

IMPACT OF EMOTIONAL INTELLIGENCE ON JOB SATISFACTION

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Abstract

The research paper discusses in brief the impact of emotional intelligence on job satisfaction of the employees. The main purpose of this study is to examine the most emotionally intelligent people tends to receive better fulfilment from his or her works, specific running circumstances that help managerial learning. The working conditions of the organisation greatly affect the Emotional intelligence of the employees. If the employees know their own emotion and they are able to manage them they work more efficiently and productively. Besides this employees are also recognizing and appreciating others colleagues emotions as well. Emotionally intelligent people get more satisfaction from their jobs. The other factor that affects job satisfaction and productivity is relations between management and employees. After reviewing the literature it has been analyze that Emotional intelligence is positively correlated with the job satisfaction and productivity. Successful relationship between high administration helps in increasing employee's performance and organization productivity. It has been noticed that job satisfaction and positive feeling increase desired expansion. There is a need to develop emotional intelligence competencies in persons to improve administrative performance and practices. The emotional intelligence constraints are also important for organization productivity, social awareness, self management and self awareness.

Keywords: *Competencies, Job satisfaction, Leadership, Stress, Productivity, Self efficacy*

Introduction

According to [1] the most common emotional level (EI) emotional intelligence refers to skills that distinguish and normalize feelings in yourself and others. Emotional intelligence, an individual who holds the present information and emotional nature works. Differences in emotional intelligence on human adaptation to environmental demand attention. On other hand, emotional intelligence trait incorporates emotion intelligence skills as symptoms of individual self-efficacy of a more general framework which includes emotional intelligence capabilities [2].

According to [3] emotional intelligence increases the productivity and performance of employees. Emotional intelligence is theoretically significant for analyzing employee's routine work because Interpersonal relations organizations want to achieve goals and because most work requires the ability to manage emotions. While several professional difficulties are being faced by employees in different sectors (public, private) in India. On the other hand, in banking sector employees' job satisfaction is especially regular due to various reasons, the priority on demand solution [4]. Therefore, it attempts to establish the association among EI competencies and job satisfaction. Job satisfactions are significant related to employee's work and organization as well. Stress is an unlikable emotional condition when practice requirements (or not work related) anti our ability to solve them which cannot be balanced as can be understood. Job satisfaction and high productivity workforce directly associated with mental health and organizations interests. Alternatively job satisfaction is the main reason

not only for professional people but also in their personal lives. The longer work hours under stress, affect their job satisfaction level, their performance and organizational productivity. For key organization outcomes including job satisfaction, it proposes that Emotional intelligence is main analyst [5]. Emotional intelligence plays role in this matter by managing the employees' emotions understanding and collective skills. Self-consciousness refers to the potential of an individual to perceive his strengths, emotions, worth and capabilities. Then again a healthy company to satisfied employees is an important condition. Work-related stress is an important factor for job satisfaction, it works as a driver when it results in creative and satisfaction as a result of boredom and dissolves. Job satisfaction work despite incentives to avoid stress can lead. This paper fill gaps that how emotional intelligence is key factor for job satisfaction. The main purpose of this study is to examine the most emotionally intelligent people tends to receive better fulfilment from his or her works, specific running circumstances that help managerial learning. The working conditions of the organisation greatly affect the Emotional intelligence of the employees.

Research Objectives

- To analyse the impact of emotional intelligence of employees on job satisfaction.
- To analyse the importance of the concepts such as management competencies, supportive leadership and organisational learning in enhancing productivity.
- To analyse the impact of working

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conditions of the organisation on the quality factor of the employees.

- To analyse the significance of employee-management relationship on the employees performance.

Research Methodology

The study was descriptive in nature. It is an empirical research based upon the secondary data. The secondary data was collected through study of various academic works in the relevant field.

Literature Review

Many studies have been conducted to find out relationship between stress and productivity. The first principle of stress refers [6] because of any external or internal barriers because of people's libidinal energy low emissions, is considered a result of stress [7] and anticipated a hypothetical framework, where the fundamental indicators that reason job satisfaction to the employee are effort or development employees in the process that effect [8]. Remove limits on employee, taken by freedom and Control in his or her work it is profitable. Employee's relationship with senior management and with subordinates is very useful. Many researchers have established a relationship among intent to resign one's job and job disappointment [9, 10]. Researchers have also found that job satisfaction in a wide variety of professions like industrialized instructor educators [11], instructor [12], and physicians [13]. According to [14] that there are employees in their work and spend whatever they should bring back balance. Reverse conditions, which are exploitation and despair.

Relationship between higher level management and lower level employee is very important, for both purposes employee's jobs satisfaction and organization productivity. Association competences which contain important social skill set, including testing and to influence others and others attractive responses. Successful relationship between high administration helps in increasing employee's performance and organization productivity [15]. Literature also suggested that employee's desire to agreement with those managers and directors who acquire powerful communication ability for association with workers. For the past many years Stress is considered to be an important topic for research and significant impact on both for employers and employees established but now job satisfaction also an important factor both are interlink with each other [16]. Most part of absenteeism and loss of employment results stress. The ratios of job satisfaction affected in organization are decreasing day by day which affects both organization goal

and the employee performance. No part in decision-making, no control over the lack of relaxation of tension better work environment, personality traits, with unclear rules have as the main causes affecting the performance of employees [17]. According to [18] job satisfaction is a contact among that person and source of demand within their environment. [19] Suggested that emotional intelligence is an ability which increase the positively job satisfaction consequences. Long working hours have been linked through mental effects [20,21]. There are numerous reasons (EI) and job satisfaction can influence workers. Interpersonally, emotion consciousness and narrow processes related through emotional intelligence are predictable to advantage peoples' societal affairs therefore disturbing the experience of emotion and stress at work place. Interpersonally, use of emotion and being conscious of one's own emotions can lead to adaptable stress and negative emotion so that an individual can execute well again at work. Research that has empirically analyzed that association among EI and job satisfaction has returned diverse results. Many studies have found experimentally weak to modest associations among EI [22].

Feedback from supervisors between skilled performance in view of relations, job characteristics and implication is especially essential [23] and [24] argued Supervisory Development Association that positive affect performance. Performance is an emotional capacity "based on emotional intelligence skills learned" is equally important [25].

Job satisfaction generally to an employee results and compares with actual results to work on affective response [26]. Overall, Comfort level work in which people like their job [27]. First, the feature point, to find out which elements of the job satisfaction or dissatisfaction production is used. The organizations in the areas of dissatisfaction that they want to identify areas and improve them. The second, Global approach, other variables of interest in connection with work satisfaction overall estimate is used. A particular item measure is commonly used to evaluate general job satisfaction [28].

Emotional Intelligence

The thought of "(EI)" firstly appeared in minds of [29]. They gave their first definition of (EI) as "Social intelligence is part of your and others emotions and feelings, including the capability to monitor, to differentiate one of them and to use this information to guide thinking and actions. Researchers examined that the associations among

(EI) and job satisfaction has returned admiring findings on emotional intelligence and performance effects, a small number of studies suggested that (EI) and employees job performance have a positive relationship [30]. Job satisfaction is an approach that employees know about their work refers to the combination and also [31] examined the influence of (EI) and gender on job performance and job satisfaction along with Nigeria Police Officers. The results showed that high emotional intelligence officers performed well, than the other police officers who are low emotional intelligence not performed well and not satisfied. Mental capacity sentimental information model, in which EI is seen as a focus for processing capabilities and conceptually well-defined processing emotional information and flexible emotion adaptively based on cognitive abilities. Emotional Intelligence is "The ability of one's own and others emotions, to discriminate between them for monitoring and information to guide a thinking and actions using" [32].

Mixed model EI as a diverse construction with different aspects of personality seen the ability, in seeking to understand and manage emotions, including conceptualize. This combination model includes encouraging factors and affective dispositions. Emotional Intelligence describe as "an array of non cognitive capabilities, competencies and skills that influence one's ability to succeed in coping with environmental demand and pressures" [33, 34] suggested the five main domains:

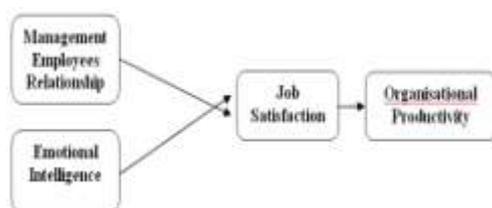
- Deliberate your emotions
- Managing your own emotions
- Encouraging yourself
- Recognise and appreciate other person's emotions
- Managing relationships

H1: The association among employees and top management is positively correlated with job satisfaction.

H 2: The association among employees and top management is positively correlated with productivity.

H 3: Job satisfaction is positively related with organizational productivity

H 4: Emotional intelligence is positive correlated with job satisfaction



Findings

The present study investigates the effect of (EI) on organizational productivity. The impact of emotional intelligence on organizational productivity in banking sector of Pakistan, by focusing on one main variable act as mediating job satisfaction, management, employee's relationship have a significant impact on organization productivity. Three main constraints that measure in an organization are social awareness, self management and self awareness. Recent researches [35] influentially results have confirmed that emotional intelligence is an important personality traits work affectivity and job satisfaction to predict. After review the literature it has been analyzed that relationship between employees and higher management is positively correlated with job satisfaction. If the communication gap exists between top management and lower management the organization performance decreases. The one reason is that the many managers lack emotional intelligence competences [36]. Relationship between employees and higher management is significantly correlated with productivity. It creates direct impact on organization productivity. Some gender perception also differences related to job satisfaction and emotional intelligence. Mostly in private sectors organizations stress factor is more than public sectors. Job satisfaction is positively related with organizational productivity, if the organizations pay good incentives to their employees, they are more satisfied with their job and work environment their efficiency of work increases and vice versa. Emotional intelligence is positively correlated with job satisfaction, it has been noticed that job satisfaction and positive feeling unpleasant emotions increase job satisfaction desired expansion. For this purpose EI training staff or manager or peer level to develop the EI program to invest in, most benefits can provide to organizations.

Managerial Implications

Now-a-days job satisfaction is a very key aspect for employees. Due to high Stress person shows that his intellectual, physical and social resources to meet the needs of the situation like work over loading stress, clash with colleagues. Emotional intelligence constraints are very key factors for organization that they provide their employees e.g. self awareness, social awareness and self management association with higher management, improve the employee confidence level that they work more efficiently. If the employees knowing their own emotion and they are able to manage them they work more efficiently and productively. Employees are also recognizing and appreciating others colleagues emotion as well. Due to high job satisfaction

productivity increase and employees motivate boost up. In most private organizations like banks and telecom sector emotion intelligence and high job satisfaction increase the productivity [37]. Important for institutions to contact a feeling of job satisfaction that work produced is a rather weak relationship. It is commonly noticed that work satisfaction is interrelated with personal life satisfaction. A management needs to develop emotional intelligence skill to improve performance of employees and organization productivity.

Conclusion

This can be concluded that a key analyst for employees is to supervise their own emotions and manage them properly. Mostly in private sector job satisfaction is more than public sector. It has been commonly notice that in Pakistani banking industry job satisfaction factor more enhance the employee social life and also productivity of organization, due to appreciation and reward. Manager plays a key role for organizational development, must have emotional competences that they manage the employees and their work life. It is concluded that high emotional intelligence employees between managers can manage the levels of every employees. Research study used employees react positively and take a devoted importance to contribute and ready to search capabilities and efficient learning for personal EI.

Recommendations

Results highlight that we should not only property is limited to emotional intelligence, but emotional intelligence and organizational development between capabilities latest attempt to discover the different associations. It must be find out the impact of Emotional intelligence competencies on diverse kinds of professional troubles e.g. leadership, teamwork, clash with management, preservation, etc. There is a need to develop Emotional Intelligences competencies in persons for improving administrative performance and practices. The present paper is conceptual, May analytical paper provide more accurate results and according to variables measurement. Future researcher work on supportive leadership as independent variable and check their impact on organizational productivity. The degree to which EI examine work and work interface affect educators to work in businesses with different characteristics affect behaviour will also be interesting.

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