An Analysis of Emotional Intelligence Organizational Commitment and Absenteeism Among The Employees of A Mattress Company, India

Anu Kishan R¹, Preethi Sebastian²

¹Professor In Electrical Engineering, Gurudeva Institute Of Science And Technology, Kottayam, Kerala, India
²Professor In Electrical Engineering, Mangalam College Of Engineering, Kottayam, Kerala, India

Abstract— The objective of the analysis is to measure emotional intelligence, organizational commitment and absenteeism among the employees and also find out relationship between them. The idea that the emotions are important to learning, and that handling our own and other people’s emotions is crucial for success and happiness, goes back a long way in both western and eastern philosophy. Advances in neuroscience and brain imaging techniques, scientists have been able to distinguish between the emotional center of the brain - which gives rise to feelings and emotions - from the neocortex, which is responsible for thinking and reasoning. Today most scientists believe that our emotions are intimately involved in the rational decisions and choices we make, and there is increasing evidence to show that what is known as emotional intelligence has a far greater impact on our ability to learn and our future success than was previously recognized. The impact of excessive absenteeism in organizations due to lack of organizational commitment has been found to have engendered for reaching consequences, even to the extent of jeopardizing efforts to allow organizational objectives. Here the analysis of emotional intelligence, organizational commitment and absenteeism were studied with the help of a questionnaire and SPSS software.

Keywords— Emotional intelligence, Organizational commitment, Absenteeism, Organizational Climate, SPSS

I. INTRODUCTION

Human beings are by nature, gregarious and community or group life is one of the earliest and enduring features of human existence of this planet. This natural inclination for living and working together with others underlies the prevalence of a variety of social groupings such as family, clan, community or more structured form of grouping known as organization. It is the sum total of inherent abilities acquired knowledge and skills represented by talents and aptitude of the employees comprising of executives, supervisors and workers. Human resources should be utilized to the maximum possible extend in order to achieve individual and organizational goals.

The employee’s performance is the principal factor which determines the attainment of goals. The employee’s performance to a large extent can be determined by factors like organizational commitment, absenteeism and emotional intelligence etc. The study is to find out emotional intelligence, organizational commitment and absenteeism among the employees of a mattress company. The present study uses a cross-sectional study as it provides the user with a snapshot of business elements at a given point in time(Hair et al.,2003)This type of study seemed appropriate as it can be used within a short space of time and data can be summarized statistically. Details of proposed design are described as under.

II. LITERATURE REVIEW

Emotional intelligence is a new and growing area of behavioral research; it caught the attention of the general public, academicians, business world and the scientific community. Emotional intelligence is the capacity to effectively perceive, express, understand, and manage your emotions and the emotions of others in a positive and productive manner.[1] Far more than we are consciously aware, our daily encounters with parents, spouses, bosses, and even strangers shape our brains and affect cells throughout our bodies—down to the level of our genes—for good or ill.[2] Commitment of employees can be an important instrument for improving the performance of organizations. Based on international literature and studies, commitment has been defined as organizational and task commitment, and is related to personal, job and organizational characteristics.[3] A multidisciplinary perspective is adopted to improve the understanding of employee-firm relationships. It is one of the few studies that include relational norms and opportunism to explain organisational commitment.[4] It was hypothesized that voluntary as opposed to involuntary absenteeism can be predicted by organizational commitment, job satisfaction, and their interactive effect.
Intention to quit was expected to predict voluntary absenteeism as well.[5] While understanding how people share ideas adds to the knowledge of group dynamics, it does not give a complete picture. One also needs to take into account the sharing of emotions, or emotional contagion, that occurs in groups.[6] IQ by itself is not a very good predictor of job performance. Hunter and Hunter (1984) estimated that at best IQ accounts for about 25 percent of the variance. Sternberg (1996) has pointed out that studies vary and that 10 percent may be a more realistic estimate. In some studies, IQ accounts for as little as 4 percent of the variance.[7] Throughout history, many of the world’s greatest scientists, philosophers, musicians, artists, entrepreneurs and leaders including such individuals as Einstein, Churchill, Gandhi, Eleanor Roosevelt, Rachel Carson, Beethoven and Mozart have freely admitted that they owed their greatest accomplishments to intuition.[8] Research reveals that emotional intelligence is the invisible element in star performance and the best predictor of success, hence redefining what it really means to be smart.[9] From Darwin to the present, most descriptions, definitions and conceptualizations of emotional-social intelligence have included one or more of the following key components: (a) the ability to recognize, understand and express emotions and feelings; (b) the ability to understand how others feel and relate with them; (c) the ability to manage and control emotions; (d) the ability to manage change, adapt and solve problems of a personal and interpersonal nature; and (e) the ability to generate positive affect and be self-motivated.[10]

III. HYPOTHESIS

H₀₁: There is no significant difference in emotional intelligence and commitment.
H₁₁: There is significant difference in emotional intelligence and commitment.
H₀₂: There is no significant difference in commitment and absenteeism.
H₁₂: There is significant difference in commitment and absenteeism.
H₀₃: There is no significant difference in absenteeism and emotional intelligence.
H₁₃: There is significant difference in absenteeism and emotional intelligence.

IV. POPULATION

The population for the present study consisted of employees in a mattress company, India.

According to Cooper and Schindler (2003), the basic idea of sampling is by selecting some elements in a population, we may draw conclusions about the entire population. The sampling design that was considered appropriate for the present study was non-probability sampling, as the researcher selected a specific section within the organization. The ideal sample size for the selected population of 316 is 60 individuals.

V. PROCEDURE

The case study was then conducted over two month’s period, involving groups and individuals. The researcher reiterated the purpose of research to employees after which the questionnaires were handed to participants. The researcher briefed the participants regarding and they were allowed about 15-20 minutes to complete the questionnaires. After completion, the researcher collected the questionnaire from participants and thanked them for their participation. A total number of 60 questionnaires were collected, yielding a 90% response rate.

VI. DATA ANALYSIS

The data sheets, with recorded codes for the responses of 60 respondents were then used for questionnaire analysis. The tools planned to use are ANOVA, Correlation and regression. Finally meaningful interpretation and suggestions can be made considering the requirement of the Organization. With the help of SPSS software the data collected can be analyzed using:

- ANOVA
- Correlation
- Regression

VII. PRESENTATION OF RESULTS AND INTERPRETATIONS

For analyzing the data first we have to calculate normality, reliability tests to know data are normal & reliable. Then we have to measure the correlation of the parameters, thus we can check the relation between the parameters. In this section the results of the empirical analysis are reported and presented. The presentation proceeds with an analysis of the descriptive statistics on the variables under consideration. The statistical program used for the analysis and presentation of data in this research is the Statistical Package for the Social Sciences (SPSS) version 19. The results obtained in the study and provide a comprehensive discussion of these results. The descriptive statistics computed for the study are presented first in an outline of the sample with regards to the variables included in the study.
Thereafter, the analysis of the constructs relevant to the study that is EI, Organizational commitment and Absenteeism, are presented with the aid of inferential statistical procedures. Conclusions are then drawn on the basis of the obtained results.

The tables are generated using SPSS software.

**TABLE I**
**Reliability Test Result**

<table>
<thead>
<tr>
<th>Reliability Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cronbach’s Alpha</td>
<td>.705</td>
</tr>
<tr>
<td>N of Items</td>
<td>25</td>
</tr>
</tbody>
</table>

**Normality Test Result**

It is found that the points are located on or in the vicinity of normal curves of EI, Commitment and absenteeism. Therefore they are Normal.

**VIII. HYPOTHESIS TESTING**

Ho1: There is no significant difference in emotional intelligence and commitment.

Ha1: There is significant difference in emotional intelligence and commitment.

Ho2: There is no significant difference in commitment and absenteeism.

Ha2: There is significant difference in commitment and absenteeism.

Ho3: There is no significant difference in absenteeism and emotional intelligence.

Ha3: There is significant difference in absenteeism and emotional intelligence.

**TABLE II**
**ANOVA**

<table>
<thead>
<tr>
<th></th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between Groups</td>
<td>248.761</td>
<td>12</td>
<td>20.730</td>
<td>2.736</td>
<td>.007</td>
</tr>
<tr>
<td>Within Groups</td>
<td>356.172</td>
<td>47</td>
<td>7.578</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>604.933</td>
<td>59</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Here 0.007<0.01. Ho is rejected.
TABLE III

ANOVA

<table>
<thead>
<tr>
<th>Commitment</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between Groups</td>
<td>86.524</td>
<td>11</td>
<td>7.866</td>
<td>.806</td>
<td>.634</td>
</tr>
<tr>
<td>Within Groups</td>
<td>468.326</td>
<td>48</td>
<td>9.757</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>554.850</td>
<td>59</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Here 0.634 > 0.01, $H_0$ is accepted.

TABLE IV

ANOVA

<table>
<thead>
<tr>
<th>Absenteeism</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between Groups</td>
<td>147.680</td>
<td>13</td>
<td>11.360</td>
<td>1.880</td>
<td>.058</td>
</tr>
<tr>
<td>Within Groups</td>
<td>277.970</td>
<td>46</td>
<td>6.043</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>425.650</td>
<td>59</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Here 0.058 > 0.01, $H_0$ is accepted.

IX. CORRELATION ANALYSIS

TABLE V

<table>
<thead>
<tr>
<th>Correlations</th>
<th>EI</th>
<th>Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>e1 Pearson Correlation</td>
<td>1</td>
<td>.420**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.001</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

| correlation Pearson Correlation | - .233 | 1 |
| Sig. (2-tailed) | .073 | |
| N | 60 | 60 | 

** Correlation is significant at the 0.01 level (2-tailed).

Correlation between commitment and absenteeism

Result: Commitment and absenteeism are negatively correlated.

X. REGRESSION ANALYSIS

In the regression procedure, it can be seen that the coefficient corresponding to the independent variable (-0.50) is negative hence the variables are inversely related.
XI. FINDINGS

In this chapter interpretation of the study is carried out. The formal objective of the study was to find out the relationship between emotional intelligence, organizational commitment and absenteeism. It is seen that strict measures must be taken to improve the commitment of employees and also to improve EI so as to minimize absenteeism.

From the correlation analysis, it is found that

- EI and commitment are positively correlated. i.e. for higher EI, higher will be the organizational commitment.
- Commitment and absenteeism are negatively correlated, for higher commitment, the absenteeism will be lower.

From ANOVA it is found that

- There is significant difference in EI and commitment.
- There is no significant difference in commitment and absenteeism.
- There is no significant difference in absenteeism and EI.

XII. CONCLUSION

From the study it was quite evident that the extent of emotional intelligence, organizational commitment and absenteeism are normal among the employees. It was concluded that all the factors were positively or negatively correlated. On the basis of my thesis work I humbly wish to give the suggestion. Organizations can test and improve the EI of the employees which will support to have a better organizational climate and culture ultimately leading to the success of both the individual and the organization.

XIII. SCOPE OF THE STUDY

- Further research can be done by including the situational factors that includes variety of emotional displays, presence of organizational display rules etc.
- Future studies can be done on the influence of frequency, intensity and duration of emotional displays on emotional intelligence.
- Further research be undertaken to ascertain the potential effect of variables on absenteeism.
- Further the research should be done on emotional intelligence based on EQ test and relate it with IQ so that human brain can be effectively utilized avoiding stress.

REFERENCES

[1] R. Anand Bangalore Study Centre, DDE Annamalai University, 547/1, R.V. Road, Bangalore-560076, Karnataka, India(2010), Emotional Intelligence and Its Relationship with Leadership Practices
[4] Sonia San MartínDepartamento de Economía y Administración, University of Burgos, Burgos, Spain,(2010), Relational and economic antecedents of organizational commitment.