



**SUSTAINING JOB EMOTIONAL REQUIREMENT USING EMOTIONAL INTELLIGENCE**

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**ABSTRACT**

Emotional Intelligence is the only tool that has the capability of managing the emotional aspect of people. It not only identifies but also improves the emotional dimension. A lot of research pertaining to Emotional Intelligence has depicted that now a day emotional enrichment is as much required as any other skill that may be situational, behavioral, physical etc. Emotional Intelligence holds the responsibility of identifying the emotional cope of people and of others and also provides ways for their up gradation in an optimistic way. Job Emotional Requirement represents the minimum required level of emotional content to be possessed by an individual while working at place of work (Lee, 1999). Present study seeks to analyze the impact of various dimensions of Emotional Intelligence on Job Emotional Requirement level of individuals working in Tourism sector. The various dimensions chosen under Emotional Intelligence in the current study are Self Awareness, Self Management and Social Awareness. The study further seeks to identify the impact of each sub dimension (Emotional Self Awareness, Accurate Self Assessment, Self Confidence, Emotional Self Control, Transparency, Adaptability, Initiative, Achievement, Optimism, Empathy, Organizational Awareness, Service Orientation) of various dimensions of Emotional Intelligence on various dimensions of Job Emotional Requirement (Emotional Expression, Emotion Perception, Emotional Suppression and Understanding Emotion).

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**INTRODUCTION**

Emotional Intelligence represents the ability to access, analyze, store, and retrieve; synthesis, transmission and dissemination of emotions in a better way by understanding the current nature of emotions of self and others. It is a phenomenon that refines the emotional data and transforms it into meaningful and adequate information in order to appraise the emotional dimension among individuals. A lot of researcher studies have been conducted to check the impact of emotional intelligence among individuals and results have given shocking results which depicts that emotional lacking also contributes the same way as lacking of other variables which could be behavioral, situational etc. Lack of Emotional Intelligence competencies could affect a person in many ways. It could affect Job Satisfaction, Job Performance, Turnover Intentions level and Job Emotional Requirement among individuals. Research has shown Emotionally Intelligent workers are possess better societal associations and are positively associated with community standard and social conduct. Moreover, highly emotionally intellectual persons are professed more optimistically by others and enjoy superior family and cherished associations.

Job emotional requirement is also one among the critical factors to be examined by researchers. Job Emotional Requirement accounts for minimum level of emotional enrichment and content possessed by a person at place of work. Low level emotional content shall give rise to dissatisfaction than leading to anxiety. Finally it shall bring out turnout in the form of stress and leads to higher burnout. There are various factors that shall lead to lower job emotional requirement which could be situational, physical, behavioral or personal. Emotional Intelligence is one such successful phenomenon that shall analyze the emotional requirement among tourism workers and shall devise ways to enrich emotional content. The various dimensions and sub dimensions that have been taken into account to check their impact on job emotional requirement are Self Awareness, Self Management and Social Awareness, Emotional Self Awareness, Accurate Self Assessment, Self Confidence, Emotional Self Control, Transparency, Adaptability, Initiative, Achievement, Optimism, Empathy, Organizational Awareness and Service Orientation where as various dimensions of job emotional requirement taken into consideration in current research are Emotional Expression, Emotion Perception and Emotional Suppression.

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**LITERATURE REVIEW**

Sharma (2005), investigated a study to understand the influence of Emotional Intelligence on administrative assurance. The research was accompanied on managerial staff and administrators employed in various officialdoms (services and manufacturing). Results from the investigation presented that the staff which owns greater level of Emotional Intelligence abilities and talents is more persuaded towards their work and business. They are in a great way competent to resolve their emotions and contour them in a system which leads them to realization.

Branda & Christopher (2004), envisioned to investigate how Emotional Intelligence can enrich logistic wisdom among workers. The conclusions publicized that Emotional Intelligence helps workers to evidently comprehend the managerial wisdom techniques. Emotional Intelligence delivers them supplementary a level of economic improvement thus sorts them to describe their own imaginative ways to work. It was auxiliary retrieved that Emotional Intelligence is accountable for augmenting higher contribution, makes way for society to screen and expand productivity.

Carmeli (2003), directed a study to define association of Emotional Intelligence with reverence to work approaches, consequences and behaviour of managers employed at distinctive administrative echelons. Self-report extent which was established by Schutte et al (1998) was used to demeanor the research study. The outcomes that were retrieved through a sequence of categorized regression portrayed that managers who own advanced level of Emotional Intelligence have better level of devotion towards their job and also have superior assurance towards the firm in which they work.

Rahim & Minors (2003), envisioned to study the connection amongst Emotional Intelligence towards concern of excellence and quality of health products along with amenities and assistants and the behaviour which could be accommodating in resolving a problematic issue if any skirmish ascends. Conclusions from the study embodied that there is a optimistic association of self-regulation and self-awareness towards delinquent resolving behaviour. Moreover, it also originated on the façade that apprehension for eminence also bears a substantial affiliation with responsiveness and self-awareness.

**MATERIAL AND METHOD**

Present study has been worked out with the help of primary as well as secondary data from various districts of Jammu division. Primary data has been collected with the help of pretested questionnaire whereas secondary data pertaining to tourism employees has been collected from various offices located at various tehsil, block and district level. The data and information so collected has been analyzed statistically in order to determine the ground reality.

**Objectives**

1. To analyze the impact of various sub dimensions of Self Awareness dimension of Emotional Intelligence on various dimensions of Job Emotional Requirement among tourism workers.
2. To access the level of impact of various sub dimensions of Self Management dimension of Emotional Intelligence on various dimensions of Job Emotional Requirement among tourism workers.

3. To analyze the impact of various sub dimensions of Social Awareness dimension of Emotional Intelligence on various dimensions of Job Emotional Requirement among tourism workers.
4. To recommend various strategies that could enhance Emotional Intelligence and Job Emotional Requirement level of tourism workers.

**RESULT AND DISCUSSION**

Emotional Intelligence is a vital element today to eliminate negative emotions among individuals. The analysis of various dimensions and sub dimensions of Emotional Intelligence along with Job Emotional Requirement is given below:

Table no. 1 presents the values for association of Emotional Self Awareness sub dimension along with Job Emotional Requirement dimension. The results reveal that the association of Emotional Self Awareness sub dimension with Emotional Expression dimension of Job Emotional Requirement is significant. Whereas the relationship among Emotional Self Awareness sub dimension and Emotion Perception and Emotional Suppression is not significant. Moreover the association of Emotional Self Awareness sub dimension with Understanding Emotion dimension of Job Emotional Requirement is significant. This shows that Emotional Self Awareness sub dimension of Self Awareness dimension of Emotional Intelligence has a direct impact on the Emotional Expression and Understanding Emotion dimension of Job Emotional Requirement while it has no impact on Emotion Perception and Emotional Suppression.

**Table 1** Emotional Self Awareness & Job Emotional Requirement

Dimensions & Sub-dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Emotional Self Awareness & Job Emotional Requirement	EIESA-JEREE	0.231	0.086	0.039	Yes
	EIESA-JEREP	0.143	0.038	0.216	No
	EIESA-JERES	0.137	0.044	0.422	No
	EIESA-JERUE	0.227	0.093	0.017	Yes

Table no. 2 shows the values for association of accurate self assessment sub dimension of emotional intelligence along with job emotional requirement. The values shows that the relationship of accurate self assessment sub dimension of emotional intelligence with emotional expression, emotion perception, emotional suppression and understanding emotion dimensions of job emotional requirement have been found to be significant. This reveals that emotional intelligence has a considerable level of impact on the job emotional requirement of workers working in tourism sector.

**Table 2** Accurate Self Assessment & Job Emotional Requirement

Dimensions & Sub-dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Accurate Self Assessment & Job Emotional Requirement	EIASA-JEREE	0.252	0.079	0.045	Yes
	EIASA-JEREP	0.239	0.092	0.029	Yes
	EIASA-JERES	0.255	0.088	0.038	Yes
	EIASA-JERUE	0.246	0.077	0.042	Yes

Table no. 3 presents the values for association of Self Confidence sub dimension of Emotional Intelligence with various dimensions of Job Emotional Requirement. The relationship of Self Confidence sub dimension has been found to be not significant with emotional expression, emotion perception while has been found to be significant with emotional suppression and understanding emotion. This shows

that Emotional Intelligence has no impact on emotional expression, emotion perception of workers working in tourism sector while emotional intelligence effects emotional suppression and understanding emotion sub dimensions of Job Emotional Requirement up to a greater extent.

**Table 3** Self Confidence & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Self Confidence & Job Emotional Requirement	EISC-JEREE	0.138	0.029	0.176	No
	EISC-JEREP	0.140	0.036	0.266	No
	EISC-JERES	0.251	0.076	0.028	Yes
	EISC-JERUE	0.272	0.074	0.037	Yes

Table 4 depicts vales of association between Emotional Self Control sub dimensions with Job Emotional Requirement. The analysis presents that relationship between Emotional Self Control and emotional expression, emotion perception and emotional suppression has been found to be significant while it possesses negative relationship with understanding emotion. It predicts that Emotional Self Control has a considerable impact on emotional expression, emotion perception, emotional suppression while has no impact on understanding emotion.

**Table 4** Emotional Self Control & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Emotional Self Control & Job Emotional Requirement	EIESC-JEREE	0.266	0.088	0.041	Yes
	EIESC-JEREP	0.258	0.086	0.038	Yes
	EIESC-JERES	0.293	0.094	0.023	Yes
	EIESC-JERUE	0.156	0.026	0.161	No

Values depicting the relationship of Transparency sub dimension along with various dimensions of Job Emotional requirement have been presented in table no. 05. The analysis depicts that Transparency sub dimension of emotional intelligence has a not significant relationship with emotional expression, emotion perception and emotional suppression while holds a significant relationship with understanding emotion dimension. This brings out to the conclusion that Transparency sub dimension of emotional intelligence has no impact on emotional expression, emotion perception and emotional suppression of tourism workers while it impact understanding emotion dimension of Job Emotional Requirement among tourism workers.

**Table 5** Transparency & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Transparency & Job Emotional Requirement	EIT- JEREE	0.177	0.021	0.361	No
	EIT- JEREP	0.168	0.040	0.246	No
	EIT- JERES	0.147	0.045	0.318	No
	EIT- JERUE	0.299	0.089	0.037	Yes

Table 06 presents values for Adaptability sub dimension of Emotional Intelligence and various dimensions of Job Emotional Requirement. The findings reveal that relationship between Adaptability and all other dimensions of Job Emotional Requirement (emotional expression, emotion perception, emotional suppression and understanding emotion) is significant. This depicts that Adaptability sub dimension of Emotional Intelligence has a direct and significant impact on all the dimensions of Job Emotional Requirement of the tourism workers in Jammu division.

Table no. 7 illustrates values showing relationship of Initiative sub dimension of Emotional Intelligence with various dimensions of Job Emotional Requirement. The results clearly show that Initiative sub dimension has a significant

relationship with emotional expression and emotional suppression while have not significant relationship with emotion perception and understanding emotion.

**Table 6** Adaptability & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Adaptability & Job Emotional Requirement	EIA- JEREE	0.251	0.096	0.041	Yes
	EIA- JEREP	0.268	0.088	0.033	Yes
	EIA- JERES	0.277	0.092	0.046	Yes
	EIA- JERUE	0.259	0.093	0.019	Yes

Thus Initiative has direct impact on the emotional expression andemotional suppression of tourism workers while have no impact on emotion perceptionand understanding emotion dimensions.

**Table 7** Initiative & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Initiative & Job Emotional Requirement	EII- JEREE	0.256	0.090	0.029	Yes
	EII- JEREP	0.157	0.039	0.206	No
	EII- JERES	0.246	0.082	0.037	Yes
	EII- JERUE	0.162	0.038	0.328	No

The relationship of Achievement sub dimension of Emotional Intelligence with various dimensions of Job emotional Requirement are given in table 08. The analysis predicts that Achievement sub dimension has a significant relation with understanding emotion dimension only while has a not significant relationship with emotional expression, emotion perception and emotional suppression. It shows Achievement sub dimension impact greatly understanding emotion dimension of tourism workers while it has no impact on emotional expression, emotion perception and emotional suppression.

**Table 8** Achievement & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Achievement & Job Emotional Requirement	EIAC- JEREE	0.161	0.044	0.211	No
	EIAC- JEREP	0.157	0.052	0.376	No
	EIAC- JERES	0.173	0.038	0.414	No
	EIAC- JERUE	0.289	0.084	0.037	Yes

Table 9 is equipped with values showing relationship among Optimism sub dimension of Emotional Intelligence and various dimensions of Job Emotional Requirement. Data reveals that Optimism sub dimension is in significant relationship with emotional expression, emotion perception and emotional suppression while bears a not significant relationship with understanding emotion dimension. This shows that Optimism impacts emotional expression, emotion perception and emotional suppression of tourism workers while have no impact on understanding emotion.

**Table 9** Optimism & Job Emotional Requirement

Dimensions & Sub- dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Optimism & Job Emotional Requirement	EIO- JEREE	0.272	0.076	0.027	Yes
	EIO- JEREP	0.284	0.094	0.023	Yes
	EIO- JERES	0.287	0.093	0.029	Yes
	EIO- JERUE	0.145	0.046	0.322	No

The association of Empathy sub dimension has been shown in table no. 10 with various dimensions of Job emotional requirement. Findings reveal that Empathy has a significant relationship with emotional expression and understanding emotion while negative relationship with emotion perception and emotional suppression. It puts forward that Empathy of

tourism workers have an impact on their emotion perception and emotional suppression while have no impact on emotional expression and understanding emotion.

**Table 10** Empathy & Job Emotional Requirement

Dimensions & Sub-dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Empathy & Job Emotional Requirement	EIE-JEREE	0.150	0.038	0.313	No
	EIE-JEREP	0.290	0.081	0.041	Yes
	EIE-JERES	0.301	0.075	0.037	Yes
	EIE-JERUE	0.150	0.042	0.422	No

Table no. 11 presents the values for Organizational Awareness and various dimensions of Job Emotional Requirement. The findings propose that Organizational Awareness has no significant relationship with various dimensions of Job Emotional Requirement (emotional expression, emotion perception, emotional suppression and understanding emotion). It suggests that Organizational Awareness has no impact on the dimensions of Job Emotional Requirement of Tourism workers in Jammu division.

**Table 11** Organizational Awareness & Job Emotional Requirement

Dimensions & Sub-dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Organizational Awareness & Job Emotional Requirement	EIOA-JEREE	0.148	0.038	0.322	No
	EIOA-JEREP	0.145	0.043	0.471	No
	EIOA-JERES	0.156	0.044	0.429	No
	EIOA-JERUE	0.152	0.050	0.276	No

Table 12 shows analyzed values for Service Orientation and various dimensions of Job Emotional Requirement. Findings revealed that service orientation has a significant relationship with emotion perception and understanding emotion while is has a non significant relationship with emotional expression and emotional suppression. It implies that service orientation impacts emotion perception and understanding emotion while it has no impact on emotional expression and emotional suppression of tourism workers in Jammu division.

**Table 12** Service Orientation & Job Emotional Requirement

Dimensions & Sub-dimensions	Relationship	Estimates	Standard Estimates	P-Value	Significance (Yes/No)
Service Orientation & Job Emotional Requirement	EISO-JEREE	0.140	0.046	0.212	No
	EISO-JEREP	0.288	0.087	0.032	Yes
	EISO-JERES	0.148	0.042	0.312	No
	EISO-JERUE	0.278	0.096	0.041	Yes

**CONCLUSION**

Emotional Intelligence dimensions have a great role to play in accessing and modifying the emotional delight among tourism workers in Jammu division. It has been found from the study that Emotional Self Awareness sub dimension has an influence on emotional expression and understanding emotion dimensions of Job Emotional Requirement among tourism workers in Jammu division. Accurate Self Assessment sub dimension of Emotional Intelligence has a greater level impact on all the four dimensions of Job Emotional Requirement (Emotional Expression, Emotion Perception, Emotional Suppression and Understanding Emotion). Self Confidence sub dimension has been found to be effecting emotional suppression and understating emotion dimension among tourism workers where as emotional self control sub dimension impacts three dimensions i.e. emotional expression, emotion perception and emotional suppression. Transparency sub dimension has been found to possess a significant relation

with understating emotion dimension only while adaptability sub dimension affects all sub dimensions of Job Emotional Requirement among tourism workers. Initiative sub dimension have been found to putting impact on emotional expression and emotional suppression whereas achievement affects understanding emotion dimension only. Optimism has a significant relation with emotional expression, emotion perception and emotional suppression while empathy has positive association with emotion perception and emotional suppression. Service orientation showed positive and significant association with emotion perception and understanding emotion.

**Recommendations**

1. Emotional Expression represents a phase of appearance which is required for building a level of self-confidence. It must be properly accessed and modified.
2. Emotion Perception presents analysis of sensory impressions in order to give meaning to some objectives. They can be developed through more advanced and projective methods and techniques.
3. Emotional Suppression accounts for bringing up repression and control. Their appraisal is must for maintaining required emotional level.
4. Understanding Emotion brings out ways and methods of analyzing and accessing the nature of emotions being possessed by self and others. Their enrichment shall help improve Job Emotional Requirement level among tourism workers.
5. Emotional Intelligence must be equipped with modern practices that should also includes tools like Simulation, Artificial Intelligence etc that shall bring more productivity in emotions assessment.
6. Regular training may be arranged for tourism workers that shall include both emotional intelligence as well as job emotional requirement procedures and their detailed description.
7. Organizational Awareness and Service Orientation has been found to be very important tools. They enrich workers with self and organizational goals and equip them with overall development skills. They shall also be given equal focus.

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