

Job Emotional Requirement: A Viable Tool towards Job Satisfaction

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ABSTRACT

Job Emotional Requirement is one such tool that makes a person capable of maintaining its minimum level of emotions at job which are required for that particular job. Job Emotional Requirement can be assessed through its multiple dimensions which include Understanding Emotion, Emotion Perception, Emotional Expression, Managing Self Emotions, Managing Others Emotions and Emotional Suppression. Job Satisfaction accounts for feelings that a person have with respect to a particular job. Present research study seeks to analyze the impact of several dimensions of job emotional requirement on job satisfaction of employees working in tourism sector.

1. Introduction

Emotions know days are talk of the present ear as it has now been proved that besides physical, situational and behavioural aspects emotional parameter is as important as anything else. Lack of emotional content at place of work has a great impact on job satisfaction and jib performance of employees and finally a setback to organizational performance. In this connection Job Emotional Requirement came into limelight as it depicts the required level of emotions at place of work that do not have an impact on work performance of employees. Job emotional requirement has a number of notified dimensions known as Understanding Emotion, Emotion Perception, Emotional Expression, Managing Self Emotions, Managing Others Emotions and Emotional Suppression. Understanding Emotion depicts the ways through which a person could understand his own and other people's emotions. Emotion Perception comes out the way through which a person gives sensory impressions to its thoughts in order to give meaning to its environment. Emotional expression is the way that depicts schedules and procedures of expressing emotions to self and others. Managing Self Emotions and Managing Others Emotions are the ways by which a person tries to manage his own emotions cues and emotional cues of others around him or her. Emotional Suppression is the way through which a person finally tries to bring negatives emotions under control. Job Satisfaction is the level of feelings a person has towards his job. These could be negative feelings or positive feelings. Positive feelings accounts for high level of job satisfaction and also accounts for high level of job performance whereas negative feelings are responsible for developing job dissatisfaction which in turn comes out in the form of low job performance. These are also responsible for generation of high level of turnover intentions. The current research study is one such initiative that has been initiated in order to identify the impact of several dimensions of Job Emotional Requirement on Job Satisfaction of employees working in tourism sector.

2. Literature Review

The following research studies have been analyzed in order to identify the research gap.

Ghoreishi S.F. et al. (2014), performed a research study considering employees who were working in Kashan Hospital in Saudi Arabia in order to identify the association of Job Satisfaction with emotional aptitude. The results from the research study showed that most of the staff was having normal quantity of emotional aptitude and job satisfaction while remaining staff possessed average level of emotional aptitude and job satisfaction. The research study further deliberated on the issue that hospital administration should trace out ways through which emotional aptitude and job satisfaction level of employees could be enhanced. The research study further suggested that regular level of workshops, training should be organized in order to cater the issue.

Gulavani A. &Shinde M. (2014), deliberated a research study to analyze the job satisfaction parameter among nurses working in service sector hospitals. It was found out of the study that factors such as capability utilization, accomplishment, commutation, progression, authority, policy framework, coworkers, inventiveness, security, societal service, social standing, ethical value, acknowledgement, accountability, supervision, assortment and working conditions accounts for higher job satisfaction among nurses while autonomy and compensation showed average level of job satisfaction. Moreover occupation load, pressure at work and disagreement from supervisor side are those factors that accounts for higher level of Job dissatisfaction.

Affandi H. (2013),envisioned a research study in order to access the association between Emotional Intelligence and Job Satisfaction, Burnout and Work Environment. The findings from the research study resulted out that emotional aptitude in directly associated with enhancement of Job Satisfaction and nature of work life. It was further examined that applied repercussions due to adjournment in espousing Emotional parameters are higher and employees are attending patients unswervingly and thus the level of burnout is intensifying which is lastly heartrending the intellectual and corporeal health of personnel.

K. Maryam, Foroughan M., Hosseini A.M. & Biglarian A. (2013), projected a research study to investigate the association between Emotional Intelligence and level of apprehension distressing Job Satisfaction amongst medical staff in Tehran's health centers. The findings came crossways the circumstance that enormous association was found amongst subscales of Emotional Intelligence comprising self-awareness, social skills, empathy and occupational stress with Job Satisfaction. It was further analyzed that implementation of emotional aptitude practices with regular training mechanism can meritoriously diminish the concentration of stress among staff and augment their exuberant of Job Satisfaction.

3. Objectives

- To analyze the impact of Understanding Emotion dimension of Job Emotional Requirement on Job Satisfaction of Tourism Employees in Rajouri and Poonch.
- To analyze the impact of Emotion Perception dimension of Job Emotional Requirement on Job Satisfaction of Tourism Employees in Rajouri and Poonch.
- To analyze the relationship of Emotional Expression dimension of Job Emotional Requirement with Job Satisfaction of Tourism Employees.
- To analyze the association of Managing Self Emotions dimension of Job Emotional Requirement on Job Satisfaction of Tourism Employees.
- To analyze the relationship of Managing Others Emotions dimension of Job Emotional Requirement on Job Satisfaction of Tourism Employees.
- To analyze the impact of Emotional Suppression dimension of Job Emotional Requirement on Job Satisfaction of Tourism Employees in Rajouri and Poonch.

4. Material and methods

The data shall be collected from primary as well as secondary sources. The primary data shall be gathered with the help of a pre-tested questionnaire from people working in tourism sector in Rajouri and Poonch districts. Secondary data shall be collected from offices of tourism situated at several places at district, block and tehsil level and also from several reports, print media, internet etc. The data and information collected shall be analyzed through certain techniques in order to determine the feasible results.

5. Result and Discussion

Table 01: Understanding Emotion and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
UE-JS	0.241	0.097	0.01	Yes

Table 02: Emotion Perception and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
EP-JS	0.139	0.034	0.063	No

Table 03: Emotional Expression and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
EE-JS	0.218	0.082	0.020	Yes

The analyses of several relationships that have been considered in the current research study have been tabulated in tables given below:

Table number 01 shows the values depicting relationship between Understanding Emotion and Job Satisfaction level of employees working in tourism sector. The table values clearly show that there is significant positive relationship between Understanding Emotion and Job Satisfaction. The p value is found to be 0.01 along with values of estimates and standard estimates as 0.241 and 0.097. The reason behind this positive significance is that tourism workers who can easily understand their emotional need can bring gratification in their work schedules. Table number 02 shows values depicting relationship between emotion perception and job satisfaction. The relationship has been found to be insignificant with p value of 0.063. The values of estimates and standard estimates have been found to be 0.139 and 0.034. The reason behind this insignificance is unparalleled estimation of sensory impressions in order to give meaning to surroundings. Table number 03 shows collected values of relationship between emotional expression and job satisfaction. It has been found that relationship between Emotional Expression and Job Satisfaction is found to be significant with estimated p value of 0.020. The values of estimates and standard estimates are 0.218 and 0.082. The logic behind this significant relationship could be expression of emotions makes a person feel light and improves his job satisfaction. Table number 04 shows the values of relationship between managing self-emotions and job satisfaction. The relationship has been found to be not significant with a p value of 0.23. The values of estimates and standard estimates have been found to be 0.141 and 0.038. The further analysis revealed that management of self-emotions leads to maintenance of job emotional requirement and which finally enhances job satisfaction. Table number 05 depicts the values representing association between managing others emotions and job satisfaction. The analysis reveals that the relationship between Managing Others Emotions and Job Satisfaction is found to be significant. The p value with respect to this relationship is 0.033. The values of estimates and standard estimates are 0.219 and 0.085. Table number 06 shows values of relationship between Emotional Suppression and Job Satisfaction. The values depict a positive and significant relationship between Emotional Suppression and Job Satisfaction. The p value is found to be 0.037 along with values of estimates and standard estimates as 0.231 and 0.092.

Table 04: Managing Self Emotions and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
MSE-JS	0.141	0.038	0.23	No

Table 05: Managing Others Emotions and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
ME-JS	0.219	0.085	0.033	Yes

Table 06: Emotional Suppression and Job Satisfaction

Relationship	Estimates	Standard Estimates	p-value	Significance (Yes/No)
ES-JS	0.231	0.092	0.037	Yes

6. Conclusion

Job Emotional Requirement has a significant role to play in determining the level of Job Satisfaction among tourism workers. The several dimensions whose relationship with Job Satisfaction was analyzed are Understanding Emotion, Emotion Perception, Emotional Expression, Managing Self Emotions, Managing Others Emotions and Emotional Suppression. It came out of the study that Understanding

Emotion, Emotional Expression, Managing Others Emotions and Emotional Suppression has a direct and significant impact on the Job Satisfaction of workers working in Tourism Sector in Rajouri and Poonch districts. Moreover it was further analyzed that Emotion Perception and Managing Self Emotions has no direct or significant impact on the Job Satisfaction of tourism workers in Jammu and Kashmir State.

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