

## **Emotional Intelligence - A Self Motivational Tool for MBA Students, Bangalore**

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### **ABSTRACT**

*The students of full time management education- Masters in Business Administration (MBA), aspire to be entrepreneurs or the future managers of the corporate world are expected to manage their studies ,self and meet the expectations of the global corporate world .Though they are motivated by faculty members, mentors, family members; major motivation has to be from the self to excel. The question which arises is, to what extent can a student motivate himself and does emotional intelligence of the individual has any role in self motivation. Hence this study focuses on emotional intelligence and its role in motivating MBA students to combat the pressure faced by them to be successful in the academic front as well as to meet challenges of the corporate world, particularly final year students. To study the concepts of emotional intelligence, dimensions of emotional intelligence which have an influence over the motivation level of students and to propose some suggestions on how students can change their perception towards certain challenges and face them with optimism.*

**Keywords:** Emotional Intelligence, Self Motivation.

### **INTRODUCTION:**

The rapid ongoing changes in the corporate sector related to hiring process , screening of the candidates for selection of the best candidates in terms of academics as well as non-academics has raised the benchmarks of recruitment process .The present scenario for aspiring candidates ,is not just being intelligent ,but being emotionally intelligent to deal with the situation for better results .Emotional Intelligence has been an predominant factor for being successful in life, psychological health of an individual aids in managing the challenges ,analyzing the situations and reciprocating positively.

The role of academics in enhancing the mental abilities is well known but to what extent the students can sustain it becomes the matter of concern. Though there has been tremendous innovation in the field of science and technology which has made accession of information easier and faster , remarkable growth in the economy and accessibility to luxurious life ,modern educational support systems ,reputed private and public institutions with foreign affiliations and world class infrastructures, above all support and encouragement from family , still stress, anxiety ,depression, withdrawal etc are commonly heard terms from student fraternity in any institution. Increasing psychometric and psychological disturbances, lack of enthusiasm, frustration, low concentration and disorientation from academics in general , mirrors the inability to handle stress and being demotivated.

Stress can be an individual's perception, at times the events or situations might not be stressful but the way it is perceived by an individual can become a source of stress . Any situation or event like challenges given by the faculty members, presentations, reports , co-curricular activities ,industrial visits ,tests , internships, assignments

can become stressful if it is considered as a threat or as an impossible task. The same situation or event can be stressful for some and not for others. This difference of opinion/approach is due to inability to manage and this is where emotional intelligence comes into picture .

### **EMOTIONAL INTELLIGENCE:**

Though the term “emotional intelligence” became popular when it was used by Goleman (1995) in his book “ Working with Emotional Intelligence, in the organizational set up”, based on the work proposed by Peter Salovey and John D. Mayer .According to Radha (2008) in the article “Emotional Intelligence from 17<sup>th</sup> Century to 21<sup>st</sup> Century: Perspectives and Directions for Future Research”, the origin dates back to 1677,when Spinoza (1677) cites that, cognition of an individual can be measured by considering both emotion and intellect . Edward Thorndike (1920) brought out the concept social intelligence and proposed that social intelligence is the skill to understand, manage people and to behave sensibly in human relations. based on the theories proposed by eminent psychologists, Peter Salovey and John D. Mayer(1990) framed the term ‘Emotional Intelligence’ by fusing emotions and intelligence together as Emotional Intelligence and expressed it as “a form of social intelligence that involves the ability to keep a check on feelings and emotions of self and others, differentiate them, and utilize the information for directing self guiding thinking and action. This concept was further elaborated by Daniel Goleman (1995).

Emotional Intelligence is ability to understand and empathise with the thoughts and feelings of others (Mayer and Salovey, 1990). Cooper (1996) ,’Emotional intelligence is the ability to sense, understand and effectively apply the power and expertise of emotions as the source of human energy , information, trust, creativity and influence’.

As Freedman et al. (1998) cites emotional intelligence as a means of identifying , understanding and selecting the way in which individuals think, feel and behave with others ,as well as projecting oneself in front of others . in simpler words it can be defined as how intelligent an individual is in understanding others emotions and act accordingly. People who are emotionally strong i.e who can manage their emotions as well as others emotions can always have clarity in their behavior, excel in the tasks assigned to them and also enhance their interpersonal relationships. The individual who is capable of understanding emotions of one’s own self and others can get over psychological fears , stress and handle the situations more effectively . According to Mohan (2003), emotional intelligence is a combination of emotions, cognitive ability, communication skills, empathy and self motivation, which leads to positive attitude and excellence. Just like any other intelligence ,emotional intelligence is also expressed in terms of its quotient –EMOTIONAL QUOTIENT (EQ).

Emotional quotient enables to analyse and evaluate behavior of people ,attitudes , and makes the atmosphere around be it within the institution or elsewhere more conducive. The study conducted by Pau et al (2004) emphasizes that high emotional intelligence level makes people more adaptable to challenges posed by superiors ,but low emotional intelligence are more prone to lack of confidence in putting forth their opinion as well as accepting others .

### **DIMENSIONS OF EMOTIONAL INTELLIGENCE:**

Based on Emotional intelligence model designed by Daniel Goleman ,there are 5 dimensions of Emotional intelligence .

1. Empathy
2. Self-awareness
3. Self motivation
4. Self-management
5. Social skills

- **Empathy**

Empathy is a skill to understand others emotions and react accordingly. Individuals who are capable of understanding others emotions can handle people as well as situations in better manner .develop positive relationship with others.

- **Self-Awareness**

Self-awareness is being aware about one’s own emotions, feelings and reactions.

- **Self Motivation**

Self-motivation is the internal urge within oneself to achieve something, the passion, fire to prove oneself .Self motivated people aspire to attain their targets ,they push themselves ahead of others.

- **Self-Management (Self Regulation )**

Self-management is managing one's own self, having control on emotions in any kind of situation and act accordingly . "Self-regulation (or self-regulated learning) refers to learning that results from a student's self-generated thought and behaviors that are systematic oriented toward the attainment of their learning goals" (Schunk & Zimmerman, 2003, p.59).

- **Social Skills**

Social skills is ability to interact with others without much inhibition , surge ahead in developing interpersonal skills ,being part of the group , openly expressing their views and taking initiatives.

### **EMOTIONAL INTELLIGENCE AND PERFORMANCE:**

Since this study is about emotional intelligence of the students ,performance is considered as performance of students in their academics ,co-curricular and other related activities.

Performance is how efficiently an individual performs his job related activities and fulfils the standards set for that job, also known as job performance . Efficiency of an individual is determined by the productivity obtained with respect to the resources used. Effectiveness is the level of achievement of the goals set. A high-quality performance is vital for any individual to be successful . (Vroom,1964) opines that , performance is influenced by certain individual factors like skills, personality, knowledge and experience.

Performance is determined by the attention towards committed work performance, degree of direct involvement in job related activities and the effort shown for achieving the set goals.

Performance is the behavior shown by individuals in their tasks that are relevant to the goals of the organization (Campbell et al 1990). Performance is determined by individual attributes, work effort, and superior's support. In other words, the performance is the result of:

- a) Individual attributes (both individual factors and psychological factors) which determine the ability to do something.
- b) Work effort, which forms the desire to achieve something.
- c) Organizational support, which provides an opportunity for employees to perform better.

Emotional intelligence can influence creativity, task solving ability, , leadership skills

Team membership and positive relationships .Nell and Villiers (2004) cited that self confidence and ability to manage self leads to increased performance .Students especially final year MBA students require high emotional quotient, not just to excel in academics but also to develop good team building ability and leadership skills to foray into corporate world successfully .Success is dependent on the ability of an individual to self motivate .

### **STATEMENT OF THE PROBLEM:**

This study focuses on determining the emotional intelligence of MBA students and analyses to what extent emotional intelligence can be a self motivational tool. The literature review says that individuals who are emotionally intelligent are capable of communicating efficiently with others, are goal oriented and have better control over their emotions in any of the challenges they face. In this study, the data will be obtained from MBA students in Bangalore particularly final semester students as they have to enter into the corporate world or accept new challenges.

### **OBJECTIVES OF THE STUDY:**

- To gain insight about emotional intelligence.
- To study the dimensions of emotional intelligence
- To analyse the relevance of emotional intelligence on motivational level of students.

### **SCOPE OF THE STUDY:**

This study aims at understanding the concept of emotional intelligence, the level of emotional intelligence among MBA students. The extent to which emotional intelligence of students can have an impact over their motivation level for being successful in their academic as well as future career .This study can help the students and their faculty members to analyze about emotional intelligence level of students and focus on developing their emotional intelligence to combat the challenges.

**Relevance of Emphasis on Emotional Intelligence in MBA Institutions:**

Emotional intelligence is apparently becoming a decisive factor in today's life , particularly an individual' s behavior within the students group and with the faculty members .bygone are the days of teachers having strict control over the students ,which is otherwise also not possible practically with post graduate students, so to have good rapport with students and to encourage them to perform better ,the faculty members should be emotionally intelligent to understand the psychological ability of students and to play multiple roles of facilitator, mentor, counselor, motivator, disciplinarian and at times a reliable confidante also, else students might feel insecure ,demotivated, unrecognized . These kind of negative feelings might lead to dissatisfaction, absenteeism and lack of performance Since, private and government MBA colleges in Bangalore have diverse group of students from various backgrounds across the country , there are possibilities of students facing "culture shock" .In such scenario ,it becomes essential for the students to be emotionally strong and will be in need of emotional support from faculty members who act as their motivators. This is where the faculty members have major role to play . many institutions have orientation programme and mentoring sessions for MBA students ,encouraging them to come out of their shell and develop positive rapport with other students as well as with faculty. According to Cherniss (2000) , the organization is the ideal place for enhancing emotional intelligence competencies, the same can be held good for institutions also ,because many students lack or not aware of emotional intelligence competencies . soft skills training programmes conducted by the colleges should include stress management, empathy and assertiveness skills. Developing emotional intelligence skills in students will enable them to control their emotions and effectively self motivate themselves.

**RESEARCH METHODOLOGY:**

The study analyses whether emotional intelligence can be a self motivational tool to MBA students of Bangalore in particular final year students .The data was collected using a structured questionnaire which has been designed by using the instruments developed by researchers in their earlier studies . The questionnaire has been administered to final year MBA students of reputed colleges in Bangalore . For each of the item in the questionnaire Likert scale is used with 1 for "Strongly Disagree" and 5 for "Strongly Agree". The respondents had to give their response as per their choice of opinion.

**Research Design:**

This study uses descriptive research method and the relevant information needed for the study is collected from the respondents using survey method.

**Sampling Unit:**

The sampling unit considered for the study are final year MBA students of colleges in Bangalore.

**Sampling Technique:**

Convenience sampling, a non-probability sampling method is used in this study, wherein data is collected from the respondents who are easily & conveniently available to participate in study.

**Sample Size:**

The sample size selected for this study are 200 final year MBA students of reputed colleges in Bangalore.

**Sources of Data Collection:**

The data has been collected by both primary and secondary sources .The primary data is collected through a structured questionnaire from the students. The secondary data is collected from data base journals and research articles.

**DATA ANALYSIS AND FINDINGS**

To check whether there is consistency in the findings of data collection and analysis reliability test is done. Reliability Analysis is as shown below

**Table1: Reliability Analysis**

Variable	Composite Reliability	Cronbach Alpha
Emotional Intelligence	0.817	0.820
Self Motivation	0.865	0.866

From the above table ,it can be seen that The Cronbach’s alpha coefficient is above 70% , indicating consistency of the instrument

**Demographic Profile of Respondents:**

The study comprises of 200 respondents ,out of which there are 118 (59%) male students and 82 (41%) are female students . majority of respondents (94%) are in the age group of 21-25 years only 6% of the respondents are above 25 years of age. Regarding work experience there are only 12%of respondents with work experience ranging from 1 to 2 years rest all are students who have graduated with no work experience .

**Table 2: Demographic Profile of Respondents.**

Demography	Characteristics	Frequency	Percentage
Gender	Male	118	59%
	Female	82	41%
Age	21-25 years	188	94%
	>25 years	12	6%
Work Experience	1 year or more	24	12%
	0 years	176	88%

**CORRELATION ANALYSIS:**

In order to assess that emotional intelligence is a self motivation tool , statistical evaluation was done using correlation analysis . It was found that there exists a strong relationship with positive inclination between emotional intelligence and self motivation  $r=0.885$ ,  $n=200$ ,  $p<0.05$ , higher order of emotional intelligence results in higher order of self motivation.

**Table 3: Correlation Among Variables.**

	Emotional Intelligence	Self Motivation
Emotional Intelligence	1	
Self Motivation	0.885	1

Emotional intelligence and self motivation are positively related ,the result has been reliable as it shows level of agreement with the earlier studies conducted by the researchers previously .

**CONCLUSION:**

This study signifies that emotional intelligence of students has a predominant role in their academic and personal life too, it aids in motivating oneself to be prepared for the challenges and face them with optimism to enhance their performance. The students have to be explained about the importance of emotional intelligence, so that they are capable enough to handle their emotions as well as others around them in the college and outside.

The placement departments should assess the emotional quotient of students, train them accordingly and place them in the organizations which suit the caliber of students .Institutions can design value added programs along with the curriculum for developing emotional intelligence of students.

Students who are emotionally intelligent will be academically oriented and performance driven ,they can excel in interviews and increase their job opportunities “Emotional intelligence leads to better career decision-making”, (Puffer, 2011).

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