

A Study of Emotional Intelligence Amongst the Desk workers of Government Offices

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ABSTRACT

Emotional intelligence (EQ) is the ability to positively understand, use, and manage one's emotions to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. The study aimed to investigate Emotional intelligence among government office employees. The researchers have used a descriptive research design where genders serve as independent variables. The dependent variable is the Emotional intelligence of desk workers. The supportive empirical finding was reviewed, and the research hypothesis was established based on the literature reviewed. The sample was selected randomly, and data were collected on 74(N=74) govt. Offices through administering standardised tools. Data showed that there were 35 males and 39 females, 30 unmarried and 44 married. With the help of descriptive and inferential, the 't' value rating for Emotional stress was 24.17. The hypothesis testing showed that Ho could not accept it, and it was concluded that the male and female teachers significantly differ concerning Emotional stress. Discussion and conclusion of the study were presented relating to the study's findings.

Keywords: *Emotional Intelligence, Job Satisfaction, Work Performance, Govt. Work Environment, Resilience, Project Management*

Emotional intelligence is a set of qualities and competencies to recognize one's emotions and skills that can be utilized to manage relationships with self and others. Goleman (1995) defined emotional intelligence as having five components: self-awareness, self-regulation, internal motivation, empathy, and social skills. According to Goleman (1998), emotional intelligence is a person's ability to perceive the inner feelings of others and then deal with those feelings within themselves and their associations with others.

Salovey and Mayer (1996) utilized the enthusiastic word insight via expressing its` collective knowledge` which likewise includes the capacity to perceive one's own particular as well as that of others' sentiments plus feelings. He also stated that the data on emotions could use to manage the general population to achieve the desired response. Numerous researchers have attempted to discover the connection between emotional intelligence and

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employee performance. Semadar, Robins and Ferris (2006) tested and originated that EI is similarly the finest way to check the representative's performance as it can evaluate the efficacy of the workers by comprehension and keeping care of their feelings in the desired way as needs are. The passionate, astute individual can quickly achieve their goals, which is why most work these days necessitates a certain level of enthusiastic knowledge.

Although definitions for EI fluctuate, it can, for the most part, be depicted as a person's capacity to survey the feelings of oneself as well as other people, to precisely express and control one's emotions, and lastly, to utilize these data to direct contemplations and activities (Mayer, Salovey, and Caruso, 2000). The point of this segment is to offer help for this announcement through an exhaustive audit of the EI development. The idea of insight is regularly connected among universal rational capacity, though a few specialists have recommended that knowledge is a multi-layered development consolidating a few sorts of capabilities.

Two variables were used to test the model of emotional intelligence and employee performance: work engagement as a mediator and project managers competence as a moderator. These factors contribute to different levels of employee performance. However, the individual employee's level factors contribution found sacred attention. Among other personal characteristics, one is the role of emotional intelligence that motivates workers to contribute to their best ability and get involved in their job.

Emotional intelligence processes employee performance in different ways. However, to our knowledge, no study has theoretically and empirically tested the process view of Emotional Intelligence and employee performance in government office sectors with these variables. Therefore, the present analysis was tested in government organizations for the first time.

In the last fifteen years, much has been collected regarding emotional intelligence and its part in the work setting. Professionals in the field of emotional intelligence are given many definitions and models to figure out the idea of emotional intelligence and its effect on employee and employee performance. The hypothesis of emotional intelligence is also conceptualized into three models of the capacity display, attributes shown with the blended model. According to John Mayer and Peter Salovey (1993), emotional intelligence is the ability to precisely differentiate and understand one's emotional reactions and those of others. Moreover, it comprises the capability to utilize one's approach for sound decisions and to do something practical.

Additionally, Reuven Bar-On (2000) describes emotional intelligence as being bothered with satisfactorily accepting oneself as well as another person, connecting commendably to individuals, and fiddling with and getting a feel for the immediate environment to be extra helpful during organizing ecological needs.

Daniel Goleman (1995) characterizes emotional intelligence as a boundary to become aware of our feelings and other persons' feeling to encourage ourselves. In a relationship, it also helps us deal with the person and our desires. (Neal M. Ashkanasy et al., 2000).

The following definitions show that to execute successfully at the workplace; emotional intelligence plays a very significant part in the employee's performance and their relation with other employees. Managers and employees who can robustly deal with and have the know-how of their mindset are incredibly successful at workplaces.

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Schedule (2006) has represented different models. The model of three angles was also presented by him, including capability, characteristics and a mix of capacity and qualities named the blended model of emotional intelligence. The capacity model of emotional intelligence depicts it as the capacity to examine one another's emotions and feelings, divide amongst them, and direct one's way of thought and pros. The characteristics model of emotional intelligence sees emotional intelligence as non-subjective skills, for instance, self-assurance, self-completion, general disposition, and general affluence. As usual, events in the light of characteristic habits to arrange with emotional intelligence don't recount very well with measures of intelligence. They relay among individuality events, influential analysts to allude to this approach as emotional intelligence as personality.

Mayer and Salovey (1993) viewed emotional intelligence as the ability to be familiar with the person's emotions and the emotions of the other person and to direct those emotions for the betterment of the organization. According to Bar-On (2000), emotional intelligence understands the person's and the other person's personalities to efficiently accomplish the organizational environment's desires.

This study will be helpful for government employees as well as govt to reduce the chance of project failures, increase the hope of achieving better employee performance that can lead to project success, and create a work environment where employees involve themselves and share their knowledge. Today in worldwide competition, project management plays a significant role because through project management, we can solve many problems in a short time, and organizations are shifting their paradigm to a project based on the old conventional method.

Research objective

- To determine the difference between the EMOTIONAL INTELLIGENCE of the female and male desk workers of govt. Offices.

Research Hypotheses

There is no statistically significant difference in emotional intelligence between male and female employees.

METHODOLOGY

Participants

The study was conducted by utilizing the cross-sectional design. The participants of the study were recruited by convenience sampling. The participants consisted of 74 desk workers (39 females, 35 males) from different govt offices in Odisha, India

Source of data

Primary and secondary data collection techniques are used in the study. Surveys and direct observations are used to collect primary data. Secondary data collection can be accomplished by gathering information from electronically stored data. Preliminary data were collected from the govt office desk worker from Cuttack by administering the questionnaire. The Secondary data were collected from a divorces source of documents such as websites, magazines, books and others.

Variable under study: The demography of the sample presented the independent variables and dependents variable. In this study, the gender of the desk worker is a controlled variable,

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emotional intelligence is the independent variable, and employee performance is a dependent variable.

Research tools and Instruments

In this study, the research instrument used for collecting the data was a structured distinguished questionnaire using the Emotional intelligence scale (Chi-Sum Wong & Keneth S. Law). Emotional Intelligence Chi-Sum Wong & Keneth S. Law. developed a total of 20 items scales for Emotional Intelligence. Sample items included I have a good understanding of my own emotions.

Scoring the EI

The emotional intelligence scale was a five-point scale based on the occupational stress scale item. All items were positively worded. One score was awarded for (1) Not at all, (2) To a little extent, 3) To some extent, (4) To a great extent, (5)To a very great extent. They determined the mean score and calculated the response scores to the items of the EI associated with each scale.

Statistical technique used

In our empirical investigation, we have applied statistical techniques to analyze the data for drawing inductions inferences from our research data. The data analysis includes both descriptive and inferential statistics.

- *Descriptive:* - descriptive statistics are used to summarise the data, and descriptive data analysis includes percentage, mean, and standard deviation.
- *Inferential Statistics:* - Inferential statistics are used to move judgments of the probability that observed differences between groups are dependable on one that might have happened by chance in this study. The inferential statistic method, like 'the t-test, was used to test the hypothesis.

Data collection

The researcher collated data through the use of Google Forms. Per instructions, the researcher collected data on 74 (N. 74) desk workers from the govt offices of Cuttack district of males and females.

RESULT

We have applied the statistical technique to analyze the data with the help of descriptive and inferential statistics. The independent variable is desk workers, and the dependent is emotional intelligence.

Analysis and interpretation

Table No.1- Descriptive characteristic of the respondent (Total no of the score, Mean, Standard deviation)

Variables	No. of Respondents	Mean	SD
Desk Workers	74	103.25	6.43
Male	35	91.16	5.43
Female	39	125.33	1

Despite the descriptive statistic for the sample under study. These data were collected from the desk worker of different govt offices in the Cuttack district in Odisha. There were 74 respondents (N=74), 35 were male, and 39 were female. The mean value of the total sample of occupational stress is 103.25, and the SD of occupational stress there is 6.43. Here the

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mean value of male and female respondents is 91.16 and 115.33; here, the SD value of males is 5.43 and females 1.

Table No. 2 represents the 't'-ratios to mean and standard of desk worker emotional intelligence data.

Variables	No. of Respondents	Mean	SD
Desk Workers	74	103.25	6.43
Male	35	91.16	5.43
Female	39	125.33	1

Note: - 0.05 level of significance, college desk worker, N=number of respondents, SD= Standard deviation, SED=Standard of Difference, DF-Degree of Freedom.

Hypothesis testing

Table no.2 found that the calculated 't'- ratio is 24.17, which was greater than the table value of 2.00 at a .05 level of significance. Here that is significant. Therefore, it can be interpreted that we are unable to accept the null hypothesis. It can be concluded that there was a considerable difference between the emotional intelligence of male and female desk workers.

DISCUSSION

The present study's main objective was to determine the significant difference between emotional intelligence among male and female desk workers in govt offices. The descriptive procedure studied the influence of the independent variable. The data were collected through the random sampling method by administering a standardized questionnaire of the emotional intelligence scale. Descriptive and inferential statistics treated the data to test the research hypothesis to an established conclusion, whether it was accepted or not. According to the theory, there will be a significant difference in emotional intelligence between male and female employees. The 't' table-2 suggests that emotional intelligence is significantly different for the desk workers with different genders, such as male and female, $M_1 = 91.16$ and $M_2 = 115.33$, $t = 24.17$, $P = 00.05 = 2.00$, $df = 72$ respectively. It can be concluded that the score was different for male and female desk workers in govt offices. There is a significant difference in emotional intelligence between male and female desk workers.

CONCLUSION

After observing different aspects and areas of emotional intelligence's effect on desk workers' job performance, we have concluded. All the statements are done with proper guidance and decorated or descriptive procedures. Serves the desk worker monotonously. Some drastic situations and unhealthy environments do not support desk workers. At the same time, desk workers face many problems. This research indicates that female desk workers' emotional intelligence is better than males. Females have more resilient power than men. The present study represents the emotional intelligence level among male and female desk workers in govt offices. Due to workload and environment, employees don't behave properly. They face difficulties while dealing with different types of people. On the variable emotional intelligence, there was a significant difference between male desk workers and female desk workers in govt offices. Whereas more emotional intelligence in females than male desk workers. Male desk workers are better satisfied with their job than female desk workers. But female desk workers have greater dealing capacity while facing many problems as they handle both inside and outside work. Therefore, they have more emotional intelligence than male desk workers as they adjust to all environments.

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Conflict of Interest

The author(s) declared no conflict of interest.

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