



Research article

EFFECT OF EMOTIONAL INTELLIGENCE DIMENSIONS ON JOB SATISFACTION

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ABSTRACT

Emotional Intelligence plays a vital role in enhancing the emotional dimension of people. Through this characteristic they can easily understand emotions which are either linked to them or any other person around them. Emotional Intelligence not only modifies negative impact of emotions but also further integrates positive emotions. There are various factors which effect the emotional possession of people. Job Satisfaction deals with notion of people linked to their jobs at place of work. Higher level leads to efficiency whereas lower level diminishes the outcome. Present study seeks to analyze the impact of various dimensions of Emotional Intelligence (Emotional Self-Awareness, Accurate Self-Assessment, Self-Confidence and Transparency) on Job Satisfaction of police constables in Jammu division of Jammu and Kashmir State. The study further analyses the level of reliability of various dimensions of Emotional Intelligence and Job Satisfaction in the current research study. The research study also puts forward various recommendations and strategies that could enhance emotional content among police constables and increase their level of Job Satisfaction in Jammu division of Jammu and Kashmir State.

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INTRODUCTION

Work environment at place of work has witnessed a drastic change due to inclusion of more tasks and activities. It has not only increased the scope of work of an individual but also have come up with new and tough challenges which are being faced by people at work on daily basis.

Increase in number of challenges day by day increases possibility for generation of negative emotions as people are not able to manage their emotions effectively. There are multiple factors that lead to negative emotions which could be lack of working conditions, improper salary, poor fringe benefits, lack of recognition, partial behaviour of seniors etc. This has given rise to decreasing level of Job Satisfaction among individuals at place of work. Job Satisfaction is the notion or perception of an individual with respect to a particular job. This level of gratification finally decides the satisfaction of a person with respect to his job. Emotional Intelligence is one among the major factors that affect the level of Job Satisfaction of people at place of work. Emotional Intelligence consists of multiple dimensions that covers up the up gradation of multiple traits linked with people and finally enriches them on multiple parameters. Emotional Intelligence mechanism today is getting much pace in almost all sectors including primary, secondary or tertiary. Moreover it has overcome into many subject areas such as

Sociology, Anthropology, economics, Medical Engineering, Human Resource Management, Human Resource Development, Organizational Behaviour, Organizational Development etc. (Cooper, 1997). The various Emotional Intelligence dimensions that have been adopted under current study are emotional self-awareness, accurate self-assessment, self-confidence, emotional self-control and transparency. Emotional Self-awareness presents the actual status of an individual to self on emotional parameters. It makes a person to get aware about his emotional status. Accurate self-assessment further refines the information one has gathered about him through Emotional Self-awareness dimension. Self-confidence is responsible for enrichment of an individual on self-reliance parameter. It makes his observation much more credible and reliable.

Emotional Self Control is the capability of an individual for analyzing the much disturbed emotional traits and comes up with ways of coping with them. It also helps in controlling anger and frustration and further helps in regaining control. Transparency accounts for the quality of being easily seen through. It is based on rationalism and a balanced approach.

MATERIAL AND METHODS

The present study has been carried out with the help of primary as well as secondary data. The primary data has been collected with the help of a pretested questionnaire and well-designed interview schedule from various respondents in

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Jammu division of Jammu and Kashmir State. The secondary data has been collected from different offices and police headquarters situated at different district and zonal levels. The data and information so collected has been analyzed statistically in order to determine the impact of Emotional Intelligence on Job Satisfaction level of police constables.

Objectives

1. To analyze the impact of Emotional Self Awareness dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State.
2. To analyze the impact of Emotional Self-Assessment dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State.
3. To analyze the impact of Self Confidence dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division.
4. To analyze the association of Emotional Self Control dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division.
5. To access the relationship of Transparency dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State.

RESULT AND DISCUSSION

In order to evaluate the validity of Emotional Intelligence and Job Satisfaction Scale a reliability analysis has been conducted by taking into consideration various dimensions of Emotional Intelligence used in the study. Moreover the reliability analysis has also been performed on Job Satisfaction Scale in order to determine its trustworthiness as well.

Table 01 shows Corrected Item Total Correlation (CITC) values for Emotional Self Awareness dimension. From the table values it is clear that all items under current dimensions have values above 0.5 which is acceptable for the study. Moreover the value of Cronbach alpha has been found to be 0.619 which is also acceptable. Table number 02 provides Corrected Item Total Correlation (CITC) values for Accurate Self-Assessment. All the items under Accurate Self-Assessment dimension have values above 0.5 which is suitable for the study with higher value of 0.761 for item EIASA6. Moreover an acceptable value of 0.712 has been estimated as depicted from the current table. Corrected Item Total Correlation (CITC) values of Self Confidence dimension have been tabulated in table 03. Here also all the items have table values above 0.5 which is suitable for study along with Cronbach alpha value of 0.711. Table 04 presents Corrected Item Total Correlation (CITC) values for Emotional Self Control dimension. None of the item has value below 0.5 and thus all the items under current dimension are acceptable for the study. The Cronbach alpha value has been found to be 0.777 which is also quite good for further analysis. Table number 05 presents Corrected Item Total Correlation (CITC) values for Transparency dimension. Here in this dimension one item was dropped having Corrected Item Total Correlation (CITC) value below 0.5. After removing the item the value of Cronbach alpha further improved from 0.542 to 0.581. Corrected Item Total Correlation (CITC) values for Job Satisfaction dimension have been tabulated in table 06. From

the table it is clear that all the items have Corrected Item Total Correlation (CITC) values above 0.5 except two items which have been removed for further analysis. After removing the two items having score below 0.5 the value of Cronbach alpha improved from 0.633 to 0.667 which is further more acceptable for the study under consideration.

Table 1 CITC Analysis of Emotional Self Awareness

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
EIESA1	0.661		0.661	
EIESA2	0.589	0.619	0.589	0.619
EIESA3	0.622		0.622	

*EIESA = Emotional Self Awareness

Table 2 CITC Analysis of Accurate Self-Assessment

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
EIASA1	0.733		0.733	
EIASA2	0.692		0.692	
EIASA3	0.597		0.597	
EIASA4	0.644		0.644	
EIASA5	0.755		0.755	
EIASA6	0.761	0.712	0.761	0.712

*EIASA = Accurate Self-Assessment

Table 3 CITC Analysis of Self Confidence

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
EISC1	0.716		0.716	
EISC2	0.719		0.719	
EISC3	0.692		0.692	
EISC4	0.699		0.699	
EISC5	0.704		0.704	
EISC6	0.712	0.711	0.712	0.711
EISC7	0.761		0.761	

*EISC = Self Confidence

Table 4 CITC Analysis of Emotional Self Control

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
EIESC1	0.820		0.820	
EIESC2	0.788	0.777	0.788	0.777
EIESC3	0.779		0.779	
EIESC4	0.807		0.807	

*EIESC = Emotional Self Control

Table 5 CITC Analysis of Transparency

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
EIT1	0.412		Item Dropped	
EIT2	0.597	0.542	0.591	0.581
EIT3	0.609		0.617	
EIT4	0.611		0.626	

*EIT = Transparency

Table 6 CITC Analysis of Transparency

	CITC Initial	Cronbach Alpha Initial	CITC Final	Cronbach Alpha Final
JS1	0.319		Item Dropped	
JS2	0.496		Item Dropped	
JS3	0.618		0.619	
JS4	0.629		0.628	
JS5	0.701		0.699	
JS6	0.707	0.633	0.709	0.667
JS7	0.680		0.686	
JS8	0.559		0.560	
JS9	0.562		0.561	
JS10	0.632		0.638	
JS11	0.641		0.643	

*JS = Job Satisfaction

Objectives

To analyze the impact of Emotional Self Awareness dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State

The relationship between Emotional Self Awareness and Job Satisfaction was analyzed and found to be not significant with p value of 0.145 and t-value of 3.62. The value of estimates and standard estimates have been accessed as 0.149 and 0.039. This depicts that Emotional Self Awareness dimension of Emotional Intelligence has no impact on the Job Satisfaction level of Police Constables in Jammu division of Jammu and Kashmir State.

To analyze the impact of Emotional Self-Assessment dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State

The relationship between Emotional Self-Assessment and Job Satisfaction was tested and has been found to be significant with p value of 0.020 and t-value of 2.53. The value of estimates and standard estimates has been accessed as 0.222 and 0.086. It shows that Emotional Self-Assessment dimension of Emotional Intelligence has a considerable impact on the Job Satisfaction level of Police Constables in Jammu division of Jammu and Kashmir State.

To analyze the impact of Self Confidence dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division

The association of Self Confidence dimension along with Job Satisfaction was analyzed and found to be not significant. The p value and t-value have been found to be 0.162 and 3.64. The value of estimates and standard estimates has been accessed as 0.150 and 0.041. It presents that Self Confidence dimension of Emotional Intelligence has no effect on the Job Satisfaction level of Police Constables in Jammu division.

To analyze the association of Emotional Self Control dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division

The association of Emotional Self Control dimension of Emotional Intelligence with Job Performance was tested and found to be significant with p value and t-value of 0.038 and 2.71. The value of estimates and standard estimates has been accessed as 0.199 and 0.044. It brings out that Emotional Self Control dimension of Emotional Intelligence has a greater effect on Job Satisfaction of Police Constables in Jammu division.

To access the relationship of Transparency dimension of Emotional Intelligence on Job Satisfaction of Police Constables in Jammu division of J&K State

The relationship among Transparency dimension of Emotional Intelligence and Job Satisfaction was tested and found to be significant. The p value and t-value were found to be 0.040 and 2.67. The value of estimates and standard estimates has been accessed as 0.153 and 0.037. It shows that Transparency dimension of Emotional Intelligence has a considerable impact on Job Satisfaction of Police Constables in Jammu division of J&K State.

Table 7 Objectives Summary

Objective	Relationship	Estimates	Standard Estimates	t-value	p-value	Significance (Yes/No)
O1	EIESA-JS	0.149	0.039	3.62	0.145	No
O2	EIASA-JS	0.222	0.086	2.53	0.020	Yes
O3	EISC-JS	0.150	0.041	3.64	0.162	No
O4	EIESC-JS	0.199	0.044	2.71	0.038	Yes
O5	EIT-JS	0.153	0.037	2.67	0.040	Yes

CONCLUSION

Emotional Intelligence has a great role in modifying the emotional content and improving the Job Satisfaction level of police Constables in Jammu division of Jammu and Kashmir State. The various dimensions of Emotional Intelligence that showed a higher and considerable impact on the Job Satisfaction level of Police Constables in Jammu division of Jammu and Kashmir State as depicted in the current research study have been found to Emotional Self-Assessment, Emotional Self Control and Transparency. The other two dimensions that showed no impact on Job Satisfaction level of police Constables from current study were depicted as Emotional Self Awareness and Self Confidence. Further it has been analyzed from the current study that Emotional Intelligence training must be devised and implemented which shall greatly eliminate the negative impact of emotions among police Constables.

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