

ROLE OF EQ IN WORKING WOMEN

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Abstract: This study canvasses the role of Emotional Quotient in working women. To know the importance of Emotional Quotient in a working woman's professional and personal life, descriptive Research design was used based on adoption of survey method. To prove the importance of Emotional Quotient in working women's life, working women of Rajkot associated with five different professions – Teaching, Medical, Law, Accounting and Entrepreneurs of home-based business were postulated as sample unit and sample size was consisted of 50 working women of Rajkot. Questionnaire Design was adopted for this study in which 50 questionnaires were distributed among working women of Rajkot, Gujarat. Data was collected with the help of self-administered questionnaire and was analyzed by using statistics with the help of Microsoft Excel. Research findings indicated the ample role of Emotional Quotient in working women's career and personal lives.

Keywords: Emotional Quotient, Questionnaire, Survey, Working Women.

Abbreviations: IQ – Intelligent Quotient, EQ – Emotional Quotient, EI – Emotional Intelligences

I. INTRODUCTION

From history to till date, various discussions and debates have centered around a woman encompassing numerous questions like who is a woman? How is the nature of a woman? How is a woman's heart, her mind, her physic, her beauty? How can a woman be safe? Should a woman be educated? Are men and women equal? Is Women Reservation Policy appropriate? etc. A woman has always been judged among her family, her career and her personal life. A woman's status and position in the society has been toing and froing from century to century. For instance, ancient Egyptian women had a great deal of freedom. In ancient Greece, people worshipped goddesses as well as gods. In rich Greek family, the wife was expected to run the home and to manage the finances. Meanwhile Celtic women had a great deal of freedom and many rights. In 16th and 17th century, women were confined to domestic work only. They used to enter in the profession like tailors, milliners, dyers, shoemakers and embroiderers, bakers, washerwoman, confectioners, brewers, etc. In 18th century, girls went to school but embroidery and music learning was more important than academic subjects. In 19th century, women started getting into education and 21st century's technological and economical changes inspired women to get in all professional fields and to have all

rights as men had. 21st century has pulled off various changes in education, technology, mentality, mentalities, religions, society, etc. so a woman's status is also the part and parcel of this change. Today a woman has proven herself a big cheese in all most the fields like sports, commerce and industry, education, health, politics, technology, navy, army, agriculture, astrology, astronomy etc. She has broken through the journey from a domestic servant to a spacewoman. Despite embarking her journey of being a professional person in each field, a woman has not been stopped centering around for various questions, like-

“Can a working woman be a good part of the society?”

“Can a working woman handle both- profession and family?”

“Can a working woman take care of her children and family?”

“Should a working woman be respected?” And above all,

“Should a woman work?”

Today almost working women find themselves in the midst of these kinds of chaotic questions despite having possession of abundant freedom and intelligence. It would be wasting of time if a blaming custom – “Blaming on Society and Culture” is repeated again and again. It is said maturity leads one to change the world but wisdom leads one to change oneself. Here also, if a woman walks on the path of wisdom, she can juggle multiple chaotic traits in one walk because there is no doubt on a woman's strength because it is said, “A woman is like a tea bag. When you put it in hot water, you come to know how strong she is!” A woman can set herself on the top ladder of professional and personal success by developing high EQ in herself. The concept of EQ is required to be thrown light on for its understanding and development.

II. EMOTIONAL QUOTIENT

Emotional quotient (EQ) is a measurement of a person's ability to monitor his or her emotions, to cope with pressures and demands, and to control his or her thoughts and actions. It is also called emotional intelligence. The ability to assess and affect situations and relationships with other people plays a vital role in emotional intelligence. Psychologists Peter Salovey of Yale and John Mayer of University of New Hampshire made the term ‘Emotional Intelligence’ popular after 1980. The concept was further popularized by Daniel Goleman, another well-respected psychologist who wrote many books on the subject and has served as co-chair of The Consortium for Research on Emotional Intelligence in Organizations. According to Daniel Goleman, “Emotional Intelligence is the aggregate of the strengths and weaknesses of your emotional competencies that influence how you handle yourself and others in coping with the demands and pressures of your business and personal life” Dr. Michael Rock says, “Emotional Intelligence is our ability to be aware of, make sense of, and make use of information from our emotional competencies to guide our thinking and actions with ourselves and others.” EQ is similarized with IQ sometimes although it is different from that. IQ includes Linguistic skills, Analytical skills, Spatial orientation, Logical reasoning, Linguistic,Mathematical/Logical, Physical, Interpersonal, Intrapersonal skills. While self-awareness,self-regulation,motivation,empathy and social skills are the main aspects of EQ. As per Norma Meek and Patty Schumacher, IQ contributes only about 20% to success in life.

III. BACKGROUND OF STUDY

Although today's working woman's freedom and intelligence have led her to be a high-flyer in every area, she has not been able to invite herself completely in the core area of happiness. This competitive world doesn't allow a woman to be restricted only to domestic work but boosts her to make the steps with the new - modern world and to galore high amount of intelligence. A woman's IQ has brought many changes in her nature and due to that a new baby (comparison) has born to a mother (woman's heart). In a nutshell, feeling of comparison has taken birth in a woman's heart. Sometimes working women compare themselves with men and give their best efforts to prove that they are superior to men and this superiority complex pushes her to eradicate the beautiful and adorable womanly qualities from her nature gifted by Almighty. She is strong and nice hearted and possesses intellectual property, too. Despite having the clear clue of her qualities and strength, she almost the time tries to prove it which makes her go through various chaotic clashes with men, family, society, profession and above all with herself.

A working woman is always seemed desperate to show her independence and her easy survival without a man which is also against God because as per mythology, God has sent both together, man and female (Adam and Eve) to initiate this beautiful world. He himself proves the equality of both then a human being – the society is a very minor stuff to change the law of nature. Despite being respected both's equality, a woman has been blessed with a beautiful gift of bringing a new human being in this world which cause her physic extreme pain and that claims her strength and superiority. But He has sent both of them on this earth for a purpose and the purpose is a happy and content life so to fulfil that purpose, both need each other. A MAN is the part of a woMAN and a WOman is also incomplete without a MAN. Due to this comparison or ambition, today's independent or ambitious woman spreads herself too thin which sets her under the black hovering clouds. Her wish to be 'number one' at every place like her workplace, home, family, relatives, neighbourhood, relatives brings her a gift of a stressful and restless life and she is led towards wrong aspects like unhappiness, anger, jealousy etc. As per the views of Chetan Bhagat (Bhagat, 2015), to prove herself, a woman always wants to have A+ complex which means to be good at every department of life. But that is very challenging for any human being to be perfect at every stage of life and to be everywhere at the same time. His statement: 'can't have it all' deserves a strong favour. He advises each woman to leave the fear of 'I am not good enough' and to come out of the statement of 'Having everything' which demands many expectations from herself only and derives happiness from her beautiful life and to achieve happiness itself means 'To have it all.'

Going further, our education system demands the petition for being unable to develop the factors of EQ concept from the beginning of child education. Our educational system gives stress on IQ than EQ. We are taught History, Hindi, English, Geography, Physics, anthropology, Botany, Computers, Medicine, Engineering etc. but we are not taught how to handle frustration, anxieties, stress, failure, depression, burnout, inferiority complexes, ego problems. We are not told to learn how to manage emotions, interaction, coordination, adjustment, communication. A child is expected to learn all these skills from parents, peer group or from other role models but nowadays children spend most of their time in their academic places which rings the alarm bell to the syllabus designers to make the EQ concept a part of each semester from prior education of child. It is a working woman's acceptance of

all the factors of EQ can provide the ways of getting rid of various chaotic issues of society as well as herself. This study has been undertaken to annotate the ample importance of EQ in a working woman's professional and personal life. Positive reviews and high score of all factors of EQ from various working women have proven the term's importance in their lives which will also motivate other women to develop the factors of EQ in their nature.

IV. AIM OF THE STUDY

To spread the awareness of ample importance of EQ in a working woman's professional as well as personal life.

V. OBJECTIVES OF THE STUDY

- To spread the awareness of EQ.
- To prepare a questionnaire on the importance of EQ factors in a working woman's life and take reviews for the same from working women of multiple fields.
- To give recommendations to the working women to develop EQ factors in their lives for a happy and satisfied life.
- To recommend academic syllabus designers to add 'EQ term' to syllabus from child education.
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VI. SCOPE OF THE STUDY

This study will include ten factors of EQ. Self-awareness, Self-regulation, Empathy, Social skills, Motivation, Managing relation, Integrity, Self-development, Value orientation and Commitment. A questionnaire on the role of these factors in a working woman's professional and personal life have been distributed to 50 working women associated with five different professions (Teaching, Medical, Law, Accounting and Entrepreneurs of home-based business) in Rajkot district - Gujarat.

VII. SIGNIFICANCE OF THE STUDY

The study is focused on identifying the phenomena related to ample role of EQ in a working woman. It will help a working woman to realize about her own god-gifted womanly qualities. She will find herself closer to the understanding of temporary success based on IQ like exam passed, competitions cleared, academic qualifications, earning fat salary, top position at workplace, being rich and wealthy, powerful, dominating, being negatively influential etc. It will help her to understand that Intelligence can get her hired but Emotional intelligence can get her fired as well as promoted at workplace and in personal life. This study will be helpful to empower herself by developing the following factors mentioned in Goleman's books on "Emotional Intelligence recognized Salovey and Mayer's model into five broad categories."

1. **Self-awareness:** Obtainment of this factor will navigate a working woman towards self-esteem. Her awareness and acceptance of her strength and weakness will make her a self-lover and self-respecter.
2. **Self-regulation:** Obtainment of this factor will add the qualities like tolerance power, adaptability, flexibility, handling egoism and acceptance to her nature which will sustain her regular in critical changes of life.

3. **Empathy:** Empathy will take her away from sympathetic nature and will drive her to put her feet into others' shoes which will help her to give right judgements in professional and personal life.
4. **Social Skills:** An emotionally intelligent woman is highly respected by peers, authority, family members and employees because they like people and are savvy enough to know what make them tick. Acceptance of this factor will tremendously empower her and keep her away from the traits like power wars, backbiting and duplicity.
5. **Motivation:** Self –motivation will always empower a working woman to bring best out of nothing at any place or in any situation of life.

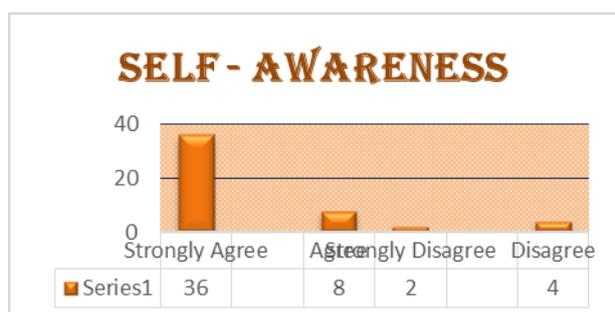
Factors like Managing relation, Integrity, Self-development, value Orientation and commitment will develop immense leader skills and team work in a working woman.

VIII. RESEARCH METHODOLOGY

- **Research Design:**
Descriptive Research design was used for this research based on adoption of survey method.
- **Sampling Design:**
Questionnaire Design was adopted for this study. 50 questionnaires were distributed among working women of Rajkot, Gujarat.
- **Sample Unit:**
Sample unit consist of working women of Rajkot associated with five kinds of professions – Teaching, Medical, Law, Accounting and Entrepreneurs of home-based business.
- **Sample Size:**
The total sample size in the present study was 50 working women working in various fields in Rajkot, Gujarat.
- **Data Collection:**
The data was collected through self-administered questionnaire.
- **Data Analysis Method:**
The data collected from the sample was analyzed by using statistics with the help of Excel.

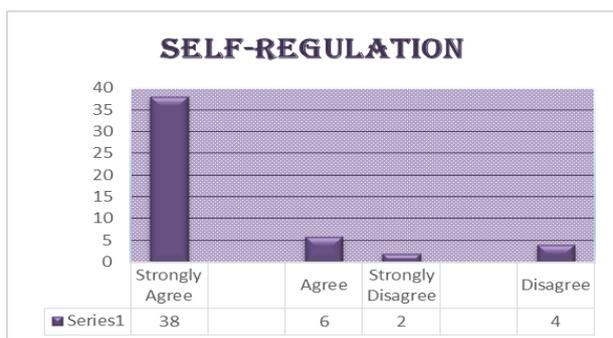
IX. RESEARCH FINDINGS AND DISCUSSION

Here the result of the research conducted through questionnaire among 50 working women of Rajkot associated with various professions has been dwelt upon with help of charts. Ten factors of Emotional Intelligence have been analyzed separately.



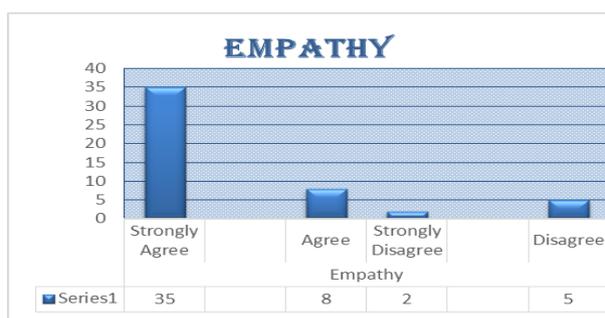
1. Self – Awareness :

Out of 50 working women, 36 were strongly agree, 8 were agree, 2 were strongly disagree and 4 were disagree for the importance of self-awareness factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



2. Self- Regulation:

Out of 50 working women, 38 were strongly agree, 6 were agree, 2 were strongly disagree and 4 were disagree for the importance of self-regulation factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



3. Empathy :

Out of 50 working women, 35 were strongly agree, 8 were agree, 2 were strongly disagree and 5 were disagree for the importance of Empathy factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



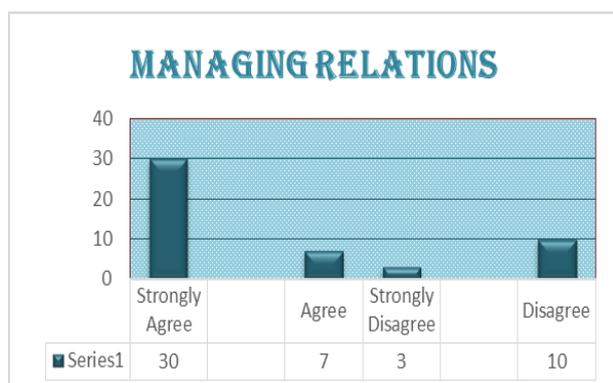
4. Social Skills:

Out of 50 working women, 40 were strongly agree, 5 were agree, 2 were strongly disagree and 3 were disagree for the importance of Social skills factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



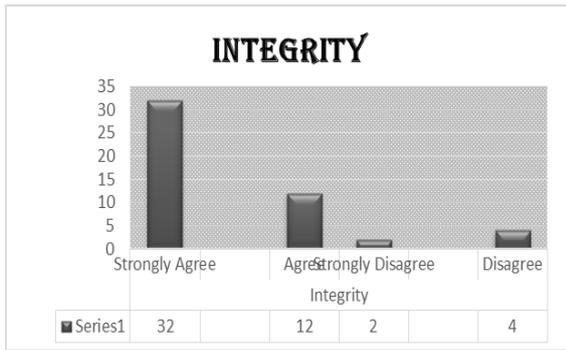
5. Motivation:

Out of 50 working women, 36 were strongly agree, 7 were agree, 3 were strongly disagree and 4 were disagree for the importance of Motivation factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



6. Managing Relations:

Out of 50 working women, 30 were strongly agree, 7 were agree, 3 were strongly disagree and 10 were disagree for the importance of Managing relations factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



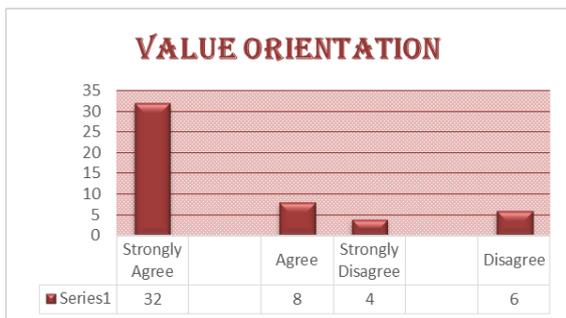
7. Integrity :

Out of 50 working women, 32 were strongly agree, 12 were agree, 2 were strongly disagree and 4 were disagree for the importance of Integrity factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



8. Self-Development

Out of 50 working women, 40 were strongly agree, 8 were agree, 1 was strongly disagree and 1 was disagree for the importance of Self-Development factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



9. value Orientation

Out of 50 working women, 32 were strongly agree, 8 were agree, 4 were strongly disagree and 6 were disagree for the importance of Value orientation factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.



10. Commitment:

Out of 50 working women, 40 were strongly agree, 6 were agree, 2 were strongly disagree and 2 were disagree for the importance of Commitment factor in a working woman. Highest score for strong agreement for this trait proves its ample importance.

The above survey shows the vital role of all the factors of Emotional Quotient in a working woman’s life. Social Skills, Self-development and Commitment factors scored higher score than other ones. Fifty working women themselves have given positive reviews for all the factors which can also lead other working women to develop these factors in their nature.

X. HOW TO DEVELOP EQ IN WORKING WOMAN

The term EQ is considered to be the heritor possession. But today’s psychologists claim the immense role of environment of its development. One’s own self plays the vital role for the development of this concept. For instance, a woman can keep certain aspects in mind like not judging anyone or editing her feelings very quickly, by connecting her feelings with her thoughts, turning into her unconscious feelings, writing her thoughts and feelings

down which takes her closer to herself, understanding herself and others very well and trying to present her feelings in front of the world, by stopping constant complaining about each situation of life, trying to understand generation gap, enjoying loving people and being loved, by respecting herself and valuing every situation of life, keeping the heart calm and strong in any bitter situation, by ignoring unnecessary stuff of day to day life and above all being honest with herself as well as with others. If these characteristics can be developed slowly and gradually in a working woman's nature, she can climb the mountain of all the domains of high EQ.

XI. CONCLUSION

The study undertaken to know the importance of Emotional Quotient in working women proves that only intelligence cannot take a woman higher in her professional and personal life. The study has touched its proof of the importance of EQ in a working woman with the help of various reviews of working women themselves from various fields. Any reader can get aware by the concept of EQ and its importance which is the aim of the study. It will also motivate academic syllabus designers to add the concept as the part of syllabus from child education. Further, While having meeting with them, some of them also described that EQ can enrich a working woman's leadership skills, relation managing skills, communication skills, conflict resolution skills, better team work, ability of collaboration, higher productivity, improve moral, gives job satisfaction, use of sense of humour and increases effective communication skills and above all will make her get rid of unnecessary chaos of life which will incentivize them to have power over themselves rather than men or society. A woman will start loving and respecting herself which will also make the society love and respect her. In a nutshell, "With IQ a woman can rue the world but with EQ a woman can win the world."

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Appendix:

ROLE OF EQ IN WORKING WOMAN

Factors of EI play vital role in working woman's personal and professional life

[01] **Self-Awareness** When you get aware and accept your strength – weakness, you start respecting yourself which help you to build healthy terms with your colleagues and family members.

[02] **Self-Regulation** Your flexible nature of getting adapted to any critical situational change in personal or professional life makes you stress free.

[03] **Empathy** Empathy for others stop you gossiping about anyone unnecessarily.

[04] **Social Skills** Getting along with people can open up many personal and career related doors.

[05] **Motivation** Your self-motivation always leads you to do any tedious work interestingly at your workplace which keeps you content in your personal life too.

[06] **Managing Relations** If you put your feet in the shoes of your in-laws, boss and colleagues, you understand them well and manage very good terms with them.

[07] **Integrity** Although your find your views are excellent, then also you try to understand and accept other people's views for the same. Your this moral supportive nature makes your professional and personal terms healthy.

[08] **Self-Development** If you perform your responsibilities with high self –esteem, that will develop yourself as well as people surrounding you.

[09] **Value Orientation** If you get any tough working place but you try to value that with positive or sometimes with strong and aggressive attitude, you will continue working happily at that place and home as well.

[10] **Commitment** When you complete the assigned task by your boss or by any member of your family on the same time and date you promised, you win their trust and might be promoted early at workplace than a lady whose IQ is higher than yours.