

“The Impact of Emotional Intelligence Dimension in Human Resources Development and Training”

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Abstract

The definite motif of the research is to identify the Impact of Emotional Intelligence Dimension in Human Resources Development and Training. Previous literature findings clearly reflect that that EI is a powerful forecaster of worthy work attitudes, behavior and experience along with employment fulfillment, and workplace performance. So in relation to that this study also try to identify the impact of Emotional Intelligence Dimensions of employee learning and development. This study continues to provide a survey of the key scientific research on emotional intelligence's significance in human resource development. The study also investigates the connection between dimensions of emotional intelligence and employee's better productivity. The outcome of this study Employees and supervisors, as well as other interested persons who operate in a social setting, will benefit from the study's findings. The variety of situations in which emotional intelligence is realized and how an employee's professional performance and training and development are determined may be investigated and increased in the future. The findings of the study reveal that emotional intelligence aids employees in achieving success at work in a variety of ways, and

they also emphasize the need for employers to pay greater attention to developing employees' emotional intelligence.

Keywords

Emotional Intelligence competencies; Organizational Performance; Framework development ;cognitive ability, employees 'performance; social awareness; self-management; Social and Emotional Learning; employee learning and development.

INTRODUCTION

Background

Practically each and every business decision we make on a regular basis is comprised of emotions. We often think that option A is preferable to option B, as a result, plenty of times, we make our decisions based on our gut feelings and emotions. For our own emotion self-awareness is really significant to have so that we can be having strong impact on our personality. Their inducement, concerns of constraint, and strength. When working in a team it is extremely vital to be aware of people's emotions and gut feelings. Emotional intelligence appears to have a positive influence on how employees evaluate their training needs and complete tasks, according to this study. The aptness to recognize and realize emotions is known as emotional intelligence. In the growth of corporate professionals, emotional intelligence is becoming increasingly crucial. As per [1], EI model, which outlines four essential components of emotional intelligence, is being used for this study. This gives the sense that, while humans must continue to realize their feelings as well as emotions what they possess, they must also control the tremendous energy force's spontaneous arousal. Such emotions have the ability to take control of human. Employee loyalty and effective leadership rely heavily on emotional intelligence. Human Resource Development contributes to the strategic, interpersonal, managerial, and social performance of an organization. According to the research competencies the needs of the present performance of organizations, those firms with a better working climate and a bigger culture of learning have higher organizational effectiveness, thoughts and decisions if they are not appropriately managed. The study's goal is to find out the correlation between emotional intelligence with the training and development needs of employees, as well as task performance. Workplace relationships can aid in the development of emotional skills. Emotional intelligence perspectives have a substantial positive impact on the assessment of human resource development demands. Emotional intelligence has been shown to have a

major influence on job performance in the literature. According to the report, HRD experts can identify non-invasive and non-abrasive approaches to encourage employees, develop their potential, and resolve problems in a creative and constructive manner. The impact of Emotional Intelligence dimensions on human resource development is the subject of this research. It asserts that EI is a true organizational development approach that may be utilized to boost individual, group, process, and overall organizational performance [2]. Emotional intelligence (EI) has exceptional likely to become a powerful fortuneteller of achievement. Employees' capacity to manage and control their emotions is referred to as emotional intelligence (EI). Emotional intelligence's impact on job retention and skill development is a well-studied component in the development of organizational strategy. This research emphasis to look on the connection which is there between a workforce intelligence level along with their manager's emotional intelligence, and the workers' post related happiness and progress. At the moment, many businesses want to attract and educate willing employees who have the urge to progress above and beyond their assigned duties and controls. Emotion is a critical aspect for HRD managers and employees in all sorts of organizations [3]. The development of emotional competency demands special attention in human resource development [4]. Emotional skill development necessitates a special focus in human resource development. HR professionals getting a great help in realizing themselves by focusing on Emotional Intelligence. The one who focus on EI tend to understand each member of group or over all organization. Motivating employees is one of the duties that the company should do via its leadership aspects in order to inspire employees to take full responsibility for their work.

Purpose

The purpose of this study is to assess a study in the field of human resource development on employee emotional intelligence (EI) (HRD). In addition, the research tends to find out the link between emotional intelligence aspects and employee productivity.

Objective

This research focuses on the following objectives:

- To identify the impact of Emotional Intelligence Dimensions of employee learning and development.

- To determine the impact of Emotional Intelligence Dimension on employee contextual performance and lastly,
- To find out do Emotional intelligence has a perspective to be a strong factor that increases employee job performance and job satisfaction.

Research Hypothesis

As far as Research Hypothesis is concerned, it is to check the Emotional intelligence and employee skill development and learning have a good association. Emotional intelligence greatly helps in improvising performance, communication, management, problem-solving, and relationships within the workplace.

LITERATURE REVIEW

Emotional Intelligence

Since eighteenth century, emotional intelligence has grown in prominence. Its worldview was founded on the concept of social intelligence, which was later transformed into the concept of emotional strength, and is now being researched as emotional intelligence. According to various perspectives, several writers view the nature of emotional intelligence differently. Recent study has focused on emotional intelligence (EI) as a critical point for individuals to control their own emotions while performing professional obligations. Emotional intelligence's influence on job performance has been extensively researched as part of the creation of organizational strategy. Several studies have linked EI to the number of beneficial workplace outcomes. The most widely acknowledged EI model is the Mayer ability model. In (1990) Salovey and Mayer invented the term "emotional intelligence." [5] As per them emotional intelligence is related to social intelligence. Those who work to be emotionally stable tend to have an ability to take care of their emotions as well as the emotions of other human being. Also, they get the power to make prominent differences that highlight their emotions from other humans. Thus, whoever is emotionally stable can direct positive thoughts, attitude and behavior. People's perceptions on Emotional intelligence shifted after [1] published his book in 1995. For success in academics, the job, social circumstances, and interpersonal relationships, Goleman contends that emotional intelligence is equally as crucial as IQ. Emotional intelligence, according to Goleman, is a talent that can be taught and nurtured, and he discusses strategies for introducing emotional skills training. He proposes a ground-breaking theory that emotional intelligence, rather than IQ, is more important in shaping our success in life, and that EI is essential to live a

successful life. According to [1], In order to realize our own and others' emotions we have to be emotionally intelligent. In relation to those emotions, there are many types as far as the bad emotion is concerned; it should not impact us in a negative way; instead, any emotion should motivate us, and lead us to have a positive direct pattern of living. Personal and psychological competence, which is founded on emotional intelligence, is an important talent that leads to optimal job productivity. They discovered that the bulk of the characteristics that identify great performers are mental - interpersonal skills. As noted by [6], People experience feelings and exhibit emotions all the time, but they are rarely seen or thought about. Immature and unrestrained emotions might also lead to a variety of harmful behaviors. At first look, emotionality is seen as a weakness at work; nevertheless, it is the emotion-thoughts-action sequence that defines successful or unsuccessful job performance, not the emotions themselves. Today's hectic work environment and difficulties make it more difficult to convert emotions into sound judgments, making emotional intelligence even more crucial at work. [7], Background research: Emotional intelligence (EI) is related to human capacity to be known about their own emotions and sentiments, as well as recognize and control them in various settings. Dealing with one's own sentiments entails accurately identifying things or events that cause us to lose concentration or effectiveness. It seems to be critical to believe in our own abilities and make us regulate our emotions and moods so that they guide us to the appropriate decisions that help us to career success. Emotional intelligence and employment development are critical psychological abilities for effective professional adaptation, including career management. Workforce who have acquired emotional skills can behave better and make better judgments than those who have not yet worked on emotional skills. Emotionally stable employees get the realization to have more clarity while taking decisions even in a severe condition or working under stress circumstances. [8], E.I. As well as the goals of the organization, it has proved to be a key component in gaining team support and trust. No correlation was observed between these two dimensions. E.I. completes duties on time and accurately. The concept of E.I. can be applied for completing human resource management essential functions such as searching, selecting and formatting of working groups. It aims to enhance the efficiency of government services and institutionally strong position in supporting and implementing change. Attempts were also made to investigate the effects of emotional intelligence on working groups and, consequently, the organization as a whole. According to [2], emotional intelligence is referred to as the potential of realizing, analyzing, expressing, regulating and using emotion as a positive pattern. Because technology and globalization are becoming

increasingly important external elements for many businesses, many companies are striving to increase employee engagement and job performance. Many firms have struggled in recent years owing to low productivity and a lack of morale in the workplace as a result of the dynamic environment created by globalization. It's true that a lack of emotional intelligence might hurt an employee's performance. Emotional intelligence is a valuable skill that individuals and supervisors may develop at any point in their careers. Employees and managers must be able to increase their emotional intelligence talents over the course of their careers in order to make a good influence on the workplace.

We now have more knowledge thanks to this investigation. Emotional intelligence (EI) is demonstrate as the exceptional ability to tackle ours as well as other's human emotions [2], emotional intelligence is a widely concern point while developing organization development strategies because this factor has a strong impact on employee work productivity , performance and job satisfaction along with that it help to build a strong developmental skill in an human. Organizations who work on emotional intelligence tend to avail several benefits which has positive outcomes. These benefits include employ skill development, continuous leadership even in stress situation, increases in employee productivity and performance and increases in employee creative level. Training related to emotional intelligence helps workforce to learn more competencies that is significant to complete any task with great effectively and efficiency. After conducting training it is important to provide them feedback because many of the employees like to hear feedback. This positive feedback motivates them to improve their performance in every aspect. Thus this study showed a direct relation of emotional intelligence with employee training and employee performance [3], study was conducted to investigate a direct relation of emotional intelligence with employee training and employee performance. EI was defined according to [3], Emotional intelligence is made up of a variety of skills, including developing others and empathy that helps employees analyses their training requirements and perform better on tasks. Training is an activity that differentiates other fundamental academic processes as it is interacting with different person from various origins and at the same time with the one who belongs to different level of economic stability. Analysis suggests that emotional intelligence should be used to increase performance, and that e-learning requires proper technological infrastructure. Human Resource Development specialists and academics agreed on the need for successful employee development, so they set out to investigate the role of developing management and employees, as well as their links to organizational performance [6], Human

resource development follows organizational advancement and vice versa. Nowadays, organizational success is impossible to achieve without solid relationships and delighted consumers, as well as internal harmony and collaboration among staff. People with great emotional intelligence, technical capabilities, and a high IQ are required for all of this, among other things. The goal of this study is to look at well-known and new studies to see how emotional intelligence is manifested in issues that affect human resource development and career success.

[9], EI has a strong favorable influence on employee needs, according to research. EI identifies and measures the fields of recruiting, knowing and building, planning of workforce, succession planning, and organizational growth. EI should be aggressively implemented to raise knowledge and maturity, allowing government workers to better adapt to the present tough agile environment. [10], According to the conclusions of the study, EI is significant for both managers and staff. Employers need employees who have been trained in both technical and emotional skills. EI seems to have a positive impact on employee retention, productivity, engagement in work environment, and the creation of a healthy work environment in a large organization. Employees communicate more closely with other members and have more favorable and productive interpersonal relationships, which is critical given the intergenerational nature of many professions, enterprises, and corporations today. [2], conducted research on the impact of emotional intelligence on employee stability in organization, management emotional intelligence, work happiness, and growth. According to the study, emotional intelligence has a favorable result on employee retention, workforce skill development, and organizational strategy creation. EI is associated with a multitude of good outcomes in the workplace, including workforce skill development, leadership resilience to stress, work attitude, job satisfaction, and performance, as well as employee innovation and career advancement. According to [11], Applying Emotional Intelligence training to human resource development is very beneficial. After conduction of this training, we may a drastic change in employee behavior as they have acquired EI competence framework. This research clearly argues that where many researches have demonstrated that emotional intelligence developing techniques are beneficial, no one is aware of the impact emotional intelligence put on job results across cultures. Some HRD factors may be evaluated equally in all cultures. The great majority of actions that separate effective managers from ineffective managers are identical, similar, or congruent in meaning, according to a research of management effectiveness. HRD researchers must

investigate the cross-cultural validity of emotional Intelligence (EI) and its consequences. The findings of their study[7] , highlight the necessity of building workforce emotional level so that they can effectively maintain their growth phase. This research provides the clarity, since knowing the top management get the most benefit for their organization in relation to the fact that there is positive impact of emotional intelligence on employee work performance as well as on their career development. This assures great performance of public sector enterprises.

This research goal was to investigate the role of emotional intelligence in the employment building of public sector association, specifically how emotional intelligence tend to be critical component in career success. The major conclusion of the research was that those who have got great hand on emotional intelligence conquered great professional success. (Cherry)[12] , their study findings suggest that emotional intelligence (EI) is a performance-based talent that can aid people in more effectively dealing with emotional input. Although EI has been linked to enjoyment, good health of both mind and physic and less non aggressive moment in job even the situation is bad too. Our information capacities may be influenced by a variety of factors, and integrating cognition and emotion may be the most effective technique for excellent social and environmental responses. [3], emotional intelligence may have a significant beneficial impact on how employees estimate their training requirements and accomplish tasks. The capacity to identify and interpret emotional views of oneself, others and of groups is referred to as emotional intelligence. A better fit between employee attributes and job needs can be obtain by training. As training is a systematic method that entail the acquiring of skills, attitude, behavior, experiences and new ideas. Emotional intelligence may have a significant beneficial impact on how employees estimate their training requirements and accomplish tasks. [13] , employee attributes are factors that determine job effectiveness. Individual variances in personality lead disparities in how people interpret how they can contribute to the firm. Even if no formal prize is given, someone will contribute more to the company's success, while others may not feel the same way the findings support the concept that emotional intelligence moderates the impact of individual traits on job performance. EI suggests that if people want to boost up their productivity or performance they have to act wisely. Emotional intelligence causes people to think logically, which encourage them to perform optimally as per their skills. Working in comfort zone means employees motivation to work will be more and of course this will lead to great performance of an individual as well as organization effectiveness will be increases

to. Emotional intelligence views have a significant beneficial influence on the assessment of human resource development demands. It supports the studies evidence showing emotional intelligence plays a significant role in professional success. Because of the enormous increase in globalization, the last research shows possible practical consequences that Human Resource Development should pay attention to emotional intelligence.

[2] , Emotional intelligence is a theoretical concept, which have in surety about its construct. It is the fact that the distinguishing and measuring of any emotion is quite difficult. Emotional intelligence is collectively known as the sum of an individual attitude, behavior and skill that is link with the awareness of handling their own feeling or emotions as well as of others. This study conducted for Romanian private organizations and they mainly focus human resource department. The purpose was just to analyze the impact on human behavior after being emotionally stable. In relation to that, the authors of this research want to highlight the new idea of being emotionally intelligent while working. Their motif is to make prominent those employees who behave differently with others even in the worse working situation. The question they arises that why emotional stability from the HR department is really important. In regard to the answer of this question they mention HR department play a very crucial for implementing any new process or procedure and that HR person interact or work with every employee of the organization. So if this practice starts at the HR department it will have smooth pattern of integration. Also when an HR person is self emotionally intelligent he or she tend to understand other emotions in a better way and at the same time this stability help them to motivate others for developing new skill, solve issues effectively and efficiently. [14], Research has shown that emotional intelligence is a predictor of work betterment. A highly emotionally intelligent person is an excellent manager and doer of anything and this tend to be a critical point for marshaling the achievement of an organization's purpose. Emotionally intelligent people are also motivated to favorably impact others. The findings indicate that, the greater the person is EI focus, the higher the chance of retention in an organization, that means employment longevity is tend to be high degree. It is highlighted that recruiting is a profitable operation, and maintaining learned employees saves and boosts the company's production and profitability. [3], state that creation of good training atmosphere helps organization to show better expectation towards employee. Conduction of training make the employee to learn to shape their direction and leads them to perform high quality task. Employees are ecstatic after they get training feedback because it motivates them to overcome any shortcomings and enhance

their performance. The study, which was done, using a survey research methodology, drew 107 participants, and the results revealed a favorable association between emotional intelligence and assessment of workers' training for better task performance.

[7] , argued that certain people have exceptional professional accomplishments as a result of emotional intelligence talents that they were born with or have acquired through time. There is a connection between emotional intelligence as well as the progress of government officials' employment Emotional intelligence is a vital indicator that can assist a business in developing skilled people. [10], According to Emotional intelligence is a crucial component for both employees and managers. Emotional Competence as a Crucial Entity for HR in Organizations: An Investigation has revealed that social skills play an important role in company transformation and Emotional Competence as a crucial Entity for human resource of an Organization. After doing investigation on emotional intelligence it is found out that being emotionally stable is a plus point or it is said to be essential asset for success of organizations. Recent findings indicate that emotional intelligence plays a vital role in employee development and Emotional Intelligence is said to be essential asset for HR in Organizations. For building a productive working environment EI plays an essential role that embark the employees to work with their full potential which is for sure related to companies long term corporate strategy that increases their profit and along with that it maximizes the return on their employees. [6], the importance of emotional intelligence in job performance and human resource development is reviewed in the scientific literature. Its purpose is to investigate how emotional intelligence and the components of it influence human resource development and helps out in building career success. The report is rely on a survey of key scientific papers and highlights the main theoretical perspectives using documentary analysis. The findings of the study reveal that emotional intelligence aids employees in achieving success at work in a variety of ways, and they also emphasize the need for employers to show great concern for making themselves emotionally stable. The study also considers marketing difficulties, which will help businesses prevent similar problems. Managers will find this analysis as particularly beneficial in improving the quality of their workers' work. This assessment of emotional intelligence difficulties in terms of employment growth adds to the body of knowledge about human resource management and development, and it may also point to future survey topics. In organizational activities, a person must engage in social interactions, recognize his or her abilities and expertise, grow and obtain new work experiences, attain goals, and progress along the professional path. The

business world is of challenges, obligations, stress, problems, and even failures during this time of life.

According to [14], HR professional avails great help by applying EI in their selection process as it help them to choose the proper personnel that increases the job retention. It is also useful to investigate hiring managers' and HR practitioners' thoughts on the use of EI in the selection process. The recruiting process consists of screening applications, selecting applicants for interviews, assessing candidates, and choosing who will be employed. [15] Motivation is another essential emotional intelligence talent, according to (Cherry, 2020). Other than fame, money, admiration there are many other factor that can motivate an emotionally stable person. Motivation is a critical component of emotional intelligence. External incentives such as money, praise, and celebrity drive the person who has great control on their emotions. Instead, they are driven to meet their own inner wants and ambitions. They are drawn to things that provide them with experience and internal benefits. They take action, establish objectives and work to attain them, and are continually looking for the ways so that they can be better version of their selves. Most importantly, when assigning any work they seem to be dedicated and also take the initiative to complete the way in a possibly good way. The feeling for others that is also known as Empathy tend to be the noticeable aspect of EI. It is the ability to realize what other are going through with. In addition it notify us in which emotional state that the other person is right now. The factor of empathy realizes the pain of other and make us towards them to lesser that pain and this indicated as performing social responsibility especially in organization. They can deduce who has power in various interactions, comprehend how these forces influence behaviors and emotions, and correctly construct varied environments that rely on power dynamics. The study of [16], that was conducted in the PIKP Company aim to investigate the impact of being emotionally stable on workforce performance as well as how the factor of spiritual intelligence help employee to achieve great success in their career. Motivation factor was used as an intrigue variable that works like a bridge to close the gap between existing body of knowledge and informed company about how they can make their employees emotionally stable. They employ a quantitative method just to find and describe the degree of effect of the variables on the hypotheses offered and for that they conducted empirical analysis The result concluded that the emotional intelligence and intellectual variables had favorable and substantial effect on employee performance, but spiritual intelligence had positive but not so

important impact. In terms of the intrigue variable, the survey results collected on the employee's performance reflect the outcomes that differ from intended hypothesis.

Emotionally intelligent personnel should be hired and/or greater emotional intelligence training should be assigned to staff by practicing managers from these cultures. This is because emotional intelligent persons might exploit the advantages of these cultural norms to bring out more organizational commitment and to inhibit more unproductive job behavior. The study, undertaken by [17], the purpose behind conducting this study is to look at the links between emotional intelligence aspects and work satisfaction, as well as emotional intelligence dimensions and burnout. The data show that emotional self-awareness is strongly and favorably associated to job satisfaction, while emotion control is significantly and adversely related to burnout. As per [16], the findings of this study may be utilized for managing elements that can be consider to boost their employees' degree of intelligence in order to increase organizational performance by enhancing employee performance. One of the most important efforts that should be attempt to personalize learning programs for the achievement of company goals as well as obtaining personnel career objective. [14], the study's goal is to investigate the perspective of organization' hiring manager as well as of HR professional about emotional intelligence. This investigation helps to assess the usefulness of EI in recruitment evaluations along with that it helps to investigate the integration of EI for speeding recruitment. Their EI viewpoints were coordinate with the element of EI model, and the reaction of HR professional to the importance of being emotional intelligent was determined by the success of EI in work settings and the EI application on recruiting. The above statement were proved by a research which explain that an emotionally intelligent person is so essential for company success as well as for employees own career fulfillment. This is true fact that strong leaders are tend to be those who focus on EI as compare to the one who are IQ ability. [10], Emotional intelligence grows naturally when we focus to be more aware about our own feeling or emotions, deal with painful emotions efficiently, listen, and empathies. Their research outcomes highlighted that EI is important for both managers and worker. Thus, it has become the need of an hour that organization must have such staff who are not just technical skill focus but must have the skill to be emotionally stable. EI in organizational leadership has a direct impact on the retention of highly talent personnel also it has a strong impact on employees' overall productivity, motivates them, and provides a better working environment. When a person focusses on emotional intelligence they tend to work better together as a team and possess

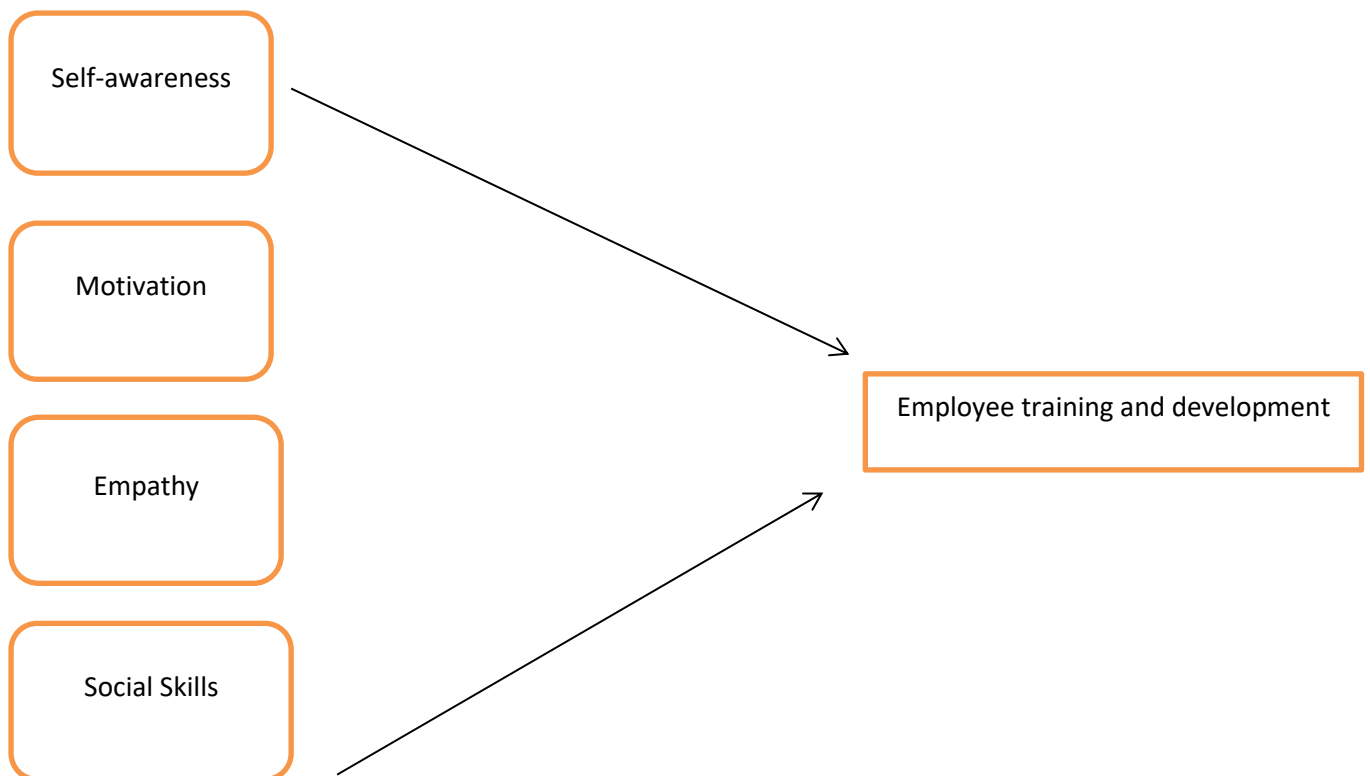
stronger and more productive interpersonal ties, which is really critical. Innovative ways to corporate culture must be established, as well as intervention training programs for executives, employees, and the workforce engaged by a firm, in order to raise their EI levels. Moreover, software programs and virtual meeting will be beneficial in the acquisition of EI abilities with the goal of strengthening intrapersonal and interpersonal connections, job performance, and work success. Furthermore, it is suggested that research must be undertaken with bigger samples in all enterprises, organizations, and associations, as well as practically in all countries, in order to provide a comprehensive picture of emotional intelligence in the workplace. As a result, integration initiatives relating to EI will be more carefully developed and targeted. It is crucial to note that developing emotional and empathetic abilities takes time and effort, but in the end, everyone benefits from personal and group practice [2], although Emotional Intelligence is intriguing, additional diagnostic research is desperately required. The next important task in research is to develop more learning base and remediation programs to aid in the restructuring of emotional skills in addition to that it focuses on the improvement of an Emotionally Intelligent person's behaviors once the link between Emotional Intelligence with work and life criteria is fully established and understood. [4], conducted the study just to find out the importance and need of promoting emotional intelligence at work place so that the performance of organization can be improved. Different viewpoints are available on EI and organization performance as this concept was first discovered from college research work. The author of the research focused on HR professionals for understanding the connection between EI and work performance. Because HR practitioners are those who interact and work with every employee of the organization. One of the essential functions of HR department is to increase the knowledge of their employees by conducting training sessions and this increase in knowledge surely leads to better organization performance. It is suggested that in an organization, managers and employees just do not have technical skills but along with that emotional control skill is also necessary. Managers who have better EI skills tend to understand their workforce, create a friendly working environment and have the stamina to work with patience even no matter what circumstances are. If these practices are prevailing by leader, then for sure there is high chance that company will grow and operate on long term basis. Top level of anything even if we talk about any technology, structure, and procedure attracts others. So, if the manager of an organization is EI focus it will be great inspiration for rest of the work force. Employees getting such positivity from their leader help to acquire the same thought into them which simultaneously results in better productivity, performance and job satisfaction.

As far as employee's EI is concern, this shows better social responsibility and management. Employee who focuses on EI can be good asset for organization. They can be used to work in a team so that same level of performance can be obtained by others too. And every employee learns how to manage the stress and continue to work even in the severe condition.

Research Framework

The impact of independent factors on the dependent tmr is depicted in the following conceptual framework. There are four independent factors in y research study. Self-awareness, motivation, empathy and social skills are the independent factors. The primary goal of this study is to determine how these three factors influence employee learning need, training and performance.

Emotional Intelligence Framework



Hypotheses

The research hypotheses are:

- Emotional intelligence and employee skill development and learning have a good association.
- Emotional intelligence (EI) is a notion that helps employees regulate and control their own emotions while also understanding and appreciating the sentiments of others.
- Emotional intelligence helps in improving performance, communication, management, problem solving, and relationships within the workplace.

RESEARCH METHODOLOGY

Introduction

This research was conducted to identify the Impact of Emotional Intelligence Dimension in Human Resources Development and Training. So methodology chosen for this research was explanatory and correlation. The purpose of this study is to review and analyze employee's emotional intelligence. For this research design the quantitative technique has been used. For data collection purpose questionnaire has been formulated.

Research Approach

Two research approaches are available for the authors to take up for their work that include quantitative research and qualitative research. Quantitative research deals with the measurement as usually involve number. For data analysis this research approach used different statistical software [18].Whereas qualitative research focuses on word where measurement cannot be possible through any statistical tool. This research specifically focuses on quantitative technique.

Research Purpose

Two purpose of research are there one is exploratory and other is explanatory. Both of them are different from each other and possess different characteristics. Explore as the name suggest explore the things that have not be touched means it's untapped the less discover areas. Exploratory research focus on loose structure with the aim to come up with something new in future. This research is useful when the researcher don't have clear idea about what will happen next. So this research type helps the author to develop new ideas, generate future priority, create definite operations, improve the research draft and along with that it save time and money too. Whereas on the other hand explanatory research as the name

suggest explain the less focus points. The points or ideas that are important to consider but not getting its importance [18]. Henceforth, the research purpose of this study is explanatory.

Research Design

The research design is the outline for achieving objectives and giving the insight to the answers of management's dilemma. In the research design [18], manifested that there are two basic types including correlation and casual. Basically there are 4 types of research designs. Correlation design emphasis upon examining and informing underling association amongst variables that have conceptual and theoretical linkage. Where descriptive study can be simple or complex and it can be conducted in many ways. Simplest study is concern about knowing the size, type, distribution or existence of a variable that is related to a unique question and hypothesis. Experimental study deals with the controlling or manipulating the variables of the study. Here researcher role is impactful to drive the results. This research type is favorable when one wants to see whether certain variables show effects on other variables. In normal studies statistically untrained individual sometimes mistake correlation (the simultaneous occurrence of two phenomena as causation. The current study basically aims to identify. Therefore it sit well with the explanatory research.

Target population

The target population is drawn from Karachi's prestigious Sir Syed Engineering and Technology University. The whole workforce of the university was targeted (in the concerned department of Computer Science Department). A total of 200 employees work in the organization from which 90 employees are part of the concern department.

Data collection Technique

The study has used Likert scale questionnaire developed by Likert (1932). The participants completed the questionnaire and submitted it, and they were asked to select the relevant choice that they believed Emotional Intelligence had an influence on their performance. From 1 to 5, Whereas 1 represents the term Strongly Agree and 5 act for Strongly Disagree.

Sampling Technique

The sample strategy utilized in this research study is convenience sampling, which indicates that the study uses a non-probability sampling method. The sampling technique entails selecting a small percentage of social actors from the entire population to intervene and report findings to the rest of the population. Probability sampling and non-probability

sampling techniques are the two most common types of sampling techniques [18]. Convenience sampling is a commonly used non-probability sampling approach in social research. The goal of the convenience sampling approach is to collect data from respondents who are readily available and easily accessible in the target population [18]. As a result, the study has decided to use the convenience sampling methodology, which falls under the category of non-probability sampling methods. The questionnaire for the study the independent and dependent variables are measured through a use of Likert scale, with responses weighted as follows: 1 represent the term Strongly Agree, 2 represent just Disagree, 3 means Neutral, 4 point tend to Agree and 5 act for Strongly Disagree.

RESULTS AND FINDING

Data Analysis

In a first major part, presenting demographic details including such respondents' gender, age, and last form of education finished.

4.1.1 Table 1. Core characteristics of the sample

Items	Categories	Number	Percent
Gender	Men	34	50.7
	Women	33	49.3%
Age	Under 20	5	7.5
	20 to 30	22	32.8
	30 to 40	25	37.5
	40 to 50	15	22.4
Education	Matric	3	4.5
	Intermediate	2	3
	Graduate	12	17.9
	Post Graduate	50	74.6

Employees of Sir Syed University of Engineering and Technology are the participants in a convenience sample. The Emotional Intelligence proven to be a key component in attaining the organization's goals, as well as team collaboration and trust. A total of 67 personnel from the institution took part in the survey. In terms of gender, 33 percent of responders were female, while 34 percent were male. Age ratio, the majority of respondents (22.4%) were between the ages of 40 and 50, 37.5% were between the ages of 30 and 40, 32.8 were between ages of 20 to 30 and just 7.5 percent were under 20 years. The level of education is high, with 74.6% of respondents having a master's degree, 17.9 % having a graduation

degree, and only 3% having completed their intermediate education. Due to the physical restrictions imposed by the COVID-19 epidemic, the questionnaire was sent online to Sir Syed University of Engineering and Technology workers, and 67 people responded between November and December 2021.

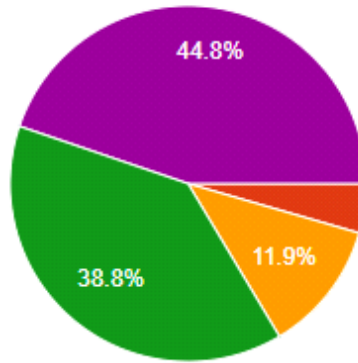


Figure 1. Does Emotional Intelligence help to increase the motivation level of employees?

Analyzing Figure 1 we can observe that 83.6% of employees answer to the question that yes emotional intelligence's one of the critical component is motivation. From the above table we can see that 44.8% participants strongly agree that Emotional Intelligence tend to increase the motivation level of employees, whereas 38.8% slightly agree with the statement and around 4.5% only disagreed with the statement they don't think that motivation level increases if employee is emotionally stable.

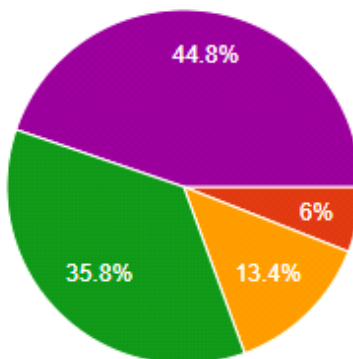


Figure 2. Can Emotional intelligent training enhance employees task performance?

According to Figure 2, in respondents' opinion, Emotional Intelligence increases the job performance of employee. It implies that people may increase their output if they work wisely. People with emotional intelligence think logically, which encourages them to achieve at their best based on their abilities. To the question "Can Emotional intelligent training enhance employees 'task performance?'" (44.8%) employees answered that yes it enhance to a large and very large extent,. At the same time, 35.8% of employees slightly agree with the statement, 13.4% were neutral and 6 % disagree,

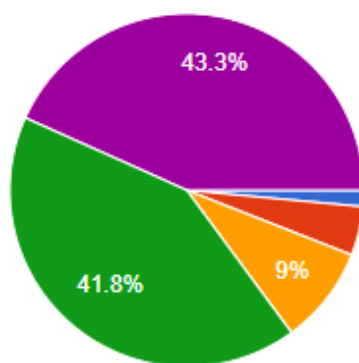


Figure 3 .Can emotional intelligence promotes well-being of employee in workplace?

According to figure 3, in respondents' opinion Emotional Intelligence has been proven to be linked positively to employee happiness, good health of both mind and physic. The result indicates that Emotional Intelligence is an ability that assists people in controlling and understanding their emotions and working effectively in the organization. Emotional Intelligence is linked to happiness, mental and physical health, and good conduct. Emotional Intelligence has an impact on our cognitive processes as well as how we manage our emotions. It might be the most successful method for employee well-being and a healthy atmosphere. To the question "Can Emotional intelligent training promote well-being of employee in workplace?" Figure 3 shows employees answered that. 80.8% of the Sir Syed University of Engineering & Technology employees are aware and answered that Emotional Intelligence training is beneficial to enhance the employee task performance where on the other hand no one disagree for the above said statement.

The overall result of the study demonstrate that most of the participants agree that Emotional Intelligence tend to have an important role in improving employees learning and development skill along with that its improves employee work performance.

Hypothesis test results

After the hypothesis test, the findings are logically stated in (Table 2) with the following explanation.

Table 2. Hypothesis Finding

Hypothesis		Conclusion
H1	Emotional intelligence and employee skill development and learning have a good association	Accepted
H2	Emotional intelligence (EI) is a notion that helps employees regulate and control their own emotions while also understanding and appreciating the sentiments of others.	Accepted
H3	Emotional intelligence help improve performance, communication, management, problem-solving, and relationships within the workplace	Accepted

Conclusion

Individuals must develop not just their skills, but also their careers and other experiences in order to accomplish their tasks efficiently. It's also general known that staff education or training is connected to increased productivity. When training session is well-arrange and participants are encourage, proper learning may occur. Employee training helps them do their present jobs more successfully, and it is related to their current work skills and abilities. In the conclusion of hypothesis 1 Emotional intelligence and employee skill development and learning have a good association. It is very important for organization to produce a skillful employee. Establishing and fostering a good training atmosphere, setting positive expectations, and allowing learners to guide their own learning are all essential factors for achieving high-quality task performance. Employees are ecstatic when they get training feedback because it motivates them to overcome any weaknesses and boost their skills. Emotional intelligence (EI) is a concept that helps employees regulate and control their own emotions while also recognizing and respecting the sentiments of others. According to Hypothesis 2, employees must comprehend the idea of emotional intelligence (EI) in order to regulate and control their own emotions as well as understand and manage the emotions of others. Hypothesis 3 which states that Emotional intelligence help improve

performance, communication, management, problem-solving, and relationships within the workplace, because flourishing the concept of emotional intelligence throughout the organization encourage employees to acquire that competency which may be helpful to them for doing the task in an effective and efficient way. [10], stated that employees who have strong emotional and interpersonal skills are better able to show their emotions, recognize them and their coworkers, tackle with happy and negative emotions, tough circumstances, and create a pleasant work environment that fosters cooperation and collaboration. Acknowledging how staffs affect mediates the consequences of emotional intelligence on employee skill development and work behavior will aid human resource managers and human resource development professional. Training programs that make people understand how to control the emotions and mood may enhance emotional intelligence and state affect. People who are depressed should be taught that helping others may lift their spirits.

[6], claims that Emotional intelligence has always played a role in human accomplishment, and its growing popularity does not imply that it is suddenly required. Research into emotional intelligence difficulties in the workplace and its function in career development is unquestionably important, fascinating, and useful.

The findings show that various types of emotional intelligence have differing degrees of impact on employee training and job satisfaction. According to the findings, characteristics of emotional intelligence, such as motivation, emotional self-awareness, and social relationships empathy is associated to job satisfaction and performance. Emotional intelligence is important for achieving success in career and it is also supported by literature evidence.

This literature strongly suggests that emotional intelligence have a favorable impact on human resource development's need assessment because EI work on interpersonal intelligence, emotional perception, emotional integration, motivation, emotional understanding, and empathy and on self-awareness management.

It is concluded that there is a good relation between employee learning, growth and success with EI. The idea of prevailing EI in an organization for better work performance is quite new but whereas it is implementing both organization and individual enjoying the benefits of it. Manager who are EI focus tend to implement a successful management in every situation effectively and at the same time this efficient performance is giving advantage to

the person as well as organization. In today's changing environment firms need to thrive for having a competitive edge and this can be done by exploring new strategies that increases performance. The focus on EI skill can provide the organization a market edge to other who are working parallel to them. Emotional intelligence has now become the need of an hour for the development of competent people. The employee performance can be overstated if they are emotionally stable.

The model of EI that was created by Denial Goleman (1998), has been used in this study. This model typically contains four major components of emotional intelligence. The model depicts that individual should continue to understand and realize their emotions or feeling and should enforce to regulate a spontaneous energy. If the individual is unable to understand their emotions wisely then they can put negative influences on other people thoughts and decision.

However it is really critical to develop emotional intelligence program as it helps individual to realize their mood or emotions and at the same time it increases the working ability of their mind. Though organization should continuously focus to embrace such EI base competency program so that their work force attitudes keep in simple pattern. The training of EI is tremendously good for any company as it focus on human growth in today's environment. People who are not good in handling their emotion can get great assist from this type of training program.

In relation to the fact that this study clearly states that emotional intelligence tend to have positive results on employees' training and development needs assessment along with it on their work performance too. Development in the sense that just not enhance learning, but also careers and other experiences that are necessary for individuals to have so that they can do their jobs effectively.

Limitations

- The first drawback of our study was that it was limited to only one department.
- Second, the respondents' availability and response times differed.
- A Third, the search for this review was restricted to peer-reviewed, published EI-related publications with the terms "human resource development" or "HRD" in the title. While Human Resource Development covers a wide range of topics, our study was limited

by the fact that it excluded additional related papers that did not include the essential phrases.

- A fourth constraint arises from the sample size. Because the sample size is so tiny, it's unclear if the findings can be applied to the whole public sector. However, even in this instance, survey results can aid in the enrichment of current group configurations and the adoption of new practices.

Recommendations

- . Emotional Intelligence-related training programs should be considered an intrinsic component of the company and executed to make employees aware of their emotional problems. So that employees may better manage their emotions and motivate themselves. Managers can improve their capacity to handle emotions, which will help them motivate themselves and their people.
- Promoting Emotional intelligence training sessions in the workplace is one of a variety of soft skills that help people perform better at work and be happier.
- Educating the employees' is the most important thing about the Emotional Intelligence so that they can be adaptable and work for the benefit of the organization.

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