

# “Impact of Emotional Intelligence on Emotional Maturity of Employees at Resin Manufacturing Organizations”



Bhagyshree M Bhoir, Sapna Suri

**Abstract:** The present study investigated the Emotional Intelligence Impact on Emotional Maturity of Employees in the Manufacturing Industry. 100 employees from the Manufacturing Industry from Mumbai and Navi Mumbai area were chosen for the present study. Simple Random Sampling Technique was used to select the samples for the study. The findings of the study reported that there is positive Association among Emotional Intelligence and Emotional Maturity of Employee in manufacturing organizations. The Employees who are emotionally mature show high level of self-confidence while Employees who are Emotionally Immature show low level of self-confidence. There are three psychological dimension related to Emotional Intelligence which include Emotional Competency, Emotional Sensitivity as well as Emotional Maturity. All these three factors guide a person in handling the complex dynamics of human behaviour in a better way. For the present study an extensive well designed questionnaire was used to collect the primary data from the manufacturing industry employees. Also various HR departments from the same manufacturing industries were approached in order to collect the secondary data.

**Keywords :** Emotional competency, Emotional immature, Emotional Intelligence Emotional Maturity, Self Confidence.

## I. INTRODUCTION

The word emotion has been into existence since long back. The history shows that it was adapted in 1579 from French language. Emotions are considered as intense feelings and also a mental state which is associated with nervous system. Many a times the word emotion is used interchangeably with feeling. But it is not correct to use these terms interchangeably because these two are different phenomenon wherein feelings are learned behaviours and emotions are event-driven. Emotions may also be defined in a way that it is a kind of positive or adverse practice associated with a physiological activity of a particular pattern. Physiological, cognitive and behavioural changes are produced by emotions.

Emotions are complex phenomenon which influences our behaviour through the physical and psychological changes that occur in the individual's brain. Psychologists over a period of time have given different theories about various emotions. During 1970s a very renowned psychologist Paul Eckman gave six different types of emotions. He was of the view that those six emotion are experienced universally by all the human beings. Emotional maturity is also one of the important aspects related to emotions. (Cole, 1954) has explained that the emotional maturity of an individual can be measured through the way an individual bears the tension. Therefore, emotional maturity is directly related to the self-controlling power of an individual. (Dosanjh, 1956) has defined an emotional mature person as a person with balanced personality, who knows how to manage the disturbing emotions, shows calmness and strength under stress. Emotional maturity is not "intellectual," and has a close relation with intelligence. Adolescents who are superior in intelligence are emotionally more mature. Due to their critical and analytical ability they use their emotions as per the demand of the time.

## THEORIES OF EMOTIONAL MATURITY

The “**Wheel of emotions**” was developed by Robert Plutchik.



Source: - (Research Paper publish on May 6, 2016 by Robert Plutchik)

The following are few well established emotional maturity theories given by various psychologists:

A) **Evolutionary theories:**

Evolutionary theory's perspectives came up in 19<sup>th</sup> century. The concept was mainly contributed by Charles Darwin. Darwin was of the view that emotions help human beings in communicating their thoughts and are equally important for the survival of human beings.

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## B) Contemporary theories:

Contemporary theories supported the fact that the emotions are an essential part of any planning and decision making in humans.

## C) Somatic theories:

William James first time gave the concept of Somatic theories in 1880s. He was of the view that it is the responses from the human body directly which are more important to emotions rather than the cognitive interpretations of individuals.

## D) James–Lange theory:

In his theory James Lange put focus on physiological phenomenon which he thought was primary to feelings and emotions. He was also of the view that any kind of stimulus may generate a physiological response by triggering autonomic nervous system and further in the brain produces an emotional experience.

## E) Two-factor theory of emotion:

Schachter gave the concept of two factor theory. He too supported the fact of physiological reactions playing a major role in emotions. Schachter was of the view that emotions are result of two-stage process i.e. experience of emotion and general physiological arousal.

## f) Cognitive theories:

Richard Lazarus supported the fact that for any emotion, cognitive activity is very necessary in the form of thoughts, evaluations, etc. He was of the view that there should be an involvement of a cognitive activity for any emotions.

## Dr. Dalip Singh's Model Of Emotional Intelligence

As this study uses the questionnaire developed by N.K.Chanda and Dalip Singh to measure the EQ of corporate employees, it would only be appropriate to take a look at Dr. Dalip Singh's model of emotional intelligence. A theory of personality was the name given by Dalip Singh to his model of emotional intelligence which identifies three basic dimensions namely: Emotional Competency, Emotional Maturity, and Emotional Sensitivity. These three dimensions describe as under.

### A. Emotional Competency:

Emotional competency means the important social skill which is required by an individual to understand properly the feelings and emotion of self and others and respond to the situation accordingly. It is also the ability of an individual effectively understand and read the situation and express one's emotions accordingly and lead in an effective manner.

### B. Emotional Maturity:

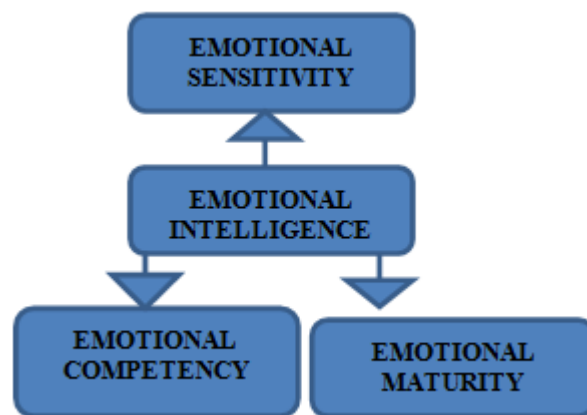
It is the ability to evaluate emotion of self and others, Identify and express feelings and balance the state of mind and heart. It also appreciates the point of view of others and also appreciates the fact of being adaptable and flexible.

### C. Emotional Sensitivity:

The basic concept of emotional sensitivity means that the understanding about other's thought process, understanding and managing the environment. This allows one to live in peace and harmony with others and also the others should be comfortable in one's company. It further involves that one should be completely honest with his or her interpersonal relations or communications, one should be able to understand his or her own moods, feelings, etc. and also

should have fair idea about how others evaluate and relate with the one.

Dr. Dalip Singh's model of emotional intelligence



Source(ermt.net/ojs/index.php/ermt/article/download/24/29)

## II. LITERATURE REVIEW

Arya, A., (1984) conducted the study wherein he tried to measure the association between Emotional Maturity and intelligence and determined from his study that there is a association between superior intelligence level and high Emotional Maturity level among Boys and Girl.

Geeta Ranga & Santhosh Ranganekar (2009) mentioned in their study that when there is inefficient match between requirements of a particular job and the efficiency of employees to handle those requirements and the stress related to that, the emotional intelligence becomes very important. It gives superiors an insight to understand the needs and difficulties of subordinates. High glassy of Emotional Intelligence helps them to understand the impact of their decision on the subordinates and also helps them in coming closer to the group.

Singh (2003) studied the emotional intelligence thoroughly in Indian context and defined Emotional intelligence in that context only. According to his definition, it is the ability of a person with which he or she responds to various stimuli or to the different environmental needs in an effective way. He further elaborated that there are three psychological dimensions attached to it which he has very well explained in his model of Emotional intelligence. Singh further mentioned that these psychological dimensions attached to emotional intelligence gives an individual a real insight with which that particular individual can recognize any situation truthfully, he or she can better interpret the situation and subsequently is better equipped in handling the same situation tactfully.

Dileep Kumar (2006) investigated various aspects related to emotional intelligence such as interpersonal competence and social skills. He concluded in his study that Emotional Intelligence is a very important part of our life and well-being. High level of Emotional Intelligence is very substantial popular for our success in life and also in the growth and development of the organization. He was also of the view that Emotional Intelligence shows precise vital part in human resource management and related aspects.

Jerrell Cassady (2008) mentioned in his study that stress is an integral part of any one's life and work. Stress may be emotional, physical or mental. He concluded that high emotional intelligence level help any individual in dealing with all these types of stresses in a better way and subsequently help individuals in leading a comfortable and peaceful life.

Jorfi H.et.al. (2010) showed a study in Iran on Emotional intelligence impact over employee's piece in educational administrators. The study found that Emotional Intelligence plays a very crucial as well as invaluable role in employee's performance and is also very important and crucial with a positive impact. The study showed that high level of Emotional Intelligence helps in improved performance of employees.

### III. RESEARCH GAP

It is proved that, there is a close association between one's Emotional Intelligence and Emotional Maturity. The individuals who enjoy good Emotional Intelligence are supposed to demonstrate proper emotional maturity in their behaviour. On the other hand persons who are tense, disintegrated and mentally unhealthy demonstrate sudden emotional outbursts and emotional immaturity. Many researchers have carried out many studies in various industries to determine the factors associated with Emotional Intelligence with the help of various techniques but not much work has been conceded out in order to find out Impact of Emotional Intelligence on Emotional Maturity of Employee in manufacturing industries. Most of the studies are either theoretical in nature or case studies. Hence this particular study will try to bridge that gap.

### IV. BRIEF OF RESIN INDUSTRY

The word "Industrial Resin" states to any Synthetic Polymer Resin prepared for marketable usage. It comprise various ingredient that, Chemical unsaturated Polyester Resin these are designed from antiphon of a diol (a molecule containing several hydroxyl group) and an unsaturated diprotic acid. The resultant polyester chains are liquefied in a combative flush. Alkyd Resin are usage in may solvent center paint system and are a kind of polyester prepared from polyols, acids and vegetable oils. Emulsion polymers these are emulsions of monomers in water. These are widely used as adhesives (e.g. PVA) and in water-based paints. Amino resins for superficial undercoats when particles encompassing amino groups are responded with formaldehyde an amino resin are designed. Polyurethane Resins Polyurethanes outcome from the antiphon of a polyalcohol and an organic di-isocyanate. They can be used as surface coatings, to make furniture and footwear and in foam form, for packaging. Polyamide Resins these are designed in two steps. The first step includes retorting a poly functional amine with a diprotic acid to form a poly amino amide resin. The Resultant Resin is used to coat paper fibres, growing the power of the wet paper from less than 2% to around 30% of its dehydrated power. Formaldehyde Resins are over and done with retorting formaldehyde by any of a variation of materials such as urea and phenol The substances are assorted to form a thermosetting cross linked polymer used in re-formed wood

(e.g. plywood) and timber adhesives. very slight in mutual and thus have a wide variability of uses.

### V. OBJECTIVE OF THE STUDY

- To study the importance of Emotional Maturity in relation to Emotional Intelligence.
- To study the Impact of Emotional Intelligence on Emotional Maturity of Employee in Resin industry.

### VI. VARIABLE CONSIDERED USED IN THE STUDY

Variable used in this study is broadly classified Dependent and Independent variable

Independent variable:- Demographic variable of selected population.

Dependent Variable:- Employee performance and Emotional maturity of employee.

### VII. RESEARCH HYPOTHESIS OF THE STUDY

H<sub>01</sub>: Emotional Intelligence is not significantly related with Emotional Maturity of the Employee.

H<sub>11</sub>: Emotional Intelligence is significantly related with Emotional Maturity of the Employee.

### VIII. RESEARCH METHODOLOGY

The study extensively used Prime and Subordinate data for Research Study. Prime information collected through 100 sample of Employee from various Resin manufacturing organization from Mumbai and Navi Mumbai region through Questionnaire method. Secondary data also collected by using various web sources. Hypothesis of study has been tested by using suitable statistical technique and Result analysis and Interpreted before conclusion drawn.

### IX. DATA COLLECTION

In this study, the sample consist of, The employers and employees of Resin manufacturing sector of Mumbai and Navi Mumbai. Pilot study was conducted on the basis of 100 Employees from Resin manufacturing unit.

### X. TOOLS USED FOR DATA COLLECETION

Primary data was collected by administer said questionnaire and secondary data collected from respective HR department and Web source and journal.

### XI. DATA ANALYSIS

- **Objective:-** To study the Impact of Emotional Intelligence on Emotional Maturity of Employee at Resin industry.

**Hypothesis:-**

H<sub>01</sub>: Emotional Intelligence is not significantly related with Emotional Maturity of the Employee.

H<sub>11</sub>: Emotional Intelligence is significantly related with Emotional Maturity of the Employee.

Cronbach's alpha value 0.792 is considered to be good reliability for any questionnaire



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\*, \*\* indicates significant correlation and Value with negative sign is showing opposite correlation

		Q2	Q3	Q5
Q8.1A	Correlation Coefficient	-.209*	-.247*	-.008
	P-value	.036	.013	.936
	N	101	101	101
Q8.2A	Correlation Coefficient	.005	-.021	-.174
	P-value	.961	.836	.082
	N	101	101	101
Q8.2B	Correlation Coefficient	-.352**	-.214*	.009
	P-value	.000	.032	.931
	N	101	101	101
Q8.3A	Correlation Coefficient	-.352**	-.169	-.059
	P-value	.000	.091	.560
	N	101	101	101
Q8.3B	Correlation Coefficient	.027	-.164	.115
	P-value	.786	.101	.250
	N	101	101	101
Q8.4A	Correlation Coefficient	-.194	-.166	.043
	P-value	.052	.097	.666
	N	101	101	101
Q8.4B	Correlation Coefficient	-.245*	-.207*	-.082
	P-value	.014	.038	.416
	N	101	101	101

## INTERPRETATION

As per above Data Analysis study it's found that Employee Emotional Intelligence and Emotional maturity has a Positive relationship among them so, alternative hypothesis is expected. Cronbach's alpha value 0.792 is considered to be good reliability for questionnaire and therefore questionnaire can be used for further survey with few modifications in.

## XII. FUTURE RESEARCH SCOPE

Similarly study can be done in other region of industry. The study can be extended to employee and employers of other region of industry.

## XIII. SUMMERY AND FINDING

Employee emotional maturity have positive correlation coefficient in respect of Emotional intelligence, according to result employee with higher level correlation having successful result in relation with performance in organization. Above research study clearly shows that employee's Emotional Maturity is directly impact on Emotional Intelligence of Employee in the organization.

## XIV. CONCLUSION

This study concluded that those people who are having unstable emotional maturity are less successful in life and have poor well-being in success of organization. Contrary to that those individuals who have extraordinary Level of Emotional Intelligence and Emotional Maturity are more successful in their life and have very high chances of achieving their goals in life and also achieving goal of organization. The study finally concluded that the employees who are highly emotionally mature they have positive association with Level of Emotional Intelligence as compared to those employees who have less maturity level.

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