

Role of Resilience and Emotional Intelligence on Job Satisfaction

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ABSTRACT

The present study examines the impact of Emotional Intelligence & Resilience on Job Satisfaction in a workplace. The research question was addressed by collecting the sample (100) from a wide range of target population. Brief Emotional Intelligence Scale, Brief Resilience Scale, The Generic Job Satisfaction Scale was used to assess the dimensions. The results indicate that there is a significant relationship between Emotional Intelligence & Resilience & Resilience & Job Satisfaction.

Keywords: Emotional Intelligence, Resilience, Job Satisfaction

INTRODUCTION

With the improvements in Human Resource Management practices in conjunction with full-size studies and implementation of novel strategies within the subject of Organizational Behavior, there was a glaring and consistent shift of attention from an organization-stage worries to worker/man or woman stage worries. Organizations may be exceptionally worrying in terms of a worker's time and feelings; being actively concerned at the same time as being incredibly efficient in the place of work is a complicated and tedious task. A glad and efficient worker has to own the high-satisfactory of adapting agreeably to annoying surroundings, and pleasant her/his wants to acquire extra at the same time as continuously striving tough for subjective fulfillment. According to Mayer and Salovey (1995), Emotional intelligence may be described as an individual's ability to realize different humans in addition to one's very own feelings, to label them differently and appropriately, and to assume and behave with the aid of using the use of emotional information. Therefore, in straightforward terms, in keeping with Zeidner et al., 2004, Emotional Intelligence is one's functionality to understand or recognize, integrate, recognize, control, and cope with feelings efficiently. People who're supposedly Emotionally Intelligent now no longer handiest recognize their very own feelings properly however recognize others and their feelings as properly.

According to Goleman, on the place of work, political information of the emotional development in personnel and electricity dynamics shared among them, leveraging diversity, supporting withinside the improvement of others and supporting others decorate their capabilities are crucial elements. A man or woman's mastery in perceiving, identifying, and controlling emotion gives the premise for the forms of social and emotional capabilities which can be vital for fulfillment in nearly any task. Furthermore, because the tempo of alternate will increase and the arena of labor makes ever more needs on a person's cognitive, emotional, and bodily resources, this specific set of capabilities turns more and more vital. Goleman argues that the emotionally clever employee is professional in key regions he gives his emotional competence framework.

These are "non-public competence" - how we control ourselves, and "social competence" - how we control relationships. Each wide location includes some precise capabilities. According to Goleman, a man or woman's competencies and capacities may be damaged down into the subsequent regions: Personal competence (how we control ourselves) 1. Self-consciousness capacity to understand oneself and one's very own resources, instincts, and actions 2. Self-law capacity to control one's very own state, impulses, and reactions .Motivation law of feelings and drivers that assist toward the success of dreams Social competence: (how we manage relationships and interactions with others) 1. Empathy- consciousness concerning others' emotions, wishes, and worries 2. Social skills-capacity to have interaction with others and get a suitable reaction Resilience Major voices in resilience studies have covered Norman Garmezy (c.g., 1974), Emmy Werner and Ruth Smith (c.g., 1989), and Michael Rutter (e.g., 1999).

Review of Literature:

Emotional Intelligence is related to some of fine consequences withinside the place of work. affecting variables consisting of management (Scott-Halsell, Shumate & Blum, 2008), resistance to strain, (Bar-On, Maree & Elias, 2007); Mikolajczak, Menil, & Luminet, 2007), paintings mind-set (Carmeli, 2003), activity pleasure and overall performance (Kafetsios & Zampetakis, 2008; Law. Wong, Huang & Li, 2008; Wong & Law, 2002), personnel creativity (Zhou & George, 2003) and profession achievements (Dulewitz & Higgs, 1999). Further research discovered that managers emotional intelligence can considerably effect paintings consequences consisting of productiveness (George, 2000, Goleman. Boyatzis & McKee, 2002: Day & Carroll, 2004). personnel' emotional intelligence turned into definitely related to activity pleasure and overall performance (Sy, Tram & O'Hara, 2006) Bar-On (2003) discovered that there has been a slight widespread courting among emotional and social intelligence and degrees of productiveness, whilst Bar-On, Handley and Fund (2006) said that an worker with excessive emotional intelligence can be capable of reply accurately to place of work strain and to the emotional behaviour of his or her co-people.

Carmeli (2003) discovered that emotionally wise managers generally tend to broaden excessive dedication toward their careers and affective dedication for the groups wherein they paintings. Also personnel with better degrees of EI generally tend to file decrease degrees of intra-man or woman struggle. He concluded that personnel' emotional intelligence influences the behaviour and mind-set they normally maintain inside their groups that's meditated of their fine activity pleasure. In relation to the affiliation among Emotional Intelligence and resilience, the big majority of studies withinside the region indicates that humans with higher Emotional Intelligence have higher

resilience. In unique, Schneider et al. (2013) proven that Emotional Intelligence allows strain resilience. In fact, the 4 Emotional Intelligence abilities seemed to facilitate resilient strain responses along with mission appraisals, greater fine and much less terrible consequences, and mission physiology. Likewise, Magnano et al. (2016) confirmed that EI performs a widespread position in resilience. In the equal vein, Armstrong et al. (2011) discovered that Emotional Intelligence turned into associated with mental resilience.

Methodology:

The study is a quantitative view of work done in the domains of Emotional Intelligence and Resilience at the workplace, also how it impacts Job Satisfaction of employees. This study is Causal in nature as it analyses the impact of one or more variables on other variable(s), with reasonable level of certainty. Employee Emotional Intelligence is the independent variable in this study and its impact on Resilience and Job Satisfaction (dependent variables) is inferred.

Objectives

- To find out Emotional Intelligence of employees at the workplace.
- To find out Resilience of employees at the workplace.
- To find Job Satisfaction of employees at the workplace.
- To find whether Emotional Intelligence and Resilience are correlated.
- To find the impact of Emotional Intelligence and Resilience on employee's Job Satisfaction

Hypothesis:

H°1: There will be a positive correlation between Emotional Intelligence and Resilience.

H°2: There will be a positive correlation between Emotional Intelligence and Job Satisfaction. H°3: There will be a positive correlation between Resilience and Job Satisfaction

H°4: There will be an impact of Emotional Intelligence and Resilience on employee's Job Satisfaction.

Participants

The data was collected from a sample size of 100 working employees aged between 20 to 60 years, comprising 50 males and 50 females with the help of online survey forms. The sample is generic in nature, i.e., the data set does not refrain to only one skill set or occupation.

Instruments:

Brief Emotional Intelligence Scale

The Brief emotional Intelligence scale is a 10 item Likert scale that measures emotional intelligence of an individual. The scale was developed by Davies et al; (2010)

Brief Resilience Scale

The Brief Resilience scale was created to assess the perceived ability to bounce back of recover from stress. The scale consist of 6 items responses varying from strongly disagree(1) to strongly agree (5). The scale was developed by Smith BW et al;

The Generic Job Satisfaction Scale

The generic job satisfaction scale consists of 44 items and was developed by Macdonald et al; 1997.

Results:

Analytic Review:

The data was collected by a sample of 100 employees (N = 100). Data Analysis was done by calculating the arithmetic mean, Standard deviation and standard, Correlations of the variables using SPSS Version 24.

Baseline characteristics	N	%
Gender		
Male	60	60
Female	40	40

The above table displays the composition of the data in terms of their gender (Male & Female).

Table2: Descriptive statistics analysis

Variables	N	M	SD
Emotional intelligence	100	27.69	10.545
Job satisfaction	100	36.41	7.879
Resilience	100	19.06	3.342

The above table displays the data of 60 adults and their enumerated Mean, Standard Deviation of the scores obtained on Emotional Intelligence, Job Satisfaction & Resilience.

Variables	1	2	3
1.Emotional Intelligence	1	0.24*	.913
2. Job Satisfaction	0.24*	1	0.46"
3. Resilience	.913	0.46*	1

* P<.05(Two-tailed)

Spearman rho coefficient correlation was computed to assess the relationship among the listed variables.

The results revealed that Emotional Intelligence was found to be positively correlated with Resilience of Employees and is significant at .05 level. Job Satisfaction is positively related to Resilience at .05 levels.

Discussion:

The present study is not refrained to a single occupational setting or any one age group. It partakes a wide variety of individuals from all walks of life and from all levels of seniority. The study is not bound by the ethnicity or the cultural background of individuals from the country, and does not in any way exclude or creates a bias against either of the genders. It is an all inclusive study which, with its results, aims to bring about awareness about mental health of workers employed in industries and organizations. Also to witness how emotional wellbeing affects workplace relationships, stress management and productivity. And how all this leads to ultimately bringing about satisfaction not just to the employees but to the employers and the organization on a whole, eventually leading to higher productivity rates.

On referring to the aforementioned hypothesis and substantiating them with the established results, it was found that the three variables, namely, Emotional Intelligence, Resilience and Job Satisfaction in working employees do have an association with each other, i.e., they are all positively correlated. In theory, and presumptively it would seem that being emotionally aware and in control would help an individual be more resilient and irrepressible in the presence of stressful stimuli at the workplace and eventually lead to optimum functioning and most favorable outcomes for self and organization mutually. The present study's aim had been to prove that:

- a) There will be a positive correlation between Emotional Intelligence and Resilience.
The correlation coefficient of which was found to be 0.913, which indicates a positive relationship by administering Spearman's rank correlation method.
- b) There will be a positive correlation between Emotional Intelligence and Job Satisfaction
The correlation coefficient of which was found to be 0.024, which indicates a positive relationship by administering Spearman's rank correlation method.
- c) There will be a positive correlation between Resilience and Job Satisfaction.
The correlation coefficient of which was found to be 0.046, which indicates a positive relationship by administering Spearman's rank correlation method.
- d) There will be an impact of Emotional Intelligence and Resilience on employee's Job

Satisfaction

- On applying basic Transitive Property of Equality in this relationship containing three variables, we come to the conclusion that since Emotional Intelligence and Resilience have a positive correlation, Emotional Intelligence and Job Satisfaction have a positive correlation, a Job Satisfaction and Resilience are positively correlated with each other, ie, in each of these cases, on the increment of one variable, there is a parallel increment in the other variable as well and vice-versa. Therefore, we drive to the conclusion that the increment or decrement in either of the variables does have a substantial impact on the level of job satisfaction.

This study thus can be very constructive in development of an organisation's policies pertaining human resources and personnel management. Time and again, despite recognising the need to empower the workforce, the necessity of providing employees a sense of autonomy, and equipping them with an emotionally and physically appeasing environment, efficient measures are rarely taken to impart the best of provisions to the employees.

The authorities should be in sync with the disputes and predicaments faced by employees at the workplace regarding their working conditions, their relationships at the workplace, their needs and wants and their attitude regarding the workload. The agenda of any workplace should be to provide employees with an unparalleled working environment and highly desirable compensation to keep the human resource not just content and satiated but pleased and constructive. The goals of the organization and the employee shouldn't just coexist but should also be defined by the presence of mutual acceptance and compassion on the work front.

The present study can also be implied to help organizations recognize the quality and potential of employees in a way that can be useful for recognizing the frontrunners and electing leaders from a group. High levels of Emotional Intelligence and Resilience are attributes of an individual with a healthy mental constitution and a favorable mental well-being. These essential, but often overlooked competencies help an individual in a variety of exemplary ways

- Individuals recognize their own strengths and weaknesses
- Individual is in control of one's own emotions,
- Individuals recognize others' emotions and can identify if a fellow employee needs help.
- Individuals deal with stress well.
- Individuals perform well even under pressure.
- Individuals do not exceed deadlines.
- Individuals have optimal productivity rates.

Limitations:

In the present study, it can be assumed that if the research would have been conducted on a wider sample with a substantially larger number of employees, it would deliver enhanced significant correlation values of the variables under observation. Although study indicates positive correlation between all variables, they do not give a significant value. This indicates that there might be some other factors which could lead to employees' job satisfaction and hence increasing the workplace productivity.

Conclusion:

Emotional Intelligence is the capacity to be aware of control, and express one's emotions and to handle interpersonal relationships judiciously and empathetically; it is known as the key to personal and professional success. Wherein, resilience is the capacity of an individual to survive stressful experiences. The objective of the present study was to study the relationship between emotional intelligence and resilience among the employees and to study their impact on Job Satisfaction. A total number of 100 respondents working professionals from age group of 20 to 60 were considered as the sample for the study in which three Standard Questionnaires were used to gather primary data, namely Brief Emotional Intelligence Scale, Brief Resilience Scale and the Job Satisfaction Scale. Based on the scores obtained, it can also be stated that emotional intelligence and resilience are highly correlated and responsible to determine an employee's performance. t work. They both can play a key role in determining workplace performance of an individual. The study also shows that emotional intelligence and resilience are two psychological concepts that play an important role in organizational behavior in terms of performance. It is also observed that the three factors (emotional intelligence, resilience and job satisfaction) are positively correlated

with each other, and lead to increased success in individuals and to find good leaders in organization. Job satisfaction at the workplace, therefore, does not come only with a good pay and monetary benefits, it takes a healthy environment, sense of security and good relations amongst innumerable factors, and also brings along higher productivity, increased profits from the employees' end.

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