

# A STUDY TO UNDERSTAND THE IMPACT OF EMOTIONAL INTELLIGENCE ON EMPLOYEE’S TEAM ORIENTATION BEHAVIOUR



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## OBJECTIVE

To Identify the impact of emotional intelligence on employee’s team orientation behaviour whether employee exhibiting a behaviour toward other people in organization or wanting other people to exhibit a behaviour toward him/her

## INTRODUCTION

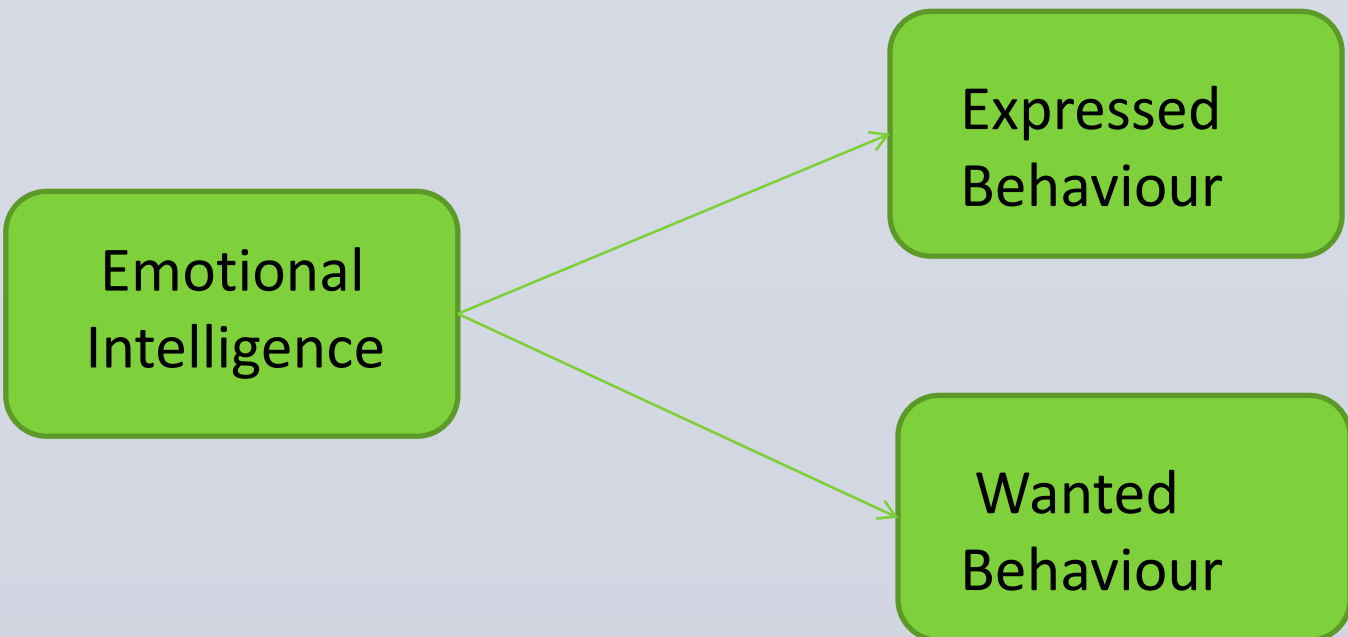
- Emotional Intelligence (EI) is defined as one’s ability to recognize one’s own feelings and others’ feelings, to differentiate among them, and to use the information to manage one’s thinking and behavior (Salovey & Mayer, 1990).
- Expressed Behavior is related to how comfortable we feel about exhibiting a behavior toward other people. Wanted behavior, on the other hand, is related to the level we want other people to exhibit a behavior toward us.

## LITERATURE REVIEW

- Emotional Intelligence plays an important role in understanding emotions. EI as the ability of understanding and taking favorable actions accordingly. Orme (2003) described three important points in his definition of EI.
- Understanding emotions of one-self.
- Understanding emotions of others
- Taking favorable actions on the basis of our understanding of these emotions.
- Emotional Intelligence (EI) is defined as one’s ability to recognize one’s own feeling and others’ feeling, to differentiate among them, and to use the information to manage one’s thinking and behavior (Salovey & Mayer, 1990).
- Emotional Intelligence of employee is the instrument in enhancing their work-related behavior and their job performance and success, which ultimately leads to organizational success (Goleman, 1998; Derman, 1999; Groves, McEnrue, & Shen, 2008).

## RESEARCH QUESTION AND HYPOTHESIS DEVELOPMENT

What is the relationship between emotional intelligence and employee’s orientation behaviour employee exhibiting a behaviour toward other people in organization or wanting other people to exhibit a behaviour toward him/her?



- H1: There exists significant relationship between emotional intelligence and employee’s expressed behavior
- H2: There exists significant relationship between emotional intelligence and employee’s wanted behavior

## METHODOLOGY

- The Schutte Self Report Emotional Intelligence Test (SSEIT) in 1997 Nicole S. Schutte by to measure the emotional intelligence
- 33 items loading on factor one represented all portions of the conceptual model of Salovey and Mayer (1990).
- A questionnaire online survey was conducted.
- The question measured various aspect of attention to feeling, clarity of feeling, mood repair, optimism and impulse control of the employee’s
- Fundamental Interpersonal Relations Orientation-Behavior (FIRO-B) 1950s by William Shutz to measure the employee’s orientation behavior
- A questionnaire online survey was conducted.
- The question measured inclusion affection and control to provides a score that is used to estimate how comfortable an individual is with a specific behavior.

## DATA COLLECTION

Data was collected from a sample of 201 employee’s working in teams or groups and locations across India

### SSEIT

- The data analysis was carried out with the SPSS program
- The comprises 33 items, three of which (5, 28 and 33) are reverse-scored from participants reply on a Likert scale and a total score was derived responses.
- Attention to feelings as measured subscale of the Trait Meta Mood Scale [ $r(48) = 0.63, p < 0.0001$ ].
- Clarity of feeling as measured by subscale of the Trait Meta Mood Scale [ $r(47) = 0.52, p < 0.0001$ ]
- Mood repair as measured by the M-sub scale of the Trait Meta Mood Scale [ $r(47) = 0.68, p < 0.0001$ ]

### FIRO-B

Each category receives a score ranging from 0 to 9. Based on your score, each section will fall into one of three categories:

- 0-2 Low
- 3-6 Medium
- 7-9 High

		NEEDS		
		Inclusion Being part of a group, influencing the situation, recognition	Control Influencing the situation, leading, responsibility	Affection Being close with individuals, rapport
BEHAVIORS	Expressed What you tend to do; how much you initiate this behavior with others; observable action	eI This is your Expressed Inclusion score	eC This is your Expressed Control score	eA This is your Expressed Affection score
	Wanted How much you tend to want others to initiate this behavior with you; how much you prefer to be the recipient	wI This is your Wanted Inclusion score	wC This is your Wanted Control score	wA This is your Wanted Affection score

## DISSUSSION AND RESULTS

- SSEIT resulted in scale items that represented appraisal and expression of emotion in the self and others, regulation of emotion in the self and others and utilization of emotions in solving problems
- Employee receives scores indicating low, medium, or high wanted and expressed needs for each of the six elements within the below FIRO table
- Employee’s with expressed behaviour have higher emotional intelligence than the employee’s with wanted behaviour. So there is a significant relationship between emotional intelligence and employee’s orientation behaviour

## LIMITATIONS AND FUTURE WORK

- This study does not take into account the differential parameters between the individuals
- The relationship can be further studied by introducing new variables to the existing model
- The study can be taken forward by deepening the knowledge about Emotional intelligence and its predictive behaviour.