Role of Emotional Intelligence in Determining Social Awareness in Working Environment

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Abstract—**The primary purpose of this article is to explore the role of emotional intelligence in determining social awareness in working environment. Furthermore, this paper also investigates the impact of self esteem, interpersonal and stress management on social awareness. Using online survey, 141 responses were collected through convenience sampling. The survey data, where both dependent and independent variables are captured from the same person, can have systematic measurement errors due to common method variance. Overall, the sample represents the effectiveness of emotional intelligence in working environment. Correlation and Regression are used to test the hypotheses and conceptual framework. The results deduced that both emotional intelligence variable–interpersonal is significant with social awareness.**

Keywords— **Emotional Intelligence, Stress Management, Self Esteem, Interpersonal, Social Awareness**

I. INTRODUCTION

This paper explores the effective role of emotional intelligence on social intelligence in the work environment. The paper thoroughly focuses on the various claims of researchers for the need and application of emotional and social awareness competencies particularly in the work environment. In this regard the paper can provide guidelines for employees and employers to understand the principles of emotional and social awareness. It can also be helpful to improve responsiveness, abilities and skills to be a star performer through the knowledge to integrate and apply the EI. Emotional intelligence concept a concept given by [1], is now being commonly used to explain the ability to understand, process, and employ emotions successfully [2]. [3] Holds that people gifted with emotional skills shine in their life, possibly more than the persons having a high level of intelligence (IQ). [4] Mentioned that emotional and social intelligence build credit, as per bar-on (1985) who established the relation with social and emotional intelligence. His ideas were followed by [5] while initiating the term and reaching a common ground for the term of emotional intelligence. [3] On the other hand popularized the emotional and social intelligence construct. [3] Argued that emotional intelligence is considered as a skill, capacity or self-perceived ability to identify, assess and manage emotions for one's own self, for others and for groups. People possessing a high level of emotional intelligence understand themselves very well. They are also capable of sensing the emotions of others [6]. To determine the linkage of emotional and social intelligence in various work environment. To suggest few ways to develop EI at work places for better productivity. The aim of this study is to find the link between emotional intelligence and social intelligence in work environment. Using EI efficiently to increase productivity of a company. To provide some key aspects of emotional and social intelligence. This study also suggests few ways by which emotional and social intelligence can be developed in a work environment.

A. Research Questions
1. What are the various aspects of emotional intelligence?
2. What is the influence of emotional intelligence on social awareness?

B. Objectives
1. To highlight different aspects of emotional and social awareness competencies
2. To focus on the positive linkage of emotional and social awareness in various work settings.

II. LITERATURE REVIEW

According to [7], the emotional intelligence (EI) and interpersonal relationships (IRs) of college students and the important factors that were relevant to them was explored by conducting a study. Questionnaire was used as a data collection technique for college students who agreed to participate in the study. Above average was the level of college students in case of Emotional intelligence (EI) and Interpersonal relationships (IR) according to the results. Gender, romantic relationship, monthly allowance,

family allowance, family status all had significant differences in their EI AND IRs in case of college students. Male students have lesser EI and IRs than female students.

According to [8], the purpose of this paper is to explain the relationship between emotional intelligence and interpersonal communication skills in the context of disaster management in Malaysia and to provide a conceptual framework for the future research. Previous studies on emotional intelligence, interpersonal communication skills and disaster management in Malaysia that constitute the building of the conceptual framework was discussed in this paper. To outline the relationship between emotional intelligence and interpersonal communication skills in Malaysian disaster management context was the main aim of the framework.

According to study conducted by [9], we could identify the role of emotional intelligence in developing communication and relational skills. For building efficient communication, intellectual and emotional development, evaluating the level of emotional intelligence is essential Self controlling one's emotions and adjusting them to the context, aiming at the need to know others and interact positively, skills that bring satisfaction and accomplishments to the human being on an individual as well as social level can apply Socrates's advice that is "Know thyself!"

According to [10], a study was conducted to study the intrapersonal dimension and interpersonal dimension of emotional intelligence and its impact on stress management. Emotional intelligence inventory and Stress Management Scale was used for the data collection. The findings revealed that intrapersonal and interpersonal awareness are positively and significantly correlated to each other. Significant difference was found in the stress management level of male and female adolescents of Aurangabad city but there was no significant difference found between the intrapersonal and interpersonal awareness of male and female adolescent students.

According to [11], a study was conducted to examine the relationships between various roles of IT professionals in higher education and their interpersonal and intrapersonal skills of EI. The dependent variable was emotional intelligence, consisting of interpersonal and intrapersonal EI. The independent variable consisted of IT personnel's professional roles, education, and social intelligence. Data were analysed according to t-test, ANOVA, and correlation statistic. There were 94 IT professionals who participated in the study. The results showed that IT professionals with a degree in business had higher stress levels and higher self-esteem than IT professionals whose degree was in technology. However, there were no statistical differences in IE among IT professionals as it related to job titles, number of years on the job, or highest degree earned. Further analyses revealed social intelligence was correlated to emotional intelligence. The study showed that IT professional are socially awkward. Since results revealed that as emotional intelligence decreased so did their social intelligence.

According to [12], a study was conducted to find the association between narcissism and three psychological constructs, emotional intelligence (EI), social intelligence (SI) and empathy. They assumed that the processing of social information and social skills facets of SI and EI and narcissism is positively correlated. Negative correlations between social awareness and empathy and narcissism were expected. The results were gathered upon 306 participants aged from 19 to 26 years (242 females and 64 males), who completed the Narcissistic Personality Inventory (NPI), the Emotional Skills and Competence Questionnaire (ESCQ), The Tromso Social Intelligence Scale (TSIS) and the Interpersonal Reactivity Index (IRI). The results supported the assumption of positive association between narcissism, EI and SI, while accompanying negative association with empathy. EI, social skills, perspective taking, emphatic concern and age together explain 28% of variance in predicting narcissism. Results supported their expectation about differential relationship of EI, SI, and empathy with narcissism and thus confirming differential validity of these three constructs.

III. RESEARCH METHODOLOGY

The purpose of the study is to determine the linkage of emotional intelligence and social awareness in social awareness in various work environment. Methodology has reviewed the outlined the procedures and methods used to gather data, and data analysis that was utilized in the study. This study is a descriptive research design, which is having two types of variables in emotional intelligence and one in social awareness. First, emotional intelligence with three variables: (a) interpersonal EI and (b) self-esteem (c) stress management, and social awareness.

The participants were selected from Mumbai organizations. The number of participants were 140. Names and email addresses of employees at each organization were accessed for data collection. The data for the study were collected through a survey. The survey had two parts. The first part was designed to gather information about social awareness and the second part comes from the emotional skills assessment. Participants came from two to three different organization, therefore were grouped according to organization. The participants were contacted via email to ask for their participation in the study. If they choose to participate, they were given a link to access Google form survey application to begin the assessment. They had to provide consent to participate in the study and were at least 18 years of age. The survey provided an explanation of why the study was being conducted and along with thorough instructions to complete the instrument. In addition, an assurance that their participation was confidential and no individual data would be shared or reported. The participants were contacted in February.

IV. DATA ANALYSIS

The following table I reveals that out of 141 respondents, 59.9% of respondents are male, 38.7% of respondents are female and 1.4% of respondents are others. From the respondents, maximum responses are from the age group 20-25 years with a percentage of 62.0%. The second highest response is from the age group of between 25-30 years with a percentage of 28.2%. From the respondents, 33.8% have completed graduation, 45.8% have completed post-graduation and other having 20.4%. From the respondents, 11.3% are from North India, 57.7% are from South India, 11.3% are from East India and 19.7% are from West India. From the respondents, 9.9% are staying alone, 73.9% Nuclear family and 16.2% Joint family.

TABLE I
DEMOGRAPHIC INFORMATION OF RESPONDENTS

SL.no.	Classification	Categories	Frequencies	Percent
1	Gender	Male	85	59.9
		Female	55	38.7
		Other	2	1.4
		Total	**142**	**100**
2	Age	Below 20	14	9.9
		20 - 25	88	62.0
		25 - 30	40	28.2
		Total	**142**	**100**
3	Qualification	UG	48	33.8
		PG	65	45.8
		Other	29	20.4
		Total	**142**	**100**
4	Geographic region of origin	North India	16	11.3
		South India	82	57.7
		East India	16	11.3
		West India	28	19.7
		Total	**142**	**100**
5	Living Status	Staying alone	14	9.9
		Nuclear Family	105	73.9
		Joint Family	23	16.2
		Total	**142**	**100**

TABLE 2
RELIABILITY ANALYSIS

SI. No.	Variables	Cronbach's Alpha Percentage
1	Self Esteem	.760
2	Stress Management	.690
3	Inter Personal	.765

It can be observed from the above table, it can be understood that Cronbach's Alpha of Self Esteem is 0.760, Stress Management is 0.690, Interpersonal is 0.765, hence it can be noted that all the variables have a good degree of internal consistency.

From the following the table 3, it can be interpreted that the Kaiser-Meyer-Olkin Measure of Sampling Adequacy of interpersonal is 87%, self-esteem is -41.6%, stress management is 37.9%, and social awareness is 88.5%, hence it can be noted that all the variables have a good degree of sampling adequacy for the model except for self-esteem and stress management. The impact of interpersonal, self-esteem and stress management on social awareness is measured using Linear Regression. In this regard, interpersonal, self-esteem and stress management are considered as independent variables and social awareness is considered as dependent variable.

TABLE 3
FACTOR ANALYSIS

SL. No.	Variables	Kaiser-Meyer-Olkin Measure of Sampling Adequacy Percentage
1	Interpersonal	.870
2	Self esteem	-.416
3	Stress management	.379
4	Social awareness	.885

TABLE 4
REGRESSION ANALYSIS

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.711[a]	.505	.494	.51964

a. Predictors: (Constant), Stress Management, Self Esteem, Interpersonal

From the above Regression Analysis table 4, it can be inferred that that R value is 71.1%, R Square value is 50.5%, and Adjusted R Square value is 49.4%. Hence, it is apparent that 50.5% of social awareness is contributed by interpersonal, self-esteem and stress management. The impact of brand love on positive word-of-mouth and brand loyalty is measured using Karl Pearson's Correlation Coefficient. The hypotheses developed in this regard are:

H_1 *Interpersonal will significantly influence social awareness.*
H_2 *Self-esteem will significantly influence social awareness.*
H_3 *Stress management will significantly influence social awareness.*

TABLE 5
CORRELATION

CORRELATION	INTERPERSONAL	SELF ESTEEM	STRESS MANAGEMENT	SOCIAL AWARENESS	
Interpersonal	Pearson Correlations	1	-.129	.226	.687
	Sig. (2-tailed)		.128	.007	.000
	N	141	141	141	141.
Self Esteem	Pearson Correlations	-.129	1	-.022	-.145
	Sig. (2-tailed)	.128		.795	.085
	N	141	141	141	141
Stress Management	Pearson Correlations	.226	-.22	1	.135
	Sig. (2-tailed)	.007	.795		.110
	N	141	141	141	141
Social Awareness	Pearson Correlations	.687	-.145	.135	1
	Sig. (2-tailed)	.000	.085	.110	
	N	141	141	141	141

From the above correlation table 6, it can be inferred that interpersonal is significant with social awareness. Furthermore, it can also be observed that maximum degree of correlation is witnessed between social awareness and interpersonal at 68.7%% followed by stress management and social awareness at 13.5%. Therefore, hypotheses H1 is accepted and H2 & H3 is rejected.
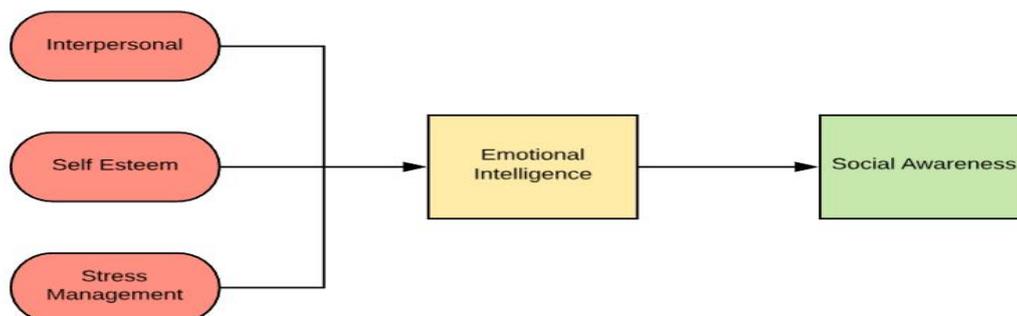

Fig.1. Conceptual Framework

V. CONCLUSION

1) Discussion

The present study makes us understand the social awareness construct. It also makes us understand the theoretical basis to the relationship between emotional intelligence (interpersonal, self-esteem and stress management), and social awareness. The presence of high level of emotional intelligence and its dimensions can lead to social awareness. The findings suggest that 'interpersonal' has a direct effect on social awareness. Therefore, employees must not only have dimensions of emotional intelligence i.e. self-esteem and stress management but also interpersonal to succeed in different working environment. As discussed before emotional intelligence has three dimensions which are interpersonal, self-esteem and stress management these factors later lead to social awareness, the above study shows us that interpersonal, self-esteem and stress management are independent variables where has social awareness is a dependent variable. The results demonstrate that having good interpersonal skills in emotional intelligence helps in generating the social awareness. However, the results also suggest that self-esteem and stress management is not sufficient to generate desired responses in social awareness. Therefore, developing interpersonal skills can certainly influence social awareness.

2) Managerial Implications:

From this study, the managerial insights are that the emotional intelligence has three dimensions which are interpersonal, self-esteem and stress management and these are the precursor to social awareness. As discussed above the dimensions of emotional intelligence (interpersonal, self-esteem and stress management) can be used to maintain or develop a strong relationship with the employees. This study gives an understanding for those managers who try to understand the behaviour of their employees and the different way how the employee can be influenced according to their working condition. Properly understanding the emotional intelligence of the employees helps us to develop a high social awareness. The result of the study should encourage and increase their confidence of their managers to use different techniques according to the needs and wants of their organisation. The managers should analyse and understand the behaviour of their employees and make the necessary changes to expand their business.

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