire.
- Secondary data is collected from online web sites, journals, books

E. Sample Design and Type

1) Sampling Type:

Type of sampling chosen is “random sampling” as the selection of items is selected randomly and constitutes the sample.

2) Sampling plan:

Sample Area: Employees of next sphere technologies.

Sample size: 100 employees

III. REVIEW OF LITERATURE

Ashkan Khalili (2012), Emotional intelligence has become a familiar issue between educators, counselors and business leaders due to a considerable role in the workplace. Namely, accurate self-assessment together with conflict management are just some significant influences of emotional intelligence within organizations that would result in increasing organizational effectiveness.

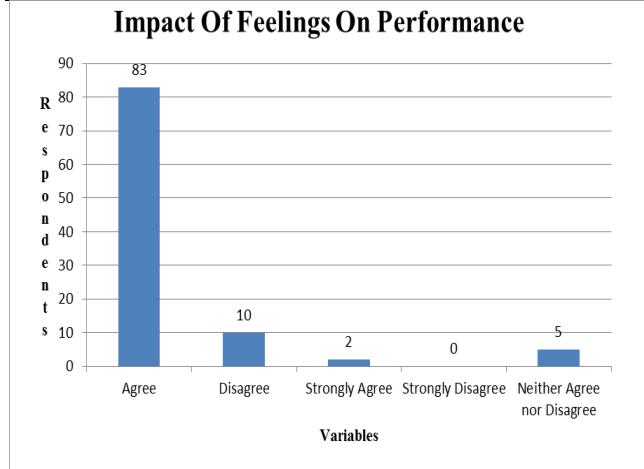
Gelman (1998), Emotional intelligence as a concept entered psychological literature from 1990s that has taken from Thorndike and Gardner and is the result of meaning of two emotional and intellectual mind and mutual relationship of intellect and feeling.

A. Analysis

1) Do you clearly able to see how your feelings impact on your performance

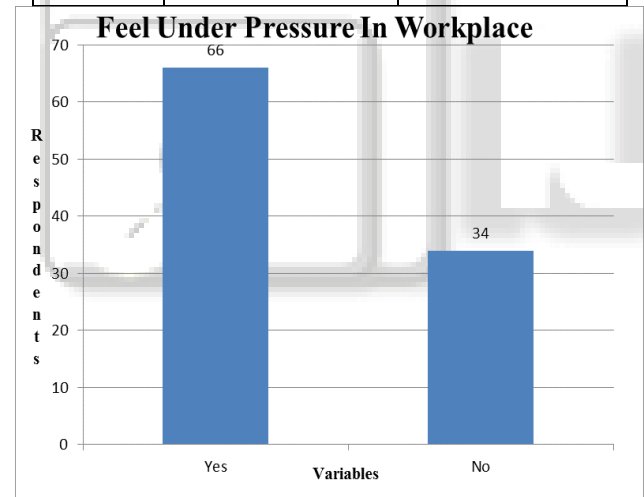
Variables	No of Respondents	% Of Respondents
Agree	83	83

Disagree	10	10
Strongly Agree	2	2
Strongly Disagree	0	0
Neither Agree nor Disagree	5	5
Total	100	100



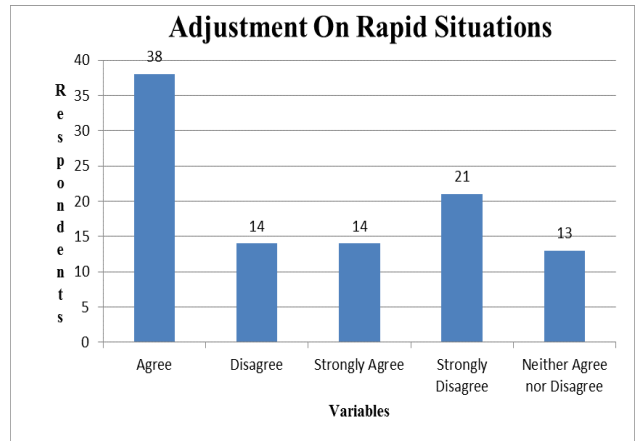
2) Do you identify when you start to feel under pressure

Variables	No of Respondents	% Of Respondents
Yes	66	66
No	34	34
Total	100	100



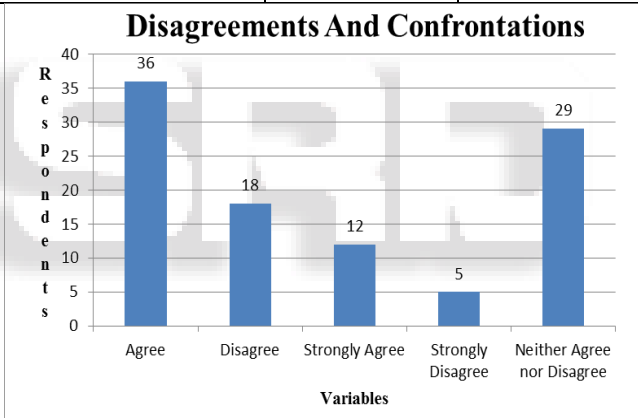
3) Will you adjust rapidly when the situation changes

Variables	No of Respondents	% Of Respondents
Agree	38	38
Disagree	14	14
Strongly Agree	14	14
Strongly Disagree	21	21
Neither Agree nor Disagree	13	13
Total	100	100



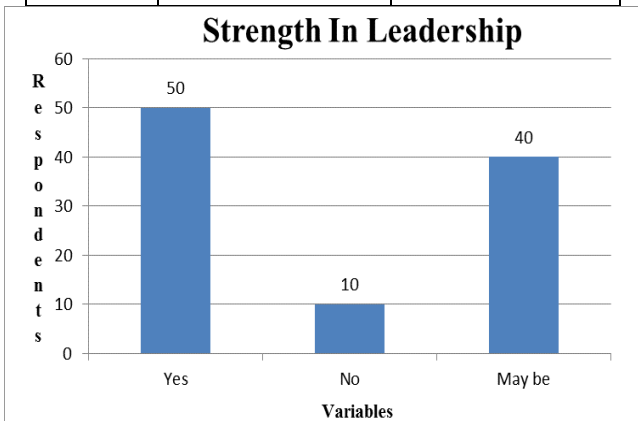
4) Do you handle disagreements and confrontations positively

Variables	No of Respondents	% Of Respondents
Agree	36	36
Disagree	18	18
Strongly Agree	12	12
Strongly Disagree	5	5
Neither Agree nor Disagree	29	29
Total	100	100



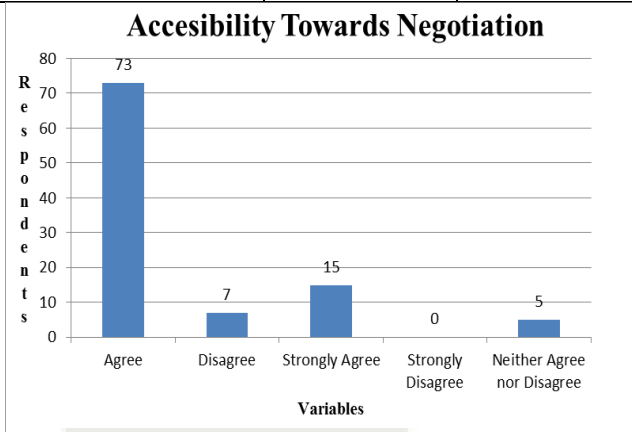
5) Does Emotional Intelligence add strength to Leadership

Variables	No of Respondents	% Of Respondents
Yes	50	50
No	10	10
May be	40	40
Total	100	100



6) How Emotional Intelligence is helpful towards employee negotiation

Variables	No of Respondents	% Of Respondents
Agree	73	73
Disagree	7	7
Strongly Agree	15	15
Strongly Disagree	0	0
Neither Agree nor Disagree	5	5
Total	100	100



IV. FINDINGS

- 1) From the survey, it is observed that 83% of employees agree that they can clearly feel how their feelings impact on performance
- 2) In workplace, 44% of employees think that emotional intelligence influence leadership.
- 3) 53% of employees agree that emotional intelligence can be used to make decisions in leadership.
- 4) 45% of employees believe that emotional intelligence benefits organizations.
- 5) 73% respondents agreed emotional intelligence helps towards negotiation

V. CONCLUSION

There is a constant response from all the employees and there is a constant response for both positive and negative from the employees in the company. so by the positive response it will be an additional benefit to the organization but with the negative response to resolve those issues they might collaborate with the other employees who felt positive and also effective work environmental plays a major role in resolving those problems even the study reveals the same and the company is also maintaining good morale, ethics, values towards the employees.

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