

Does Emotional Intelligence Play A Role: In the Betterment of Psychological Health and Work Family Conflict in Indian Scenario

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ABSTRACT

India, as a developing country need to be more concerned about the mental attributes of her citizens. This study examines the impact of emotional intelligence in psychological health and interconflicts in work and family arising among the employees in IT sector, India. The study has been undergone using well defined questionnaires for emotional intelligence, psychological health and work family conflicts. The questionnaires were distributed among the IT employees in Chennai region and the primary data were collected. The analysis is been done using SPSS 16.0 using correlation, regression and ANOVA. The findings revealed that there is a positive relationship between psychological health and emotional intelligence and when the skill emotional intelligence is developed the psychological health of people improves. The findings also proves a negative relationship between emotional intelligence and work family conflict, when emotional intelligence trainings are given, the work family conflict might decrease.

Keywords: Psychological Health, Work family conflict, Emotions, Emotional Intelligence.

INTRODUCTION:

Companies are increasingly realizing that EI skills should be included as an essential part of an organization's management convictions. A foreign survey of benchmark practices viewed that four out of five governing bodies are promoting EI in their organization (Zeidner et al. 2002). A motive for this, is the belief that EI could be the reason for betterment in workplace performance not accounted for by IQ or personality, and that it could be a psychological factor of occupational accomplishment (Palmer et al. 2003). Supportive workplace outcomes for people with high levels of EI has been demonstrated in a study by Palmer et al. (2003). For example, they found that individuals with higher levels of EI are more likely to perform better in the workplace, have a lower rate of absenteeism, shows higher levels of organizational commitment, have higher levels of job satisfaction, and are less prone to be affected by Organizational role stress (Palmer et al. 2003).

According to research, individuals with higher levels of EI attain more career success, attain more effective leadership skills, maintain strong interpersonal relationships (Cooper 1997), and maintain good health (Gardner 2005; Slaski & Cartwright 2002) than their less emotionally intelligent counterparts. Some researchers state that work behaviors such as employee loyalty, teamwork, development of skills, innovation, customer commitment, and quality of service can be influenced by EI (Zeidner et al. 2004). Others have found that EI can predict work related outcomes such as task performance (Bachman et al. 2000), work satisfaction (Gardner 2005; as cited in Zeidner et al. 2004), morale (Slaski, as cited in Zeidner et al. 2004), and success in the workplace (Cherniss et al. 2006).

LITERATURE REVIEW:

Individuals, who attempt to juggle work and family roles, whether they are men or women, single parents or dual-career couples, are likely to experience some degree of work-family conflict. Such conflict may come

about because work interferes with family, such as when long hours at work are required, or because family interferes with work, such as when a child is sick. Three type of work family conflict may occur for individuals: time-based, strain-based, and behavior-based. Time-based conflict results from the finite amount of time that is available to handle both work and family roles. Time spent for working generally cannot be devoted to family activities and vice versa. Parents experienced more time-based conflict than non-parents, parents of younger children more than parents of older children, and parents of large families more than parents of small families. In dual career families, mother is likely to experience more time-based conflict than fathers.

Men are especially likely to avoid work-family programs. When companies offer paid leaves for a new parent or a new father, he is much less likely to take advantage of the opportunity than a new mother. Also, when man participates in a work-family program, he is more inclined than woman to try to disguise the reason for the participation. Now men and women prefer flextime job for family-related reasons. In conclusion, the challenge for all individuals, whatever their family status is to manage the interface between their work and family lives.

According to Buck et al. (2000), the notion of time-based work family conflict is derived from the scarcity model which suggests that human energy is in limited quantity, although research seems to also support the expansion model which argues that alternative resources provided by multiple roles outweigh the possible stressful effects of multiple role engagements. Overall, researchers are recognizing that work-family conflict is a complex, multi-dimensional construct. Work-family conflict is conceptualized as a construct with dual direction (work-to-family and family-to-work), multiple forms (time-based, strain-based, and behavior-based) and specific to multiple life roles (e.g., spouse, parental, elder care, home care, and leisure). Acknowledging the prevalence of work-family conflict and its negative outcomes, it is therefore critical to develop a model on predictors of work-family conflict.

The inter role conflict occurs because it is not possible for the focal person to satisfy all expectations of his or her work and family roles since each role requires time, energy and commitment. This conflict perspective stems from the scarcity hypothesis which assumes that individuals have limited time and energy. Recognizing the bidirectional nature of the inter role conflict constructs two distinct types of conflicts, namely, work-to-family conflict and family-to-work conflict which are included in the framework. The model is developed based on the stress-strain model, Dunham (1984) and the social identity theory, Lobel(1991).

Subsequently Psychological well-being becomes a matter of distress. The variable can be seen as accepted by covering two aspects: (i) the individual experience of happiness (affect) and life satisfaction (the hedonic perspective); and (2) positive psychological functioning, good relationships with others and self realization (the eudaimonic perspective). The second aspect includes the capacity for personal development, positive relations with others, independence, self acceptance and proficiency. The new researches in emotional deficits which is related to mental disorder might help patients, therapist, and people within the circle to cope with the initial signs. Emotions play a big role in Psychotherapy. The researches so far, have proved that emotion regulation plays as the most important dimension in determining psychological health. The ability to understand emotional information is the next crucial factor that determines the psychological state. The new tailored programs which connect the interventions on disorder specific deficits can be used to improve the emotional competencies.

Cheung & Tang (2012) examined the relationship between emotional dissonance and work-to-family inference and whether emotional intelligence moderated the association between emotional dissonance and Work Family Interference (WFI). The data were collected at two points of time. At Time 1, they measured emotional dissonance, demographic variables namely gender, age, marital status and number of children with negative affectivity, emotional intelligence, and WFI. At Time 2, WFI was measured again. Questionnaire were collected at two time points from 155 members. Hierarchical regression analyses showed that emotional dissonance at Time 1 was a salient predictor of WFI at Time 2, even when WFI at Time 1 and other variables were controlled. One sub dimension of emotional intelligence namely regulation of emotion, was significantly related to Work Family Interference at T2. However, emotional intelligence was not a moderator the association between emotional dissonance and WFI. Nikolaou & Tsaousis (2002) explored the bridge between emotional intelligence, physical and psychological health. The researchers framed the hypothesis that high level of emotional intelligence results in better psychological and physical health and emotional intelligence is negatively related to the habit of smoking and drinking and emotional Intelligence is positively related with improved quality of life. The formulated hypotheses were proved in their study and high level of emotional intelligence is significantly related with better health and work life.

RESEARCH DESIGN:

The Questionnaire method is followed for collection of data. The questionnaires chosen were predetermined and well validated with Cronbach's Alpha.

HYPOTHESIS OF THE STUDY:

Emotional Intelligence plays a role in the betterment of psychological health and work family conflict.

OBJECTIVES OF THE STUDY:

- ✓ To investigate the relationship between emotional intelligence and psychological health
- ✓ To analyze the relationship between emotional intelligence and work family conflict.
- ✓ To check whether emotional Intelligence plays a role in the betterment of psychological health and work family conflict.

PILOT STUDY FOR SURVEY VALIDATION:

Before starting the collection of data, a pilot study was undergone. The final form of the questionnaire was constructed, it is useful to conduct a pilot study to determine if the terms are yielding the kind of information that is needed.

A Pilot study was conducted during the year 2017 to ascertain the reliability of the instruments for the present population. Representative samples of 62 IT professionals in Chennai City were taken for this purpose with an interval of two weeks; the survey was administered directly and through email to the respondents

DATA COLLECTION & STATISTICAL TOOLS USED:

Data is collected through primary and secondary sources. Primary data is collected through a structured questionnaire, which is distributed to the respondents through hard copy and e-mail. Secondary sources consist of books, periodicals, journals, newspapers and online resources.

Descriptive and inferential statistics are carried out using SPSS 16.0. The statistical tools like ANOVA, Correlation, Regression and Stepwise Multiple Regression testing are used for the analysis purposes.

MEASUREMENT INSTRUMENTS:

1. Emotional Intelligence scale - Dalip Singh (2003) Know your EQ - Emotional Quotient Test.
2. Work-Family conflict Scale - (the first 16 –item scale developed by Viveros long (1981) the second scale was an 8-item index reported by Kopelman, Greenhaus and Connelly (1983)).
3. Psychological Health Scale- The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)(2008) was developed by Professor Sarah Stewart-Brown (Professor of Public Health) and Dr Kulsum Janmohamed (Academic Clinical Fellow), researchers at the Universities of Warwick and Edinburgh, with funding provided by NHS Health Scotland

This EQ test has a test–retest and split–half reliability of 0.94 and 0.89 respectively and validity of 0.89.

In the work-family conflict scale, the first 16 –items on the scale were developed by Viveros long (1981) the second scale was an 8-item index reported by Kopelman, Greenhaus, and Connelly (1981). It has 24 items, to be responded to on a 5-point scale (1 – Strongly Agree; 2 – Agree 3 – Undecided; 4 – Disagree; 5 – Strongly disagree).

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS) was developed by researchers at the Universities of Warwick and Edinburgh, with funding provided by NHS Health Scotland, to provide the measurement of adult mental well-being in UK. WEMWBS is a 14 item scale of mental well-being covering subjective well-being and psychological functioning, among that all items are sounded positively and address aspects of positive mental health. The scale is scored by adding responses to each item answered with a 1 to 5 Likert scale. The minimum scale score is 14 and the maximum is 70. WEMWBS has been validated with those aged 16 and above. Validation involves student, general population samples and focus groups.

FINDINGS AND DISCUSSION:

The study of emotional intelligence is creating the trend in nowadays agenda. The variable in this study constitutes a prominent role in building psychological health and diminishing work family conflict. From the data analysis part, Table 1 explains the analysis of variance between the dimensions of Emotional Intelligence and outcome variables. The dimensions of Emotional Intelligence - sensitivity, maturity and competency seems significantly different with the psychological Health at 1% level. While comparing the mean values of sensitivity, maturity and competency, the mean scores are high for competency for all the outcome variables. So highly competent employees are associated with high levels of psychological health. Hence it is proved that

“There is a significant difference between Emotional Intelligence and Psychological Health. The results of the study find similarity with the works of Chin-Yi Chen (2008), stating Emotional Intelligence (EI) is a useful intervention to psychological health-related outcomes, including psychological stress, job satisfaction, contextual performance, organizational citizenship behavior (OCB), anxiety, and depression. In the present study, Work Family Conflict shows a significant difference with emotional intelligence. From Table: 2, It depicts a negative correlation with emotional intelligence. The critique of literature that shows the above mentioned objective are Biggart (2010) concentrated on the influence of trait emotional intelligence (Trait EI) on work–family conflict for individual difference effects in regulating emotion in work–family life. Regression analyses revealed that Trait EI was negatively linked with levels of WIF and FIW, as was Trait EI Self-control, indicating that a father who is capable to modulate the family member’s emotions go through less work–family conflict, Cheung & Tang (2012) studied the relationship between emotional dissonance and work with family inference (WFI) and whether emotional intelligence moderated the association between emotional dissonance and WFI. Hierarchical regression analyses indicated that emotional dissonance at T1 was a salient predictor of WFI at Time 2, even when WFI at Time 1 and other variables were manipulated. Chin-Yi Chen (2008) who found that Emotional intelligence (EI) is a useful intervention to psychological, health-related outcomes, including psychological stress, job satisfaction, contextual performance, organizational citizenship behavior (OCB), anxiety and depression. Sinha & Jain (2004) conducted a study on emotional intelligence and its influence on relevant outcomes. They reported that the dimensions of emotional intelligence were meaningfully related with the job satisfaction, personal effectiveness, organizational commitment, reputation, effectiveness, general health, trust, turnover intention, organizational effectiveness and organizational affectivity. From the step wise multiple regression, Table no: 3a, the most contributing variable with work family conflict is Emotional Intelligence and work family conflict follows the series. The significant relation between the said variable is been proved from Table no: 3.

CONCLUSION:

A supervisor ought to be positive and create a mix with the associates. A skilled pioneer has a positive adjust of favors gave, and can adjust when something is required in getting balanced out. A chief ought to show devotion with a specific end goal to be a good example to the collaborators. A faithful specialist is constantly adulated since associations are positive to steadfast than traitorous representatives. An undeniable type of duty to the association is life span, despite the fact that its esteem changes. Building up notoriety for being a Subject Matter Expert is one of the real wellsprings of force. Others touch base to and ask assistance from a specialist. Judicious influence makes the impact that is sensible and genuine and abstains from framing disrespect those outcomes in cumbersome impact strategies. Overseeing impressions of a pioneer incorporate practices coordinated at empowering one's picture by getting a positive thoughtfulness regarding them. Despite the fact that this should be possible with better preparing, it is additionally identified with the parts of conduct, for example, correspondence and thought exchange. However, another side of impression administration is to pass on individuals about the examples of overcoming adversity fulfilled. Getting master proposals for support to adjust the position is another methodology. Administrators will frequently contract a specialist to get a specialist proposal. An issue to dodge is, deliberately or unknowingly, a few specialists may slant things to bolster the official's office. This strategy would be viewed as exploitative if the official is purposely searching for a non-target judgment. Counseling with others, notwithstanding when not obliged, shores up for a choice. Looking and looking for exhortation on occupation-related theme build cooperation with the associates. Requiring someone else's recommendation (some individual whose business does not have to give it) for the most part be considered as a compliment, and looking for exhortation pass on a message of certainty with someone else's mindset. A positive investigate by a client gets an impressive effect since consumer loyalty is a top corporate priority. On the off chance that a customer says something great, the sentiment will convey more thought than one from an associate or subordinate. It has been talked about that gracious, charming, and constructive individuals are the first to be enlisted and the last to be terminated. One of the essential political strategies is the utilization of sound human relations. Numerous fruitful individuals send notes to workers and clients to frame a bond. Docility as a true and particular acclaim can be a viable relationship developer. By being altruistic positive criticism and understanding, you can assemble relationship with work relates and get discharged to your evaluations. At times coalitions are started by less grand specialists who search for the support of others. Then again, they developed the ability to reinforce their energy. Whether formal or casual, constrained to the association or exhaustive to take critical advantage outside, organization together and consideration gathers dependably give an imperative method for securing wrong wishes.

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Table 1: Analysis of Variance on Variables of Emotional Intelligence and Psychological Health

Outcome Variables	Dimensions of Emotional Intelligence	Sum of Squares	DF	Mean Square	F	Sig.
Psychological Health	Sensitivity	174.188	2	87.094	140.895	000**
	Maturity	215.273	2	107.636	241.960	000**
	Competency	489.213	2	244.606	1285.189	000**

**Significant at 0.01 level * Significant at 0.05 level NS – Not significant

Source: Primary

Table 2: Correlations between Emotional Intelligence and Work Family Conflict

Dependent variable	Independent Variables	Correlation (N=340)
Work Family Conflict	Sensitivity	-.919**
	Maturity	-.933**
	Competency	-.913**
	EI	-.924**

**Significant at 0.01 level * Significant at 0.05 level NS – Not significant

Source: Primary

Table 3: Stepwise Multiple Regression Analysis of Emotional Intelligence and Work Family Conflict

Model Summary					
Model	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
1	.854 ^a	1984.297	1	338	.000
2	.020 ^b	52.327	1	337	.000
a. Predictors: (Constant), Emotional intelligence					
b. Predictors: (Constant), Emotional intelligence, Psychological health					
c. Dependent Variable: Work family conflict					

Table 3(a): Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-38.406	2.753		-13.948	.000
	Emotional intelligence	.347	.008	.924	44.545	.000
2	(Constant)	-31.243	2.750		-11.361	.000
	Emotional intelligence	.193	.023	.515	8.595	.000
	Psychological health	.834	.115	.433	7.234	.000
a. Dependent Variable: Work family conflict						

Residuals Statistics					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	18.19	112.25	80.66	29.827	340
Residual	-20.824	17.814	.000	11.324	340
Std. Predicted Value	-2.095	1.059	.000	1.000	340
Std. Residual	-1.833	1.568	.000	.997	340
a. Dependent Variable: Work family conflict					

HISTOGRAM

Dependent Variable: WORKFAMILYCONFLICT

