

**A STUDY ON EFFECT OF EMOTIONAL INTELLIGENCE ON THE WORK STRESS IN LARGE SCALE MANUFACTURING SECTOR IN AURANGABAD IN POST PANDEMIC WORLD**

**<sup>1</sup>Suchitra Satishchandra Mendke, <sup>2</sup>Dr. Sonali Kshirsagar**

MGM Institute of Management & Research, Aurangabad (MS), India<sup>1</sup>, University Department of Management Science, Dr. Babasaheb Ambedkar Marathwada University, Aurangabad (MS). India<sup>2</sup>  
mendkesuchitra@gmail.com<sup>1</sup>, kshirsagar.sonali22@gmail.com<sup>2</sup>

**ABSTRACT**

The COVID 19 pandemic has changed the organizations and their way of functioning. Post COVID era has imposed lots of alterations in the working of the companies. It proved as a testing time for the corporate as lots of effects were seen on the human behaviour. The effects of corona virus on human body are revealed by the medical science and many versions of the same virus have been explored along with their individual ill effects. But the psychological effects of this pandemic era have not yet been clearly discovered and understood. Due to these psychological impacts behavioural changes have been seen even among the employees working for the different industries. The research has revealed that emotions have impact on all the behavioural aspects of individuals so is on managing stress. The purpose of the study was to find out the role of emotional intelligence while managing stress in the organization in the new normal. The study tries to explore the association of EQ with job stress in employees of the companies at Aurangabad, Maharashtra. The research is descriptive in nature and has primary as well as secondary data. Primary data was collected using the inventory for measuring the emotional intelligence and job stress of the employees. A regression correlation test is applied to both the variables i.e. emotional intelligence and job stress to check the association and the effect. It was seen that the emotional intelligence was strongly associated with job stress during the pandemic period. A regression equation was derived to explain the strength of the association between two variables.

**Keywords:** *Correlation, Emotions, Emotional Intelligence, Human Behaviour, Pandemic, Job Stress*

**INTRODUCTION**

COVID 19 has radically redefined the human psychology and behavioral pattern. Drastic transition is seen in social, familial and professional lives of people which have led to increasing fear, frustration, stress and anxiety. This is the reason why people are facing challenges at the jobs too.

Despite of this pandemic challenges, world can't impede being operational. So also, organizations are no exception to this. Organizations need to lay down strategies, procedures and practices to run business successfully. This shifting paradigm can cause a job stress to employees. [19][20]

From last few years, emotional intelligence is an overarching concept for behavioral study as researchers are taking efforts to comprehend its influence on diverse social interactions. Many research reviews signify that emotions play fundamental role in managing stress.[21] The research paper aims to examine the relationship emotional intelligence and job stress.

**OBJECTIVES**

1. To measure the emotional intelligence of the employees working in Large Scale Manufacturing Sector at Aurangabad.
2. To evaluate the job stress level of the employees working in Large Scale Manufacturing Sector at Aurangabad.
3. To find out the correlation between the emotional intelligence and job stress level of the employees working in Large Scale Manufacturing Sector

## **LITERATURE REVIEW**

In a study conducted by [1]Dr. Agrawal S. (2017) titled, ‘Role of emotional intelligence as a buffer effect in stress management of newly recruited employees,[9][10] the purpose of the paper was to measure the role of emotional intelligence as a cushion or buffer which protected the employees from stress.[8] The paper mainly aimed at the study of relationship between emotional intelligence and occupational stress. The study revealed that there was a positive relationship between emotional intelligence and occupational stress. Still there is scope to explore the relationship between emotional intelligence and stress in specifically manufacturing industry.

A research done by Mayuran L.[18] (2013) namely, “Impact of Emotional Intelligence on Stress Management: Study of Schools with Banks in Jaffna District” had objectives of exploring the association between emotional intelligence abilities and stress management[9] in the school and banks in Jaffna district. It was done to determine whether selected EI abilities are potential determinants of stress management or not. [3]Questionnaire was used to carry out the study. Moderate level of stress was found in the staff and positive correlation[15][16] was found between the emotional intelligence and stress. Same study can be conducted in manufacturing sector as well. Stress and spiritual intelligence[17] is very closely linked. Everybody is having different capability of handling and managing stress which depends upon his own spiritual intelligence.

A study done by Mishra P. and Vashist K.[23] (2014) focuses on study of spiritual intelligence, stress[13][14] and well being of adolescence in 21<sup>st</sup> century. Various dimensions of spiritual intelligence were used in the study. The study concluded that there was a negative correlation between the spiritual intelligence and stress and well being. The study offers avenues for exploration of correlation between spiritual intelligence and academic performance students.

Parameters like spiritual intelligence and emotional intelligence are very vital for an individual’s growth.

A study done by [2]Azizollah A. Sadat R. M., Shekofe-al- Sadat R. and Ali S. S. (2014) explores the close relationship between spiritual intelligence and academic performance of students. The study concluded with positive correlation between the spiritual, emotional intelligence and academic performance. It gives further scope of study for exploration of correlation between only one parameter like spiritual intelligence with academic performance.

Teacher’s contribution in teaching is highly significant and his effectiveness can affect the overall development of the students. Faculties with high spiritual intelligence can perform better and can help the students to grow. Rachel G. M.[22] and Visvam S. (2013) explore the correlation between the teacher’s effectiveness spiritual intelligence academic performances of students. It was seen that teachers with high spiritual intelligence can help the students and can teach creatively. The study gives new avenue for research for study of correlation between student’s spiritual intelligence and academic performance.

A study done by Furnham A., & Chamoro-Premuzic, T.[11] (2004) discusses the personality and intelligence is the indicators of academic performance of an individual. The researcher tried to explore the relationship between the personality, intelligence and the grades of the students. It gives scope for further study for correlation between and one intelligence type like spiritual intelligence and grades of the students.

## **RESEARCH METHODOLOGY**

The study is descriptive in nature involving both qualitative and quantitative data. The primary data is collected using the inventory for measuring the emotional intelligence. The emotional intelligence inventory (scale) used for the study is Trait Emotional Intelligence Questionnaire (TEIQue) (Petrides & Furnham, 2006); this inventory contains 30 items and is to be answered on the basis of 7-point Likert scale (high scores indicate high emotional

intelligence and vice versa). The sample contains 116 employees working at managerial position in large scale manufacturing sector of Aurangabad. Simple random sampling method was used. The Perceived Stress Scale (PSS-10-C) was used in this study to measure the job stress during COVID-19 pandemic. The PSS-10-C is made up of 10 items, each of which offers five response options: never, almost never, occasionally, almost always and always. Items 1, 2, 3, 6, 9 and 10 are scored directly from 0 to 4 and items 4, 5, 7 and 8, conversely, from 4 to 0. The PSS-10 was considered due to the acceptable internal consistency shown in other global studies, with a Cronbach's alpha between 0.65 and 0.86. Coefficient of regression and correlation method was used to see the effect and relationship among the variables in SPSS 20.0 since theoretically also they were found to have influence on each other.

**ANALYSIS**

**TABLE 1: Descriptive Statistics**

Variables	Mean	Std. Deviation	N
JOBSTRESS	32.7164	5.87797	134
EI	90.8881	18.40712	134

Above table showed the mean and standard deviation values of both the variables.

**TABLE 2: Correlations**

		JOBSTRESS	EI
<b>Pearson Correlation</b>	JOBSTRESS	1.000	-.696
	EI	-.696	1.000
<b>Sig. (1-tailed)</b>	JOBSTRESS	.	.000
	EI	.000	.
<b>N</b>	JOBSTRESS	134	134
	EI	134	134

Above table showed strong negative correlation between both the variables.

The first table of interest is the **Model Summary** table, as shown below:

**TABLE 3: Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.696 <sup>a</sup>	.485	.481	4.23511

a. Predictors: (Constant), EI

b. Dependent Variable: JOBSTRESS

This table provided the *R* and *R*<sup>2</sup> values. The *R* value represented the simple correlation and was 0.696, which indicated a high degree of (negative) correlation. The *R*<sup>2</sup> indicated how much of the total variation in the dependent

variable, Job Stress, can be explained by the independent variable, Emotional Intelligence. In this case, 48.5% can be explained, which was very fair.

The next table was the ANOVA table, which reported how well the regression equation fits the data (i.e., predicts the dependent variable) and is shown below:

**TABLE 4: ANOVA<sup>a</sup>**

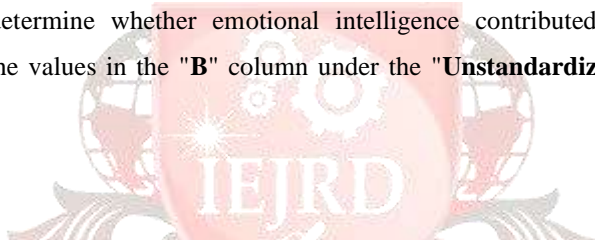
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2227.653	1	2227.653	124.199	.000 <sup>b</sup>
	Residual	2367.571	132	17.936		
	Total	4595.224	133			

a. Dependent Variable: JOBSTRESS

b. Predictors: (Constant), EI

This table indicated that the regression model predicted the dependent variable significantly well. The zero value in "Sig." column indicated the statistical significance of the regression model that was run. Here,  $p < 0.0005$ , which is less than 0.05, and indicated that, overall, the regression model was statistically significant and predicted the outcome variable (i.e., it is a good fit for the data).

The **Coefficients** table provided us with the necessary information to predict job stress from emotional intelligence, as well as determine whether emotional intelligence contributed statistically to the model. Furthermore, we can use the values in the "B" column under the "Unstandardized Coefficients" column, as shown below:



**TABLE 5: Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	52.924	1.850		28.611	.000
	EI	-.222	.020	-.696	-11.144	.000

a. Dependent Variable: JOBSTRESS

To present the regression equation as:

$$\text{Job Stress} = 52.92 + (- 0.222) (\text{Emotional Intelligence})$$

Above regression equation showed the **strength** of relationship of both the variables and exhibited strong negative relationship between the variables. It was seen that more the value of EI it leads to lesser job stress.

## CONCLUSION

The average emotional intelligence value was found to be 90.88, which was high. So the emotional intelligence of the employees was found to be high in Large Scale Manufacturing Sector at Aurangabad. The mean of job stress was found to be 32.71, which was almost half of the range value 67. It was seen that overall the stress level was comparatively less among all the employees.

Very strong negative correlation was seen between emotional intelligence & job stress variables. It was explored in this study that higher the emotional intelligence, lower the job stress level was seen during the pandemic period and vice versa. Overall emotional intelligence level was found to be high due to which the job stress level was found to be less relatively during the pandemic period. The regression equation exhibited such relationship and can be used for the estimation of the dependent variable.

Both the variables under study, emotional intelligence and the job stress were found to be correlated with each other negatively. It was concluded that the emotional intelligence played important role in job stress management since employees who had high level of emotional intelligence were found to be less stressed due to COVID-19 pandemic. Thus the emotional intelligence concept needed to be focused in Large Scale Manufacturing Sector at Aurangabad since it helped to reduce job stress during pandemic period. The study offers advantage of keeping high productivity by monitoring both the variables under study. It will also help to reduce the stress level of employees during pandemic period. The research is important for large scale manufacturing sector since it offers an indication of emotional intelligence and job stress level in the pandemic period.

### **LIMITATIONS**

1. The study was limited to only to managerial employees.
2. The study has considered employees of large manufacturing sector of Aurangabad city only.
3. Age and gender were not considered while correlating the EI and job stress.
4. The job stress caused due to pandemic was only taken into consideration and stress caused due to work was not considered at all in the current study.

### **SCOPE FOR FURTHER STUDY**

1. Other variables can be used to correlate with job stress which will give exact idea about the causes of job stress due to pandemic.
2. Other sectors like MSME or manufacturing sector can be considered for study which will give comprehensive idea about the correlation of above said variables in the pandemic.
3. Nation wise or state wise survey can be done in place of Aurangabad which will widen the scope of the study and will give better idea of the state wise or nation wise picture.

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