

## **A Research Paper on Critical Evaluation of Literature Review on Emotional Intelligence in India**

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### **ABSTRACT:**

Emotional intelligence is regarded as an important concept in every sphere of life it may be educational system which have rapidly experiencing changes and reforms, impacting to teachers and students and on the other side it is considered important for the leaders for the success of any organization. The paper study past literature of EMOTIONAL INTELLIGENCE for its critical evaluation and thereby helps in fulfilling research gaps.

**Keywords:** Emotional intelligence, Organization, Reforms, Educational System.

### **INTRODUCTION**

Emotional Intelligence works upon the philosophy that knowledge and skill may help someone get into the position, but it takes an emotional understanding of oneself and those around to emerge triumphant. Emotional intelligence is one of the few characteristics that gives rise to strategic leaders in organizations. It plays a significant role in the organization and becomes an important criterion of evaluation for judgment of an effective employee, increases productivity and trust within and across the organization. Emotional intelligence can be defined in the words of Cooper(1996) as an ability to sense, understand and effectively apply the power and acumen of emotions as the source of human energy, information, trust, creativity and influence.

### **OBJECTIVE OF THE STUDY:**

To understand the concept of EMOTIONAL INTELLIGENCE and to study past literature review of EMOTIONAL INTELLIGENCE in India.

## LITERATURE REVIEW

**Shuchi Priya Mittal(2017)** reviewed a topic “ Impact of Emotional Intelligence on Organizational Climate: A study of select Indian Insurance Organizations” The objective of the study is to develop a framework to identify the relationship between organizational climate and emotional intelligence competencies of executives in Indian banking and insurance organizations. This study suggests that emotional intelligence intervention will improve and enhance communication among employees and team learning on one hand. And by inculcating emotional intelligence competencies of interpersonal connection, resilience, optimism and self-awareness, will enable employees to communicate positive emotions through verbal and non-verbal mediums and create positive organizational climate of open and clear communication on the other hand.

**Priyam Dhamia, Tanu Sharmab(2017)** reviewed a topic “Effect of Emotional Intelligence on Job Performance of IT employees: A gender study”. The objective is to investigate the nature and extent of the relationship between Emotional Intelligence and Job performance with respect to the gender of the respondents. The results of this study show significant gender differences in Emotional Intelligence and Job performance, suggesting that female employees score more on EI than their male counterparts. This study also reveals that females are better performers than men. The sample consists of 157 middle level IT managers from Delhi-NCR. There were 82 (52.2%) males and 75 (47.8%) females in the sample.

**Desti Kannaiah, R. Shanthi(2015)** reviewed a topic “A Study on Emotional Intelligence At Work Place”. The objective is to examine the determinants of emotional intelligence of employees at work place and to know extent of employees awareness towards emotional intelligence The study is descriptive in nature, relevant data has been collected from both primary and secondary source of information. Random sampling method was used to collect data from 150 respondents in the organization The researcher from the study concludes that emotional is linked at every point of workplace performance and it is of utmost importance nowadays. Hence, to be successful in life Emotional intelligence plays a vital role.

**Vibhor Jain, Sonia Gupta(2014)** reviewed a topic “ the impact of emotional intelligence on service quality in Indian private banks: with special reference to Moradabad city”.the objective is to find out the impact of emotional intelligence on service quality in Indian private banks with special reference to Moradabad City. The sample was: 65 Respondents( 30 ICICI/15 HDFC/10 Yes Bank /10 NAINITAL BANK Bank) Studies show that people with high Emotional Intelligence are the best performers and have high levels of interpersonal skills and thus are more satisfied at their work place.

**R. Krishnakumar, S. Lalitha(2014)** reviewed a topic “A Study on Emotional Intelligence and Occupational Stress. The objectives of the study are to measure the emotional intelligence of the employees, to measure the occupational stress of the employees,to ascertain the relationship between emotional intelligence and occupational stress of the employees. The study consist of 42 samples, workers who works for a BPO engage in ePublishing and digital solutions located in Puducherry, South India. The study revealed there is positive relationship between emotional intelligence and occupational stress.

**Sanjay,Veena Yesikar, Bhupendra Kumar, Rohit,Geeta(2014)** reviewed a topic “ A Comparative Study to Find out Emotional Quotient in students of MGM Medical College t and correlating level of anger with EI and empathy in medical postgraduates. A cross sectional study was done on medical graduates & post graduates of various departments in the MGM Medical College & MY Hospital Indore using a pretested semi structured questionnaire. Data was analyzed using SPSS version 20. According to it the study social awareness was found to be least in 1st prof students. P.G. students were found to have lowest self-awareness and lowest self-management.

**K. Buvaneswari(2013)** reviewed a topic “A Study of Emotional Intelligence and work related variables among business executives”. The objective is to find out the relationship between

emotional intelligence and work related variables of business executives in Chennai organizations. The sample consists of 255 business executives from manufacturing and service sector located at Chennai. The results revealed that work related variables such as total experience, experience in the present post, the number of promotions, number of organization changed in the total work life, part of a business strategy team, types of organizations, managerial level and functional area were significantly related with emotional intelligence

**C.P. Khokhar, Tulika Kush(2009)** reviewed a topic “Emotional Intelligence and Work Performance among Executives” studies the performance of executives on different levels of emotional intelligence and provides a link between emotional intelligence and effective work performance. 20 Male executives (out of 200) within the age range of 40 to 55yrs. from BHEL (Haridwar) and THDC (Rishikesh) of Uttarakhand State (India) were selected. . The findings of the study revealed that executives having higher emotional intelligence show better quality of work performance as compared to their counterparts.

## **CONCLUSION:**

It is well accepted that employees are the backbone of any organization. From the above study it can be concluded that Emotional Intelligence is one of the most important element for the employees of organization. The importance of emotional intelligence can be highlighted on four dimensions such as self- awareness, self-regulation, self-motivation, empathy and social skills. Organizations should recognize the significant role of emotional intelligence in developing human capital that leads to a high performing workforce.



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