

Impact of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behavior of Secondary School Business Subjects' Teachers in Ogun State

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Abstract: This investigation inspected the impact of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behavior of optional school business subjects' teachers in Ogun state. Two speculations were detailed and tried in this examination. The investigation included an example of 300 respondents. Three exploration instruments: Emotional Intelligence Scale ($r = 0.78$); Work Family Conflict Scale ($r = .85$) and Organizational Citizenship Behavior Scale ($r = .97$) were utilized and relapse investigation was utilized to dissect the information accumulated. Result demonstrated that there was noteworthy composite and relative commitment of passionate insight and work-family strife on Organizational citizenship practices of Secondary school Business subjects' teachers. Passionate Intelligence was the most powerful indicator variable. In light of the discoveries, it was suggested among others that the Organizations need to choose educators who have high enthusiastic knowledge since this may have positive effect on the degree to which they can prevail with regards to holding their significant labor force. Service of Education ought to arrange mediation programs that would empower the Business subjects' instructors balance work and family needs to determine any following work-family strife so as to urge them to perform better in their logical exhibition.

Keywords: Emotional Intelligence, Work-Family Conflicts, Organisational Citizenship Behaviour, Business Subjects and Teachers.

Introduction:

A legitimate examination of instructors' authoritative citizenship conduct is indispensable to guarantee the adequacy of their administrations to the network. Since it will advance the "proficient and powerful working of the association" (Organ 1988, referred to in Podsakoff, MacKenzie, Paine and Bachrach, 2000). Authoritative citizenship practices are characterized as extra-job practices or practices that workers show which are far in excess of formal job necessities (Netemeyer, Boles, McKee and McMurrian, 1997). Organ (1988) characterized hierarchical citizenship conduct (OCB) as "commitments to the upkeep and improvement of the social and mental setting that supports task execution". At that point, representatives who take part in OCBs are the individuals who go the additional mile for their associations and accordingly add to its powerful working. Exploration thusly has recommended that representatives who are happy with their positions, are focused on their associations, and feel they are dealt with reasonably are probably going to take part in OCBs.

As per Vande Waa and Turnipseed (2000) Organizations have individuals whose practices range from doing the most un-conceivable to look after participation, to the individuals who go the 'additional mile' and discretionarily participate in certain occupation related practices.

These optional practices are past the expected set of responsibilities and are not perceived by the conventional prize framework. Additional mile representatives are significant on the grounds that this extra-job conduct increments authoritative execution and achievement: likewise there is no immediate cost related with these alluring activities. Instructors who discretionarily go the additional mile for understudies, peers, and the college can have an incredible effect on lives and the association. A significant inquiry is the thing that makes certain people go participate in extra-job practices. Potentially, people with high passionate knowledge are more inclined to optional conduct. Various examinations have recognized Emotional Intelligence (EI) as basic mental factor in the conduct of individual laborers in associations. To make due in the present work environment that is dynamic and evolving quickly, it is urgent that pioneers or directors have EI notwithstanding customary initiative skills. It is currently regularly acknowledged that a significant state of authoritative viability is an ability of representatives to "exceed any and all expectations" the proper determinations of their recommended jobs.

Mayer and Salovey (1997) proposed that enthusiastic insight includes the capacity to see precisely, assess and express feeling, the capacity to get to or potentially create passionate information, and the capacity to direct feeling to advance passionate and scholarly development. As indicated by Goleman (1998), passionate knowledge is a significant factor in deciding individual accomplishment as an understudy, instructor, parent, director, and pioneer. Be that as it may, hard proof on the connection between enthusiastic insight and instructors' initiative conduct is scanty. This scarcity can be credited to, among other, the varying methods of conceptualizing passionate insight. Expounding further on the develop, Goleman (1998) clarified that a person's passionate insight can influence one's work circumstance. He likewise applied his reasonable comprehension to association overall.

In research directed by Vande Waa and Turnipseed (2000) on passionate Intelligence and Organizational Citizenship Behavior of University Professors, it was found that enthusiastic knowledge was connected to optional authoritative conduct, and distinguished differential connections between the four enthusiastic insight measurements and optional conduct. Noorlaila (2012) concentrate additionally analyzes the impact of enthusiastic knowledge and pioneer part trade (LMX) on hierarchical citizenship conduct. The outcome shows that other's feeling evaluation (and guideline of feeling affects benevolence and municipal excellence individually. In the interim other's feeling evaluation likewise shows a good effect on LMX. Caruso and Salovey (2004) in their examination found that laborers' enthusiastic insight was emphatically connected with their inventiveness and execution. The discoveries of Esmaeil, Sina and Abdollahi (2010) additionally showed that enthusiastic knowledge had huge impact on the authoritative citizenship conduct of supporters. The aftereffect of Afzaal, Taha, and Susan (2012) likewise shows that both EI and OCB are altogether corresponded and there exists a critical

connection between all logical factors barring sex and EI. Nonstop changes in current schools frequently make work-family clashes that have suggestion for both representative and association since work family strife overflow makes unsettling influence in the two areas (work and family). So assuming family and work life of a representative is upset or he has clashing parts to be performed, at that point extreme execution of the educators and association will be influenced. Work family strife is most usually characterized as "a type of interrole struggle in which the job pressures from the work and family spaces are commonly contradictory in some regard" (Greenhaus and Beutell, 1989). WorkFamily Conflict (WFC) has been normally characterized as a "type of interrole struggle in which the job pressures from work and family are commonly contrary in some regard". In the investigation of Madsen, John, and Miller (2005) it was discovered that a critical relationship existed between higher representative view of both work-to-family and family-to-work struggle and their own impression of individual mental and physical wellbeing. In blend these investigations present influential proof that both work-family advancement and work-family struggle are connected either well (enhancement) or horribly (strife) to wellbeing results.

Hierarchical citizenship conduct is a significant predecessor to the general achievement of associations, accomplishing an elevated level of efficiency is the thing that each business' desires for his/her laborers. It is subsequently a thing of concern when they are not performing up to desire. Various variables have been found to impact educators' conduct in an Organization. This incorporates inspiration, government assistance bundle, human connection, mental misery among others and so on As these factors were accepted to impact laborers' hierarchical citizenship conduct, little is thought about the impact of Emotional insight and work family strife on authoritative citizenship conduct of female educators in Nigeria. Endless investigations have additionally been directed on Emotional Intelligence and work family strife, for example, scholastic accomplishment, mental strengthening, Attitude, Gender distinction, self-idea, confidence, school atmosphere, authoritative responsibility, Psychological pain, Role struggle and Satisfaction, Financial Matters and Motivation (Ojokuku and salami, 2011, Shimazu, Bakker, Demerouti and Peters, 2010; and Kim, 1999). However, much is yet to be talked about on the composite commitment of Emotional knowledge and workfamily strife on authoritative citizenship conduct of educators in Nigeria, most particularly auxiliary school Business subjects'teachers. The investigation will be helpful to all Business subjects'teachers with the goal that they will have the option to decide the sort of impact passionate knowledge and work family strife has on their hierarchical citizenship practices. It is on this premise that the analyst means to analyze the degree at which Emotional knowledge and work-family on authoritative citizenship conduct of optional school Business subjects'teachers in Ogun state.

Purpose of the Study

The reason for this investigation is to analyze the relevant impact of passionate insight and work-family struggle on Organizational citizenship conduct of Secondary school Business

subjects' teachers. This examination will give a few bases on which proposals can be made for improving Business educators' exhibition.

Hypotheses

(1) There is no huge composite commitment of Emotional knowledge and Work-family struggle on Organizational citizenship conduct of optional school Business educators in Ogun state.

(2) There is no huge relative commitment of Emotional insight and Work-family strife on Organizational citizenship conduct of optional school Business instructors in Ogun state.

Research Methods:

Exploration Design: For the motivation behind this examination work, elucidating research plan of ex-post facto type will be received. This is suitable in light of the fact that all the factors would not be controlled however would be portrayed as they exist.

Populace: The number of inhabitants in this investigation included all the senior optional school Business subjects' (Commerce, Shorthand, Typewriting, Business examines, Office Practice, Book keeping and Financial Accounting) instructors in Ogun state.

Test and Sampling Techniques: The example for this investigation involve (300) respondents that was haphazardly chosen for this examination. A multistage inspecting strategy was utilized to choose the example for this investigation. Initial, 5 Local Government Areas out of the current 20 Local Government Areas in Ogun state was chosen utilizing the straightforward irregular inspecting methods. Furthermore, from every one of the chose Local Government Areas, Five (5) auxiliary schools was chosen by utilizing basic arbitrary examining to give an aggregate of 25 optional schools. Thirdly, from each school, 12 respondents were chosen (6 Junior staff and 6 Senior staff) through delineated arbitrary examining methods. The subsequent example comprised of 150 (half) Junior staff (mean age = 35.5; standard deviation = 6.4) and 150 (half) Senior staff (mean age = 52.5; standard deviation = 3.043).

Exploration Instrument: The accompanying three instruments will be utilized in this examination: The instruments are:- Organizational Citizenship Behavior Scale (OCBS): Organizational citizenship conduct is a scale created by Fox, Spector, Goh, Bruursema and Kessler, (2009) to evaluate authoritative citizenship conduct of laborers. This scale is a 28-thing scale estimated along 5 point likert-scaling technique. Its' inside consistency unwavering quality (coefficient alpha) was discovered to be .97 for the all out scale.

Self-Report Emotional Intelligence Test (SREIT):

Enthusiastic insight will be estimated with oneself report Emotional Intelligence Test (SREIT) created by Schutte, Malouff, Hall, Haggerty, Cooper, Golden, and Dornhein (1998). SREIT has 33 things with four subscales that receive a five-point scale going from 1 = Strongly Disagree to

5= Strongly Agree. The inward consistency reliabilities of the four scales range from .78 to .85 for this investigation. SREIT has been utilized with progress among Nigerian examples.

Work Family Conflict Scale: Work family struggle scale will be estimated utilizing 12 things scale that is received from Carlson, Kacmar, and Williams. (1999) and this scale is comprised of articulations which evaluated how much a respondent's occupation meddles with their family life (e.g., "My work meddles with my family obligations, my family duties keep me from viably playing out my work, The practices that work for me at home (work) don't appear to be to be successful grinding away (home)" and so forth) Each thing utilized a 5 point recurrence based Likert scale going from (1) never to (5) Always. The dependability (Cronbach's alpha coefficients) for the scale was 0.8538.

Strategy for Data Analysis: The factual techniques utilized in breaking down the theories in this examination are Pearson Product Moment Correlation (PPMC) and Multiple Regression Analysis. Results:

The results of the study are presented in the tables below:

Table 1: Descriptive Statistics and Correlation Matrix of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behaviour of Secondary School Business Teachers in Ogun State

	Mean	Standard Deviation	1	2	3
1. Emotional Intelligence	81.231	10.110	1	.212*	.505*
2. Work-family conflict	36.710	9.898		1	.406*
3. Organisational citizenship Behaviour	86.720	11.953			1

* Correlation is significant at the 0.05 level (2-tailed)

The result in Table 1 above revealed that emotional intelligence and work family conflict were related to Organisational citizenship behaviour ($r(300) = .505$; $P < .05$) and ($r(300) = .406$; $P < .05$) respectively.

Hypotheses One: There is no significant composite contribution of Emotional intelligence and Workfamily conflict on Organizational citizenship behaviour of secondary school Business subjects' teachers in Ogun state.

Table 2: Summary of the Multiple Regression Analyses of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behaviour of Secondary School Business Subjects' teachers in Ogun State

REGRESSION		ANOVA				
Model	Source	Sum Of Squares	Df	Mean Square	F	Sig.
R = .501 ^a	Regression	21361.570	2	10680.785	73.432	.000 ^a
R ² = .251	Residual	43198.870	297	145.451		
Adj R ² = .250	Total	64560.440	299			

The result in Table 2 indicated that emotional intelligence and Work-family conflict significantly organizational citizenship behaviour of secondary school Business subjects' teachers. ($R = .501$; $R^2 = .251$; $F(2, 299) = 73.432$; $P < .05$).

This demonstrated that Emotional knowledge and Work-family strife represented 25.1% of the fluctuation in the hierarchical citizenship conduct of auxiliary school Business subjects' teachers. This infers that there is composite commitment of Emotional knowledge and Work-family strife on Organizational citizenship conduct of optional school Business subjects' teachers in Ogun state.

Hypotheses two: There is no huge relative commitment of Emotional knowledge and Work-family strife on hierarchical citizenship conduct of auxiliary school Business subjects' teachers in Ogun state.

Table 3: Beta Coefficients and t Ratio for relative Contribution of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behaviour of Secondary School Business Subjects' teachers in Ogun state

Model		Unstandardized	Coefficients	Standardized	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.313	2.510		6.500	.000
	Emotional Intelligence	.058	.007	.398	8.250	.000
	Work-family conflict	.320	.052	.269	6.201	.000

a. Dependent Variable: OCB

The outcome in Table 3 above uncovered that the two indicator factors were acceptable indicator of Organizational Citizenship conduct. Enthusiastic knowledge was the most strong indicator variable ($\beta = .058$; $t = 8.250$; $P < .05$) trailed by Work family struggle ($\beta = .320$; $t = 6.201$; $P < .05$). This suggests that there is relative commitment of Emotional insight and Work-family struggle on Organizational citizenship conduct of optional school Business subjects' teachers in Ogun state.

Discussion of Findings:

This examination inspects the impact of Emotional insight and Work-family strife on Organizational citizenship conduct of Secondary school Business subjects' teachers. The

aftereffect of speculation one demonstrated that passionate insight and Work-family struggle essentially hierarchical citizenship conduct of optional school Business subjects' teachers. ($R = .501$; $R^2 = .251$; $F(2, 299) = 73.432$; $P < .05$). This indicated that Emotional knowledge and Work-family strife represented 25.1% of the fluctuation in the authoritative citizenship conduct of auxiliary school Business subjects' teachers. The outcome validated the discoveries of Zhou and George (2003) that passionate knowledge can upgrade authority inside group settings. Wang and Huang (2009) found that enthusiastic knowledge and gathering cohesiveness were decidedly connected with groundbreaking initiative. The investigation directed by George (2000) additionally demonstrated how the parts of enthusiastic insight – evaluation and articulation of feelings, utilization of feeling to improve psychological preparing and dynamic, information about feelings and the board of feelings – add to viable workers. George (2000) contends that passionate insight upgrades laborers' capacity to take care of issues and to address issues and openings confronting them and their association. Explicitly George (2000) recommended that laborers' high on passionate insight will have the option to utilize positive feelings to imagine significant enhancements to the working of an association. Understanding and guideline of one's feelings just as understanding other's feelings are factors that influence intrapersonal prosperity and relational relations which additionally influence laborers' perspectives to their partners, their supervisors and their work. Cherniss (2001) announced that sincerely canny individuals show participation, duty and innovativeness which are significant for hierarchical viability. Bragger, Srednicki, Kutcher, Indovino and Rosner, (2005) discoveries demonstrated that there was negative connection of OCB and work-family struggle while OCB was emphatically related with work family culture, work fulfillment and authoritative duty. Work-family culture showed both authoritative duty and OCB, and that hierarchical responsibility didn't settle the connection between work family culture and OCB. The discoveries were useful for schools to encourage a positive work-family culture. The consequence of speculation two uncovered that the two indicator factors were acceptable indicator of Organizational Citizenship conduct. Enthusiastic knowledge was the most strong indicator variable ($\beta = .058$; $t = 8.250$; $P < .05$) trailed by Work family strife ($\beta = .320$; $t = 6.201$; $P < .05$).

This infers that there is relative commitment of Emotional knowledge and Work-family strife on Organizational citizenship conduct of auxiliary school Business subjects' teachers in Ogun state. The explanation behind this could be on the grounds that sincerely keen specialists could show participation, inventiveness and great relational relations.

They can likewise see, communicate and manage feelings which could influence their disposition toward their associates, supervisors, occupations and their duty to their associations. This loans uphold from the discoveries of Caruso and Salovey (2004) who found that laborers' passionate insight was emphatically connected with their imagination and execution. This likewise bolsters the discoveries of Esmail, Sina and Abdollahi (2010) who found that Emotional insight was altogether associated to principles, metro prudence, and charitable practices of adherents. The outcomes demonstrated that enthusiastic knowledge had noteworthy

impact on the authoritative citizenship conduct of supporters. The investigation of Turnipseed and Vandewaa (2012) who assessed estimated positive linkages between authoritative citizenship conduct and the passionate knowledge measurements of observation, utilizing feeling, getting feeling, and the executives of feeling, including two examples. Found that there was a positive connection between hierarchical citizenship conduct and passionate knowledge. The consequence of Afzaal, Taha, and Susan (2012) additionally demonstrates that both EI and OCB are essentially corresponded and there exists a huge connection between all logical factors barring sexual orientation and EI. The discoveries of Carlson and Kacmar (2000) additionally upheld that the work job struggle greaterly affected occupation fulfillment in those laborers who have a high centrality of the family job. Beutell and Wittig-Berman (2008) recognized employment worry as the most significant factor impacting work-family strife.

Conclusion and Recommendations:

In view of the discoveries of this investigation it was prescribed that the Organizations need to choose instructors who have high passionate insight since this may have positive effect on the degree to which they can prevail with regards to holding their significant labor force. School directors ought to go to all the more near the conduct of their instructors with a perspective on creating fitting intercession techniques that will impact their attitudinal change towards their work. Service of instruction ought to sort out mediation programs that would empower the educators balance work and family needs to determine any following work-family strife so as to urge them to perform better in their relevant presentation, contributions that may help incorporate adaptable work routines and family leave can be joined. Specialists in different states ought to imitate this investigation to make heads mindful of conceivable in-administration needs among their workers. References:

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