

EFFECT OF EMOTIONAL INTELLIGENCE ON WORK PERFORMANCE OF POLICE PERSONNEL IN THOOTHUKUDI DISTRICT

V. Anilkumar

*Part Time Ph.D Research Scholar, Department of Management, Annamalai University,
Chidambaram-608001, Tamilnadu, India.
E-mail: anilkumarachupaaru@gmail.com*

Guide Name:

Dr Balamurali

*Department of Management, Annamalai University, Chidambaram-608001, Tamilnadu,
India.*

ABSTRACT

The personnel of police are regarded as to be one among the highest stressed occupations all over the globe. They are exposed to extreme levels of emotions which arise due to frequent attacks from the terrorists and encounters. They also have the duty of handling varied types of circumstances and hence need highest levels of physical as well as mental aptitude for dealing with the circumstances with firmness and effectiveness. In this context, the current research study has been performed to explore and make analysis of the influence of the emotional intelligence of the police personnel on their performance in work. The study has been done among the police officers in Thoothukudi district. The number of respondents of the study is 100 and the technique used for selecting the respondents is Simple random sampling. The questionnaire is framed for collecting the data for the study purpose. The analysis of the collected data has been performed with the help of regression analysis. It was also reported that emotional intelligence was seen to predict Work Performance of police personals.

KEYWORDS: *Emotional Intelligence, Work Performance, Police Personnel*

INTRODUCTION

The department of police service is considered to be one among the significant departments for the purpose of societal well-being. The personnel working in the police department have got the important responsibility to maintain the system of criminal justice, law of order, operations related with anti-military system, offering VIP protection and also, they serve the nation as an agent for bringing out a change in the society. It becomes essential in knowing whether the police officers are satisfied and happy with their work. The police officers generally do not have holidays for occasions, rather, have to work hard on such days. They also do not get enough time for spending with their family and hence face frustration. As a consequence, they have the ability of losing interest in their job. The police personnel are emotional employees as they are exposed towards the interpersonal interactions which demand emotions like accidents, crimes, illness and deaths, regularly and such interactions make them in regulating their expressions and feelings (Bakker and Heven, 2006; Hochschild, 1983). In the words of Chhabra and Chhabra (2013), the concept of emotional intelligence can be made use of as a framework in which the persons get the ability of learning the mechanisms of coping the emotions as well as efficiently managing them.

Emotional intelligence

The term emotional intelligence means the capability of recognizing and regulating the emotions in the personal self and also the others (Goleman, 1995). EI has got an important role to play in recent times in the daily life of the individuals and also has got the aptitude of affecting the personal self and also the groups (Goleman et al., 2002; Law, George, 2000; Wong and Song, 2004). EI (emotional intelligence) is not at all a new term. It was initially debated by Thorndike in the year 1920. This author had focused on the fact that the EI roots evolve from the term social intelligence, which basically refers to the capability of understanding and managing the individuals and also of acting in a wise manner in individual relations. In the words of Salovey & Mayer (1990), emotional intelligence had been defined as the sub-category of the concept of social intelligence which comprise of the capability of monitoring the feelings and emotions of the self and also of the others, make a discrimination amidst them and utilize such information in guiding the thought and actions of the self. In later years, Mayer & Salovey (1997) had redefined the term emotional intelligence as the aptitude of perceiving the emotions, access as well as generate the emotions for assisting the thought process, for understanding the emotions as well as emotional knowledge and also for regulating the emotions for promoting the emotional growth and intellectual development.

Work performance

The term work performance means the schedule of the abilities and responsibilities of completing the job of individuals. The organizations have got the ability of assessing the performance in work of their employees on the basis of a wide variety of variables which include the fact of whether the employees complete their work in time and also as per the standards as expected by the organizations. Performance in work evaluates if an individual is able to well-perform his/her job. Work performance also is an important element in the

management of human resource. The success and the outcomes are also based on the significant criterion of job performance of the work performance.

STATEMENT OF PROBLEM

Several approaches have been implemented by the government for ensuring the services of the civil servants and also for achieving the maximum commitment level. such approaches include the GTP (government transformation program), NBOS (national blue ocean strategy), national transformation (2050) and the KPIs (key performance indicators). However, there exists a certain level of dissatisfaction amidst the general public regarding the service delivery of the civil servants.

OBJECTIVES

The purpose of the study is to explore and analyze the impact of the emotional intelligence of the police personnel on their work performance.

REVIEW OF LITERATURE

Al Aliet et al., (2011) explored the relationship of emotional intelligence with the job performance. The study had been done with reference to the police department. The purpose of the research was to identify the relation of emotional intelligence with the performance in job, of the police personnel. The sample size of the study was 310. The findings of the study revealed that there was significant association amidst both the variables of the study as regarding the police personnel. The job performance of the police personnel was found to be predicted by the emotional intelligence by controlling the personality traits and the mental abilities.

O.A. Afolabi et al., (2010) studied the effect of EI on the job satisfaction and the job performance. The study was done among the police officers of Nigeria. the research examined the effect of EI and gender on the job satisfaction and performance. The authors had employed the 2x2 factorial design and multiple regression. the independent variables of the study were the emotional intelligence and the gender. The respondents were selected on a random basis and the sample size of the study was 119. The findings of the study showed that the police personnel with higher levels of EI were extremely satisfied and also performed better than the police personnel with low levels of EI.

Rully Akbar et al., (2020) studied the impact of emotional intelligence, compensation and organizational commitment on the work performance. The study was done among the employees of Satpol PP & WH Aceh the study was done through job satisfaction. The sample size of the study was 65 police officers. The analysis of the study was done with the help of SEM by the usage of Amos software. Findings revealed that the organizational commitment had an optimistic effect over job satisfaction and job performance. It was also found that EI (emotional intelligence) had no influence over the job satisfaction and performance. Further, compensation was found to positively affect the job satisfaction and performance. The authors had also identified an optimistic direction of job satisfaction over performance of the employees. Job satisfaction also mediated the impact of the organizational commitment over the employee performance. Additionally, the job satisfaction was found not to mediate the

impact of EI on the performance of the employees. job satisfaction mediated the impact of compensation over the employee performance. It was concluded that performance of the employees was affected by the job satisfaction in a positive way.

RESEARCH METHODOLOGY

The study has been done among the police personnel of Thoothukudi district. The respondents are selected through simple random sampling and the sample size of the study is 100. The tool used for data collection is a questionnaire and the method used for analysis of the collected data is regression analysis. Scale adopted from Mokana et al., (2016).

ANALYSIS AND INTERPRETATION

R	R Square	Adjusted R Square	F	Sig.
0.962(a)	0.925	0.919	140.686	0.000(a)

a Predictor: (Constant), Emotional Intelligence

Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.763	.111		6.879	.000
I would always encourage myself to try my best	.152	.033	.245	4.637	.000
I am able to control my temper and handle difficulties rationally	.138	.032	.209	4.288	.000
I am quite capable of controlling my own emotions	.054	.043	.082	1.265	.209
I can always calm down quickly when I am very angry	.196	.030	.292	6.472	.000
I have good control of my own emotions	.149	.030	.222	5.027	.000
I have good understanding of my own emotions	.054	.023	.079	2.352	.021
I always know whether or not am happy	-.008	.021	-.012	-.364	.717
I always set goals for myself and then try my best to achieve them	.056	.021	.094	2.670	.009

a Dependent Variable: Work Performance

In order to find the statistical significance, focus was made on the 8 predictors of the Work Performance of police personals. Findings show that every statement of emotional intelligence factors was significant. The table also shows that out of 8 statements 6 statements were seen to have a high influence on the Work Performance of police personals. The analysis done through regression exhibits that among emotional intelligence and Work Performance of police personals. The coefficient value, R^2 , was found to be 0.925 through multiple regression, which shows that 92.5% of the emotional intelligence had an influence on the Work Performance of police personals.

In order to examine whether the value of coefficient (R^2) is significant or not, ANOVA was executed. The F value so got was 140.686 which means $p < 0.000$. This finding shows that there was a significant relation between the emotional intelligence and Work Performance of police personals. It was also reported that emotional intelligence was seen to predict Work Performance of police personals.

CONCLUSION

The stress factors and the challenges which are confronted by the police personnel comprise of the complaints and grievances made by the general public which demands them to make serious changes for ensuring that they are highly committed as well as relevant for the society. An increased level of grievances and the subsequent stress in work amidst the police personnel influence their performance level of the police department. Hence, the psychological factors like the EI (emotional intelligence) have to be focused as well as developed as such a factor increases the work performance of the police officers.

The incentives and the compensation are found to be closely related, in which intended incentives are considered as the element of compensation. Both incentives and compensation are regarded as to be essential for achieving the objectives and goals of the organization. For the employees whose performance goes beyond established standards, the incentives can be a proper reward. They turn out to be factor of motivation for the employees to perform better. It was also reported that emotional intelligence was seen to predict Work Performance of police personals.

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