



STUDY THE IMPACT OF EMOTIONAL INTELLIGENCE PRACTICES ON EMPLOYEE PERFORMANCE

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A problem is crystallized in some organizations in not adopting the application of emotional intelligence in the work environment, which causes the loss of some of its employees and a decrease in job performance by not understanding feelings and how to properly deal with the employee. And the pressures that afflict him and the consequent failure to take appropriate decisions in the work environment. EI provides a stress-free environment and has a positive impact on the performance of employees in the work environment. The topic was discussed with several government and private company employees about what makes them love to work, raises their level of performance, and settles them in a company. Through their answers, the administration's application of correct policies in providing an appropriate environment for employees improves performance and employee stability on his job. Through the study, we will focus on the impact of emotional intelligence practices on employee job performance and reach the importance of the level of emotional intelligence skills in the work environment. We will collect all these meals through the RAS Company, by targeting a sample of employees working in the Human Resources Department to reach the extent to which emotional intelligence is applied in a company and what are the advantages and disadvantages in this aspect.

Emotional Intelligence, (EI), Ras Al Hamra Company (RAS)

INTRODUCTION :

Emotional intelligence is one of the most important strategies that organizations have been interested in working on in the work environment. Due to his ability to recognize the feelings of the other party and understand their impact on job performance, in terms of applying emotional intelligence, it is possible to improve the job performance of employees and deal with external

influences on that. Some institutions have adopted the process of adding an emotional intelligence test when the employee progresses through testing or interviews. Through some studies, it was concluded that there is a strong link between emotional intelligence and job performance. Most people who are characterized by emotional intelligence can deal with others, which generates a faster response than the other party. Also, employees with emotional intelligence are more likely to have higher levels of job performance and positively affect colleagues in performance because they have characteristics that enable them to deal with people with low EI. The study aims to study the impact of emotional intelligence on job performance by clarifying the concept of emotional intelligence, knowing the extent of the impact of emotional intelligence practices on job performance in RAS company , measuring the rate of emotional intelligence and job performance for employees, identifying the extent to which emotional intelligence influences conflict management, Evaluate the percentage of the impact of emotional intelligence in the company through the use of a technology tool. Work on a study using a questionnaire to access information on the extent of emotional intelligence application in the company and analyze previous articles to obtain some conclusions and information.

EXPERIMENTAL PROCEDURES :

Through the research, primary and secondary sources were used that help us to obtain data. Important completion Primary sources: is the collection of data by conducting a questionnaire related to the subject of the study, and primary sources apply to official documents that contain direct information about the investigation, such as an event or a person. Photographs, records, personal journals, appetizers, and postal letters preserved in their originals are primary sources. In this study, we will use the electronic questionnaire as a source of information. The questionnaire will be divided into optional questions and essay questions. The questionnaire will be sent to the Human Resources Manager, which will be distributed to a selected sample of 109 employees, to get various answers about the questions asked. An interview will be conducted with the HR manager to ask some questions to get answers from several parties. Second, secondary sources are the second source through which important completion information will be obtained and information will be evaluated to ensure its correctness. Through the study, we used the Internet to access the literature about the impact of emotional intelligence practices on job performance, which helps in substantiating the conclusions reached by the study. We will also use the Internet to extract information from the company's official website and other websites to access information and analyze it to find answers to research questions.

Table 1 Gender of the Respondents

Gender	Responses	Percentage
Male	28	56.7%
Female	22	43.3%
Total	50	100%

Table 2 Ages of the Respondents

Ages	Responses	Percentage
22-30	22	43.3%
30-35	22	43.3%
35-45	6	13.3%
More than 45	0	0%
Total	50	100%



Table 3 Academic qualification of the Respondents

Degree	Responses	Percentage
Diploma	22	43.3%
Bachelor	22	43.3%
Master's	5	10%
PHD	1	2%
Total	50	100%

SECTION 2 SUBJECT OPTIONAL QUESTIONS

Q1.HOW MUCH DO YOU KNOW ABOUT EMOTIONAL INTELLIGENCE?

Answer	Responses	Percentage
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Superficial	20	40%
Average	20	40%
Deep	10	20%
I don't have a background	0	0%
Total	50	100%

Q2. IS EMOTIONAL INTELLIGENCE RECOGNIZING YOUR EMOTIONS AND BEING ABLE TO MANAGE THEM AND USE THEM?

Answer	Responses	Percentage
Strongly agree	0	0%
Agree	27	53.3%
Neutral	21	43.3%
Disagree	2	4%
Strongly disagree	0	0%
Total	50	100%

Q3. DO YOU HAVE AN AWARENESS OF EMOTIONS SO THAT YOU CAN ACCURATELY DESCRIBE YOUR FEELINGS?

Answer	Responses	Percentage
Strongly agree	2	4%
Agree	23	46.7%
Neutral	0	0%
Disagree	25	40%
Strongly disagree	0	0%
Total	50	100%

Q4. IF YOU ARE FACING PERSONAL CIRCUMSTANCES, DOES IT AFFECT PERFORMANCE IN COMPLETING TASKS?

Answer	Responses	Percentage
Strongly agree	0	0%
Agree	35	69.7%
Neutral	3	6%
Disagree	12	24.4%
Strongly disagree	0	0%

Total	50	100%
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Q5. ARE YOU IN CONTROL OF YOURSELF SO THAT YOU DO NOT REVOLT IN THE FACES OF OTHERS WHEN ANGRY?

Answer	Responses	Percentage
Strongly agree	2	4%
Agree	27	54.5%
Neutral	3	6%
Disagree	18	36.4%
Strongly disagree	0	0%
Total	50	100%

DISCUSSION:

The results indicate the importance of emotional intelligence and its great impact on the performance of employees by improving the overall performance of the company's employees. Emotional intelligence is one of the skills and abilities that it is important for employees, especially managers, to have to know how to deal with the feelings of others and control their feelings to create an appropriate work environment. The performance of the employees is beneficial to the company in achieving its goals and increasing its profit.

CONCLUSION:

It became clear through the search for companies that do not practice emotional intelligence at a required level and do not give it any interest in improving the emotional intelligence of employees and heads of departments, despite its impact on the performance of employees in the company. We have shown through the research the importance of emotional intelligence and the extent of its impact on the performance of employees, which makes it have a role in achieving the goals of a company.

FUTURE RESEARCH:

The future study is based on the presence of improvement points, through which the use of higher quality data analysis tools and the expansion of the research circuit. The researcher can look at the findings of the research and make a comparison with the many other research to draw new conclusions. Through the research, he touched on the impact of emotional intelligence on job performance and included all the points on it. The researcher can address what are the positive effects of emotional intelligence on the company or the impact of emotional intelligence on work stress and others. A company can also look at the results of the research through which they can be analyzed and look at the aspects that can be improved to raise the level of emotional intelligence.

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