

Inteligencia Emocional, edad y Bienestar Laboral: un estudio empírico

Las organizaciones se enfrentan cada vez con mayor frecuencia a un mercado laboral más competente. De acuerdo con el best seller de Goleman *"Inteligencia Emocional"*, (1996) la aptitud más importante para obtener el mejor rendimiento de los empleados es la Inteligencia Emocional. Una deficiencia en las habilidades de competencia emocional está relacionada con el burnout.

Basándonos en los descubrimientos sobre Inteligencia Emocional, este estudio se centra en la falta de investigación respecto a la inteligencia emocional, el bienestar laboral y la edad de los empleados, y la relación existente entre estas variables. Mediante análisis correlacionales y descriptivos a 137 empleados (112 hombres y 25 mujeres) de la industria química y automovilística revelaron que el nivel de Inteligencia Emocional correlaciona positivamente con el nivel de Bienestar Laboral. Específicamente, la Percepción Emocional (variable de Inteligencia Emocional) correlaciona positivamente con el vigor, la dedicación y la absorción (variables de engagement), y correlaciona negativamente con el cinismo (variable de burnout). No existe una relación estadísticamente significativa entre la inteligencia emocional y la eficacia y el agotamiento. Además, existe una relación positiva entre la edad y la inteligencia emocional, y también entre el bienestar laboral y la edad. De acuerdo con los resultados, la edad está relacionada con más engagement y burnout. Por otro lado, esta variable también se relaciona con una mayor inteligencia emocional. Finalmente, no se ha comprobado una relación estadísticamente significativa entre la edad y la inteligencia emocional, y entre el bienestar laboral y la edad de los empleados.

Palabras clave: inteligencia emocional, bienestar laboral, edad.

Organizations face a progressively more competent workforce. According to Goleman's best seller *"Emotional Intelligence"*, (1996) the most important aptitude to obtain the best performance of the employees is the Emotional Intelligence. A deficiency of emotional competence skills is related to burnout.

Drawing on emotional intelligence findings, this study is focused on the research gap in the companies with regard to emotional intelligence, work well-being and age and the relationship between this variables. Correlational and descriptive analyses of 137 employees (112 men and 25 women) of the automotive and chemical industry revealed that the level of Emotional Intelligence and the level of Work Well-being correlate positively. Specifically, Emotional Perception (emotional intelligence variable) correlates positively with vigor, dedication and absorption (engagement variable), and correlates negatively with cynism (burnout variable). Efficacy and exhaustion are not significantly related with emotional intelligence. Additionally, there is a positive relationship between age and emotional intelligence, and between age and work well-being too. According to the results, age is related with more engagement and burnout. Furthermore, age is related with more emotional intelligence. We haven't found a statistical significant relationship between age and emotional intelligence and between work- well being and age.

Keywords: emotional intelligence, age, work well-being



Emotional Intelligence, age and Work Well-being: an empirical study

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INTRODUCTION

Emotional intelligence (EI) determines people's behavior in the world of business. It is the aptitude that defines the most competent employees (Goleman, 1996).

Positive emotions are fundamental for work well-being. The deficiency of emotional competence skills is related to Burnout (Garrosa, 2006). A happy and motivated team increases productivity and makes the bond with the company stronger, but this could only be possible if the workers enjoy the Work Well-being (Erez, & Isen, 2002).

Older workers are better using positive emotional regulation strategies, are more engaged with the organization and have lower possibilities of burnout. (Johnson, Machowski, Holdsworth, & Zapf, 2017).

PARTICIPANTS

Participant consisted of 137 employees from different organizations (chemical and automotive industry). 112 men and 25 women.

MEASURES:

- Utrecht Work Engagement Scale (Schaufeli & Bakker, 2003)
- Maslach Burnout Inventory -General Survey (Salanova et al., 200)
- MEITPRO (Bresó & Sánchez, 2015)

PROCEDURE

The questionnaires were sent to the companies via e-mail.

DISCUSSION AND CONCLUSION

Emotional Intelligence and Work Well-being correlate positively. There is a relationship between the Age of the employees and EI, and between Work Well-being and age too.

- **Practical Implications** → It would be interesting to implement a mobile application in which the employees would answer their emotional states twice during their workday. The data collected in the application could be used to train the employees in emotional skills, empathy, social skills and motivation. More training in these skills is suggested to younger employees.
- **Limitations:**
 - Sample number
 - Few women
 - Deficiency of studies on Emotional Intelligence in organizations

HYPOTHESIS

- H₁: The level of Emotional Intelligence will correlate positively with the level of Work Well-being
H₂: There will be a positive and statistically significant relationship between the age and the emotional intelligence of the employees
H₃: There will be a positive and statistically significant relationship between the age and the Work Well-being of the employees.

	PERCEPTION	UNDERSTANDING	MANAGEMENT
EXHAUSTION	-,11	-,03	-,13
CYNICISM	-,33**	-,22	-,13
EFFICACY	,17	,01	,00
VIGOR	,35**	,19	,11
DEDICATION	,40**	,19	,17
ABSORPTION	,39**	,19	,21

	AGE	N	M	SD
BURNOUT	0-40	81	1,32	,14
	41-65	56	1,55	,21
ENGAGEMENT	0-40	81	1,02	,11
	41-65	56	1,27	,17
EMOTIONAL INTELLIGENCE	0-40	36	11,16	1,90
	41-65	29	14,42	2,69

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