

Emotional Intelligence and Quality of Work Life among Employees of BPO

Dr.V.Antony Joe Raja

Department of MBA, Shadan College of Engineering and Technology HYD, T.S, INDIA

ABSTRACT

This study was conducted to find out the information about the effect of emotional intelligence, quality of work life, and stress on job satisfaction and turnover intention among the employees of IPC Port Equipment in Indonesia. The study uses a sample of 175 employees from headquarter and 11 branches of BPO. The empirical testing indicated that both emotional intelligence and quality of work life have positive effect on job satisfaction and have negative effect on turnover intention; stress has negative effect on job satisfaction and has positive effect on turnover intention; job satisfaction has negative effect on turnover intention.

Keywords: Emotional intelligence, quality of work life, stress, job satisfaction, turnover intention

I. INTRODUCTION

Quality of Work Life is the existence of a certain set of organizational condition or practices. This definition frequently argues that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist. Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility.

OBJECTIVES OF THE STUDY

- To assess the quality of work life among employees in BPO companies.
- To know the perceived link between work life balance and team effectiveness.
- To identify the importance of work environment towards the performance

II. REVIEW OF LITERATURE

(Sirgy M J, 2001) studied quality of work life based on need satisfaction and spill over theory and defined it as employee satisfaction with a variety of needs through activities, resources and

outcomes resulted from participation in the work place. They suggested that the quality of work life should be measured in terms of employees' needs and identified seven dimensions of needs which include health and safety needs, economic and family needs, social needs, esteem needs, actualization needs, knowledge needs and aesthetic needs.

(Johnsrud, 2002) studied the impact of quality of work life on the performance or retention among the faculty members. Various studies relating to the topic were framed into three groups: those describing and exploring differences in the quality of work life, those determining the impact of work life on attitudes and those attempts to explain behavioral outcomes. The study suggests that in order to improve the performance and retention of faculty and administrative staff, the colleges and universities should identify and address the issues relating to the employees.

(Elisaveta, 2005) investigated the relationship between quality of work life and satisfaction with a definite job attributes with regard to job contents and work environment among the employees of SKOPJE. The quality of work life is explained based on the tendencies for humanization of work environment and democratization of work relations. Correlation analysis revealed significant associations among quality of work life and satisfaction with a larger number of studied job attributes. The total job satisfaction was proved as a strong determinant in the variance of quality of work life. The study points out the need for a subsequent improvement of job attributes and their permanent adjustment to individual characteristics in order to achieve a higher productivity in the organization.

(Serey, 2006) in his study observed quality of work life as an absolute and best method of meeting the contemporary work environment which includes opportunities to exercise a person's talents and capacities, to face challenges and situations for independent initiative and self direction, activities thought to be worthwhile by the individuals involved, an activity where the overall goals are to be achieved by the role of individuals and a sense of taking pride in what an individual does and in doing it well.

PROBLEMS OF IMPLEMENTING QUALITY OF WORK LIFE PROGRAMMES

- Managerial attitudes
- Union influence
- Restrictiveness of industrial engineering
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STRATEGIES TO IMPROVE QUALITY OF WORK LIFE

- By implementing some changes, the management can create sense of involvement, commitment and togetherness among the employees which paves way for better Quality of Work Life
- Job enrichment and Job redesign
- Autonomous work redesign
- Opportunity for growth
- Administrative or organizational justice

- Job security
- Suggestion system
- Flexibility in work schedules
- Employee participation

III.STUDY RESULT

Age	No: of Respondents	Percentage
Below 25	24	48
25-30	17	34
30-35	9	18
Above 35	0	
Total	50	
Gender	No: of Respondents	Percentage
Male	25	50
Female	25	50
Total	50	
Experience	No: of Respondents	Percentage
Less than 3 years	24	48
3-6 years	17	34
6-9 years	6	12
9-12 years	3	6
Above 12 years	0	
Total	50	
Income	No: of Respondents	Percentage
Upto 200000	11	22
200000 – 400000	19	38
400000 – 600000	11	22
600000 – 800000	3	6
800000 – 1000000	4	8
Above 1000000	2	4

Chi-Square Analysis TABLE: 2

Ho: There is no significance difference between Job security and Experience.

Ha: There is a significance difference between Job security and Experience.

	In Year	Job Security
Chi-square	22.800	23.120
Df	3	1
Asymp.sign	.000	.000

The asymptotic significance is less than 0.05, the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is the significance relationship between Experience and Job Security.

TABLE:3

Ho: There is no significance difference between Inter relationship and Age.

Ha: There is no significance difference between Inter relationship and Age.

	In Year	Job Security
Chi-square	32.000	6.760
Df	1	2
Asymp.sign	.000	.034

The asymptotic significance is less than 0.34 which is greater than 0.05, the difference between observed and expected frequencies is insignificant. Therefore the null hypothesis is accepted. Therefore there is no significance relationship between Inter Relationship and Age.

TABLE: 4

Ho: There is no significance difference between Motivation and Income.

Ha: There is a significance difference between Motivation and Income.

	In Year	Job Security
Chi-square	6.760	25.840
Df	2	5
Asymp.sign	.034	.000

The asymptotic significance is less than 0.000 which is less than 0.05, the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is a significance relationship between Motivation and Income.

Improving Work life Balance

BPO organizations should take up the initiative of improving and enhancing the emotional intelligence of their employees. This can be done by designing and providing effective training to their employees. This will help enhance the skills of the employees with regard to “self – awareness” self –awareness forms the most critical element of emotional intelligence. High self –awareness helps an individual to monitor the actions and try to rectify it if required, self-awareness guides an individual to fine tune the job performance style and become more acceptable and socially networked. Further it also helps employees, use their emotions to facilitate performance by directing them toward Constructive activities and improving personal performance. Any person highly capable in this dimension would be able to encourage him or



herself to do better continuously and direct his or her emotions in positive and productive directions. Hence emotional Intelligence will help an employee experience better work –life balance. BPO organizations should clearly define the roles and responsibilities for each every employee so that there is a clear objective laid down by the organization as to who is accountable for what and no does extra work. By doing this BPO organizations will help improve the work -life balance across management levels.

IV.CONCLUSION

All over the world people are craving for their human dignity and respect. Besides their aspirations and expectations are rising along with rapid changes in times and technologies. There is growing significance attached to human resources. Therefore, it is necessary to ensure quality work life for all-round peace and prosperity. Better quality of work life leads to increased employee morale. It minimizes attrition and checks labor turnover and absenteeism. There will be better communication and understanding among all employees leading to cordial relations. It enhances the brand image for the company as that, in turn, encourages entry of new talent into the organizations work environment means the milieus around a person. It is the social and professional environment in which employees' are supposed to interact with a number of people. Employees' are supposed to co-ordinate with each other in one way or the other. They may be working in a team or in dependent. It depends upon their position and status in their work place. It is not important that an office would always be called the work place. It can either be home environment where they use to work for all the time where they were supposed to interact with your family members by and by. Work environment does not only count the living world things but also the materialistic world stuff. It may count the room or home where they are working. It may counts the things that they are using in one way or the other. It is all about things and livings that are around the employees' where they are working. It finally concluded that work environment, job analysis, satisfaction and motivation are the four major which dominates all the other factors and helps the employees for their better performance in the organization.

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