

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.0 Introduction

This chapter is divided into four sections. First, this study will be summarized in terms of the study procedures presented in the previous chapters. The limitation of this study will be summarized in the second section. The third section discusses the findings from theoretical and practical perspectives and suggestions for future research based on the findings identified in this study.

5.1 Summary and Conclusion

The results presented in this study indicates that the measures of emotional intelligence derived was with both reasonably and reliable in order to measure its contribution towards job performance and overall organization performance and well- being. Most of the literature reviewed shows the role of emotional intelligence in workplace behaviors and its impacts in an organization. As per discussion previously, the fundamental behavior of emotional intelligence is ones ability to understand and manage emotions in order to control and to make decision within organization. However, many literatures that have been included in the reviewed argued that there are many contributing factors towards this relationship of emotional intelligence and workplace behavior. In reference to that, purpose of this study was undertaken was in order to understand and evaluate the role of emotional intelligence and its contributing factor or elements towards job performance. It is hoped that the results of this evaluation can provide foundation for the usage of emotional intelligence in

business environment regardless of any background by providing vital information in accessing EI as predictors of performance and also to access individual performance in workplace. Further more it is also hoped that the results obtained can be used for future management planning for managers and executives.

To date, firms adapt economic pressures in their employee selections, training and development programs but not the most important element of emotional intelligence which is goal worthy for managerial focus. Proper identification of emotional skills can provide in depth knowledge and information for further enhanced training and development programs. Thus the present results may provide information and skills for future allocation of human resource development programs for an organization.

The findings from the current study has much significant information that can be adapted in organization training and development programs or even for the employee selection criterion. From the ANOVA results in the previous chapter, indicates that there is significant relationship between the emotional intelligence factors or elements and also job and organizational performance. Specifically, Factor 6 (influence) were found to show positive and strong relationship as predictors for emotional intelligence and overall performance of the selected organization. Factor 6 (influence) has greater impact in emotional intelligence and performance. Ones ability to persuade and change others viewpoint and emotions based on understanding of their position and the willingness to listens to other perspective and thinking. One with high level of influence not only able to rationale decision but rather can make one to understand the logic and the perspective one derived to the specific decision.

Therefore role of influence for person in managerial position is important not only for decision making processes but rather for implementation of the decision made (Tischler ,2002).

Finally the current results obtained is in line with the findings of Goleman (1995,1998) which states that emotional intelligence have direct linkage towards success. This can be proved by the examining the results obtained for Factor 1 (job performance) which has strong significant relationship towards success thru emotional intelligence.

While emotional intelligence surrogates performance in business environment, these results can be used as springboard for future investigation for emotional intelligence as predictive instrument.

5.2 LIMITATIONS AND SUGGESTIONS FOR FUTURE RESEARCH

The results that were derived form the current study showed the relationship of emotional intelligence towards job performance. A potential manager understands core skills on emotional intelligence are vital for management techniques and also for interpersonal interaction for overall individual success in workplace.

However prior to conclude strongly on this, there are much limitation in the current study that was undertaken. First, the sample size for the collection of data is very limited and stratification if selection is very stringent. As per discussion previously, the sample size only consist management level personal and limited to 106 respondents only. Secondly the scale that was used to evaluate the output was based on Goleman as well Salovey and

Mayer's theory on emotional intelligence. It also have been highlighted that there are many critics on the current emotional intelligence model. However, Goleman's scale for emotional intelligence would be closes and most widely used scale for any investigation on EI. Finally the output of variables that were studies such as job performance, emotional resilience and etc may lack on validity.

Therefore, future research should be designed to address all the above limitations from the current study. First and foremost the sample size for the data collection and analysis should be examined and extended to all levels of division in the above said type of industry. This can enable further enhanced validity on the sample examined within the selected organization.

Secondly, use of other different scale for analysis should be considered in order to understand different scale and thus examine the validity and practicality of this new scale. Lastly, study should be extended to more variables or dimension in emotional intelligence in the business settings in order derive concrete conclusion on the role of emotional intelligence towards job performance.