

IMPACT OF EMOTIONAL INTELLIGENCE AND JOB SATISFACTION POLYTECHNIC COLLEGE LECTURERS OF RANIPET, TAMILNADU

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ABSTRACT

The study investigated the role of emotional intelligence and job satisfaction in predicting burnout among lecturers of polytechnic college, Ranipet, TamilNadu. A total of 100 lecturers (male = 75) and (female = 25) participated in the study. They were between the ages of 24 – 64 years with a mean age of 45 years. The purposive sampling technique was adopted in the study. The 3 instruments used for data collection and were 75 statement were used in eliciting information from the respondents. The Regression Analysis was applied as statistical tool to analysis the data. The findings showed that Emotional Intelligence have a significance predictor of Burnout ($\hat{\alpha} = - . 44, P<001$). Also, job satisfaction showed significance predictor of Burnout ($\hat{\alpha} = - 20, P<.05$). The study exposed that, as emotional intelligence and job satisfaction of Lecturers increases, burnout decreases and vice versa. This means that, as workers improve on their emotional intelligence and are satisfied with their job, there will be low burnout, which leads to increase in productivity, efficiency and effectiveness in the workplace and on the job. The paper suggests among other things that lecturers should always go for a psychological check-up on their emotional intelligence, on their level of satisfaction with their job and on their level of burnout. By so doing they will be subjected to counseling and some therapeutic exercises like Behavior alteration, Relaxation therapy etc.

Keywords: Emotional Intelligence, Job Satisfaction and Burnout.

Introduction

The most distant roots of emotional intelligence will be derived to Darwin's early work on the importance of emotional expression for survival and second adaptation. Within the decennium, although ancient definitions of intelligence stressed psychological feature aspects like memory and problem-solving for many important researchers within the intelligence field of study had begun to acknowledge the importance of the non- psychological feature aspects. Emotions will be comprehensively outlined as a superior state involving the heightened perception of an object or circumstances, widespread bodily changes, and appraisal of felt attraction or hatred, and behavior organized for approaches or withdrawal. Emotions area unit feelings that typically have each physiological and psychological feature parts and influence behavior. Although early research work on burnout was conducted in professions related to human care and service, it is now recognized that burnout occurs in wide range of human service employee, including doctors and nurses (Humpel & Caputi, 2010). The lecturers require frequent interaction with students, careful analysis of occasionally very complex academic issues, high decision latitude and high psychological demands (Elom, 2016). Also, as the number of lecturers

increase, competition in the profession is growing, adding more pressure and stress to lecturers (Humpel & Caputi, 2010). Job burnout involves a long period of frustration with work, lingering loss of motivation, and physical, mental and emotional exhaustion. Herbert Freudenthal, a psychologist, coined

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the term 'burnout' in 1981. He mentioned that job burnout is a state of fatigue or frustration brought about by devotion to cause, way of life, or relationship that failed to produce the expected reward. According to Maslach and Pines (1983), emotional exhaustion, depression and reduced personal accomplishment are the three dimensions of burnout. Emotional Intelligence (EI) and job satisfaction can possibly predict burnout; thus, review of emotional intelligence would be necessary. EI appears to play a significant role in key organization outcomes including stress and job satisfaction (Daus & Ashkanasy, 2014). Empirical evidence suggests that certain components of EI influence or predict job satisfaction (Platsidou & Salman 2011). Moreover, it is proposed that EI has a protective effect regarding occupational stress (Mikolajczak, Menil & Luminet, 2006). Job satisfaction is an attitude that people form towards their job or work environment by taking into account their feelings, beliefs and behaviours and describing the extent to which they like their job (Spector, 2006). The level of job satisfaction reflects and is affected by employees work experiences as well as their present situation and future expectations; job satisfaction is an attitude that is very sensitive to the features of the context in which it is studied. There is no model of job satisfaction applicable to all work settings as there are no general truths regarding the factors and mechanisms accounting for such an elusive and subjective concept.

Although the relationship between EI, burnout and job satisfaction has been studied in several professions, less research has been carried out in the lecturing profession (Elom, 2016). The present research aims at investigating the role of EI & job satisfaction in predicting burnout among Lecturers.

Statement of the Problem

The problem of burnout is a common phenomenon in different organizations especially in human service. Hence various researches have been conducted on burnout (Chaplain, 2014) in most of these researches; burnout has been identified as one of the major hindrances of performance among workers. However, on the need to reduce burnout to the barest minimum in workplaces has been a vital issue among workers. Researchers have been working hard towards this goal.

Based on this factor, the paper worked on variables that may increase or reduce burnout especially among Lecturers. Thus, the researchers worked on the role job satisfaction and emotional intelligence play in predicting burnout. The research was born out of the zeal to predict whether high level of emotional intelligence and job satisfaction will reduce burnout among lecturers. This is because similar study done with teachers yielded significant outcome.

Hypothesis

- There is a significant difference between lecturers who have high job satisfaction and those with low job satisfaction on manifestation of burnout syndrome.
- There is a significant difference between lecturers who have high emotional intelligence and those with low emotional intelligence on manifestation of burnout syndrome.

Objectives of the Study

- To examine whether there will be a significant difference between lecturers who have high job Satisfaction and those with low job satisfaction on manifestation of burnout syndrome.
- To examine whether there will be a significant difference between lecturers who have high emotional intelligence and those with low emotional intelligence on manifestation of burnout syndrome

Research Methodology

Participants

A total of 100 participants comprising of 75 male and 25 female Lecturers were selected. The participants were drawn from Ranipet Polytechnic College, Tamil Nadu. The participants were between the ages of 24years-67 years and mean age of 45 years. 60 participants were married while 40 were single.

Procedure

A total of one hundred & twenty five copies (125) of the research questionnaire were distributed within a period of one week to the target population (Lecturers). The purposive sampling technique, was adopted where the available and willing participants were used for the research. Finally, 100 copies of the questionnaire were used for the analysis; the scores were analyzed to test the hypotheses.

Design/Statistics

A survey research design was adopted since the researcher did not manipulate any variable. Hence multiple regression analyses were used to analyze the data to test the hypotheses.

Results and Discussion

Table 1: Descriptive statistics and inter correlations among the study variables (independent variables-Emotional intelligence and job satisfaction and dependent variable- Burnout)

Variables	Mean	Std. Deviation	1	2	3
Burnout	62.42	10.45	1		
Emotional Intelligence	121.63	13.31	-.56	1	
Job satisfaction	73.70	12.25	-.51	.66	1

Correlation is significant at the 0.01 level (2tailed).

The correlation table reveals that the predictor, emotional intelligence have significant correlation with burnout ($r=-.56$, $P<.01$). Also, the second predictor variable, job satisfaction have significant correlation with burnout ($r=-.51$, $P<.01$). Both predictor variables; emotional Intelligence and job satisfaction have a significant negative correlation with burnout. However, the mean and standard deviations of the two predictor variable (emotional intelligence and job satisfaction) are as follows ($M=121.63$, $SD=13.31$ and $M=73.70$, $SD=12.25$) respectively. Emotional intelligence and job satisfaction have significant positive correlation ($r=.66$, $P<.01$).

Table 2: Regression Coefficient Table of Emotional Intelligence and Job Satisfaction on Burnout

Model	Unstandardized Coefficients		Standardized Coefficient	t	Sig
	B	Std. error	Beta		
Constant	119.826	7.262		16.500	.000
E.I.	-.342	.079	-.412	-4.125	.000
JobSat.	-.196	.085	-.223	-2.215	.023

The above (Table -2 reveals that in the regression equation, emotional intelligence showed significant prediction to burnout ($\hat{\beta} = -.41$, $P<.001$). Thus, the alternative hypothesis for emotional intelligence was accepted. Also job satisfaction showed significant prediction to burnout ($\hat{\beta} = -.22$, $P<.05$). Therefore, the alternative hypothesis in job satisfaction was also accepted. Both variables are negative predict to burnout. This implies that, as emotional intelligence and job satisfaction of employees' increases, burnout decreases, also as emotional intelligence & job satisfaction decreases, burnout increases.

Conclusion

The study on the roles of emotional intelligence and job satisfaction on burnout among lecturers of Ranipet Polytechnic College, Tamil Nadu showed that the first hypothesis which stated that "there will be a significant difference between lecturers who have high emotional intelligence and those with lower emotional intelligence on the expression of burnout" was accepted. A significant difference was observed between lecturers with high emotional intelligence and those with low emotional intelligence on their expression of burnout significance. This means that when an employee has high emotional intelligence in the work place he/she will able to manage his /her feelings and that of others. It helps the individual in coping and adjusting to work and life challenge, therefore such individual will experience little or no burnout. So, when emotional intelligence increases, burnout reduces, which means that "emotional intelligence is pessimistically correlated to burnout. The second hypothesis which stated that "there will be a significant difference between lecturers who have high job satisfaction and those with low job satisfaction on expression of burnout" was accepted. This is because a significant difference was observed between lecturers who have high job satisfaction from those who have low job satisfaction on their expression of burnout syndrome. It means that employees who have high job satisfaction manifest low or no burnout, thus, burnout reduces as job satisfaction increases and burn increases as job satisfaction reduces. The finding was in line with the work of Elom (2016) who reported that, there is an inverse relationship between job satisfaction and burnout

Recommendations

In view of the findings, the study recommends:

- The employers should make the environment favorable for smooth running of the organization and to lessen burnout.
- Employees should be made to go for psychological counseling on their emotional intelligence in order to lessen or stay away from burnout

- Emotional Quotient programs should be used to build the capacity of the universities for bringing out the best in the lecturers and forming powerful workplace relationships. This helps to increase engagement, trust and integrity to build more effective teams, retain great employees, provide exceptional performance in teaching, and effectively manage change.
- Emotional intelligence test should be used in workplace for giving promotions, staff reviews, recruitment etc.
- Employees should go for jobs that are in line with their personality character in order to gain psychological satisfaction and keep away from burnout in the work place.

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