ABSTRACT

Global competition and increasing work pressure in organizations have increased tension and stress among employees. Globalization has made our lives stressful and complex. People are becoming more and more self-centered and selfish because of increasing competition and work pressure both in professional as well as in personal life. Today life’s challenges are far more complex than they used to be, while life itself is all together a harsher, less natural process than it used to be. Living in an age of immense and increasingly rapid change, we are subjected to greater, more insistent and inescapable pressures to adapt, keep up and compete to survive than at any other time. The global market place is forcing organizations to upgrade their efficiency and this in turn, is encouraging employers to seek ways of enhancing the performance of employees and thus avoiding losses associated with health and safety.

This is accompanied by a unique explosion of expectations which has consequences for individuals as well as organizations. The wave of information technology brought with itself psychosocial developments. The hi-tech workers who caught up in the mercurial 24/7, where work environment have no real life, companions, family, relaxation, recreation and are therefore incessantly on the backburner. In this age of illusion of security and anxiety, the IT professionals are feeling vulnerable due to rapid
transformation in paradigmatic shifting economy from the age of industrial to information technology. Hence it is important to look into the positive aspects of personality to ensure healthier and better working environment. This highlights the importance of positive psychological traits such as Emotional intelligence, Optimism and Self-efficacy and their relationship with Organizational citizenship behaviour and Quality of work life.

Thus keeping all this in view, the purpose of the present research effort was designed to study “Emotional intelligence, Optimism and Self-efficacy in relation to Organizational citizenship behaviour and Quality of work life among I.T. Professionals”. The following hypothesis were raised in conformity with the purpose of the present study.

**Hypothesis**

1. Male and female I.T. Professionals will significantly differ in their level of Emotional intelligence (along with its dimensions), Optimism, Self-efficacy, Organizational citizenship behaviour (along with its dimensions) and Quality of work life (along with its dimensions).

2. There would be significant relationship between Emotional intelligence (along with its dimensions) and Organizational citizenship behaviour (along with its dimensions) among male, female and total sample of I.T. Professionals.
3. There would be significant relationship between Optimism and Organizational citizenship behaviour (along with its dimensions) among male, female and total sample of I.T. Professionals.

4. There would be significant relationship between Self-efficacy and Organizational citizenship behaviour (along with its dimensions) among male, female and total sample of I.T. Professionals.

5. There would be significant relationship between Emotional intelligence (along with its dimensions) and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals.

6. There would be significant relationship between Optimism and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals.

7. There would be significant relationship between Self-efficacy and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals.

8. There would be a co-variance of Emotional intelligence (along with its dimensions), Optimism and Self-efficacy with Organizational citizenship behaviour (along with its dimensions) and Quality of work life (along with its dimensions) among I.T. Professionals.
Sample

The sample of the present investigation was drawn purposively on the basis of availability. The sample was drawn from 10 Information Technology (I.T.) companies in Hyderabad, Bangalore, Noida and Delhi NCR. For this purpose first of all, a list of the I.T. companies were collected. Initially approximately 500 I.T. Professionals constituted the sample, but later on only 400 I.T. Professionals were selected for the final study, 200 male and 200 female. Rest of the subjects were dropped because of incompleteness of their responses and their reluctant behaviour. I.T. companies which were covered during this research were Mahindra Satyam, Wipro, Accenture, TCS, Realpage India, Microsoft, HSBC, HCL, IBM and Target India. The age level of the professionals was between 25 to 35 years.

Following tools were utilised to collect data on selected variables:-

1. Emotional Intelligence Test by Prof. N.K. Chadda and Dr. Dalip Singh (2001).
After the scoring for the entire sample on each test was done, the raw scores were further put to statistical treatment. The Mean, Median, SEM, SD, t value, Pearson’s r, were calculated separately for male, female and total sample of I.T. Professionals. Factor analysis, multiple correlation and regression of the variables under study was also done.

**Results**

1. Male and female I.T. Professionals have been found significantly different from each other in their level of Emotional intelligence (along with its dimensions), Self-efficacy and Quality of work life (along with its dimensions). Male and female I.T. Professionals did not differ in terms of their level of Optimism and Organizational citizenship behaviour (along with its dimensions).

2. Among female I.T. Professionals there was significant negative relationship between Emotional intelligence in terms of Emotional sensitivity and Organizational citizenship behaviour in terms of Relation with supervisor and Sportsmanship. Among male and total sample of I.T. Professionals there was no significant relationship between Emotional intelligence (along with its dimensions) and Organizational citizenship behaviour (along with its dimensions).

3. Among male, female and total sample of I.T. Professionals there was no significant relationship between Optimism and Organizational citizenship behaviour (along with its dimensions).
4. Among male I.T. Professionals there was significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Compliance, Helping behaviour, Sportsmanship and total Organizational citizenship behaviour. Among female I.T. Professionals there was no significant relationship between Self-efficacy and Organizational citizenship behaviour (along with its dimensions). Among total sample of I.T. Professionals there was significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Helping behaviour.

5. Among male I.T. Professionals there was significant positive relationship between Emotional intelligence in terms of Emotional maturity and Quality of work life in terms of Career orientation and Effect on personal life. Among Female I.T. Professionals there was significant positive relationship between Emotional intelligence in terms of Emotional competence and Quality of work life in terms of Mental state. Among total sample of I.T. Professionals there was no significant relationship between Emotional intelligence (along with its dimensions) and Quality of work life (along with its dimensions).

6. Among male I.T. Professionals there was significant positive relationship Optimism and Quality of work life in terms of Advancement on merit, Effect on personal life, Self respect, Intra group relations, Sense of achievement vs apathy, Confidence in
management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction, Organizational climate and total Quality of work life. Among female I.T. Professionals there was significant positive relationship between Optimism and Quality of work life in terms of Career orientation, Union management relations, Self respect, Sense of achievement vs apathy and Meaningful development. Among total sample of I.T. Professionals there was significant positive relationship between Optimism and Quality of work life in terms of Economic benefits, Physical working conditions, Mental state, Career orientation, Advancement on merit, Effect on personal life, Union management relations, Self respect, Supervisory relationship, Intra group relations, Sense of achievement vs apathy, Confidence in management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction, Organizational Climate and total Quality of work life.

7. Among male, female and total sample of I.T. Professionals there was no significant relationship between Self-efficacy and Quality of work life (along with its dimensions).

8. The result of factor analysis shows that six factors have been delineated. In factor one there is a co-variance of dimension of Emotional intelligence (Emotional sensitivity) with dimensions of
Quality of work life (Economic benefits, Physical working conditions, Mental state, Career orientation, Advancement on merit, Effect on personal life, Union management relations, Self respect, Supervisory relationship, Intra group relations, Sense of achievement vs apathy, Confidence in management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction, Organizational Climate). In factor two there is a co-variance of dimensions of Organizational citizenship behaviour (Compliance, Engagement, Initiative, Branding and loyalty, Helping behaviour, Relation with supervisor and Sportsmanship) with dimension of Quality of work life (Union management relations). In factor three there is a co-variance of dimension of Emotional Intelligence (Emotional sensitivity) and Optimism with dimensions of Quality of work life (Physical working conditions, Mental state, Career orientation, Advancement on merit, Effect on personal life, Self respect, Supervisory relationship, Intra group relations, Sense of achievement vs apathy, Confidence in management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction and Organizational Climate). In factor four there is a co-variance of dimensions of Emotional intelligence (Emotional competence, Emotional sensitivity and Emotional maturity) and Self-efficacy with dimensions of Quality of
work life (Economic benefits, Effect on personal life and Union management relations). In factor five there is a co-variance of dimensions of Emotional intelligence (Emotional competence, Emotional sensitivity and Emotional maturity), Optimism and Self-efficacy with dimensions of Quality of work life (Economic benefits, Career orientation, Union management relations and Meaning development). In factor six there is a co-variance of dimension of Emotional intelligence (Emotional sensitivity), Optimism and Self-efficacy with dimensions of Quality of work life (Economic benefits, Physical working conditions, Career orientation, Effect on personal life, Union management relations, Sense of achievement vs apathy and Meaningful development).
RATIONALE

The rationale behind taking up the topic is that it is believed that organizations are on the average pretty negative places. It is relevant here to mention the leadership of well-known Psychologist “Martin Seligman” of the positive psychological movement that has emerged from a reaction to the almost exclusive pre-occupation that psychology has had on the negative, pathological aspects of human functioning and behaving. The study would put focus on the strengths and other positive features of people that would make life worth living. This study would help us to analyse and understand some of the best things in life and promote factors that would allow individuals, groups, and organizations to thrive. The purpose of the study would help us to determine the understanding of the positive traits such as Emotional intelligence, Optimism, Self-efficacy and how it relates itself with Organizational citizenship behaviour and Quality of work life. This effort would help us to capture the essence of positive organizational behaviour. This study would focus on the dynamics of individual personality and organization that would lead us to the development of human strength, foster vitality and flourishing in employees, make possible resilience, restoration and cultivate extra-ordinary individual and organizational performance. Positive psychological traits (Emotional intelligence, Optimism and Self-efficacy) and Organizational citizenship behaviour and Quality of work life would re-narrate the positive possibilities of work organizations.