

A Study on Emotional Intelligence and Employee's Work Attitude in Hospitals

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Abstract

The study is to investigate the relationship between emotional intelligence and work attitude of employees in hospitals. Emotional intelligence reflects the ability to read and understand others in social contexts, to detect the emotional reactions and to utilize such knowledge to influence others through emotional intelligence and control. A descriptive study has been made on various online journals, articles and textbooks. The literature review reveals that emotionally intelligent people have an awareness of situations pertaining to themselves and beyond their own personal perspectives. Results of the study strongly support that certain positive attitudes help employees to perceive organizational justice, to have more satisfaction, more commitment and to cope with stress and challenges at work.

Keywords: Emotional intelligence, Work attitude, Emotions

I. INTRODUCTION

Emotional intelligence is the ability to sense, identify and manage emotions which provides the basis for the kind of social and emotional competencies that are important for success in almost any job. In another words emotional intelligence is the extent to which people's cognitive capabilities are informed by emotions and the extent to which emotions are cognitively managed. Emotions according to Van Maanen and Kuuda (1989) refers to "indescribable feelings of the self-referential sort" and comprehensively defined as "self-referential feelings an employee experiences in regard to the performances he or she brings to the organization (Caruso and Salovey, 2004; DeWall, Baumeister, Mead and Vohs, 2011). From the explanations above, emotional intelligence is the subsection of social intelligence that encompasses the gift to understand one's own and other's feelings and emotions, to differentiate among them and to use this information to direct one's thinking and action (Gayathri and Meenakshi; Goleman and Bayatzis, 2002).

Emotional intelligence is well thought-out to involve empathy; attention to, and insight of one's emotions; accurate acknowledgment of one's own and others' moods; mood management or control over emotions; response with suitable emotions and behaviours in several life circumstances and balancing of honest expression of emotions against courtesy, thought, and respect (Goleman, 2001; Mandell & Pherwani, 2003). Work attitudes are the feelings employees showcase in a work environment.

Employee participation and job satisfaction are two key attitudes that are most relevant to employee work attitudes.

Attitudes create an intention to act in a certain condition (Abrahams, 2007; Judge and Robbins, 2013). When employee develops good attitude towards work, he or she will avoid unacceptable work place attitude such as deviance behaviour, absenteeism, lateness to work etc. An employee that develops positive feelings towards work will be patriotic to safeguard the interest of the organization and will be guided by the firm's learning process at all times (Hazoor and Masood, 2013). When employees lack the dimensions of emotional intelligence it could be difficult for them to develop a positive feeling towards work and this attitude would affect the productivity of the organization (Armstrong, 2006).

A. Components of Emotional Intelligence:

- 1) Self- Awareness
- 2) Self- Regulation
- 3) Motivation
- 4) Empathy
- 5) Social skills

1) Self- Awareness:

Self-awareness is the ability to understand and recognize your moods, emotions and drives as well as their effects on others.

2) Self- Regulation:

It is the ability to control or redirect impulses and moods. The propensity to suspend judgment and think before acting.

3) Motivation:

Motivation is a passion to work for reason that goes beyond money and status. A propensity to pursue goals with energy and persistence.

4) Empathy:

It is the ability to understand the emotional makeup of other people. Skill in treating people according to their emotional reactions.

5) Social Skill:

Proficiency in managing relationship and building networks. An ability to find common ground and build rapport.

II. DIMENSIONS OF EMOTIONAL INTELLIGENCE

Emotional intelligence consists of four abilities, Appraisal and Expression of Emotion (own and others), Use of Emotions and Emotional Management (own and others).

A. Appraisal and Expression of Emotions:

The first factor of EI is the ability to properly determine and express one's own emotions as well as to be sympathetic, appraise and express emotions of others. Every individual's ability varies in precisely identifying, appraising and expressing his own emotions as well as the emotions experienced by others.

B. Use of Emotion:

Another factor includes the ability of the individual to use emotions to aid the cognitive processes.

Emotions and cognitions are highly interconnected and EI allows people with the ability to use emotions to aid the Effective cognitive processing of information.

C. Regulation of Emotions:

The fourth element of EI is about the regulation of emotions of the people. People not only understand the emotions of others but also make an effort to manage these emotions. Some individuals are much competent in managing emotional management process for themselves as well as for other, as compared to other people.

D. The Management of Emotion:

It enables an individual to join or un-join himself from an emotion in a given situation depending on its utility at that given time. This is apparent in the individual's ability to have control on his immediate reactions and postpone his/her judgment and then to communicate them in a measured and careful manner.

III. IMPORTANCE OF EMOTIONS IN WORKPLACE

First and foremost thing is to ensure that employees become more productive and creative and are able to communicate effectively with the members of the society especially their colleagues. Besides, it makes the employees more intelligent and rational. They are able to think wisely before making decisions, understand other's feelings and are able to control their emotions in intense solutions. In order to make people to experience with joy, excitement, surprise and frustration, they should be emotionally connected to their work.

Emotional Intelligence helps individuals to survive in Organization. It enables individuals to increase flexibility and effectively deal with conflict change and growth and empower individuals to perform, create teamwork, and boost loyalty and retention in workplace.

IV. WORK ATTITUDE

A job attitude is a set of evaluations of one's job that constitute one's feelings toward, beliefs about, and attachment to one's job. The overall job attitude can be conceptualized in two ways. Either as affective job satisfaction that constitutes a general or global subjective feeling about a job, or as a composite of objective cognitive assessments of specific job facets, such as pay, conditions, opportunities and other aspects of a particular job.

Work Attitude refers to the individual's way of feeling, thinking or behaving in their work. Job Satisfaction is a complex emotional reaction to the job, whether the job able to satisfy his physical and psychological needs. Job Satisfaction is often considered as a proxy for an employee's wellbeing at work. Work And Family Conflict is the form of inter-role conflict in which the role pressures from work and family domains are mutually incompatible in some respect.

That is participation in the work is made more difficult by the virtue of the participation in the family role and vice versa.

V. EMOTIONAL INTELLIGENCE AND WORK ATTITUDES

Emotional intelligence and job satisfaction and dissatisfaction are the complex emotional reactions to the job. Conceptualizing job satisfaction as "feeling or affective responses to facts of the situation, suggests that job satisfaction is positively associated with the construct of emotional intelligence.

VI. EMOTIONAL INTELLIGENCE AND WORK COMMITMENT

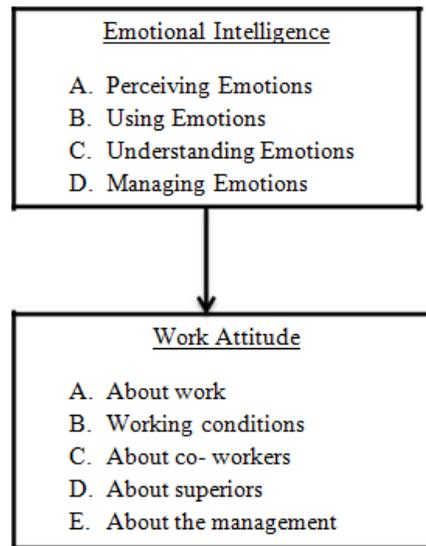
Work commitment is a multidimensional construct that comprises various forms. Emotional intelligence and organizational

Commitment: The concept of organizational commitment incorporates three distinct constructs: affective, continuance, and normative commitment.

Emotional intelligence and job involvement is “a belief descriptive of the present job and tends to be a function of how much the job can satisfy one’s present needs.

VII. CONCEPTUAL FRAME WORK

Based on the literature findings, the conceptual framework was constructed to show the relationship between independent variable and dependent variable.



VIII. RESEARCH DESIGN

A descriptive research approach was adopted for this study. Data collection is done through various journals, books and articles.

IX. METHODOLOGY

A thorough review of the literature was performed to explore the relationship of Emotional Intelligence and work attitude of employees in hospitals. Important as well as the latest studies were carefully probed to establish the research variables of the proposed model. Various keywords were used to retrieve the literature such as Emotional Intelligence (EI), work attitude, empathy, and emotion. Various reputed and reliable databases were explored to retrieve the literature related to the study.

X. CONCLUSION

Through this study we tried to find whether there is a relationship between the Emotional Intelligence and the work attitude of employees. It is found that there is a positive relationship between the emotional intelligence and the work attitude

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