Chapter 7

Technology-Driven E-Learning Pedagogy Through Emotional Intelligence:
Role of Emotional Intelligence on Teaching Employees Job Performance in Education Sector

Deepa Sharma
Maharishi Markandeshwar University, Mullana-Ambala, India

ABSTRACT

Emotional intelligence has a favorable impact on both work performance and interpersonal interactions, which affects how people perform at work. The purpose of this study is to see how the job performance of teachers in the educational system is affected by their emotional intelligence and examines the variables influencing students' emotional intelligence and provides an overview of the relevant literature. This study, which is being conducted to better understand the performance levels of managers and staff in Indian educational institutions, focuses on understanding emotional intelligence and how it relates to performance.

INTRODUCTION

The main source for helping students enhance their academic ability is thought to be educational institutions. Teachers are primarily responsible for ensuring that the kids have a thorough understanding of the information given to them. Following

the curriculum and ensuring that the students finish the course material within the allotted time is another important duty placed on teachers. Additional duties that must be carried out by instructors include upholding classroom discipline, regulating interactions with students, and addressing interactions with parents in an appropriate manner. Teachers are considered as the main pillar in the educational system. Despite technological advancements and educational reforms, there are still some difficulties and problems that the educational institutions must deal with. These problems primarily relate to low academic performance, parental demands and expectations, deteriorating educational standards, students' lack of seriousness, teachers' high workloads, *etc.* These problems make it challenging for teachers to balance academic obligations as well as social pressures from parents and students. Teachers who are subjected to social pressure may experience emotional difficulties. If teachers work to improve their professional and emotional competencies, then such obstacles can be readily overcome. The development of the idea of social or emotional intelligence over time has led to widespread acceptance of it as a crucial component of success in the workplace. Psychological health appears to have a significant impact on how managers and employees interact in the workplace, and emotional intelligence is a crucial aspect in predicting success in life. Three important factors-mental processes, emotions, and an individual's level of motivation have an impact on the human mind. This is where emotional intelligence (EI) plays a vital role as a helpful tool. The capacity to recognise and control emotions in social situations is essential for success in the interpersonal and professional spheres. Studies have concentrated on investigating the relationships between a person's intellectual level and their performance at work (Baling, 1998). The validity of using intelligence quotient (IQ) as the only variable to forecast or comprehend employee performance, however, has also come under scrutiny by experts. According to (Goleman, 1998), IQ is insufficient to explain why people with higher levels of technical expertise fail to do well in jobs that call for leadership positions. A worker with mediocre technical capabilities can, nevertheless, show a greater level of proficiency when managing such jobs. The ability to recognize and control one's own emotions as well as those of others is referred to as emotional intelligence. Emotional awareness, or the capacity to recognize and name one's own emotions, the capacity to channel those emotions and apply them to activities like thinking and problem-solving, and the capacity to manage emotions, which entails both controlling one's own emotions when necessary and assisting others in doing the same, are the three skills generally regarded as comprising emotional intelligence. Theories of emotional intelligence served as the conceptual basis for this study, which looked at how it relates to teachers' job performance. The very nature of this educational sector has made it possible for those with highly developed social skills to achieve success on par with intellectual excellence. This study examines the variables influencing students'

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