Study of Emotional Intelligence as a factor of Locus of Control and Job Satisfaction among working individuals

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Abstract

The present investigation is to determine the relationship between Emotional Intelligence, Locus of control and job satisfaction. The purposive random sampling technique was used in the study for data collection. Sample of present investigation is n=70. The following tools were used in the study. Trait emotional Intelligence- short form (Copper & Petrides, 2010; Petrides and Furnham, 2006), Rotter's locus of control (Dr. Anand Kumar, Dr. S.N.Srivastava, 1985), Minnesota Satisfaction Questionnaire (David J. Weiss, et al, 1967). Descriptive statistics, correlation and stepwise multiple regression was used. Findings show that when stepwise multiple regression was applied, well-being appeared to be the significant predictor of job satisfaction. Multiple correlation value is 0.266 and t-value for well-being is 2.27. Thomas A. Wright and Douglas G. Bonett (2007) found in their study that job satisfaction was very strongly as well as negatively related to turnover when well-being was low. Wright, DG Bonett et al. (2007) found that job satisfaction and psychological well-being were significantly associated.

Keywords: *Emotional Intelligence, Locus of control and job satisfaction.*

Introduction

Emotional intelligence refers to a set of skills hypothesized to contribute to the accurate appraisal and expression of emotion in oneself and others, the effective regulation of emotions on oneself and others, the use of feelings to motivate, plan and achieve in one's life.

Locus of control is a personality construct that reflects one's belief or perception about who controls life and the environment (Lefcourt, 1976). A locus of control refers to the extent to which a person believes they can influence or control events in their lives. It also describes what a person believes about the causes of events in their life.

The concept of I-E (internal-external) was first proposed by rotter in 1966. Internal locus of control refers to the perception of the positive or negative events as being a consequence of one's own actions and thereby under personal control. External locus of control refers to the perception of positive and/or negative events as being caused by certain situations and therefore beyond personal control.

Job satisfaction consists of two words, i.e. job and satisfaction. It is necessary to understand both the terms. Job refers to a piece of work done in routine of one's occupation and trade for a fixed price , a duty , a post of employment, the process involved in accomplishment of a task. The word satisfaction means anything that brings feeling of contentment or pleasure. Job satisfaction means satisfaction with various aspects of the job and function.

An employee's emotional intelligence is positively associated with his/her job satisfaction as well as job performance (Thomas & Linda, 2005). A.thiruchelvi and Supriya (2009) found in their study that both male and female employee's emotional intelligence is positively correlated with job satisfaction.

According to a study conducted by Kafetsios, K., & Zampetakis, L. A. (2008), the relationship between emotional intelligence and job satisfaction is also mediated by positive or negative affect at work wherein positive affect exerts a stronger relationship between the two.

Also, in a study conducted by Ealias, A. and George, J., it was found that a very high positive relationship existed between emotional intelligence and job satisfaction. This study also showed that an employee's designation doesn't affect his job satisfaction and emotional intelligence.

Methodology

It includes research design sampling procedure, tools used and their administration and selected statistical procedure.

Design of the study

The present study was conducted on working individuals, the description of the sampling procedure is given below, as far as the design of present investigation is concerned it is correlational as well as comparative in nature.

Sampling Procedure

In the present study, purposive random sampling technique was used to collect the data. The sample of the present research comprises of 70 working individuals which constituted of 40 males and 30 females, the age range of the inviduals was 25 to 55 years.

Tools

Trait emotional intelligence – Short Form (TEI-QUE SF)

The trait emotional intelligence – short form consist of 30 items. The Cronbach α value for emotionality, well-being, sociability and self-control is 0.66, 0.75, 0.70 and 0.66 respectively.

Rotter's Locus of Control

The rotter's locus of control consists of 29 items. Internal consistency estimates for Rotter's Locus of Control Scale ranged between 0.65 and 0.79. Test-retest reliability estimates for Rotter's Locus of Control Scale ranged between 0.49 and 0.83. Correlation with the Marlowe-Crowne Social Desirability Scale ranged between -0.41 and -0.12.

Minnesota Satisfaction Questionnaire

The Minnesota satisfaction questionnaire consists of 20 items and has three scales namely intrinsic satisfaction, extrinsic satisfaction and general satisfaction. The reliability coefficients for intrinsic satisfaction, extrinsic satisfaction and general satisfaction are 0.86, 0.80 and 0.90 respectively. The canonical correlation coefficient was 0.12.

Procedure

Firstly the sample was selected using purposive random sampling method. Then questionnaires were distributed individually to the subjects. A good rapport was established with them before requesting them to fill up the questionnaires. Great care was taken to remove any misconceptions regarding the study. Further subjects were assured of the confidentiality of their responses. Each respondent on an average took fifteen to twenty mins to fill up the questionnaires. Finally, the questionnaires were collected from all the respondents, scoring and further analyses were carried on.

Statistical Analysis

The choice of statistical analysis depends on purpose and objectives of the study, here it is to study emotional intelligence as a factor of locus of control and job satisfaction. In all there is one independent variable and two dependent variables. Keeping in view the nature of the present research work, investigator applied Step Wise Multiple Regression Analysis. Regression is considered to be the most suitable and useful technique because it ascertains the influence of several independent variables on the one dependent variable (Tabachnick and Fidell, 1983). This technique is effective as it not only gives the exact relationship between independent variables and dependent variables but also renders the nature of their relationship, that is, the contribution of predictors (independent variables) to criterion (dependent variables).

Hypothesis

Keeping in view the objectives of the present research and in light of the light of the relevant research literature, the following hypothesis was formulated concerning our investigation purpose. These are as follows.

H_{01}: "Emotional Intelligence": It is expected that Emotional Intelligence will appear as significant factor of locus of control

Results

In the present study, there is one independent variable i.e., emotional intelligence and two dependent variable which includes locus of control and job satisfaction. The measurement of emotional intelligence has been carried out with respect to four facets i.e. emotionality, well-being, sociability and self-control.

Table 1: Showing descriptive statistical analysis of Emotional Intelligence, Locus of Control and Job Satisfaction

Variables	Ns	Mean	Std. Deviation
Emotionality	70	37.41	6.47
Self-Control	70	27.31	5.70
Well-Being	70	31.87	4.73
Sociability	70	24.92	4.81
Locus Of Control	70	9.40	3.24
Job Satisfaction	70	72.67	11.91

Table 2: Details of co-efficient

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	51.36	9.470		5.42	.000
Wellbeing	.66	.294	.266	2.27	.026

a. Dependent Variable: Job Satisfaction

Above table clearly indicates that Well-Being (Predictor) influences Job Satisfaction (criterion). As the statistical value given in the table indicates that t=2.27, by having look at t value, we may conclude that t value is significant for above mentioned predictor that is indicating a relationship between predictor that is well-being and criterion variable job satisfaction.

The partial correlation is r=.226 indicating that predictor significantly influences the degree of job satisfaction thus above results suggests that well-being (predictor) appears to be the potential cause of job satisfaction (criterion) among working individuals hence hypothesis H_{01} is accepted for job satisfaction.

Discussion and Interpretation

Current study sought to investigate Emotional Intelligence as a factor of locus of Control and Job Satisfaction among working individuals. This problem comprises of one independent variable and two dependent variables. Independent variable of study is Emotional Intelligence which is comprised of four facets, namely emotionality, self-control, well-being and sociability.

The main objective of present investigation was to examine whether emotional intelligence appears as a factor of locus of control and job satisfaction among working individuals or not.

Results can be summarized as follows, to examine the objective investigator applied step-wise multiple regression analysis and it was found that well-being appeared as predictor for job satisfaction. This was also supported by the study conducted by Kulshrestha , U., & Sen, C. which states that there is a significant positive correlation between emotional intelligence and subjective well-being.

Conclusion

As we know that present investigation aimed at investigating Emotional Intelligence as factor of Locus of Control and Job Satisfaction among working individuals, present study incorporated the use of step-wise multiple regression analysis.

The results thus obtained from relational and comparative study are concluded as under:

The results obtained by applying step-wise multiple regression analysis. Findings revealed that out of all emotional intelligence facets, well-being appeared as significant and robust predictor of job satisfaction among working individuals.

Further research suggestions

By keeping in mind the findings of the present study, the following suggestions are enlisted below:

- Since the results are generalized to a large population, more number of subjects should have been taken in to consideration.
- The mental and emotional state of the subject while filling the questionnaires may have also affected the results.
- The subjects are from various industries and hence the results are not industry specific.

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