Role of Emotional Intelligence in Ethical Decision Making a Study of Western U.P.

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Abstract
Emotional intelligence, an essential factor responsible for determining success in life and psychological wellbeing, seems to play an important role in taking the ethical decision making. Research work, why emotional intelligence is important in decision-making now a days? To check and analysis, how the emotional intelligence effect on employee’s productivity? The behaviours associated with emotional intelligence may be practically applied to enhance and increase the productivity of the employee the purpose of this research is to identify practical approaches to the application of emotional intelligence to the decision-making process.

An emotional intelligent employee can well perform in all the area. Whenever there is change in culture & state of the organisation at that time emotional intelligence helps to employee for coup up with environment and takes the right decision which is beneficial for the organisation as well as the personal life of the employees. So that as a manager, provide the training classes to our employees by this training classes they will be motivated for doing the work in the organization. Emotional intelligence helps to the employees for self - motivation. And they will do the work in the organization as a family member. The simplest thing to say about emotions and motivational drivers is that the brain works in mysterious ways.

Keywords
Emotional Intelligence, Self-Awareness, Self-Regulation, Motivation, Empathy, Decision Making

Judging a situation or a problem ethically entails our own values and parameters of right and wrong as well as considering the standard ethical rules of the society that we live in.

Managers who are emotionally intelligent use their emotions to adopt their plans they do not ignore uncomfortable plans emotionally intelligence behavior helps managers plan better in many ways:

- Change plans to meet the need of the moment
- Adopt to different situation
- Consider a variety of possible action
- Come up with alternative plans
- Do not consistently do the same thing
- Do not stick to the plan when it does not work out

Emotionally intelligent manager make better decision:

- Using emotions to improve things
- See things clearly when feeling are overpowering
- Make good, solid decision even when angry
- Do not react out of anger
- Balance their thoughts and their feelings
- Do not let strong emotions blind them

So, we can say that emotional extremely important in decision making. This is an art and with practice we will be able to master the art of decision making through emotional intelligence. Emotional intelligence makes our personality and moral reasoning helps us find out that what is right and wrong for the human being. In other words with the more emotional intelligence increases the good relationship in the organization as well as in family & society.

II. Literature Review
Lack of emotional intelligence is one the leading cause of conflict, as the root of all conflict is a lack of sensitivity on the part of one or both parties and sensitivity is directly related to one’s emotional intelligence. Managers or leaders who are high on emotional intelligence will be able to mitigate problems long before they have a larger impact on the company. The study conducted by Afzalur and Clement (2002) in seven countries revealed that motivation, one of the dimensions of emotional intelligence, is positively related with effective problem solving style. Carmeli (2003) examined the relationship between emotional intelligence, job satisfaction, organizational commitment and work-family conflict in ninety-eight senior managers. He suggested that emotional intelligence is a competency that drives positive outcomes and behaviors. Caramel hypothesized that high levels of emotional intelligence would result in positive moods and feelings which would generate high levels of job satisfaction, that emotional intelligence would augment a higher level of organizational commitment as employees would be able to maintain positive affective states, and finally he hypothesized that employees high in emotional intelligence are more able to balance work-family conflict as they recognize and manage feelings of
conflict as they occur. Lenaghan, Buda and Eisner (2007) in their study supported the finding that possession of emotional intelligence will act as a protector variable of one’s wellbeing in the face of work-family conflict. The results revealed that higher emotional intelligence positively influenced well-being. Specifically, those individuals in the study who had high emotional intelligence with low work-family conflict reported the highest well-being while those with low emotional intelligence and high work-family conflict reported the lowest well-being. A total of 205 people participated in this study. This sample was drawn from a large university representing a large variety of jobs including unionized trade workers to executive managers.

Ayoko, Callan and Hartel (2008) examined the dimensions of conflict and emotions by integrating features of conflict, reactions to conflict, and team emotional intelligence climate. They proposed through their study that teams with less-well defined emotional intelligence climates were associated with increased task and relationship conflict and increased conflict intensity. In addition, team emotional intelligence climate, especially conflict management norms, moderated the link between task conflict and destructive reactions to conflict. They stressed upon the fact that team leaders and members need to be aware of their team members’ reactions to conflict. More specifically, teams that are experiencing destructive reactions to conflict need training in skills related to empathy, emotion management, and conflict management norms. The application of these skills in the team environment will assist team leaders and members in minimizing conflict and in managing conflict for team effectiveness.

Godse and Thingujam (2010) examined the relationship between personality, conflict resolution styles and emotional intelligence among 81 technology professionals in India. The results revealed that emotional intelligence was significantly correlated with the integrating style of conflict resolution (i.e. involving the exchange of information and differences toward a solution favourable to both parties), negatively correlated with the avoiding style (i.e. withdrawal from the situations) and not correlated with the dominating, compromising or obliging style. The results indicate that IT professionals with higher perceived emotional intelligence are likely to adapt better styles of conflict resolution in order to deal effectively with the situations. The study draws our attention to the use of emotional intelligence skills in effectively resolving conflicts in the workplace.

III. Methodology

In research, Researcher has used the secondary data. Like journals, news papers, books, and websites and published data relating to researchers topic.

IV. Research Objectives

Why emotional intelligence is important in decision making now a days? To check and analysis, how the emotional intelligence effect on employee’s productivity?

V. Work


This paper argues that organizational learning is more effective if enacted by emotionally intelligent employees within clear operating boundaries such as those offered by participation in decision-making.

Organizational learning, based on Senge’s (1992) conceptualization of the five elements of personal mastery, mental models, shared vision, team learning and systems thinking, Aims to facilitate an organization’s ability to learn and adapt to change. Emotional intelligence is claimed to promote emotional knowledge, perception and Regulation as well as general intelligence (Mayer and Salovey, 1997). However, this has to be harnessed to contribute to the organization’s success. This paper synthesizes a model of how emotional intelligence, organizational learning and participation in decision-making can be operationalized to improve an organization’s capacity to manage change and improve performance outcomes. “Emotionally intelligent employees tend to want outcomes that benefit others as well as themselves”

This paper attempts to synthesize how emotional intelligence, organizational learning and PDM can combine to facilitate an organization’s response to change. Involving employees closest to the decision source can provide organizations with the flexibility to continuously Change and improve in dynamic environments. Previous studies on participation. In decision-making have identified positive results in these areas (Black and Gregersen, 1997; Hunton et al., 1998; Pearson and Duffy, 1999; Witt et al., 2000). However, organizations need to provide emotionally intelligent employees with clarity about their role in decision processes, particularly in relation to why, how, when and to what degree they can participate. To do so will facilitate greater commitment and ownership of solutions returning benefits for both employees and employers. Enhancing decisions and decision-making processes through the application of emotional intelligence skills (www.emeraldinsight.com). James D. Hess, Arnold C. Bacigalupo Voyageur One, LaGrange, Illinois, USA

Findings – Organizations and individuals may benefit from the development and utilization of behaviours attributed to emotional intelligence. The practical application of emotional intelligence skills can enhance individual and group decisions and outcomes.

VI. Conclusion

Ethical decision making ? Ethics tells us the way to behave in a certain acceptable manner in society so as not to harm others around us and to bring about the greatest good of the greatest number of people. When we are devoting our self to social work - serving the welfare of a child, families dealing with homelessness, patients dealing with substance abuse or mental health related issues you are making important decisions on improving the quality of life for society. Having a strong ethical base in social work is the most important parameter while making decision.

Emotional intelligence, that it comes from the ancient time in India. Here in this article say that “the wise be hold all beings in the self and the self in all beings for reason he does not hate anyone”. Variable emotional intelligence has been defined with the help of five items. These items include: self awareness, self regulation, motivation, empathy and decision making. Emotional intelligence, an essential factor responsible for determining success in life and psychological wellbeing, Seems to play an important role in shaping the interaction between individuals and their work environment. The Emotional intelligence helps society also. Finally, the practical application of emotional intelligence skills
and behaviours can enhance not only the outcome of a decision but also the processes associated with decision-making. And also helps in job satisfaction.

Reference


