EMOTIONAL INTELLIGENCE (EI) – THE NEED OF THE HOUR

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ABSTRACT

Objective: To explore the significance of emotional intelligence (EI) in communication and interpersonal interactions.

Theoretical framework: Understanding the concept of emotional intelligence and its relevance to effective leadership and workplace dynamics.

Method: Examining the relationship between emotional intelligence, leadership success, and employee productivity.

Results and conclusion: Highlighting the importance of emotional intelligence for leaders and its positive impact on employee satisfaction and productivity.

Implications of the research: Identifying the practical implications of emotional intelligence in fostering a respectful and productive work environment.

Originality/value: Highlighting the unique contribution of emotional intelligence to leadership effectiveness and its impact on employee well-being and organizational outcomes.

Keywords: Emotional Intelligence, Emotional Stability, Self-Awareness, Leadership.

INTELIGÊNCIA EMOCIONAL (EI) - A NECESSIDADE DO MOMENTO

RESUMO

Objetivo: Explorar a importância da inteligência emocional (IE) na comunicação e nas interações interpessoais.

Estrutura teórica: Compreender o conceito de inteligência emocional e sua relevância para a liderança eficaz e a dinâmica do local de trabalho.

Método: Examinar a relação entre inteligência emocional, sucesso da liderança e produtividade dos funcionários.

Resultados e conclusão: Destacar a importância da inteligência emocional para os líderes e seu impacto positivo sobre a satisfação e a produtividade dos funcionários.

Implicações da pesquisa: Identificar as implicações práticas da inteligência emocional na promoção de um ambiente de trabalho respeitoso e produtivo.

Originalidade/valor: Destacar a contribuição exclusiva da inteligência emocional para a eficácia da liderança e seu impacto sobre o bem-estar dos funcionários e os resultados organizacionais.

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1 INTRODUCTION

Emotional intelligence encompasses the aptitude to identify and regulate both personal and others' emotions. Emotional awareness involves recognizing and labeling one's own emotions, leveraging them for cognitive processes and problem-solving. Additionally, managing emotions entails the ability to control one's own emotions when appropriate and assisting others in doing so. These three skills collectively constitute emotional intelligence.

Several essential indicators and instances of emotional intelligence include: The ability to recognise and articulate the emotions of others, knowledge of one's own abilities and limits, Self-confidence and self-acceptance, The capacity to forgive mistakes, An ability to accept and embrace change, high levels of curiosity, particularly about other people, The traits of compassion and empathy towards others, displaying attentiveness to their emotions, accepting accountability for errors, and maintaining emotional control during challenging situations.

According to research, emotional intelligence can be divided into four categories: Perceiving emotions, Reasoning with emotions, Understanding emotions and Managing emotions.

**Perceiving emotions:** Recognizing nonverbal cues such as body language and facial expressions is often the initial stage in accurately understanding emotions.

**Reasoning with emotions:** The subsequent stage involves stimulating thinking and cognitive processes through the utilization of emotions. Our emotional reactions to stimuli that capture our attention assist us in prioritizing our focus and shaping our responses.

**Understanding emotions:** The interpretations linked to the emotions we feel are highly diverse. When observing someone expressing anger, it is crucial to ascertain the underlying cause and potential implications. For example, if your employer displays signs of being furious, it could indicate dissatisfaction with your work, receiving a speeding ticket earlier that day, or having an argument with their partner.

**Managing emotions:** At the pinnacle of emotional intelligence lies the ability to effectively manage emotions. Emotional mastery encompasses the skill of regulating one's own emotions, responding appropriately in the face of emotional triggers, and empathetically addressing the emotions of others.

The model categorizes its four branches based on their level of complexity, with simpler processes positioned at the lower levels and more intricate ones at the higher levels. At the lower levels, the model encompasses tasks such as perceiving and displaying emotions, while the higher levels require greater conscious effort and involve the regulation of emotions.

This study aims to investigate the factors considered and their importance in Emotional Intelligence (EI). By examining how employees manage their emotions and handle pressure in the workplace, the study seeks to gain insights into the practical application of EI. Additionally, the study aims to identify and analyze the barriers that hinder the development of EI within the work environment. Through comprehensive research and analysis, the study ultimately aims to provide valuable suggestions and strategies to employees for enhancing their emotional intelligence skills. These recommendations will serve as practical tools to help individuals effectively navigate their emotions and achieve greater success and well-being in the workplace.
2 THEORETICAL FRAMEWORK

Abdul-Azib, A. B. (2006) Women have been proven to be more adept at controlling and navigating both their own and other people's emotions. In contrast, it is discovered that men do better than women when it comes to managing others, which is a part of emotional intelligence. Participants' goal-focused coaching abilities may be enhanced by brief intense programmes, but their emotional intelligence may not. Therefore, organisations looking to enhance the "Manager as Coach" training programmes' impact and participants' underlying emotional intelligence should employ a spaced learning strategy spread out over a number of weeks (Anthony M. Grant., 2007). Ajawani (2008) discovered that the training group significantly outperformed the non-training group in terms of peer relationships when examining the impact of emotional intelligence training on peer relationships of adolescent pupils. (Brackett, Mayer and Warner 2004). Lower levels of emotional intelligence in males are primarily characterised by an inability to recognise emotions and use them to advance thought. These traits have been linked to undesirable behaviours such as illegal drug and alcohol use, deviant behaviour, and strained friendships. Bhuian, S. N., and Menguc, B. (2002) studied the differences in emotional maturity among male and female students studying in a management school. The findings showed that women are more emotionally resilient than men. In terms of empathy, social obligations, and interpersonal interactions, girls outperform boys (Calle-Ramírez, X. M., 2023). When it comes to their connections with parents, friends, and siblings, they are more sensitive. In comparison to boys, all of these characteristics enable them to develop better emotional intelligence. While gender has little bearing on the amount of emotional intelligence, residential environment has a substantial impact on the expansion of emotional growth (Dhiman, K., Saha, B., & Mondal, B.C., 2014). Chiva and Alegre (2008) examined the relationship between emotional intelligence and job satisfaction. Blue-collar workers for Spanish ceramic tile producers provided the information. According to the findings, those who possess emotional intelligence are more likely to report having a fulfilling job (Ridwan, M, 2023).

3 METHODOLOGY

Business organisations that want to gain a competitive edge frequently fund recent research in the field of business. The several processes that are often taken by a researcher in researching the difficulties are laid out in research methodology. The research methodology refers to the systematic approach employed in conducting research, often regarded as a scientific study of research practices. It encompasses various components, including the overall research strategy, sample selection method, data collection techniques, and analytic procedures.

3.1 Research Design

It encompasses establishing parameters for data collection and analysis, aiming to strike a balance between efficiency and relevance to the study objective. It acts as a guiding framework for the gathering, measuring, and analysis of data.

3.2 Types of Research

The study employs descriptive research methods. The goal of descriptive research is to describe the traits of a certain group or person. The study's secondary data set was utilised. The secondary data are those that have previously been gathered and subjected to the statistical analysis by another party. The secondary information was gathered from corporate records, periodicals, and numerous websites.
3.3 Data Analysis

Data analysis involves transforming, processing, and refining raw data to derive valuable and relevant information that aids in making informed business decisions. This process yields valuable insights and statistical findings, often presented through charts, graphics, tables, and graphs, mitigating the risks involved in decision-making.

![Figure 1: Global Trend: Emotional Intelligence Scores](Image)

**Source:** Global Trend (2020)

In this research, we offer a system for a user service in a self-driving car that uses EEG, pulse, blood pressure (systolic and diastolic blood pressure), and recommends colours and music based on the user's emotional condition. By employing EEG data to infer and classify emotional state in accordance with user stress, the suggested system is intended to categorise the four emotional information (stability, relaxation, tension, and excitation). Using data from the fuzzy control system's brain waves, the pulse, and blood pressure were utilised to classify bio information according to the stress index using the SVM algorithm. The SVM algorithm was employed to categorize biometric emotion information, specifically EEG, blood pressure, and pulse rate. The highest performance, reaching 86.1%, was achieved when 80% of the data were used for training in accordance with the training data ratio.

![Figure 2: Percentage Improvement of Emotional Intelligence](Image)

**Source:** Prepared by authors (2023)
By categorising emotional colour and emotional sound according to the expected emotion of the user, the bio-information classification system based on the stress index suggested in this research would aid in the study of human-computer interaction (HCI) in the fourth industrial revolution.

4 RESULTS AND DISCUSSION

Given that Social Awareness scores the lowest of the criteria deemed to be significant in Emotional Intelligence, the organisation should concentrate on providing training to its staff in this area. The study's main conclusions are listed as follows.

- Employers should periodically assess employees' EI levels to offer feedback and improve performance. Because greater outcomes for both parties result from efficient communication between the two parties, increasing productivity and performance.
- Employees should receive training from the company to develop their emotional intelligence because this skill may be acquired at any age and at any stage of life; it is not a natural trait.
- If the company implements EI, it will continue to be successful since the employees will be more emotionally stable and capable in all circumstances.

A person's performance will improve if they work to build their emotional intelligence (EI), which can lead to a better knowledge of emotions and the ability to manage them in the job. The management is in charge of seeing to the overall welfare of each member of the workforce. An industry asset is a contented workforce. He produces more work now. Performance and working conditions are two key components of overall wellbeing.

5 CONCLUSION

Our emotions have the most significant impact on our ability to form connections with others. Individuals with higher emotional intelligence can recognize and embrace their diverse emotional states. Your professional and personal relationships can be greatly improved by being aware of your emotional condition, You will struggle to process your feelings and get over them if you don't recognise these reactions. One can advance in their work by developing emotional intelligence. Most of the time, those with high emotional intelligence are successful in their endeavours.

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