

# INFLUENCE OF EMOTIONAL INTELLIGENCE AND PSYCHOLOGICAL WELL-BEING ON JOB PERFORMANCE: A STUDY AMONG SOFTWARE PROFESSIONALS

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## ABSTRACT

In a highly competitive market, it is crucial to have metrics that can predict an employee's success. Finding out whether and how emotional intelligence (EQ) correlates with work satisfaction and productivity is the focus of this study. One hundred IT professionals from a variety of companies participated. No correlation between intelligence test scores and happiness was found. Productivity metrics are essential to the study's findings.

Participants' emotional intelligence was assessed using the Ryff and Psychological Well-Being Scale, the Williams and Anderson Job Performance Scale, and the Wong and Law Emotional Intelligence Scale (WLEIS). Numerous statistical tests are at a researcher's disposal, including the product moment correlation coefficient, student's t-test, and chi-square test.

There were no significant differences in EQ, mental health, or productivity between age groups or between sexes or levels of experience. It was also shown that a person's emotional intelligence and mental health played significant roles in the individual's level of performance in the workplace. When an employee's emotional intelligence and state of mind improve, so should the quality of their work. The net effect is higher output for the business.

## INTRODUCTION

The competition for available jobs is heating up. Performance indicators are the best guide to expansion in today's environment of intense global competition. In order to boost output, most businesses invest in their employees, or intangible assets. It's the factor that determines whether or not businesses succeed or fail.

## EMOTIONAL INTELLIGENCE

It is generally agreed that emotional intelligence (EI) is one's awareness of and mastery of their own emotions in the present moment. The capacity for social empathy and attentiveness has grown. People may find work with the aid of Employment Insurance. Cambridge Handbook of Intelligence (2011) states that this "heralds an exciting new era of human possibilities." Columbia University psychologist Edward Thorndike from the 1920s said that "the best engineer in a factory could end up as a foreman for deficiency of social intelligence." Goleman and Boyatzis are two authors you may put your confidence in. (2008). Since their seminal work on Emotional

Intelligence (EI) was published in 1990, researchers Peter Salovey and John D. Mayer have been at the forefront of the field. (1990)

Goleman claims that EI is as important to one's success as IQ. He claims that intelligence is just 20% of one's overall accomplishment. Any remaining amount will be covered by EI. Emotional intelligence is just as important as intellectual prowess. Everyone goes about their normal activities as usual. A person might be socially awkward while having a high IQ. Many problems might arise as a result of this. According to Goleman (2013) (Psicothema, 2006), there has been a deluge of research showing how crucial emotional intelligence is in the early years of this century.

The EI capability-based paradigm is comprised of four emotional abilities: perception, utilization, understanding, and management. Brackett, Rivers, Shiffman, Lerner, and Salovey conducted the research in 2006. According to Reuven Bar-On (of Bar-On's emotional-social intelligence idea), emotional intelligence (E.I.) is a complex kind of intelligence that depends on one's unique blend of intrinsic skill and character attributes. According to Psicothema (2006), there is a close relationship between a person's thoughts, actions, and life experiences.

Three major areas of overlap are highlighted in Zyl and Bruin's (2012) investigation of the link between mixed model EI and personality. In this perspective, the key to pleasure is inside the individual's own thoughts and character. Goleman's (2013) research, in which he examined the role of EI in the workplace, sparked renewed interest in the topic. The five core components of EI that he outlined in his first book on the topic, released in 1995, were self-awareness, emotion management, motivation, emotion detection, and relationship management. The answer to your professional success might lie in any one of these four areas. According to Psicothema, 2006.

## **PSYCHOLOGICAL WELL-BEING**

According to proponents of Positive Psychology, the term "psychological well-being" encompasses a wide range of ideas. It's crucial to give significance to one's own life experiences. This noun means how well someone's intellect is functioning. Positivity and a feeling of accomplishment may be two of life's many rewards. In a well-balanced intellect, each hemisphere supports the other. A long-lasting sense of hope is indicative of deep happiness. According to Ryff and Keyes (1995), the field of mental health research has been shaped by two primary notions of optimal functioning. Some signs of thriving that could be described by theoretical frameworks include self-acceptance, good social interactions, autonomy, environmental mastery, purpose in life, and personal growth.

The connection between positive emotions and psychological well-being was investigated by Ryff (1989). According to the author's research (Ryff, CD., 1995), many people are in quite good mental health, and this number is probably underreported. According to Diener (1997), a person's "psychological well-being" may be deduced by weighing the good and bad in their life. Individuals are more likely to be in a condition of mental health if their "dynamic state is characterized by a reasonable amount of harmony between an individual's abilities, needs and expectations, environmental demands, and opportunities" (Levi, 1987). Taking care of your mental health is a prerequisite to tackling existential issues like finding one's life's purpose and growing as a person.

## **JOB PERFORMANCE**

The term "job performance" is used to refer to the quality and amount of work completed by an employee. "Job performance" is a term often used by organizational psychologists. Several factors affect an employee's output, including but not limited to their level of training, years of experience, level of skill, and the difficulty of their assigned job. That's why measuring productivity is crucial for every company. According to the Oxford Concise Dictionary (1999), the term "perform" may have a number of various meanings depending on the specific setting in which it is used.

According to the Handbook of Psychology (2012), there are a variety of ways that productivity in the workplace may be measured. Eight behavioral dimensions of performance are identified in Campbell's Multifactor Model (1990): task competence on the job, task competence outside of the job, oral and written communication, effort demonstration, individual discipline, group and individual performance assistance, supervision, and leadership and administration. Internal and external variables are both taken into consideration in the integrated model of work performance determinants proposed by Waldman and Spangler (1989). The difference between personal and social impacts was first discovered in 1975 by scholars Herman, Dunharn, and Hulin. Tett and Burnett's (2003) Trait-Based Model centers on the concepts of trait activation and the situational relevance of traits.

Executives who score higher on measures of emotional intelligence also outperform their counterparts. C. P. Khokhar, in his 2009 book, makes this assertion. This article by Elizabeth et al. (2006), "Emotional Intelligence and Dispositional Affectivity as Predictors of Performance in Salespeople," presents research suggesting that these attributes are strong predictors of sales success. R.D. Shaffer and Margaret A. Shaffer (2005) developed a model to illustrate the effect of a person's traits and abilities on their overall performance. Extensive research on the theoretical foundations and empirical evidence of emotional intelligence was undertaken in 2004 by Moshe Zeidner, Gerald Matthews, and Richard D. Roberts. Alvi, U. (2017) set out to prove, via empirical study, that workers' mental health has a direct bearing on their productivity on the workplace.

Teachers' emotional well-being and their sense of fulfillment in the classroom were the focus of research by Hanifbhai and Nandoliya (2017). Individual differences in EI traits and psychological well-being were investigated by Costa et al. (2013). According to Thomas A. Wright and Reno Russell Cropanzano's (2000) analysis of the research, both happiness and mental health at work have good and negative effects on productivity. The research by Ismail et al., 2009 aimed, in part, to determine how much of an effect emotional intelligence had on productivity in the workplace. Dar, Omar Habib(2010) looked at how EQ relates to officers' emotional well-being. To better understand how Emotional Intelligence (EI) influences the mental health of male college students, Malinauskas and Malinauskiene (2020) conducted a study. Lanciano and Curci(2014) looked for evidence that EI is linked to the capacity to express emotions in different ways.

## **RATIONALE OF THE STUDY**

In today's day of rapidly altering paradigms, a company's success depends on the expertise of its employees. Since the success of a business depends on the efforts of its employees, it is in everyone's best interest for the firm to help its workers advance their careers. There is a high degree of overlap between this study's data and those of other studies. The purpose of this research is to illuminate how software engineers in India's mental health may contribute to or detract from their productivity at work. Examines the correlation between emotional well-being, EQ, and professional achievement. Additionally, we will look at the viability of employing EQ and mental health as markers of professional success. Emotional intelligence (EQ) will be discussed, along with its potential applications in the business world. It will also help in tailoring workout plans to suit specific needs. Possibility of long-term HR benefits.

## **OBJECTIVES**

1. The correlation between EQ and professional success is the main subject of this investigation..
2. The goal of this research is to understand how employees' mental well-being impacts their productivity on the job.
3. This study aims to examine the correlation between emotional intelligence, subjective well-being, and occupational success in a sample population that varies by age, gender, and length of employment.

## **METHODOLOGY**

The primary goal of this research is to gauge the psychological well-being of those who work in the software and IT sectors in India. The relationship between EQ and mental health will also be examined. Future studies will include demographic information such as age, education level, and work experience.

This research relies heavily on numerical methods. The researchers reached this conclusion without doing any studies, but just because they were curious about the connection between the different parts. Planning and carrying out the inquiry was heavily influenced by ethical considerations.

In this investigation, we postulate the following.

1. Emotional intelligence is a key factor in professional success.
2. There will be a strong correlation between mental wellness and productivity on the work.
3. There won't be any obvious correlation between psychological health and emotional intelligence and age.
4. There won't be any obvious gender differences in emotional intelligence or psychological well-being.

## POPULATION, SAMPLE AND DATA

Target population - The focus of the study is on the software industry.

Sample Size - One hundred software professionals are chosen for the research based on their combined years of experience (five years total, and two years at their current company) and the roles they hold within IT or software companies..

Sampling Method - In this work, we used a non-probability sampling technique to choose our samples. For this study, we used a specific kind of random sampling referred to as purposive sampling. There were three distinct parts to the self-evaluation forms that were distributed. - (i) The Measure of Emotional Quotient (ii) The Psychic Health Assessment Instrument (iii) Efficiency on the Job Ratio.

A self-reported questionnaire was used to gather information on respondents' ages, genders, present jobs, years of industry experience, and lengths of service with the firm in issue. The most important information acquired was reliable among itself. Three key variables were collected using standardised questionnaires. The poll was finished in less than two weeks. At every step of our investigation, we gave serious thought to potential ethical concerns.

The use of a survey allowed for the collection of genuine data from the respondents. The researchers used a questionnaire survey to collect the study's main data.

The questionnaire consists of four parts.

- Data on a person's demographic characteristics, such as age, gender, occupation, location, and so on.
- Participants' emotional quotient was measured using the Wong & Law Emotional Intelligence Scale. The premise of the Wong & Law Emotional Intelligence Scale is capability. This tool assesses four distinct aspects of emotional processing: self-emotional evaluation, other-emotional appraisal, emotion control, and emotion use. There are a total of 16 questions in the survey. Li, R.-H. (2014)
- The Wong & Law Emotional Intelligence Scale was used to quantify participants' emotional quotient. The Wong & Law Emotional Intelligence Scale relies on one's ability as its underlying premise. The four emotional areas assessed by this tool are self-appraisal, other-appraisal, regulation, and application. The survey has 16 questions in total. Li, R.-H. (2014).
- Williams and Anderson (1991) created a tool to assess software developers' happiness on the job.

This research relies on secondary materials published in the previous ten years. These sources include the internet, academic publications, newspapers, novels, etc.

### THEROETICAL FRAMEWORK

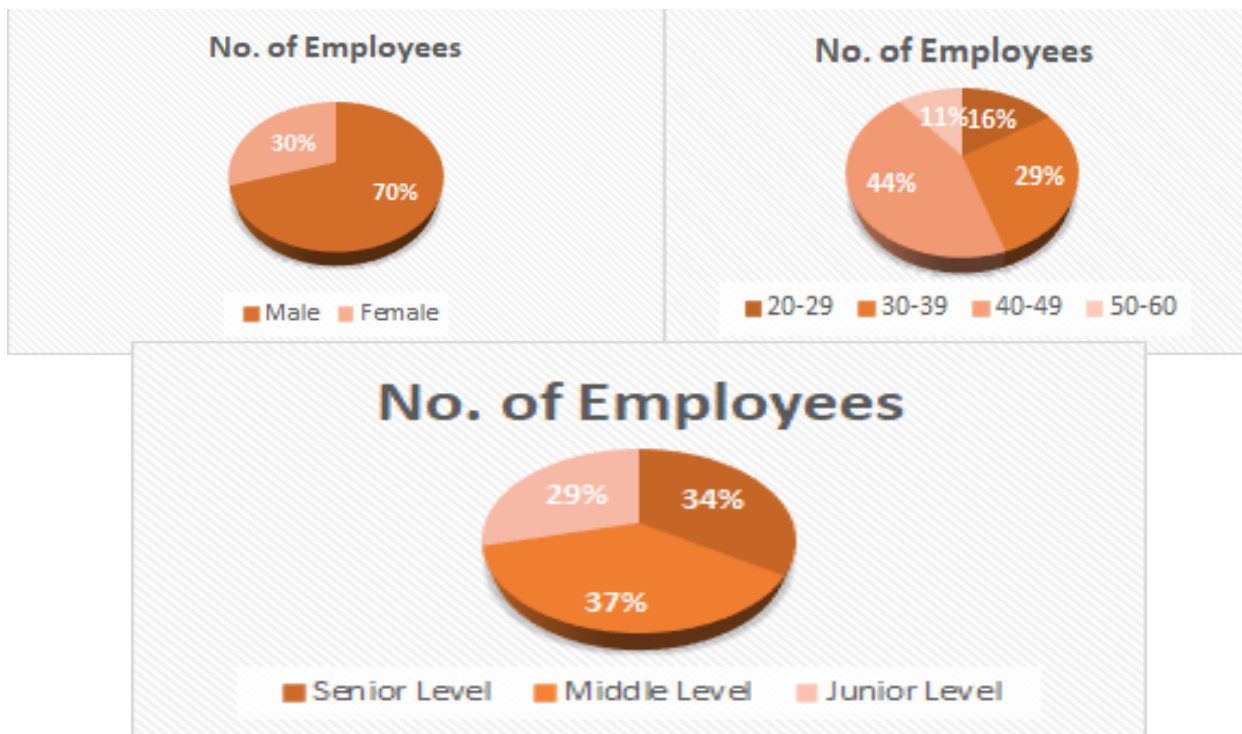
Emotional intelligence and mental health are two independent variables in the research. The efficiency of labour is the focus of this analysis.

The hypothesis is tested and the relationship between the variables is analyzed using the product-minor correlation value. We can analyse the relationship between age, gender, and job status using statistical tests such the Chi-square and Student t-tests. Using a correlational approach, the authors investigate the ties between emotional intelligence, psychological health, and career success.

There were three levels of experience taken into consideration for this rating. One is considered a junior if they have less than 10 years of experience, an intermediate if they have between ten and twenty years, and a senior if they have more than twenty. People in their twenties and thirties, those in their forties and fifties, and those in their fifties and sixties were all included in the poll's sample. Descriptive statistics were used to create a profile of our sample and divide them into several groups based on factors including age, gender, and work status.

### RESULTS AND DISCUSSION

Age, gender, and number of years in the employment were only few of the factors employed in the study's descriptive statistics to characterize and classify the sample group. Tables and graphs displaying the demographic data for our sample (N=100) are provided below.



The study required categorization of a number of characteristics, including emotional intelligence, mental health, and professional success. When two categorical variables (Job Performance and Age/Experience) are presumed to be unrelated, the chi-square test may be used to investigate the nature of that assumption. The independent variable is the combination of the concepts of Emotional Intelligence and Psychological Well-Being. The results are summarized in the table below.

According to the results of the Chi-square test, there were no statistically significant variations in the mean age, standard deviation of experience, or standard deviation of education among the three groups. Chi-square and t-values that are not statistically significant indicate that demographic factors did not influence the outcome. Differences in emotional intelligence, mental health, and exercise between younger and older workers, as well as those with longer and shorter tenures in the workplace.

Table 1					Table 2					
Variables	No. of Employees	Mean	Range	SD	Emotional Intelligence					
Emotional Intelligence	100	90.47	60-112	10.857	Gender	No. of Employees	Mean	Range	SD	t-value
Psychological Well-Being	100	243.41	162-324	32.109	Male	70	90.8	64-112	10.842	0.6057
Job Performance	100	29.78	21-35	3.2229	Female	30	89.6	60-112	11.025	

Table 3						Table 4					
Psychological Well-Being						Job Performance					
Gender	No. of Employees	Mean	Range	SD	t-value	Gender	No. of Employees	Mean	Range	SD	t-value
Male	70	255.2	162-306	32.619	0.011	Male	70	30.2	21-35	3.3982	0.3981
Female	30	238.3	201-324	27.954		Female	30	29.6	25-35	3.1557	

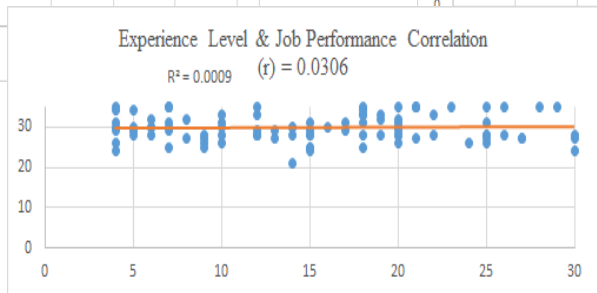
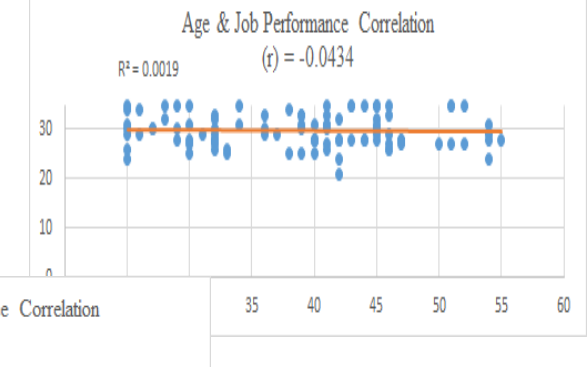
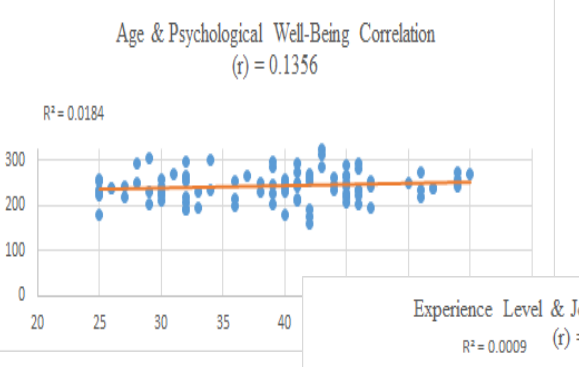
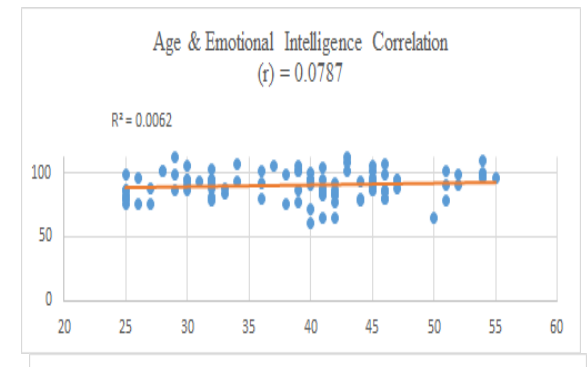
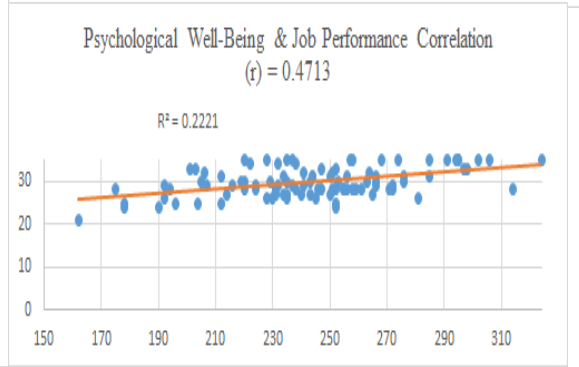
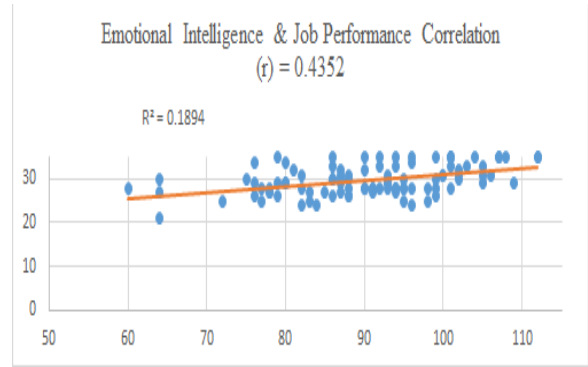
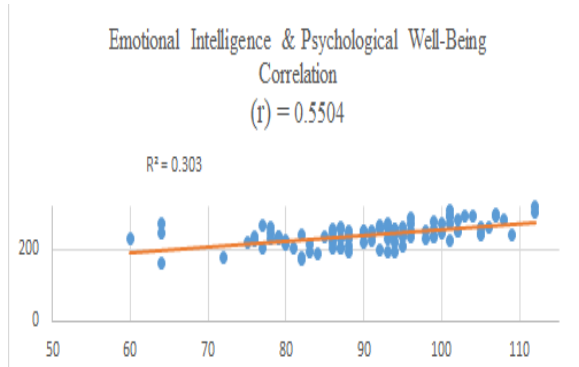
Not only does emotional intelligence need to be categorized in this study, but so do mental health and career success. When two categorical variables (Job Performance and Age/Experience) are presumed to be unrelated, the chi-square test may be used to investigate the nature of that assumption. The independent variable is the combination of the concepts of Emotional Intelligence and Psychological Well-Being. The results are summarized in the table below.

According to the results of the Chi-square test, there were no statistically significant variations in the mean age, standard deviation of experience, or standard deviation of education among the three groups. The demographic factors did not have a role in the final conclusion, since both the chi-square and t-values were negligible. The Role of Age, Gender, and Length of Employment in Workplace Emotional Intelligence, Mental Health, and Physical Activity

Table 5						Table 6					
Emotional Intelligence						Emotional Intelligence					
Age	No. of Employees	Mean	Range	SD	Chi-square test	Experience Level	No. of Employees	Mean	Range	SD	Chi-square test
20-29	16	89	75-112	11.12	2.5117 (p=0.8672)	Junior Level	29	89.1	75-112	9.66	5.4064 (p=0.2481)
30-39	29	92.51	76-107	9.08	Not Significant at p<0.05	Middle Level	37	90.43	60-109	12.6	Not Significant at p<0.05
40-49	44	89.02	60-112	11.46		Senior Level	34	91.68	64-112	9.89	
50-60	11	93	64-109	12.4							
Table 7						Table 8					
Psychological Well-Being						Psychological Well-Being					
Age	No. of Employees	Mean	Range	SD	Chi-square test	Experience Level	No. of Employees	Mean	Range	SD	Chi-square test
20-29	16	239.69	178-306	30.78	1.9547 (p=0.9238)	Junior Level	29	237.86	178-306	29.36	3.2515 (p=0.5167)
30-39	29	240.52	192-302	32.27	Not Significant at p<0.05	Middle Level	37	244.4	162-314	35.37	Not Significant at p<0.05
40-49	44	244.93	162-324	35.53		Senior Level	34	247.06	175-324	30.9	
50-60	11	250.36	220-276	18.19							
Table 9						Table 10					
Job Performance						Job Performance					
Age	No. of Employees	Mean	Range	SD	Chi-square test	Experience Level	No. of Employees	Mean	Range	SD	Chi-square test
20-29	16	30.75	24-35	30.78	1.6467 (p=0.9492)	Junior Level	29	29.79	24-35	3.23	1.6362 (p=0.8023)
30-39	29	29.55	25-35	32.27	Not Significant at p<0.05	Middle Level	37	29.35	21-35	3.16	Not Significant at p<0.05
40-49	44	29.61	21-35	35.53		Senior Level	34	30.24	24-35	3.59	
50-60	11	29.64	24-35	18.19							

Pearson's product moment correlation (r) was calculated for several pairs of variables to further investigate the strength of link between the study's variables. The relationships (r) between emotional intelligence, psychological health, and professional achievement were investigated. We also looked for links between EQ and other mental characteristics. The findings are shown graphically in the table below.

The correlation between EQ and happiness is 0.554. The correlation between emotional intelligence and career performance was 0.4352. Results on measures of mental health and productivity in the workplace were positively correlated (r = 0.4713). The little r value (0.0787) shows that there is no strong association between age and EQ. Similar to what is shown with physical health, there is no relationship between age and mental well-being (0.1356 r value). Productivity is unrelated to age (r = -0.0434). There is no relationship between work history and output (r=-0.0306).



The correlations between age, gender, years of experience, and other demographic factors were analyzed using Pearson's product moment correlation coefficient. Please find a table with the information below.



Table 11		Table 12		Table 13	
Variables	Correlation measured by Pearson's product-moment r-value	Variables	Correlation measured by Pearson's product-moment r-value	Variables	Correlation measured by Pearson's product-moment r-value
Gender - Male	0.4805	Gender - Male	0.4877	Gender - Male	0.6564
Gender - Female	0.3453	Gender - Female	0.4044	Gender - Female	0.3826
Age (20-29)	0.5033	Age (20-29)	0.7311	Age (20-29)	0.6445
Age (30-39)	0.3675	Age (30-39)	0.469	Age (30-39)	0.5949
Age (40-49)	0.5193	Age (40-49)	0.5136	Age (40-49)	0.5809
Age (50-59)	0.3117	Age (50-59)	-0.0755	Age (50-59)	0.2757
Experience Level - Junior Level	0.4066	Experience Level - Junior Level	0.5448	Experience Level - Junior Level	0.4098
Experience Level - Middle Level	0.4696	Experience Level - Middle Level	0.6175	Experience Level - Middle Level	0.5919
Experience Level - Senior Level	0.4309	Experience Level - Senior Level	0.2739	Experience Level - Senior Level	0.5819

Emotional intelligence and psychological health were shown to have a good correlation with career success using a product-moment analysis. Efforts to improve workers' mental health may lead to increased productivity.

## CONCLUSION

Scientists have spent years studying the correlations between emotional intelligence (EI), work satisfaction, and professional achievement.

The main findings of the study include—

- (1) Emotional intelligence and performance at work go hand in hand.
- (2) The extent to which an individual is mentally healthy may be indicative of how productive they will be on the work.

In today's fast-paced corporate climate, human resource management has become more crucial.

We're putting more emphasis on things that research has demonstrated boost productivity in the workplace.

The study's authors found that personal growth bodes well for professional success. This information might be used by businesses to improve their employees' emotional quotient and general well-being, hence raising productivity. Companies might profit from partnering with training providers that are able to educate on both elements (taking into account their distinct dimensions) and analyse the outcomes. Because of their effect on workers' motivation, these factors have an impact on output.

The ramifications of this study's findings for human resource strategy in firms are substantial. The findings of this research fill in some crucial gaps in our understanding. Future researchers may benefit from this study's results. The findings of this research add to our knowledge of how EQ affects professional satisfaction and achievement. Human resource strategies that promote the emotional and mental health of all employees, from entry-level workers to the C-suite, should benefit from the findings of this study.

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