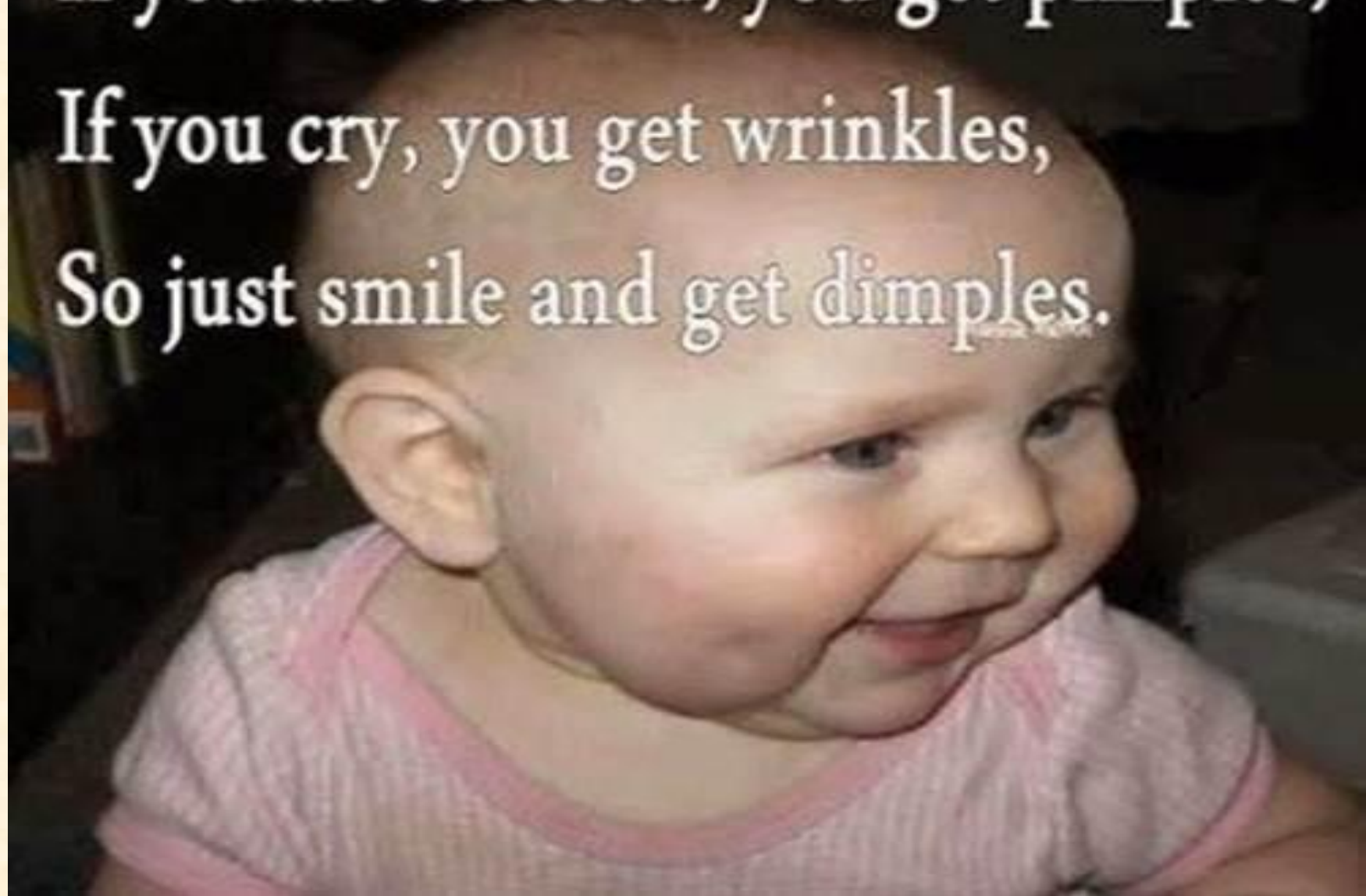


EMOTIONAL INTELLIGENCE AND OCCUPATIONAL PRESSURE MANAGEMENT AMONG EMPLOYEES

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If you are stressed, you get pimples,
If you cry, you get wrinkles,
So just smile and get dimples.



Introduction

- Employees stress is a growing concern for organizations today.
- Stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial.
- Stress is the response of people to the unreasonable/excessive pressure or demands placed on them.

- Stress is not always negative. It may also bring out the best in individuals at times. We can say that “Stress causes some people to break, and others to break records.”
- It may induce an individual to discover innovative and smarter way of doing things. This positive dimension of stress is called as eustress.
- But usually, the term stress has a negative implication and this negative aspect of stress is termed as distress.

- Employees feel stress at work from different reasons, one of which is the pressure a deadline.
- Every employee has a particular role in the company, and in this role he is required meet the specific demands of work.
- Giving a task to an employee and have it done in a particular time is sometimes the requirement for the job. In this situation many employees tend to cram when the deadline is getting near, from this, stress is rising from each of the employee, making it hard for them to focus on the given task at hand.

- There is growing awareness of the heavy cost to organizations of stress-related illness. While a substantial body of research now exists on stress in professional and managerial occupations.
- There are substantially fewer studies of shop floor workers, and, in particular, blue color workers (Cooper & Payne, 1989).
- Keeping the above, the present study conducted at Nuclear Fuel Complex, Hyderabad

Objectives of the Study

- To examine the impact of job level on emotional intelligence and pressure management.
- To study the influence of age on emotional intelligence and pressure management.

Hypotheses:

- There would be significant impact of job level on emotional intelligence and pressure management.
- There would be significant influence of age on emotional intelligence and pressure management.

Variables

Independent variables

- Job level (executives, workmen and Central Industrial Security Force - CISF)
- Age (25-35 years; 36-45years & 46 and above)

Dependent variables

- Emotional intelligence
- Pressure Management

Tools

- **Emotional Intelligence Scale (EIS):**

Emotional Intelligence scale developed by Dalip Singh (2006, 2013) was used to measure the emotional intelligence.

- **Pressure Management Indicator:** A standardized scale of Pressure management indicator developed by Williams .S, et.al (1998, 2012) was used for the present study.

Sample:

sample for the present study consists of 240 employees working in Nuclear Fuel Complex located at Hyderabad was selected randomly.

They were further divided into three categories viz., 80 executives, 80 workmen, 80 Central Industrial Security Force (CSIF) and age groups viz., 25-35 years; 36-45 years and 46 & above etc.

Procedure:

- Permission was taken from the concern section heads to allow the employees to participate in the investigation. Later, the investigator had met the employees i.e., executives, workmen and Central Industrial Security Force (CISF) personally and explained them about the study.
- Those who are not interested to participate were excluded and the employees working in Nuclear Fuel complex only participated in the research.
- They were administered the questionnaires viz., Emotional Intelligence scale and pressure management indicator along with the personal data sheet. Then the researcher have collected all the questionnaires and subjected to appropriate statistical methods

**RESULTS
AND
DISCUSSIONS**

Table-1:

Summary of ANOVA for the scores on Emotional Intelligence

Source	Type III Sum of Squares	df	Mean Square	F ratio	Sig.
Category	42960.775	2	21480.388	23.222	.000
Age	2204.876	2	1102.438	1.192	.306
Category x Age	704.398	4	176.100	.190	.943
Error	213671.844	231	924.986		
Total	30506450.000	240			
Corrected Total	260450.000	239			

It is observed from the above Table-1 that there is a significant difference among employees of various categories regarding their Emotional Intelligence. The 'F' value of 23.222 is found to be significant at beyond 0.01 levels.

Table-2:

Mean and SDs for the scores on Emotional Intelligence by the employees

Category	Mean	N	Standard Deviaton
Executives	368.4375	80	29.57070
Workmen	360.0625	80	26.53507
CISF Staff	336.5000	80	34.10149

The Executives have obtained higher mean scores than other two categories i.e. Workmen and CISF staff. The CISF have obtained lowest mean score. It indicates that job category has significantly influenced on Emotional Intelligence.

Table-3:

Mean and SDs for the scores on Emotional Intelligence by the age groups

Age	Mean	N	Standard Deviaton
25-35	355.9444	90	34.42052
36-45	356.4557	79	31.91688
46 above	352.1831	71	32.67516

Table-3 shows that there is no significant difference between different age groups. The F value of 1.192 as shown in Table-1 shows that there is a significant impact of age on Emotional Intelligence

Table-4:

Summary of ANOVA for the scores on Pressure Management

Source	Type III Sum of Squares	df	Mean Square	F ratio	Sig.
Job Category	6112.029	2	3056.014	9.748	0.000
Age	691.590	2	345.795	1.103	0.334
Category x Age	1350.512	4	337.628	1.077	0.369
Error	72415.966	231	313.489		
Total	1095101.000	240			
Corrected Total	80190.796	239			

Table-4 shows that there is a significant difference among employees i.e. Executives, Workmen & CISF with regard to management of pressure in their job.

Table-5:

Mean and SDs for the scores on pressure management by the employees

Category	Mean	N	Standard Deviaton
Executives	59.2375	80	18.3180
Workmen	64.7750	80	18.0583
CISF Staff	71.0750	80	16.8040
Total	65.0292	240	18.3174

The CISF staff has obtained higher mean score on pressure management indicator suggesting that they are experiencing more pressure in their job when compared to executives and workmen

Table-5 shows

- The CSIF staff has obtained higher mean score on pressure management indicator suggesting that they are experiencing more pressure in their job when compared to executives and workmen. It shows that the CSIF perceiving more pressure in their job than other two groups.
- It may be due to poor conditions of work, irregular duty hours and tenuous relationships among service personnel also contribute to a deterioration of physical health leading to mental breakdown.

Table-6:

Mean and SDs for the scores on pressure management by the age groups

Age	Mean	N	Standard Deviaton
25-35	64.7444	90	17.65624
36-45	67.1899	79	18.70011
46 above	62.9859	71	18.70714
Total	65.0292	240	18.31738

The results in the above table shows no significant difference among employees with different age groups which indicates that age of the employees did not influence on pressure management.

➤ Further, the results in Table-6 showed no significant difference among employees with different age groups, which indicates that age of the employees did not influence on pressure management. **All the three groups found to be similar with regard to their pressure management.**

➤ In general, many studies revealed for example Chandraiah. Agrawal*, Marimuthu* And. Manoharan (2003) and his colleagues. The findings of the above study reveals higher levels of job stress and less job satisfaction among managers of 25-35 years age than their counterparts in the middle age (36-45 years) and the old age groups (46-55 years). The study also found that the age found to be negatively correlated with occupational stress and positively with job satisfaction.

CONCLUSION

- ❖ The study found that the CISF staff experiencing lower level of Emotional Intelligence and more job related pressures when compared to executives and workmen.
- ❖ The study revealed that the executives working in NFC experiencing better emotional intelligence and lesser job related pressures than other two groups i.e., work men and CISF staff.
- ❖ It is also found that the results in the study did not reveal any influence of age on pressure management as well as emotional intelligence.

Management of stress/pressure depends on several factors:

- Although, the role of the organization in eliminating stress is very important, successful action will be limited unless individuals mobilize in this direction, by taking a series of personal measures.
- These should be: understanding company policies, organization of personal work space, optimal peer relationships, proper communication, inner balance, periods of physical and mental relaxation, anti-stress activities during leisure time, observing colleagues or subordinates' stress and getting involved in solving it.

Organizational stress reduction measures consists of

- 1) General stress reduction measures**
- 2) Professional advice to employees.**

General occupational stress reduction *measures*

refer to activities such as:

Reduction of work of the individual or even implementation of a program of change, simplification of procedures and of secondary tasks of different activities, enabling the individual to express unpleasant feelings about his/her condition.

Professional advice, made available to employees including management team members, has significant effect in reducing organizational stress.

- Companies have realized the usefulness of anti-stress programs by looking at the reduction of medical costs for their employees.
- The latest programs of this kind are the so-called "wellness programs" designed to take care of both the physical and psychological aspect of the employee. They may include giving up smoking and alcohol seminars, losing weight and healthy diets, exercise programs.

Thank you

“Don't live every day
as if it were your last.
Live every day
as if it were your **FIRST.**”

~ Paulo Coelho

