



# **iJRASET**

International Journal For Research in  
Applied Science and Engineering Technology



---

# **INTERNATIONAL JOURNAL FOR RESEARCH**

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

---

**Volume: 11    Issue: VIII    Month of publication: Aug 2023**

**DOI: <https://doi.org/10.22214/ijraset.2023.55121>**

**[www.ijraset.com](http://www.ijraset.com)**

**Call:  08813907089**

**E-mail ID: [ijraset@gmail.com](mailto:ijraset@gmail.com)**

# Need of EI in Today's World

Pratiksha L. Jagtap<sup>1</sup>, Mukta Dhopeswarkar<sup>2</sup>

<sup>1</sup>M.Phil. Student, <sup>2</sup>Assistant Professor, Department of Computer Science & Information Technology, Dr.Babasaheb Ambedkar Marathwada University, Aurangabad.(Maharashtra), INDIA

**Abstract:** Emotional intelligence and intelligence quotient are frequently contrasted. Many of us understand IQ as a person's performance on a set of tests intended to measure to gauge intellectual capacity. People with higher IQs have superior cognitive talents, which include the capacity to learn and comprehend, and they are more likely to succeed in school. The intelligence quotient measures a person's IQ, but the emotional intelligence (EI) quotient (EQ) measures a notion that comprises the capacity, skill, or self-perceived ability to identify, appraise, and manage one's own, other people, and group members' emotions. The EQ notion contends that conventional intelligence, or IQ, is overly limited and that emotional intelligence encompasses a larger range of skills. enable our level of achievement. Emotional intelligence is crucial in the workplace. While cognitive abilities are seen to aid in landing a job, emotional intelligence is thought to aid in landing promotions. People who have higher emotional intelligence requirements than individuals at lower levels of the corporate hierarchy. Emotional intelligence is regarded as being twice as significant in the job as analytical and technical skills. The purpose of this study is to discuss the idea of emotional intelligence as a crucial area for professional development and to emphasise its significance in the workplace.

**Keywords:** Employees, Performance, Emotional intelligence, IQ, EI.

## I. INTRODUCTION

Emotional intelligence is important because it can help individuals to better understand their emotions and the emotions of others. It also helps people to create and maintain better relationships, manage their stress and anxiety levels, be more successful in their work and academic environment, and act ethically. Emotional intelligence can also help people become more resilient and adaptive to changing situations, think more clearly, and make better decisions.

Emotional intelligence (EQ) is the capacity to recognise, use, and control one's own emotions in a constructive way in order to reduce stress, communicate effectively, sympathise with others, overcome obstacles, and diffuse conflict. Emotional Intelligence permits us to think more creatively and solve difficulties by utilising our emotions. Emotional intelligence is likely to coincide with general intelligence to some level. Identifying emotions, using emotions, comprehending emotions, and managing emotions are all skills that an emotionally intelligent person possesses.

### A. Importance of Emotional Intelligence in The Workplace

Emotional intelligence is becoming increasingly important in the workplace. It is a kssey factor in developing effective relationships with colleagues, managing conflict and communication, and leading and motivating teams. It can help employees to better understand their own emotions, as well as the emotions of those around them, and to use that knowledge to create more positive work environments.

This can lead to improved job satisfaction, better collaboration, and higher productivity. Additionally, strong emotional intelligence can help to reduce stress and burnout, leading to better mental and physical health.

Emotional intelligence is important in many facets of the workplace. EQ's legitimacy may be questioned by those who have never heard of the term.

There is, however, data that suggests a clear link between emotional intelligence and a variety of career-related factors. Emotional intelligence has been linked to professional success, work performance, and better mental health in studies.

It's worth noting that emotional intelligence is even more important in some working situations. Take human resources, for example: this position entails a great deal of dispute resolution and dealing with employee emotions. Communication, motivating employees, and distributing duties are all tasks that might benefit from higher EQ levels in management and leadership jobs. High levels of EQ, on the other hand, will benefit any position.

Emotional intelligence isn't just useful in the office; it may help you in other areas of your life as well. Understanding and managing emotions may help you have a more optimistic attitude on life and feel better about yourself and your circumstances.

**B. Need Of Emotional Intelligence**

The world is rapidly changing and technology is advancing at a rapid rate. As a result, the need for emotional intelligence (EI) has become increasingly important in our society. EI is the ability to recognize, understand, and manage one’s own emotions as well as those of others. It is an essential skill for success in today’s rapidly changing world, as it enables people to navigate complex interpersonal relationships, make better decisions, and foster meaningful connections with others. In the past, it was believed that IQ was the key to success. However, research has now shown that EI is just as important, if not more important, than IQ. Studies have found that people with higher EI have better relationships, are more successful in their careers, and are more likely to achieve their goals. In fact, research suggests that EI is the single most important predictor of success in life. Furthermore, EI is increasingly important in the workplace. In today’s digital world, the ability to effectively manage emotions and interact with others is a critical skill for success. People who possess strong EI skills are better able to collaborate with colleagues, lead teams, and handle difficult conversations.

**II. COMPARATIVE ANALYSIS OF REVIEW**

Table 1. Authors, title, techniques and result

Sr. No	Author	Title	Techniques	Result
1.	Jasleen Kaur	Emotional Intelligence and Work Performance	ability model, mixed trait personality model, EI, EQ	The major focus of this study is to look at the elements that influence employee performance at work, as well as the impact of emotional intelligence on employee performance.
2.	Prof Manjiri S Deshmukh	Emotional Intelligence: Scientific Approach Classification	audio visual signal, physiological signal and central nervous system signal	Depending on the scenario, each of the three approaches has a different application and importance. The audio visual signal approach does not require the individual being studied to be there in person to investigate emotional intelligence; instead, an audio or video recording of him will serve. The physiological signal and central nervous system signal approaches, on the other hand, both need the subject to be present during the investigation.
3.	Nicola S. Schutte	Connections between emotional intelligence and workplace flourishing, psychology	Emotional Intelligence	The findings of this study serve as a foundation for future research with practical applications. Emotional intelligence, when viewed as a source of workplace thriving, can open up new possibilities for workplace initiatives that promote employee happiness and engagement.
4.	Zahidul Karim	Measuring Emotional Intelligence and its Impacts on Employees’ Performance: A Study on Business Organizations in Bangladesh	Questionnaire, regression model	Those in top-level management had more emotional intelligence than employees in mid-level and lower-level management, according to research. Finally, the study reveals that training, coaching, mentoring, teaching, and supporting employees can increase their emotional intelligence.
5.	Yuka Hirai	Emotional Intelligence and Work Perceptions Among Nurse Managers	EI, EEG, EQS	They looked examined the links between EI features in nurse managers and their judgments of how much of their job can be delegated to other employees.
6.	Dr. Bhavana Arora	Importance Of Emotional Intelligence In The Workplace	EQ, IQ	The purpose of this article is to discuss Emotional Intelligence as a crucial area of professional development and to emphasise its value in the workplace.
7.	Noor Ul Ain	Role of emotional intelligence and grit in life satisfaction	Bar-On’s model, Mayer-Salovey’s ability-based mode	These findings, according to the current study, are due to the collectivistic structure of culture. SWLS and a 12-item grit scale are used, which may be useful for future validation studies. In the framework of Pakistani culture, various instruments are used.

### III. CONCLUSION

It is true that emotional intelligence is the most effective tool for enhancing our self-awareness, self-control, and We can all use motivation, empathy, and social skills to become more effective leaders. It has been employees who work for an emotionally aware company are efficient, motivated, and productive. They are focused on reaching their objectives. They are also content, self-assured, and endearing. Team members are better equipped to collaborate with one another and produce better outcomes for the organisation as a whole. As we can see, a person's career greatly benefits from having high emotional intelligence, particularly if they are aspiring for a leadership position within the company.

It's crucial to develop EQ so that one may understand, control, and master his or her own emotions as well as those of others. achieving achievement at work.

### IV. ACKNOWLEDGEMENT

I am thankful to CS and IT Department of Dr. Babasaheb Ambedkar Marathwada University, Aurangabad (MS) for providing me a moral support.

### REFERENCES

- [1] Jasleen Kaur, Anupam Sharma, "Emotional Intelligence and Work Performance", International Journal of Recent Technology and Engineering (IJRTE) ISSN: 2277-3878, Volume-8, Issue-2S3, July 2019.
- [2] Prof Manjiri S Deshmukh, Dr Swapna S Kolhatkar, Dr Mukta Dhopeswarkar, Prof Manisha Y Patil, "Emotional Intelligence: Scientific Approach Classification", International Journal of Innovations & Advancement in Computer Science IJIACS ISSN 2347 – 8616 Volume 6, Issue 12 December 2017.
- [3] Nicola S. Schutte, Natasha M. Loi, "Connections between emotional intelligence and workplace flourishing", psychology, University of New England, Armidale, NSW, 2351, Australia, 19 April 2014.
- [4] Zahidul Karim, "Measuring Emotional Intelligence and its Impacts on Employees" Performance: A Study on Business Organizations in Bangladesh, Jahangirnagar University Journal of Management Research, Vol.3, 2020.
- [5] Yuka Hirai and Shin-ichi Yoshioka Graduate School of Medical Sciences, Tottori University, Yonago 683-8503, Japan, Department of Nursing Science, Faculty of Nursing and Nutrition, The University of Shimane, Izumo 693-8550, Japan, and Department of Nursing Care Environment and Mental Health, School of Health Science, Faculty of Medicine, Tottori University, Yonago 683-8503, Japan.
- [6] Dr. Bhavana Arora, Importance Of Emotional Intelligence In The Workplace, Department of Applied Sciences & Humanities K.N.I.T Sultanpur, India, International Journal of Engineering and Applied Sciences (IJEAS) ISSN: 2394-3661, Volume-4, Issue-4, April 2017.
- [7] Noor Ul Ain , Maryam Munir, Ivan Suneel, Role of emotional intelligence and grit in life satisfaction, Forman Christian College (A Chartered University), Lahore, Pakistan ,Hely
- [8] Bar-On, R. (1997). The Bar-On Emotional Quotient Inventory (EQ-I): A test of emotional intelligence.
- [9] Carmeli, A., & Josman, Z. E. (2006). The relationship among emotional intelligence, task performance, and organizational citizenship behaviors. *Human Performance*, 19, 403-419.
- [10] Davies, M., Stankov, L., & Roberts, R. D. (1998). Emotional intelligence: In search of an elusive construct. *Journal of Personality and Social Psychology*, 75, 989-101.
- [11] Goleman, D. (1998). *Working with emotional intelligence*. New York: Bantam Books.
- [12] Hopkins, M. M., Bilimoria, D. (2008). *Social and Emotional Competencies Predicting Success for Male and Female Executives* (1 ed., vol. 27). *Journal of Management Development*.
- [13] Koman, E. S., Wolff, S. B., (2008). Emotional intelligence competencies in the team and team leader: A multi-level examination of the impact of emotional intelligence on team performance. *Journal of Management Development*, 27(1).
- [14] Romanelli, F., Cain, J., & Smith, K., M. (2006). Emotional intelligence as a predictor of academic and/or professional success. *American Journal of Pharmaceutical Education*, 70(3).
- [15] Sánchez-Ruiz, Jose, Carlos, Prez-Gonzalez and Petride (2010) Trait emotional intelligence profiles of students from different university faculties. *Australian Journal of Psychology*, Volume 62, Issue 1 March 2010 , pages 51 – 57.
- [16] Cherniss, C., & Goleman, D. (ed.) (n.d.). *An EI-Based Theory of Performance*. Consortium for Research on Emotional Intelligence in Organizations. Retrieved June 09, 2017 from [http://www.eiconsortium.org/pdf/an\\_ei\\_based\\_theory\\_of\\_performance.pdf](http://www.eiconsortium.org/pdf/an_ei_based_theory_of_performance.pdf).
- [17] Adeyemo, D.A. (2007). Emotional intelligence and the relationship between job 12 satisfaction and organization commitment of employee in public parastatals in Oyo state, Nigeria. *Pakistan Journal of Social Sciences*, 4(2), 324–330.
- [18] Cherniss, C., Goleman, D. (1998). *Bringing emotional intelligence to the workplace* (Technical Report). The Consortium for Research on Emotional Intelligence in Organizations. Piscataway, NJ: Rutgers University.
- [19] Cherniss, C., Goleman, D. (2001). Emotional intelligence and organizational effectiveness. In Cherniss, C., Goleman, D. (Eds), *Emotional competence in organizations* (pp. 3–10). San Francisco, CA: Jossey-Bass.
- [20] Gudykunst, W.B. (1993). Towards theory of effective interpersonal and intergroup communication: An anxiety uncertainty management perspective. In Wiseman, R.L., Koester, J. (Eds), *Intercultural communication competence* (pp. 33–71). Newbury Park, CA: SAGE Publications.
- [21] Hulin, C.L. (1991). Adaptation, persistence, and commitment in organizations. In Dunnette, M.D., Hough, L.M. (Eds), *Handbook of industrial and organizational psychology* (pp. 445–507). Palo Alto, CA: Consulting Psychology Press
- [22] Aghdas Safari, Mohamad Reza Jafary, Diana-Lea Baranovich, "The Effect Of Anger Management, Intrapersonal Communication Skills And Stress Management Training On Students' Emotional Intelligence(EQ)", International Journal Of Fundamental Psychology And Social Sciences(IJFPSS), ISSN:2231-9484, IJFPSS, Vol 4, No. 2, pp 31-38, June, 2014. [23] ARUN PRAKASH KRISHNA VIMAL, "A GENDER BASE STUDY OF EMOTIONAL INTELLIGENCE OF SCHEDULED CASTE STUDENTS" International Journal of Social Science & Interdisciplinary Research ISSN 2277-3630 IJSSIR, Vol. 5 (2), FEBRUARY (2016), pp. 113-121.



- [23] Bassam Yousef Ibrahim Banat, Omar Taleb Rimawi, "The impact of emotional intelligence on academic achievement: a case study of Al- Quds University students", International Humanities Studies, Vol. 1 No.2; July 2014 ISSN 2311-7796.
- [24] C. R. Kothari, "Research Methodology Methods and Techniques", NEW AGE INTERNATIONAL (P) LIMITED, PUBLISHERS, ISBN (13) : 978-81-224-2488-1.
- [25] Dhananjay B Vitalkar, "A comparative study of emotional intelligence between rural and urban Basketball players", International Journal of Physical Education, Sports and Health 2016; 3(2): 72-75.
- [26] Dr. Pranav Patil, "ARTIFICIAL INTELLIGENCE EDUCATION: EMOTIONAL COMPUTATION", INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATIONS AND ROBOTICS" ISSN 2320-7345, Vol.4 issue 2, Pg.:24-28, February 2016.
- [27] Dr. Pranav Patil, "EMOTION IN ARTIFICIAL INTELLIGENCE AND ITS LIFE RESEARCH TO FACING TROUBLES", INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATIONS AND ROBOTICS ISSN 2320-7345, Vol.4 issue 4, Pg.:70-74, April 2016. Vol.4 Issue 2, Pg.: 24-28
- [28] [http://shodhganga.inflibnet.ac.in/bitstream/10603/46472/13/13\\_chapter3.pdf](http://shodhganga.inflibnet.ac.in/bitstream/10603/46472/13/13_chapter3.pdf) Joiceswarnalatha.R, "A study on the Emotional Intelligence Levels Of the urban Students and rural students-with special reference to SVIM", International Journal of Scientific and Research Publications, Volume 5, Issue 7, July 2015 ISSN 2250-3153.
- [29] Manasa Godati, Bhagyalakshmi. M and Hemalatha. S, "EMOTIONAL INTELLIGENCE AND ACADEMIC STRESS AMONG ADOLESCENT BOYS AND GIRLS", Eastern Academic Journal, ISSN: 2367-7384, Issue 3, pp.46-51, October, 2015.
- [30] Rahel Tajeddini, "Emotional Intelligence and Self Esteem among Indian and Foreign Students – (A Comparative Study)" International Journal of Humanities and Social Science Invention ,ISSN (Online): 2319 – 7722, ISSN (Print): 2319 – 7714 [www.ijhssi.org](http://www.ijhssi.org) Volume 3 Issue 6 | June. 2014| PP.16-25.
- [31] Rohana Ngah, Wahyukaton, Zarina Salleh, Rahimah Sarmidy, "Comparative study of Emotional Intelligence and Entrepreneurial Orientation between Malaysian and Indonesian University Students", Science Direct Procedia Economics and Finance 37 ( 2016 ) 100 – 107. [32] Saeid Farahbakhsh, "The role of emotional intelligence in increasing quality of work life in school principals", SciVerse Scencedirect, Procedia - Social and Behavioral Sciences 46 ( 2012 ) 31 – 35.
- [32] Sanjay Dixit, Bhupendra Kumar Rohit, Veena Yesikar, Geeta Shivram, "A Comparative Study To Find Out Emotional Quotient In Students Of MGM Medical College, Indore (MP), India", International Journal of Medical Science and Public Health | 2014 | Vol 3 | Issue 5, p.585-588.
- [33] Uzma Hanif Gondal and Tajammal Husain, " A Comparative Study of Intelligence Quotient and Emotional Intelligence: Effect on Employees' Performance" Asian Journal of Business Management 5(1): 153-162, 2013 ISSN: 2041-8744; E-ISSN: 2041-8752 © Maxwell Scientific Organization, 2013.



10.22214/IJRASET



45.98



IMPACT FACTOR:  
7.129



IMPACT FACTOR:  
7.429



# INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24\*7 Support on Whatsapp)