

Impact of Emotional Intelligence on Productivity: A Study on Software Professionals in Vizag IT Park Limited of Andhra Pradesh

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Abstract

A few studies consistently examine the incremental validity of emotional intelligence measures to explain specific models in contrast to the Big Five personality measurements and cognitive ability. Several investigations have demonstrated the construct validity of EI, and meta-analysis of different scenarios has also produced favorable outcomes when compared to related constructs. In this study, emotional intelligence is measured using one of the earliest EI measures, and the construct is evaluated together with various other profiles and related variables.

Keywords: Emotional intelligence, productivity, social intelligence, software professionals

INTRODUCTION

A relatively recent branch of social intelligence, emotional intelligence (EI), is being intensively studied and critically analysed by both the general public and the scientific community. Emotions are a rising topic of behavioural research. Additionally, there are connections between emotional intelligence and a number of cutting-edge psychological scientific fields, such as the neuroscience of emotion, self-regulation theory, research on met cognition, and the search for human cognitive abilities from outside "traditional academic intelligence" [1].

Even though Mayer and Salovey first proposed the idea of emotional intelligence (EI) in 1990, social intelligence was what defined the importance of emotions. EI, according to Mayer and Salovey, entails the capacity to accurately perceive, evaluate, and express emotion, as well as the capacity to access and/or generate feelings when they help with thought, understand emotion and emotional knowledge, and regulate feelings in a manner that fosters both emotional and intellectual development [2].

Role of Emotional Intelligence on Productivity

EI makes numerous job performance predictions that are used as metrics to gauge knowledge worker productivity. The formation of productivity includes quantity, cost and/or profitability, autonomy, efficiency, quality, effectiveness, customer satisfaction, innovation and creativity, project success, responsibility and importance of work, perception, and absenteeism. So, those who are capable of controlling their own emotions as well as those of others, as well as perceive emotions in others and in ourselves perform much better in the productivity dimensions.

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SCOPE OF RESEARCH

EI, a derivative of emotions and intelligence, is assessed in the study on the productivity of software

professionals working for Vizag IT Park Ltd. in Andhra Pradesh. Emotions and intelligence are both clearly defined and have largely accepted definitions in literature. It offers a new area of focus for the knowledge economy. The study will explore how emotional intelligence operates and how it may be used to increase productivity. To comprehend the impact, the environment, culture, and psychological need will all be explored. The goal of the study is to determine how much the variable of emotional intelligence affects the factors that determine the productivity of software professionals employed by Vizag IT Park Ltd. in Andhra Pradesh.

The study will also look at how software professionals conduct themselves, as well as their focus, health, and other well-being-related factors that will help researchers understand better how emotional intelligence affects productivity. The research will collect data on the self-control, sociability, and emotional regulation of software workers in order to correlate them with other demographic and related variables.

Research Gap

EI is significant in areas which include stress, leadership, trust, work-family conflict, and academic and professional achievement. No productivity-related studies that included knowledge workers have been attempted, even though many studies have been conducted on cross-cultural differences between German (individualistic culture) and Indian (collectivistic culture) cultures, as well as managerial perspectives on EI differences between India and the United States. Consequently, it became necessary to look into the link between software professionals' emotional intelligence and productivity at Vizag IT Park Ltd. in Andhra Pradesh.

OBJECTIVES OF THE RESEARCH

For the reason of carrying out research on how emotional intelligence affects productivity among software experts working at Vizag IT Park Ltd. in Andhra Pradesh, the following goals were developed based on the study question.

1. To collect the demographic and psychographic data, as well as the associated traits of the software experts working at Vizag IT Park Limited in Andhra Pradesh.
2. To use a structured assessment method to gauge the emotional intelligence of software professionals.
3. To assess software professionals' productivity utilizing self-reported metrics or standardised scales.
4. To establish the link between software professionals' emotional intelligence and productivity.
5. When incorporating the connection among the variables into a model, it is possible to determine how emotional intelligence affects productivity.

Sampling

The quality of the sample results was objectively evaluated using the proportionate sampling (stratified) approach. The population is divided into subpopulations in two stages as Park of the stratified sampling procedure. This enabled the researcher to choose the sample in a way that was both mutually exclusive and collectively exhaustive. A simple random sampling was conducted out in each of the 282 companies that made up the classified strata in Vizag IT Park Limited, Andhra Pradesh, to establish the sample size for the target demographic.

Statistics are used to calculate the sample size with a 95% confidence level. Consequently, using a proportionate stratified sampling method, 384 software professionals working at Vizag IT Park Ltd. In Andhra Pradesh formed the sample size.

$$\text{Sample size} = \frac{N}{1 + (N \times CL^2)}$$

Where,

N: Population, and

CL: Confidence level.

$$=\frac{9670}{1+(9670 \times (0.05)^2)}=384 \text{ Software Professionals}$$

Limitations

Every study faces challenges and obstacles that have a major effect on the overall plan of the investigation. Although every effort has been made to ensure that the research is now without constraints, several restrictions were encountered during data collecting:

1. Self-report measures were chosen as the performance measure across domain verticals, even though performance measurements would have given more information on EI. Consistency is not attainable owing to time constraints.
2. The software experts found it challenging to share a lot of the data that was gathered during the research.
3. The software professionals' members' lack of time made it hard for them to take time off from work to complete the questionnaire during business hours.
4. The software professionals often do not spend enough time studying the questionnaire, which results in misleading rating.
5. Some people may have scored emotionally related questions using their assumed selves rather than their true selves.

LITERATURE REVIEW

The theory of "Emotional Intelligence" (EI) could not have come at a more opportune time.

Currently, Goleman's model is referred to as a competency model and Bar-On's as a trait model.

In their 2014 study, Austin and Saklofske observed that the ability and trait EI constructs are both intensely monitored in current EI research [3]. Ability EI was assessed using problem-solving tests that were comparable to those used in IQ testing. The authors also emphasised that even though certain ability EI subscales were found to be connected with test results for intelligence, ability EI had not been conclusively established as an intelligence component. The authors did, however, concur that modern personality theories and assessments generally take trait EI into consideration. Research, however, revealed that trait EI accounted enough for variation to be further studied and added to the field of individual differences psychology. In their compilation for the special issue, the authors provided the studies on both trait and ability EI.

Several models of emotion regulation were identified and compared by Mayer and Salovey [2], including an internally consistent model with the tenet that "happiness should be streamlined over the lifetime". Also discussed was research on how emotions are created and regulated at each of these levels. According to the authors' proposed intelligent and adaptive model, happiness required three things: (a) an enhancement of positive feelings over the lifespan; (b) such good emotions had to be pro-individual in the sense that they benefited the long-term welfare of the individual; and (c) open and flexible emotional building and regulation. The researchers concluded by tying the idea of emotionally intelligent regulation to how it might be used in clinical psychology and in applications to personality.

Bachman *et al.* conducted and published two studies that evaluated account officers (debt collectors) based on their emotional quotient [4], as determined by the Bar-On Emotional Quotient Inventory (Bar-On WQi) [5]. In the first trial, the participants were split into two groups based on best practises and less positive directions, and the EQ-I was given to each group individually. It was discovered that the emotional intelligence of the best practises officers as a whole was much greater than that of the general North American populace. In the second study, participants' job best practises were analysed, and high and low cash collectors' emotional quotients were compared. Higher levels of emotional intelligence

were identified in the results. According to the results, account officers who had higher levels of emotional intelligence achieved their monetary goals more frequently. The findings confirm the idea that stronger emotional intelligence resulted in improved job performance [5].

EMOTIONAL INTELLIGENCE AND PRODUCTIVITY OF SOFTWARE PROFESSIONALS

The Schutte Self Report Emotional Intelligence Test (SSEIT), a 33-item self-report test of emotional intelligence established by Schutte et al. in 1998 [6] and designed to map into the Salovey and Mayer [2] model of emotional intelligence, which was used to evaluate the emotional intelligence (EI) of the software professionals. The instrument assesses the four Schutte-developed components of emotional intelligence: mood control, emotion analysis, emotion use, and sharing or experiencing emotion [7].

The data is gathered from software experts working for Vizag IT Park Ltd. in Andhra Pradesh using the short 33-item SSEIT, and the description of the scale measure is tabulated in Table 1. It shows that the factor appraisal/expression of emotion had the lowest score, whereas the factor sharing/experience of emotion got the best score. The factor regulating emotion has the highest mean, whereas the factor appraising or expressing emotion has the lowest mean. Studies are conducted to determine whether the measured emotional intelligence scores are related to the psychographic, socioeconomic, and demographic profile factors of the software professionals employed by Vizag IT Park Ltd. in Andhra Pradesh.

Table 1. Descriptive statistics of SSEIT scores of software professionals.

Emotional intelligence	N	Minimum	Maximum	Mean	SD
Regulation of emotion	384	2.22	4.97	3.77	0.533
Appraisal/expression of emotion	384	2.00	4.50	3.44	0.462
Utilisation of emotion	384	2.44	4.98	3.59	0.515
Sharing/experiencing emotion	384	2.29	4.99	3.50	0.558

Association Between Profile Variables and EI Scores of Software Professionals

The profile variable taken in the study includes age, gender, marital status, type of family, education, monthly income, years of experience and reason for choosing profession etc. Landa *et al.* [8], in their research had found that EI and health are not related to age or to length of service. Gender disparities have been found by various researchers, with females outperforming boys in terms of empathy, community involvement, and interpersonal relationships. According to Gardner and Stough, emotions and the ability to absorb emotional information are believed to mature with time and experience, much like crystallised abilities [9]. Higgs found that a relationship between age and performance was established along with a number of gender differences [10].

Bar-On *et al.* found no significant difference between the groups regarding age or education with respect to the emotional and social intelligence [5]. Gallagher and Vella-Brodrick found no correlation between education and emotional intelligence/subjective wellbeing [11]. With this pretext, the research attempted to understand the relationship between profile variables and emotional intelligence of software professionals working in Vizag IT Park Limited, Andhra Pradesh.

Association between Age and EI scores of Software Professionals

The research attempted to understand the relationship between the age and emotional intelligence scores of software professionals working in Vizag IT Park Limited, Andhra Pradesh using Analysis of variance (ANOVA) with the null hypothesis as, No significant difference among age groups and EI scores of the software professionals working in Vizag IT Park Limited, Andhra Pradesh. The descriptive comparison of four age groups with the EI scores are shown in Table 2.

Table 2. Mean and the standard deviation comparing four age groups.

Age	N	Regulation of emotion		Appraisal/ Expression of emotion		Utilisation of emotion		Sharing/ experiencing emotion	
		M	SD	M	SD	M	SD	M	SD
21–30 years	235	3.75	0.543	3.32	0.458	3.55	0.530	3.44	0.606
31–40 years	111	3.86	0.494	3.39	0.471	3.63	0.495	3.65	0.338
41–50 years	23	3.72	0.402	3.38	0.474	3.69	0.433	3.40	0.506
Above 50 years	15	3.64	0.764	3.33	0.469	3.61	0.541	3.51	0.887
Total	384	3.77	0.533	3.34	0.462	3.59	0.516	3.50	0.558

Table 2 shows that the highest mean value under ‘emotional regulation’ is 3.86 for 31–40 years of age group and lowest mean value is 3.64 for above 50 years age group. Also, the highest mean value under ‘emotional appraisal’ is 3.39 for 31 to 40 years age group and the lowest mean value is 3.32 for the age bracket of 21 to 30 years. The highest mean value under ‘emotional utilisation’ is 3.69 for 41 to 50 years age group the lowest mean value is 3.55 for above 50 years age group. The highest mean value under ‘emotional experience’ is 3.65 for the 31 to 40 years age group and the lowest mean value is 3.40 for the 41 to 50 years age group.

The assumption that variances of the four age groups are equal i.e., not significantly different, are checked using Levene statistic. The assumption of equal variance is broken because of the "sharing/experience emotion" factor.

Association between Gender and EI Scores of Software Professionals

The study attempted to understand the relationship between the gender and emotional intelligence scores of software professionals working in Vizag IT Park Limited, Andhra Pradesh, using independent sample t-test with the null hypothesis as, ‘no significant difference’ among gender groups and EI scores of the software professionals working in Vizag IT Park Limited, Andhra Pradesh.

The descriptive comparing two gender groups with the EI scores are tabulated in Table 3. It demonstrates that the two levels of gender have such a statistically significant difference in "control of emotion". $t(383)=-3.593$, $p=0.000$, ‘utilisation of emotion’ $t(375)=-6.448$, $p=0.000$ and ‘sharing/experiencing emotion’, $t(332)=-4.180$, $p=0.000$. Based on the p values, the emotional intelligence factors viz., ‘regulation of emotion’, ‘utilisation of emotion’ and ‘sharing/experiencing emotion’ variables are significant and hence the null hypothesis is rejected for these emotional intelligence components.

Table 3. Summary comparing gender groups (N=237 males and 147 females).

Emotional intelligence	M	SD	t	df	p
Regulations of emotion					
Male	3.70	0.546	-3.593	382	0.000
Female	3.89	0.488			
Appraisal/expression of emotion					
Male	3.35	0.516	0.511*	376*	0.638
Female	3.23	0.361			
Utilisation of emotion					
Male	3.47	0.548	-6.448*	375*	0.000
Female	3.78	0.391			
Sharing/experiencing emotion					
Male	3.41	0.566	-4.180*	332*	0.000
Female	3.64	0.514			

* The t and df are adjusted because variances are not equal.

Now, it may be concluded that there is a significant difference in gender and the 'regulation of emotion', 'utilisation of emotion' and 'sharing/experiencing emotion' component of EI of software professionals working in Vizag IT Park Limited, Andhra Pradesh. In other words, the gender plays a major role and women are more emotionally intelligent in regulating, utilising, sharing/experiencing emotions among software professionals working in Vizag IT Park Limited, Andhra Pradesh.

Association between Marital Status and EI Scores of Software Professionals

The descriptive comparing four marital status groups with the emotional intelligence scores are presented in Table 4. It shows that the highest mean value under 'emotional regulation' is 4.03 for separated marital status group, and lowest mean value is 3.71 for single marital status group. Also, the highest mean value under 'emotional appraisal' is 3.40 for divorced marital status group, and the lowest mean value is 3.31 for single marital status group. The highest mean value under 'emotional utilisation' is 3.81 for separated marital status group, and the lowest mean value is 3.37 for divorced marital status group. The highest mean value under 'emotional experience' is 3.72 for married marital status group, and the lowest mean value is 3.36 for the single marital status group.

Table 4. Mean and the standard deviation comparing four marital status groups.

Marital status	N	Regulation of emotion		Appraisal/expression of emotion		Utilisation of emotion		Sharing/experiencing emotion	
		M	SD	M	SD	M	SD	M	SD
Single	222	3.71	0.579	3.31	0.500	3.51	0.523	3.36	0.573
Married	141	3.84	0.466	3.39	0.384	3.73	0.484	3.72	0.465
Divorced	17	3.83	0.381	3.40	0.556	3.37	0.451	3.49	0.508
Separated	4	4.03	0.367	3.25	0.395	3.81	0.292	3.46	0.552
Total	384	3.77	0.533	3.34	0.462	3.59	0.516	3.50	0.558

The assumption, that variances of the four marital status groups are equal, i.e., not significantly different are checked using Levene statistic. The 'regulation of emotion' factor and the 'sharing/experiencing emotion' are significant and the assumption of equal variances is violated.

The following Table 5 details the results of the ANOVA, where the overall F-test is significant for 'utilisation of emotion' and sharing/experiencing of emotion'. According to Table 5, there is a statistically significant difference in "utilisation of emotion" across the four levels of marital status. $F(3, 380)=6.930$, $p=0.000$ and 'sharing/experiencing emotion', $F(3, 380)=13.213$, $p=0.000$. Based on the p values, the emotional intelligence factors viz, 'utilisation of emotion' and 'sharing/experiencing emotion' variables are significant and hence the null hypothesis is rejected for these emotional intelligence components.

Now it may be concluded that there is a significant difference in marital status and the 'utilisation of emotion' and 'sharing/experiencing emotion' component of emotional intelligence of software professionals working in Vizag IT Park Limited, Andhra Pradesh. In other words, the marital status has a role among software professionals working in Vizag IT Park Limited, Andhra Pradesh, in utilising and sharing/experiencing emotions.

To comprehend the exact difference, Tukey HSD (Honestly Significant Differences) follow up test, when the Levene test is not significant, is conducted for variable 'utilisation of emotion'. The multiple comparison result for the variable 'utilisation of emotion' indicates that there were significant mean differences between the single marital status group and married marital status group ($p=0.000$, $d=0.22$). The effect size is small according to Cohen [12].

The Games-Howell follow up test, when the Levene test is significant is conducted for the variable 'sharing/experiencing emotion'. The result for the variable 'sharing/experiencing emotion' indicates

that there is a significant mean differences between the single marital status group and married marital status group ($p=0.000$, $d=0.67$). The effect size is large according to Cohen (2009) [12].

Table 5. ANOVA summary comparing Marital Status Groups.

Emotional intelligence	df	Sum of squares	Mean square	F	P
<i>Regulations of emotion</i>					
Between groups	3	1.688	0.563	1.996	0.114
Within groups	380	107.090	0.282		
Total	383	108.777			
<i>Appraisal/expression of emotion</i>					
Between groups	3	0.645	0.215	1.005	0.391
Within groups	380	81.254	0.214		
Total	383	81.898			
<i>Utilisation of emotion</i>					
Between groups	3	5.284	1.761	6.930	0.000
Within groups	380	96.589	0.254		
Total	383	101.873			
<i>Sharing/experiencing emotion</i>					
Between groups	3	11.247	3.749	13.213	0.000
Within groups	380	107.814	0.284		
Total	383	119.061			

Association between Education and EI scores of Software Professionals

The study attempted to understand the relationship between the education and EI scores of software professionals working in Vizag IT Park Limited, Andhra Pradesh, using Analysis of variance (ANOVA) with the null hypothesis as, 'no significant difference' among education groups and emotional intelligence scores of the software professionals working in Vizag IT Park Limited, Andhra Pradesh. The descriptive comparing four education groups with the EI scores are presented in Table 6.

Table 6. Mean and the Standard Deviation comparing four education groups.

Marital Status	N	Regulation of Emotion		Appraisal/Expression of Emotion		Utilisation of Emotion		Sharing/Experiencing Emotion	
		M	SD	M	SD	M	SD	M	SD
Diploma	81	3.64	0.688	3.36	0.624	3.45	0.541	3.36	0.626
Graduate	171	3.77	0.550	3.23	0.424	3.63	0.608	3.54	0.610
Postgraduate	122	3.83	0.363	3.49	0.352	3.64	0.325	3.55	0.426
Doctorate	10	4.06	0.278	3.40	0.129	3.50	0.263	3.37	0.154
Total	384	3.77	0.534	3.34	0.462	3.57	0.516	3.50	0.558

The Table 6 shows that the highest mean value under 'emotional regulation' is 4.06 for doctorate education group, and lowest mean value is 3.64 for diploma education group. Also, the highest mean value under 'emotional appraisal' is 3.49 for post-graduate education group, and the lowest mean value is 3.23 for graduate education group. The highest mean value under 'emotional utilisation' is 3.64 for post-graduate education group, and the lowest mean value is 3.45 for diploma education group. Likewise, the highest mean value under 'emotional sharing/experiencing' is 3.55 for post graduate education group and the lowest mean value is 3.36 for diploma education group.

The assumption is that variances of the four education groups are equal, i.e., not significantly different, are checked using Levene statistic. The 'regulation of emotion', 'appraisal/expression of

emotion', 'utilisation of emotion' and the 'sharing/experiencing emotion' are significant and the assumption of equal variances is violated.

The overall F test result, which is significant for the "regulation, assessment, expression, and utilization of emotion variable", is shown in the Table 7. It shows that there is a statistically significant difference found among the four levels of education in 'regulation of emotion' $F(3, 380)=3.345$, $p=0.019$, 'appraisal/expression of emotion', $F(3, 380)=8.436$, $p=0.000$ and 'utilisation of emotion' $F(3, 380)=2.766$, $p=0.042$. Based on the p values the emotional intelligence factors viz. 'regulation of emotion', 'appraisal/expression of emotion' and 'utilisation of emotion' variables are significant and hence the null hypothesis is rejected for these emotional intelligence components.

Table 7. ANOVA summary comparing Education Groups.

Emotional Intelligence	df	Sum of Squares	Mean Square	F	P
Regulations of Emotion					
Between Groups	3	2.799	0.933	3.345	0.019
Within Groups	380	105.978	0.279		
Total	383	108.777			
Appraisal/Expression of Emotion					
Between Groups	3	5.114	1.705	8.436	0.000
Within Groups	380	76.785	0.202		
Total	383	81.898			
Utilisation of Emotion					
Between Groups	3	2.177	0.726	2.766	0.042
Within Groups	380	99.696	0.262		
Total	383	101.873			
Sharing/Experiencing Emotion					
Between Groups	3	2.343	0.781	2.543	0.056
Within Groups	380	116.718	0.307		
Total	383	119.061			

Now it may be concluded that there is a significant difference in education and the 'regulation of emotion', 'appraisal/expression of emotion' and 'utilisation of emotion' component of emotional intelligence of software professionals working in Vizag IT Park Limited, Andhra Pradesh. In other words, the education plays a major role in regulating and appraising/expressing and utilising, emotions of software professionals working in Vizag IT Park Limited, Andhra Pradesh.

To reconnoitre the exact difference, Games-Howell follow up test, when the Levene test is significant is conducted for the variables 'regulation of emotions', 'appraisal/expression of emotion' and 'utilisation of emotion'. The result for the variable 'regulation of emotion' indicates that there is a significant mean differences between the diploma education group and doctorate education group ($p=0.006$, $d=0.64$). The effect size is large according to Cohen (2009) [12].

The result for the variable 'appraisal/expression of emotion' indicates that there is a significant mean difference between the graduate education group and the post graduate education group ($p=0.000$, $d=0.66$). The effect size is large according to Cohen (2009) [12]. The result for the variable 'utilisation of emotion' indicates that there is a significant mean difference between the diploma education group and the post graduate education group ($p=0.046$, $d=0.45$). The effect size is medium according to Cohen (2009) [12].

CONCLUSION

The EI measures and the productive measures are tested against profile variables to understand the relationship between those constructs. The broader productivity growth which depends on the innovation and organisational culture helps in understanding the contours of the software industry. The software professional's emotional skills significantly contribute to team members' satisfaction and productivity.

Suggestions of the Study

1. The study found that gender is statistically different in 'regulation of emotion', 'utilisation of emotion' and 'sharing/experiencing emotion' and hence gender equality can be ensured, and the balance will help in building effective team so that the productivity of the organisation is improved.
2. The study of age with trait EI indicates that younger generation of software professionals is more sociable and hence the sociability factor, which describes how comfortable people feel in different social context. Thus, software companies can focus on hiring younger group which possesses sociability traits.
3. The study found that females possess more trait EI qualities compared to males. Also, other researchers have established this relationship in much literature published. Hence, it would be ideal to have gender parity in hiring processes and talent management practices.
4. The profile variable education has a significant relationship with all the trait EI factors and it is understood that formal education helps in developing these traits and put those repertoires of traits to practice. Hence, IT industry may focus on those aspects in their hiring strategies.

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