

Impact of Emotions on Employee's Job Performance in Private Schools

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ABSTRACT

Emotions are pure human psychological phenomena. An employee is critically affected by their behaviors in the workplace. An employee's emotions and overall temperament have a significant impact on his job performance, decision making skills, team spirit, and leadership and turnover. What employees feel and how they express their emotions affects their performance. Emotions directly influence decision making, creativity and interpersonal relations. This research study analyzes the effects of emotions on employees' job performance and investigates the relationship between anger, interest, and trust of an individual in the work place with job performance. Results showed that emotions in the workplace were considered important in relation to employees' well being and job satisfaction only. Anger often leads to aggressions towards colleagues while sadness leads to dissatisfaction with the job. An emotion like anger, interest trust is not instantaneous, nor is it prolonged like a mood; rather emotion is a brief episode of synchronized changes in mind and body which directly affects the employee's performance. The biggest and the toughest challenge faced by the managers of today are managing employee's emotions. Emotions are shorter and more intense than moods. Emotions do not arise in response to certain events but carry certain important information about the event and it is this information which gets into our cognitive decision making processes arise when interactions takes place and are also identified as a social phenomenon. Since emotions arise in response to an event and are more intense than moods, they are significant prelude to action. It would also be interesting to note that emotions could occur in every interaction and the intensity of those particular emotions can wear off over time.

Keywords: Emotions, human behavior, job performance.

INTRODUCTION

Emotional labour is an employee's expressions of organizationally desired emotions during interpersonal transactions at work. Every employee expends physical and mental labour Emotions when they put their bodies and cognitive capabilities, respectively, into their job. But jobs also require emotional labour. The concept of emotional labour emerged from studies of service jobs. A situation in which an employee expresses organizationally desired emotions during interpersonal transactions at work.

The importance of emotions in the workplace could be understood better as more research is being carried out in this area and this helps to explain important individual and organizational outcomes. It is known that the management of social behaviour involves the management of emotions. In recent years the topics emotions, emotional intelligence and managing emotions in the workplace have gained a lot of attention in management and hence a lot of research in the area of organizational setting is being done.

A framework for research on emotion in organizations has been created since emotion it was recognized as one element of labour from the 1970s. As the service industry has developed, emotional labourers, who are asked by organizations to hide their emotions and display emotions customers want, have increased rapidly. Accordingly, it has been found that emotional labour has negative effects on labourers' attitudes towards jobs and organizations and on their job performance as well as on their psychological and physical health, lot of studies on emotional labourers have been under way. Many of the studies emphasized negative aspects of the results of emotional labour. While active research has been carried out mixed findings and many problems have been suggested. In addition, different researchers used the different numbers and names of the dimensions of emotional labour. Hence, this study, literature review research, intends to deal with the problem of conceptual ambiguity among research on emotional labour, and to look into the evolutionary trends and changing aspects of defining the concept of emotional labour. For this, it gropes for methods for reducing conceptual ambiguity. Further, it arranges the concept of emotional labour; and examines and reviews comparatively the currents of the existing studies and looks for the characteristics and correlations of their classification criteria. That is, this study intends to arrange systematically and examine theories on emotional labour

suggested hitherto, and suggest a future direction of research on emotional labour on the basis thereof. In addition, it attempts to look for positive aspects of the results of emotional labour.

The Human being is the one that can express feelings and thoughts, which result in behaviour verbally. Emotions have effect, which can influence all of one's behaviour at each stage of his life. It is important to know how emotions affect behaviours. In any work situation while performing a job, facial expressions are seen as an important part of emotion and the way people are required to display emotion as part of their work role. People are considered very important in business today as the whole business depends on their effective performance. Low levels of employee performance could lower the firm's profitability and lead to failure. The factor that explains organizational performance is job performance, which indicates how well an employee performs. Companies should be concerned about their employee's performance at work, which is expected to directly affect organizational performance.

REVIEW OF LITERATURE

(Goffman, 1969) feels that the concept of emotion is an essential factor for individuals to maintain their own selves and smoothly interact with others.

(Frijda, 1986) states that emotions arise in response to an event and are more intense than moods; they are significant prelude to action.

According to (Mills and Kleinman, 1988; Thoits, 1989), emotions can be defined by the feelings of people which they experience, reflect, and manage. These feelings or emotions are happened due to interaction with society, as in our routine life some time we show suppressed feelings that may be some time suitable and some time unsuitable. We can express these by the examples of daily life by expressing excitement, while at some circumstances anger has been shown by us.

(Gordon, 1990) explained these changeable emotions with different situation of society and its 8 effects at workplace. He also stated that we suppress our emotions as per requirement of job roles and show only job required emotions and suppress our other all natural emotions due to earning wages. He has reported three main characteristics of the emotional labours: first one the labour has to create a voice contact with the community, second one to turn out emotional state in behaviour of their customers, and last one is to give some command to employer so that they can control the workforce.

(Fischer & Tangney, 1995) Emotions arise when interactions takes place and are also identified as a social phenomenon.

Michel C Ashton (1998) investigates that employees' personnel traits influence greatly job performance.

R. Bowman and Stephen L. Mehay (2002), William investigates the effect of college quality and individual academic background on an employee's job performance.

Goris et al (2003) showed that trust of superiors by the employees and influence of superiors play their role on job performance and job satisfaction emphasizes the importance of emotion shows how important the emotion of the members is in organizational management.

According to (Porter, 2008) The concept of emotional labour evolved with different perception and interpretation with mixed outcomes and it not only depends upon the choice of 3 strategy but it also depends upon the implication and execution of strategy.

OBJECTIVES

To study the impact of emotions on performance of employees in education department with reference to private schools in Kashmir.

THEORETICAL FRAME WORK

Emotions and employees job performance.

Employee's emotions depend on the performance of employees in workplace.



Hypothesis:-

H0: There is no impact of emotions on performance of employees in private education department regarding various aspects of job.

H1: There is certain impact of emotions on performance of employees in private education department regarding various aspects of job.

RESEARCH METHODOLOGY

Emotions are basically internal feelings or reactions to any situation. Emotions play a vital role in every person's life. Both positive and negative emotions affect an individual's personality or his professional career. An emotion is a

mental and psychological state related to wide range of feelings, thoughts, and changes in body behaviours. As Emotion is subjectively variable, it is difficult to measure. For many of us, emotions are very personal states and many aspects of emotion seem insensible to us. We take three elements of emotions that are: anger, trust and interest. Anger is a basic human emotion that is by all experiences. It mostly occurs under unpleasant situations, opposing of long held views, facing difficulty in getting something, bad supportive role anger is a critical emotion effecting the working environment. It creates some sort of motivation or diverts your attention towards the matter which becomes the cause of anger. Like anger, trust is also an important emotion of a human being. Trust is both a rational and emotional act. Emotions connected with trust include friendship, closeness, love, union, relaxation, and comfort. Trust means being able to forecast what other people will do and what situations will occur. If we can enclose ourselves with people we trust, then we can make our present and future better. Interest is a feeling or emotion that causes attention to focus on an object or an event or a process. Interest expresses mental excitement of various kinds and degrees. The ability to perform effectively in our job requires that we have and understand a complete and up-to date job description for our position, and that we understand the job performance requirements and standards that we are expected to meet. Performance is an extremely important criterion that relates to organizational outcomes and success. Individual performance is generally determined by three factors. Motivation, the desire to do the job, ability, the capability to do the job, and the work environment, the tools, materials, and information needed to do the job.

SAMPLE SUMMARY

Baramulla district of J&K was being chosen for the study. The population for this study is composed of faculty of private schools in Kashmir. Sample size for this study was 150 total. A survey instrument in the form of close ended questionnaire was developed for the purpose of collection of data for the study.

Data Analysis:-

For analysing the collected data the Percentage tool was used to meet the objectives of the study. This tool is used to estimate the percentage of the respondent to know the perception regarding the impact of emotions on performance.

SUMMARY OF RESEARCH METHODOLOGY	
Geographical Area	Baramulla
Study Area	Tappar, Kreeri, Pattan, Palhalan, Sopore
Sample Size	150
Number of respondent	140
Agreed	115
Disagreed	25
Tool Used for Data Collection	Questionnaire
Statistical Tool	Percentage
Software	MS Excel

Data analysis And Interpretation:-

In this study the focus was on to know the perception of employees about the impact of emotions on performance associated with different private educational institutions in Baramulla District of J&K. It was found that 82.142% agreed that there is an impact of emotions on performance of employee.

CONCLUSION:

This study shows that there is strong influence of one's emotions on his performance. Now Organizations are practicing too much effort in defining and measuring performance. More specifically, emotion comprises a wide variety of feelings, thoughts etc. Analysis of the study determines that currently employees working in private schools highly affected their work by their emotions. Our study primarily describes emotions like anger, trust and interest. Findings show that employees mostly get angered by heavy work, behaviour of co-workers and attitude of the boss. Behaviour of employees towards work is now more important than ever before. For better performance of schools they must have such employees who have strong control on their emotions. Trust and interest are more important where nature of work of an organization is team oriented. In private organizations, finding shows that young employees have more interest in their work and love to do work in a challenging environment. This study shows results only few elements of emotions. The rest of elements need deep study to work on the future but this study will help in analyzing the emotions and the importance this has with the job performance of any employees. Additionally, this study has provided support for the performance evaluators by providing new dimensions which influence employees' job performance.

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