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A Survey on Emotional Intelligence

Apoorv Tiwari[1], Gaurav Pandey[2], Priyam Verma[3], Indira Priyadarsani Pradhan[4]
[1, 2, 3]*Student, Integrated (Bachelor of Business Administration) – (Master of Business Administration), Galgotias University, Greater Noida, India*
[4]*Assistant Professor, School of Business,Galgotias University, Greater Noida, India*

Abstract: Traditionally, intelligence was considered to be a mental skill that primarily consisted of two narrow spheres: mathematical / logical and oral / linguistic, or IQ. Howard Gardner expanded this little idea to include many intellectuals. Later, Daniel Goleman introduced a new type of ability, emotional intelligence (EI), the ability to understand personal and others' emotions. The construction of more intelligence, as well as emotional intelligence in particular, has received a lot of attention recently, especially in terms of leadership capacity. There is some evidence that EI traits (e.g., self-awareness, self-control, motivation, public awareness, and relationship management) may be better predictors of leadership performance and success than traditional "intelligence quotient," or IQ.

I. INTRODUCTION

Emotional Intelligence or Emotional Quotient defines the ability or power to detect, evaluate, and manage one's own and others' emotions. In other words, emotional intelligence (EI) refers to the ability to detect, control and evaluate emotions. Some researchers suggest that emotional intelligence may be learned and reinforced, while others say that it is an innate faculty.

A. Emotional Intelligence – Two Aspects

This is the essential premise of EQ to be successful: the effective awareness, control and management of one's own emotions and those of other people.

EQ embraces two aspects of intelligence: -

1) Understanding yourself, your goals, intentions, responses, behaviour andall.
2) Understanding others, and their feelings.

II.OBJECTIVES OF STUDY

1) To identify which element of emotional intelligence is strong in people.
2) To suggest measure to improve all the elements of emotional intelligence people for effective interpersonal communication in managing successful relationships with others.
3) To make people aware of their individual level emotional intelligence.

A. Need of Study

It includes the ability to visualize emotions accurately, to reach and produce emotions to aid thought, to understand emotions, to access and produce emotions and emotional information and to control emotions thoughtfully in order to promote emotional development and intelligence.

1) Understanding people, goals, objectives, responses, behaviours and everything.
2) Understanding others, and their feelings.

Emotional Intelligence helps people to develop emotional self-awareness, emotional expression, creativity, develop tolerance, increase trust and integrity, develop relationships within and within the organization and thus increase individual and collective performance. "Emotional intelligence is one of the few key elements that builds strategic leaders in organizations."

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III. RESEARCH METHODOLOGY

The research methodology is a simple framework or research program that guides data collection and analysis. It is a green text that is followed when completing a survey. Therefore, a good research approach ensures the completion of project efficiency and impact. As there are many aspects of the research methodology, the line of action should be chosen from a variety of alternatives, choosing the right method by experimenting with a variety of alternatives.

The research method gives the researcher the opportunity to prioritize his / her argument by choosing alternatives and at the same time he / she can justify his / her decision of something else he / she would like. Why the research was done, how the research problem was constructed what data was collected, what specific method when analysing the data was used and many questions of the same type are often answered when talking about the research problem in the research.

IV. REVIEW OF LITERATURE

Goleman (1998): - Research shows that emotional intelligence has proven to be as important as any other skill in any profession. When the role becomes dynamic and challenging, emotional intelligence becomes a key factor in success. Sales people, who are very emotionally intelligent, appeared to be 31.9% superior to others. He also found that 90% of the results of key leaders are due to their emotional intelligence and noted that success is more than just intelligence. IQ takes only 4% to 20% of results. Demonstrating an important factor in continuous success is not just a job of skill or talent but 80% of success depends on emotional intelligence.

McClelland (1999): found that when a superintendent with critical emotional intelligence skills, their categories exceed the target annual salary by 20 percent of class leaders without that almost equal weight "he found that the best attitudes of all senior members. together - and better business outcomes. " Egon Zehnder (2000): - found that emotional intelligence leads to success in senior management. Globally 515 top officials analysed those who were primarily strong in emotional intelligence likely to be more successful than those who were the strongest previous fitness experience or IQ. In other words, emotional intelligence was a better predictor of success than previous relevant experience or high IQ, especially 74% of successful managers were found to be high on emotional intelligence. J.M. (2000): - reported that working on emotional intelligence 80-90% of the skills that distinguish high-level athletes are in the area of emotional intelligence. while IQ and other factors are important, it is clear that emotional intelligence is important for high-level performance leaders. “Employees who fail to identify themselves are in danger of falling into the same trap as the real threat to their identity.

A. Daniel Goleman (Emotional Intelligence) Theory

1) Emotional intelligence is the ability to see donkeys and control youremotions, those of others and groups.
2) EQ is the latest model of behaviour, which is greatly enhanced byDaniel goleman's 1995 book called emotional intelligence.
3) Early emotional intelligence theory was developed in the 1970s & 1980s.
4) Emotional intelligence is an important consideration in human resource planning, job planning, recruitment and selection interviews,management development, customer relationships and customer service.
5) Can be categorized by EI capability and EI features.
6) EI is the latest behavioural model in comparison.

B. Type of leader according to Daniel

1) Emotional intelligence is a way of seeing understanding and choosing how we think, feel and act.
2) It creates interaction with others and our own understanding.
3) It explains what we are learning and what we are learning.
4) It allows us to set priorities
5) Research suggests that it is responsible for up to 80% success in ourlives.

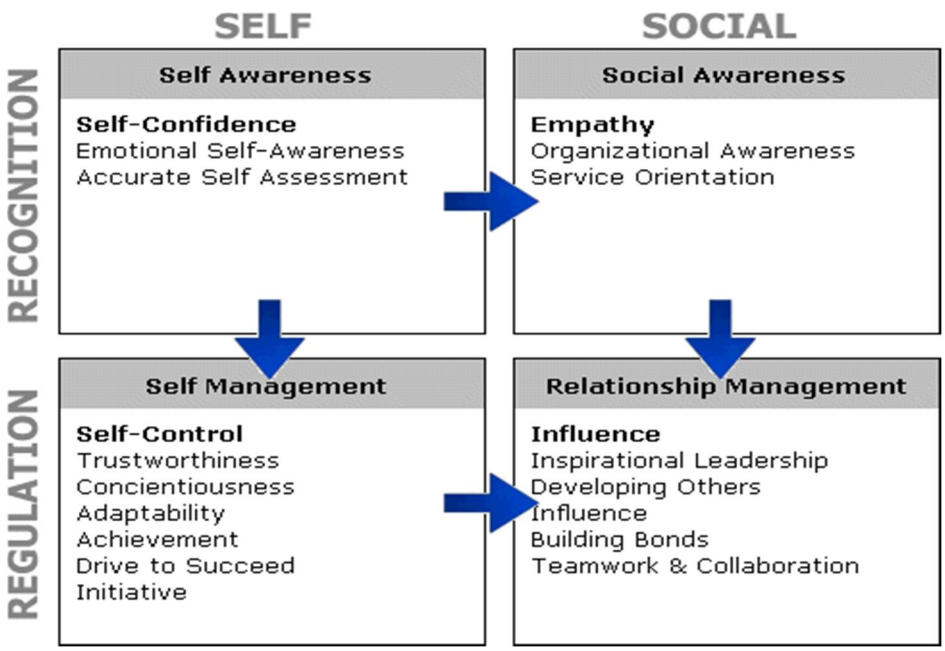
C. Emotional Intelligence the five Domains

Goleman identified five 'EQ domains' by:

1) Know your feelings.
2) Controlling your emotions.
3) Self-motivation.
4) Recognize and understand other people's feelings
5) Managing relationships, that is, managing the emotions of others

D. Elements of Emotional Intelligence

1) Four elements of emotional intelligence



2) Self-Awareness

a) The first aspect of the theory of emotional intelligence.
b) Self-knowledge means that you understand it.
c) Your strengths and weaknesses as a person.
d) It is a path towards humility, which is a much-needed reality in leadership.

3) Self-Management

a) It is the second aspect of emotional intelligence.
b) Control what you say and do.
c) Leadership and adaptability.
d) Establish problem solving.
e) A step towards quick thinking and acting wisely.

4) Social Awareness

a) It is the third dimension of emotional intelligence.
b) Public awareness is the ability of leaders to understand the feelings of the members of the group around them and to gain a better understanding of their emotional makeup.
c) The ability to treat people according to this emotional response is important.
d) It is about understanding and truly communicating with the absolute needs of nature and acting accordingly.

5) Social Skills

a) It is the fourth and final part of emotional intelligence
b) They find professional ways to make their team support them and believe in their leadership.
c) A leader who is competent in coaching is also good at resolving disputes and conveying ideas to team members and enlightening them.

V. FINDINGS

1) It has been found that the people of India are emotionally protected and able to communicate their emotions effectively in order to perform their duties to the best of their ability.
2) Age affects emotional intelligence because most employees fall into the age group of 25-30 years and are considered to have higher emotional intelligence.
3) In this study, I found that the self-esteem rate in India is 90.72%.
4) The Indian / public awareness rate of Indians is 86%.
5) The self-regulation rate for the Indian population is 83.5%.
6) Relationship management rate in India is 93.71%
7) The EQ ratio of people who remember the above categories is approximately 88%.

A. Recommendations

In the past as, we have seen in this project report there was a lot of emphasis on IQ and EI was not given much importance but now the situation has changed and the organization is moving from IQ to EI so here are some of the organization and individual recommendations on EI. As in modern times, a person is exposed to many cultures and influences. Organizations have traditionally provided tangible benefits to internal / external customers, these days customers are seeking the fulfilment of their emotional needs. Companies in the long run to maintain customer loyalty need to take care of people's emotional needs and behave with empathy. Therefore, the organization should take into account the needs of Emotional Intelligence of the people.

1) Organizations should select those people with the highest level of emotional intelligence. Because these people are very emotionally balanced and have a better understanding of all situations and can do very well in these weather stress, happiness, anger, love etc.
2) Employers should check the level of EI from time to time to give them feedback and get better performance from them. Because if there is effective communication between the two sides it will improve the results of both sides which is why productivity and performance are increasing.
3) Organizations should train people to improve their EI, because EI can be learned at any age and at any time in life, it is not something they are born with.
4) EI methods should be used to improve people's thinking.
5) Those companies that will use EI, will always be successful in the future, because employees will be emotionally stable and able to deal with all situations.
6) People with a low level of EI should work to improve this and it can lead to a better understanding of your emotions and control them and will be helpful in the workplace and as a result individual performance will increase.

B. Can EQ be increased?

1) Yes, EQ can be increased by practice
2) Your brain is tightly connected to give emotions up
3) The Limbic System (sensory brain) responds to events first before we have the opportunity to engage the sensible brain.
4) EQ requires effective communication between the mental and emotional centres of the brain

C. 5 Skills to Develop EQ

1) Reduce stress quickly
2) Emotional Awareness
3) Non-Communication
4) Use humour and play to deal with challenges
5) Effective Dispute Resolution

VI. CONCLUSION & SUGGESTIONS

Current research has revealed significant effects that contribute to both research and practice. Research into a person's emotional intelligence and their ability to function effectively in the workplace is identified as being able to control their emotional intelligence, which has a direct impact on their work. These skills need to be developed to achieve higher employee productivity and to improve the image of the organization.

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The most interesting findings or findings in the present study are that people's emotional intelligence has affected their level of performance in the workplace. This has an impact on management, which suggests that organizations can benefit by identifying the level of emotional intelligence and conducting interventions that focus on developing emotional intelligence among people within the organization. EI is associated with better performance in the following areas.

1) Collaborative Management.
2) Free Drawing People.
3) Balance between personal life and work.
4) Advanced Stability and Stability.
5) Determining
6) Do whatever is needed
7) Adaptability.

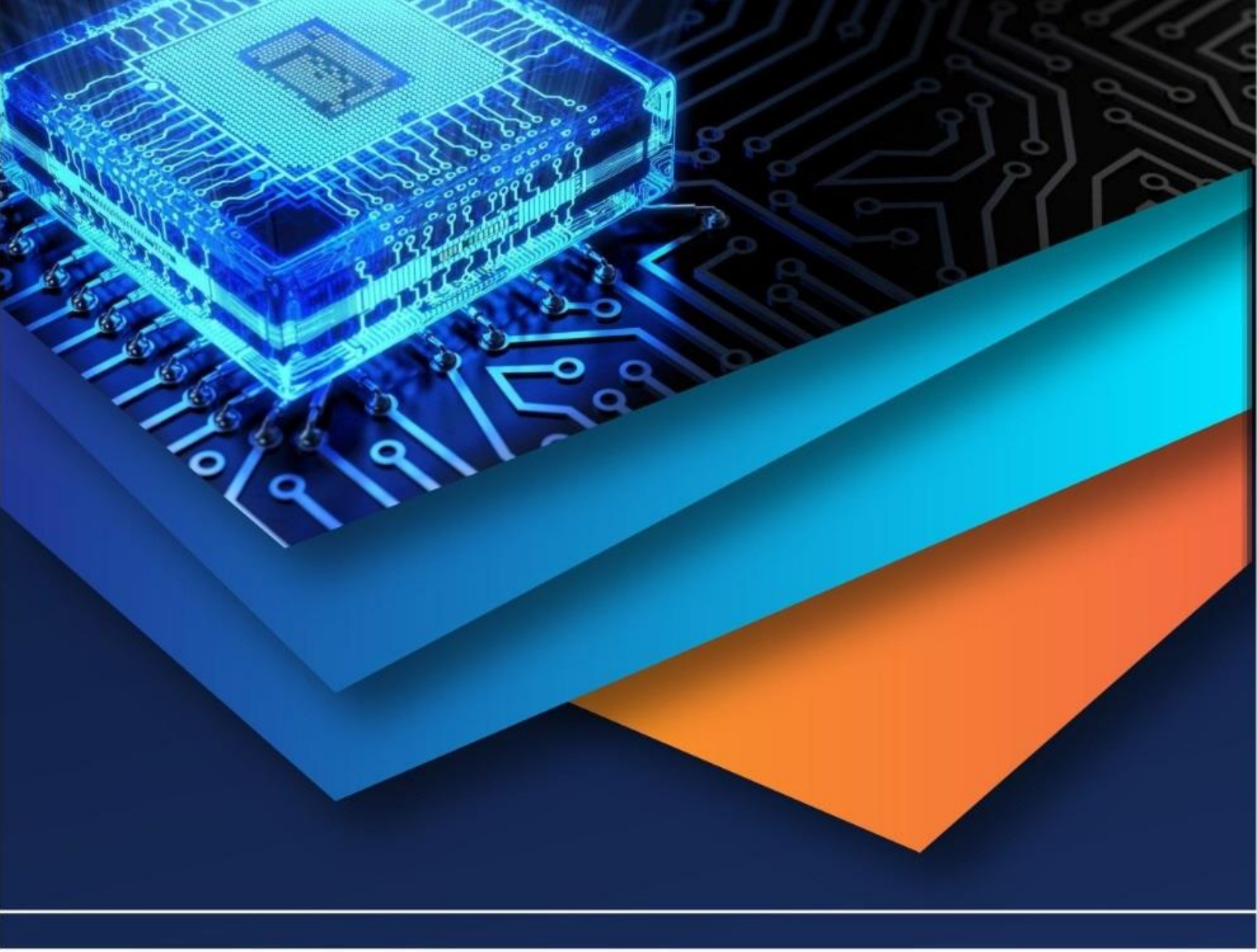
Therefore, the conclusion of the entire project report is that emotional intelligence is connected to all aspects of the workplace and is very important these days. In the past EI was not significantly emphasized and instead IQ was given more importance. People with IQ levels were previously preferred within organizations but now the situation has changed and organizations prefer those emotionally stable people. Therefore, success in EQ life plays an important role.

Indians with an EQ rate of more than 80% due to the survey and 20% rest, the organization benefits from various EQ processes and interactive HR sessions.

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