



RESEARCH ARTICLE

EMOTIONAL INTELLIGENCE OF THE SELF- HELP GROUP MEMBERS: A STUDY AT ARAKUZHA GRAMA PANCHAYATH, MUVATTUPUZHA BLOCK, ERNAKULAM DISTRICT, KERALA

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ABSTRACT

The quality of performance and the impact of an organization very much depend on the nature of its personnel (Saarni, C., 2000). It is increasingly being accepted in elite circles that the success of that organization hinges on the level of Emotional Intelligence possessed by its activists. (Rani, Usha., D.P.J.Reddy., & M.V.S.Reddy.(2004), Parker, J.D.D., (2010) and Palmer, F., Donaldson and Stough, (2002). Kafetsios, K (2010) studied socio-economic impact of Self Help Groups and found that the overall impact of Self Help Group was significant both on social and economic spheres of the house hold. The main aim of the study is to understand and measure the level of Emotional Intelligence of the SHG members from Arakuzha Grama Panchayat in Muvattupuzha Block in Ernakulam District of Kerala. Descriptive Research design will be the best suitable one and hence the author has used this research design for the present study, out of a total of 150 SHGs, 350 members were selected based on the criteria. Using simple random sampling method, 65 persons were selected finally. The major findings of the study is more than 37 percent of the members are having High Emotional Intelligence Score. Nearly One Third has Low Emotional Intelligence score and it is obvious from the Karl Pearson's Correlation Matrix table that the 'r' values are positive and significant. These findings clearly explains that when the age of SHG members, Family Income of them, Years of Membership of them, and their education levels are increasing then their level of Emotional Intelligence is also increasing significantly ( $p < .05$  level). The level of their Emotional Intelligence came into the lime light. The result is highly empowering. The SHGs can use the unmistakable finding to modulate to their image and operations. This will be immensely useful to fully realize their goals in a stunningly successful manner. This scientific assessment will further furnish their status as a socio-economic development agency.

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INTRODUCTION

The quality of performance and the impact of an organization very much depend on the nature of its personnel (Saarni, C., 2000). It is increasingly being accepted in elite circles that the success of that organization hinges on the level of Emotional Intelligence possessed by its activists (Rani et al., 2004), Parker (2010) and Palmer et al. (2002). According to Psychology Today, Emotional Intelligence is the ability to identify and manage one's own emotions and the emotions of others. Emotional Intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behavior (Goleman, 1998). Emotional Intelligence is a way of recognizing, understanding, and

choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. Research suggests it is responsible for as much as 80 percent of the "success" in our lives (Salovey & Mayer 1990). "We define Emotional Intelligence as the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions." (Mayer & Cobb, 2000) It is also the ability to process emotional information, particularly as it involves the perception, assimilation, understanding, and management of emotion. It is very important to understand that Emotional Intelligence is not the opposite of Intelligence, it is not the triumph of heart over head—it is the unique intersection of both (Salovey & Mayer 1990). John Gottman (1998) views that "in the last decade or so, science has discovered a tremendous amount about the role emotions play in our lives. Researchers have

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found that even more than IQ, your emotional awareness and abilities to handle feelings will determine your success and happiness in all walks of life, including family relationships. Whereas Mayer & Salovey (1997) view that People high in Emotional Intelligence are expected to progress more quickly through the abilities designated and to master more of them.

Emotional Intelligence can unleash the hidden powers in an animator or self-help group member and revolutionize his/her life. He also will be an effective catalyst in transforming others around him and the society. Kafetsios, K (2010) studied socio-economic impact of Self Help Groups and found that the overall impact of Self Help Group was significant both on social and economic spheres of the household. Kumari, Indira. Y., & Sambasiva Rao, B. (2005) studied the performance and the socio economic impact of SHGs in Tamil Nadu and found that there was an increase of 23 per cent in the net income in the post SHG situation. Manimekalai, M., & Rajeswari G. (2001) studied Self Help Groups in Andhra Pradesh and observed that as a result of group formation, women were able to diversify their activities which in turn improve their psychological climate. Lalitha and Nagarajan (2004) studied Self Help Groups in Dindigul, Madurai and Theni Districts in Tamil Nadu and concluded that organization of women in the form of Self Help Groups has laid the seeds for economic, social and psychological empowerment of women. Nedumaran, S., Palanisami. K. & Swaminathan, L.P. (2001) reported that studies conducted by various experts have shown that the Self Help Groups have indeed helped in the social, economic and individual psychological empowerment of rural women. Review of various studies clearly indicate that less number of studies are conducted on the psychological aspects of SHG Members and needless to say that the Self Help Group (SHG) members should have more Emotional Intelligence as they interact and deal with more number of people in their community.

### Research Questions:

**Based on the previous research work done by various scholars, the following questions have been emerged.**

- Do the Women SHGs members have Emotional Intelligence?
- If so, what would be their level of Emotional Intelligence?
- Is there any association between selected socio demographic conditions and their level of Emotional Intelligence?

### Assessing Emotional Intelligence

How do we assess that ability? Emotional Intelligence involves:

- Emotional awareness of self and others
- Ability to apply the emotions to situations like problem solving
- Mastering one's own emotions

According to the Psychology Today, there are 10 qualities that people with high Emotional Intelligence all share:

- They're not perfectionists
- They know how to balance work and play

- They embrace change
- They don't get easily distracted
- They're empathetic
- They know their strength and weaknesses
- They're self-motivated
- They don't dwell in the past
- They focus on the positive and They set boundaries

### Aim of the Study

The main aim of the study is to understand and measure the level of Emotional Intelligence of the SHG members from Arakuzha Grama Panchayat in Muvattupuzha Block in Ernakulam District of Kerala, with the following objectives.

### Objectives

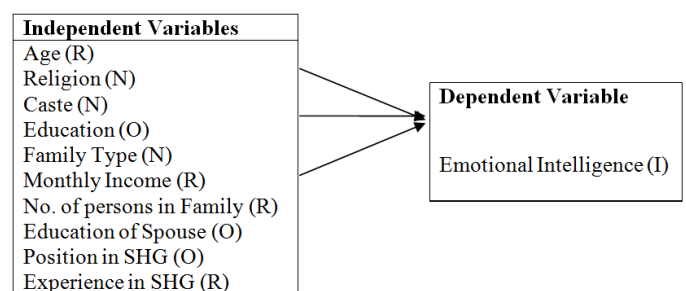
- To throw light on the selected socio-demographic profile of the SHG members.
- To understand and measure the level of Emotional Intelligence of the SHG members.
- To find out the linkages between the selected socio-demographic conditions and the level of Emotional Intelligence of the SHG members.

### Research Design

Since the objectives of the study are to understand and measure the level of Emotional Intelligence of the SHG members and to find out the association between the levels of Emotional Intelligence with selected socio demographic factors, Descriptive Research design will be the best suitable one and hence the author has used this research design for the present study.

### Variable map

After having going through various available literature on the concept, the author could list the following variables for the present study. This variable map would be very much useful to formulate hypotheses as well as to select the appropriate statistical tests.



(N = Nominal, O = Ordinal, I = Interval, R = Ratio)

### Hypotheses

The following hypotheses emerged during the initial interactions.

- Higher the age of SHG members higher will be the Emotional Intelligence
- Higher the family income higher will be the Emotional Intelligence.

- Higher the years of membership in SHG higher will be the Emotional Intelligence
- SHG members from different religions, Caste type of family do not differ with regard to their level of Emotional Intelligence.

### Universe

In any study the universe must be defined to draw samples. All the SHG members from Arakuzha Grama Panchayat in Muvattupuzha Block, in Ernakulam district of Kerala State constitute the universe. There are more than 150 such SHGs in the Panchayat. Each SHG has 15-20 members. They are from their own locality. Each SHG has its own elected President, Secretary and Treasurer. They have been given training in development work.

### Inclusion Conditions

The President, Secretary and Treasurer from the SHGs were included in the study. They must have served in their respective positions for more than 3 years.

### Exclusion Criteria

Those who showed signs of non-co-operation in the study were obviously excluded.

### Sampling

Using the above criteria, the author prepared a list of SHG members for the study. Thus, out of a total of 150 SHGs, 350 members were selected based on the criteria. Using simple random sampling method, 65 persons were selected finally.

### Tools for Data Collection

The author devised semi-structured interview schedule, consisting of 15 questions, reflecting the socio-demographic conditions of the SHG. To measure the level of Emotional Intelligence the translated version of the (TEIQUE-SF) by Petrides, K.V & Furnham, A (2006) was administered. This scale has 30, seven points rating type Questions and four sub dimensions namely well being, self control, emotionality and sociability along with Total score. This provides a possibility of calculating total the Emotional Intelligence score of SHG members also. The original scale has got high Reliability (0.843) and Validity (0.918) and also the translated version (Reliability = 0.867 and Validity = 0.931).

## RESULTS

After data collection was over, the collected data were edited, coded and entered in computer for analysis. The following tables will explain the major results in detail.

**Table 1. Level of Emotional Intelligence of the SHG members**

S.NO.	Level	N	%
1	Very low	08	12.31
2	Low	12	18.46
3	Moderate	21	32.31
4	High	17	26.15
5	Very high	07	10.77
Total		65	100.0

More than 37 percent of the members are having High Emotional Intelligence Score. Nearly One Third has Low Emotional Intelligence score.

**Table 2. Socio-Demographic profile**

S. No	Factors	N	%	S. No	Factors	N	%
1	Age			5	Monthly Income		
	Below 30	11	16.9		Below 7500	13	19.9
	31 To 40	34	52.3		7501 To 100000	24	36.9
	40 & Above	20	30.8	100001 & Above	28	43.2	
2	Religion			6	Education (Spouse)		
	Christian	37	56.9		Below Sec	22	33.8
	Non-Christian	28	43.1		Higher Sec & Above	43	66.2
3	Education (Self)			7	Position in SHG		
	Below Secondary	26	40.0		President	18	27.7
	Higher Secondary	39	60.0		Secretary	33	50.8
4	Type of Family				Others	14	21.5
	Joint Fly	24	36.9	8	Duration in SHG		
Nuclear Fly	41	63.1	Below 6 Years		28	43.2	
				Above 6 Years	37	56.8	

The Table 2 shows the socio demographic profile such as age, religion, education, type of family, monthly income, position in SHG and duration in SHG by the respondents.

**Table 3. Correlation Values for selected Quantitative Demographic Variables and Emotional Intelligence**

S. No.	Variables	Well being	Self Control	Emotionality	Sociability	Total EI
1.	Age	0.66	0.58	0.54	0.48	0.66*
2	Family income	0.64	0.64	0.52	0.55	0.61*
3	Years of membership in SHG	0.56	0.76	0.54	0.62	0.59*
4	Education	0.57	0.69	0.68	0.44	0.64*

\* All the r values are significant at 0.05 level

It is obvious from the Karl Pearson's Correlation Matrix table that the 'r' values are positive and significant. These findings clearly explains that when the age of SHG members, Family Income of them, Years of Membership of them, and their education levels are increasing then their level of Emotional Intelligence is also increasing significantly ( $p < .05$  level).

### Suggestions

The following suggestions are found to be viable in the light of the study:

- Life skills education programme as suggested by WHO (1997) could be offered to Women from SHGs.
- Special Counseling Sessions for needy Women could be given by the professionally trained persons.
- General and Specific skill based refresher programmes to enrich their knowledge and skills could be carried out periodically to the women from SHGs.
- A frequent personality development programme for all the women SHGs could be planned.
- Action oriented Training and Research activities could be carried out and the findings could be shared to the academic communities.

## Conclusion

The study was very interesting and enlightening. The socio-demographic profile of the SHG leaders emerged in clear focus. The level of their Emotional Intelligence came into the lime light. The result is highly empowering. The SHGs can use the unmistakable finding to modulate to their image and operations. This will be immensely useful to fully realize their goals in a stunningly successful manner. This scientific assessment will further refurbish their status as a socio-economic development agency.

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