

SHORT SUMMARY OF THE WORK DONE ON THE UGC MINOR RESEARCH PROJECT

Title of the Research Project	:	Relationship Between Occupational Stress, Emotions Intelligence and Job Performance in Information Technology Professionals
Name and Address of Principal Investigator	:	Dr. Kiran V. Panchal Professor & Head, Department of Management Christian Eminent Academy of Management, Professional Education & Research, F-Sector, HIG, R.S.S. Nagar Main Road, Indore
UGC approval Letter No. and Date	:	MH-114/103039/XII/13-14/CRO Dated 2014

Summary of the Findings

The study has two major objectives: first, to examine the relationship between physiological stress and job satisfaction. Second, to examine the relationship between psychological stress and job performance.

The findings of this study confirm that physiological stress acts as an important determinant of job performance in the organizational sector sample. In the studied organizations, management teams have changed and implemented challenging jobs for IT employees to sustain and achieve their organizational strategies and goals. The study presents three major implications: theoretical contribution, robustness of research methodology, and practical contribution. In terms of theoretical contribution, the results of this study confirm that physiological stress as an important determinant of job satisfaction in the studied organizations. In terms of practical contributions, the findings of this study can be used as a guideline by the management to overcome occupational stress problems in organizations. The objective may be achieved if management considers the following suggestions: firstly, update the content and training method. For example, the content of training programs needs to emphasize more on soft skills, especially emotional intelligence. Exposing employees with the concept and principles of emotional intelligence will increase their capabilities in using, regulating and managing emotions to control physiological and psychological stress symptoms in performing job. The content of such trainings will be easily implemented if employees are trained using proper case studies and role play techniques. Secondly, management should encourage employee participation in teamwork. For example, involving employees in teamwork planning and administration will help them to increase positive socialization, improve career and increase psychosocial well-being. Third, promote work-life balance initiatives.

Finally, encourage employee assistance program through professional consultants or internal counseling and guidance unit.

For example, the willingness of managers to provide moral and material support to employees who have experienced social and financial problems may help them to decrease daily job problems and increase their satisfaction in performing the job. If organizations heavily consider these suggestions this may strongly motivate their employees to perform job targets effectively. This study further suggests that properly manage physiological and psychological stresses in performing job will strongly increase the capability of employees to cope with occupational stress, and this may lead to higher positive attitudinal and behavioral outcomes

(e.g., performance, satisfaction, commitment, and positive moral values). Thus, these positive outcomes may lead to sustained and achieved organizational strategy and goals. EI may be especially important in the service sector and in other jobs where employees interact with Customers. The ability to recognize emotions in others may help one know when to perform emotional labor, just as the ability to recognize one's own emotions may help employees know when they need to pay attention to altering their emotional expressions. Brotheridge (2006: 139) found "the key role of emotional intelligence seemed to be as a predictor of the perceived situational demands, which, in turn, predicted the nature of emotional labor that was performed." Performance measurement has numerous implications and they are different based on the organization's aims such as improving the productivity, guided-action based promotion, the payment for performance, employees' assistance to promote their capability for higher level of responsibility and performance. Attaining the most feasible performance is considered as the most significant aim of all organizations. As such, organizations are required to concentrate on the emotional intelligence as a challenging variable for the sustainment of the high performance and the development of the competitive privilege. According to the previous studies, emotional

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intelligence has a key role in the increase of performance. Different studies are illustrative that high-level possessed emotional intelligence individuals have also excellent job performance. Individuals that promote emotional intelligence have success in their career as there is a relationship between success and emotional intelligence and they are influenced by each other. Achieving emotional intelligence skills for managers are very vital in the augmentation of efficiency and job performance and it is especially of utmost importance for IT professionals. As there is a relationship between the nature of the IT professionals job and personnel's knowledge level, attitude, motivations, and have an understanding of client views, emotional intelligence is closely associated with job efficiency. Stressing the organizations' need to have an understanding of the importance of emotional intelligence in the increase of job performance, this study can have a contribution to the Human Resource Development body of knowledge. HRD practitioners might better implement the mentoring, particularly within a different workforce by means of the application of the proposed model. By applying emotional intelligence, they can improve manager's and employees' job performance and effectiveness and efficiency of the organizations. stress and emotions are interdependent, managing emotions may help in managing stress and to manage emotions we need emotional intelligence (EI).