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**HAPPINESS AND PERFORMANCE
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Happiness and Performance Psychology

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Abstract – Enhancing the competency and performance of executives has been an area of interest to management philosophers and researchers for a long time. The popularization of the concept "Emotional Intelligence" (EI) has really given a new dimension and momentum to the research initiatives that were linking personality factors with the superior performance of the executives. The concept of cognitive intelligence, which is often referred as intelligence or Intelligent Quotient (IQ), as the sole determinant of individual performance has been questioned with the emergence of the concept "emotional intelligence". Consequent to the large number of research publications during the last one decade, EI has been identified as a critical factor in the performance and success of individuals in varying roles in their professional career and it has become an important consideration in human resource planning, job profiling, recruitment interviewing and selection, training and executive development.

Keywords: Development, Emotional Intelligence, Performance, Intelligence, Intelligent Quotient, etc.

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INTRODUCTION

The academic aptitude and scholastic sources of individuals were often given importance in education for several decades as IQ has been regarded as the most important predictor of the life success. But the recent researches show that IQ alone explains a little of achievement at work or in life [1]. Daniel Goleman, who popularized the concept of EI through his bestselling books Emotional intelligence: Working with Emotional intelligence contents that the all-round success in life is more dependent on the EI, rather than the IQ [2]. In a study conducted among 500 companies including IBM, found that EI competencies explained more than 80% of executive job performance. He also found that EI skills had more impact on job performance than IQ and experience combined [3]. In a similar competency research in over 200 companies and organisations worldwide, that about one-third of this difference in performance is due to technical skill and cognitive ability while two-thirds is due to emotional competence. According to him, people with high IQ can be stunningly poor pilots of their private lives [4]. IQ, at best, accounts for 20 % to the factors that determine life success [5].

REVIEW OF LITERATURE:

It has been identified by many researchers that EI is an important possession of successful business leaders [6-8] has shown that close to 90 percent of success in leadership positions are attributable to Emotional Intelligence. Now EI has been widely used as a popular measure for identifying potentially effective leaders and a tool for developing effective

leadership skills. Many investigators including [9-11] reported the relationship between emotional intelligence and crucial work-related factors with the help of empirical research and stated that the emotional intelligence of employees is an important aspect of organisations [12].

Now it is a fact that, EI has been accepted everywhere as the most important determinant of all-round successes of an individual in life rather than the IQ. The difference between these two concepts is very clear [13]. Intelligence or IQ represents the personal competency of an individual that qualifies him for a particular job, but does not guarantee his success. At the same time, emotional intelligence is concerned with understanding oneself and others, relating to people, and adapting to and coping with the immediate surroundings to be more successful in dealing with environmental demands. Emotional intelligence is tactical (immediate functioning), while cognitive intelligence is strategic (long-term capacity). Emotional intelligence helps to predict success because it reflects how a person applies knowledge to the immediate situation. In a way, emotional intelligence is the reflection of one's "common sense" and ability to get along in the world[14].

1. Employees' wellness:

It is assumed that an employee who is well is a healthy employee. Wellness has varying widely accepted meanings and is conceptualized as a varying construct depending on the context. Wellness should be the focus when considering the human being (employee) in its balanced entirety, aiming at

reaching optimum wellbeing, satisfaction and gainfully employed. There is a need in the field of organizational psychology, human resource management, sociology and those researching and applying wellness in the workplace to have common conceptualization for wellness (Job Satisfaction, subjective wellbeing and gainful employment) that include these concepts from a holistic approach [15].

2. Wellness at the Workplace:

Wellness teams, policies, physical environment including provision of showers/lockers, gym facilities, etc., work/life balance, time/stress management schemes, etc.). An organisation is a social arrangement which pursues collective goals, controls its own performance, and has a boundary separating it from its environment [12]. There are a variety of legal types of organisations, including: corporations, governments, non-governmental organisations, international organisations, armed forces, charities, not-for-profit corporations, partnerships, cooperatives, and universities. A hybrid organisation is a body that operates in both the public sector and the private sector, simultaneously fulfilling public duties and developing commercial market activities [10]. As a result the hybrid organisation becomes a mixture of both a part of government and a private corporation.

3. Job Satisfaction:

Employee brings intellectual and physical abilities and time to their jobs. Many individuals try to make a difference in their lives and in the lives of others through working. A salary check is not the only motive for wanting a job. Jobs can be used to attain special goals [11]. "When a job meets or exceeds an individual's expectation, the individual often experiences positive emotions. These positive emotions represent job satisfaction." According to Smith (1992) Job satisfaction in turn is also a major contributor to life satisfaction. Only a satisfied employee can become an engaged employee [9].

4. Gainful Employment:

Healthy physical environment is a part of happiness at work where it is obvious that management cares about the welfare of workers [8]. An employee always seeks energy and value greatly from gainful activity. Sigmund Freud is the first person who used bold statement that a healthy life is one in which a person has the ability to love and to work [10]. "Freud was once asked what he thought a normal person should be able to do well. The questioner probably expected complicated answers. But Freud, in the curt way of his old days, is reported to have said: "Lieben und arbeiten" (to love and to work). It pays to ponder on this simple formula; it gets deeper as you think about it." In the lines of Freud's idea of healthy life, the psychological literature has facilitated the importance of positive interpersonal relationships and employment. this term to study this kind of concept. Gainful employment nourishes

energy. Simply defined gainful employment is the work one can do for income, and income drives the livelihood and purchasing power with a few exceptions. Management affects job and gainful employment whether good or bad, gainful is personal and desirable to an employee [7]. The involvement in gainful activity must be by working earners and self-employed earners [5].

CONCLUSION:

The role of EI in performance is proved without any doubt; it does not mean that it is the only determinant of the executive performance. Present study itself reveals the importance of self-esteem and locus of control-internal or in other words the possible role of the broader trait 'core self-evaluation' to a large extent in the performance of sales executives. EI is not a substitute for the cognitive abilities of an individual; it is an important contributory factor to the performance side of the individual. It can be concluded that Emotional Intelligence is a learnable trait of individuals/executives that can substantially influence their performance effectiveness. EI is increasingly relevant in human resource management and the concept can be well utilised both in recruitment process and training programmes for the effectiveness of the organisation as a whole. EI involves "the intelligent use of emotions: you intentionally make your emotions work for you by using them to help guide your behaviour and thinking in ways that enhance your results." Intelligent use of emotions in personal selling by the sales executives would definitely make their emotions work for them and would further result in enhanced performance.

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