

## **Interpersonal Emotion Regulation and Work Performance**

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### **ABSTRACT**

Interpersonal emotion regulation determines the offset of emotional responding and is thus distinct from emotional sensitivity, which determines the onset of emotional responding. The quantitative research has been chosen in order to meet the purpose of the research and to test those relationships empirically; the data is collected from structured questionnaire. Sample size is 210 and also Descriptive research study is used as a research design and followed simple random sampling method. The sample was selected from various information technology companies being operative in Chennai.

**Keywords:** Interpersonal Emotion Regulation and Work Performance.

### **INTRODUCTION**

#### **Interpersonal Emotion Regulation**

Interpersonal emotion regulations are the process in which the information technology employees make efforts to adopt the best or suitable interpersonal emotion regulating strategies to change the emotional experience of another individual. Further Atalay (2019) referred interpersonal emotion regulation as group of emotion regulation strategies that involve utilization of other people with the purpose of modifying the emotional process that one is going through.

Understanding and studying the relationship between interpersonal emotion regulation and work performance is necessary towards the effectiveness of regulating individual emotions while building relationship to success in work life. Understanding the relationship between interpersonal emotion regulation strategies and goals proves necessary towards discerning the effectiveness of different interpersonal emotion regulation strategies in various situations.

#### **Interpersonal Emotion Regulation and Work performance**

Firstly, interpersonal emotion regulation and work performance were considered interrelated to each other by forceful management. Secondly nature and scope of culture based upon theoretical point of view have been presented more appropriately. The competitive advantage of an organization is attained through strong association and establishment of culture. The interpersonal emotion regulation helps in measuring limitation to overcome work performance.

### **REVIEW OF LITERATURE**

Liddell BJ and Williams EN (2019) The study investigated the cultural differences in interpersonal emotion regulation. In this study, two groups of participants were randomly assigned to

receive a priming narration depicting the use of either interpersonal (e.g., social modeling, perspective taking) or intrapersonal (e.g., cognitive reappraisal) emotion regulation strategies during a stressful experience. The findings highlight the potential for interpersonal emotion regulation strategies to enhance the management of emotional reactions particularly in collectivistic cultural groups, and the benefit of various emotion regulation strategies may be dependent on various contextual factors including cultural congruence.

Melisa Sevi Koc, et al (2019) The study conducted the adaptation of Interpersonal Emotion Regulation assesses its psychometric properties. The sample was recruited via Google forms. The link for the Google forms was advertised throughout social media like Facebook and Twitter. Results revealed that the proposed four-factor namely (Enhancing positive affect, Soothing, Perspective taking and Social modeling) model fits for data sufficiently and provided support for the original factor structure proposed and valid for self-report measure which can be used to assess the ways individuals utilize others to regulate their own emotions.

Noreen, S., Munir, S., Zaheer, B., and Idris, M. (2018) studied the impact of emotional intelligence on teacher's job performance through self-leadership among the various universities. The study demonstrates that teaching profession require certain level of emotional intelligence. The study conclude that teachers should have effective skills physically as well as mentally, which named as emotional intelligence. Emotional intelligence is helpful for teacher's performance, as it guides them to communicate clearly, lead others in a proper way, which creates productive interaction at work as well as personal life.

Al-Matari and Omira (2017), that there exist divergent views in past research about organizational culture and employees, as well as business performance studies, but majority of researcher agree to have observed cultural impacts on performance.

## **OBJECTIVES OF THE STUDY**

- To analyze Interpersonal Emotional Regulation and its relationship with work performance.

## **HYPOTHESES OF THE STUDY**

H<sub>0</sub>: There is no significant relationship between interpersonal emotion regulation, organizational culture and work performance.

## **RESEARCH METHODOLOGY**

### **Research Methodology**

The research design for this study is descriptive in nature and quantitative research methodologies are used. A structured questionnaire was used for quantitative research. A structured questionnaire was designed and was pre-tested before using as a final instrument for collecting the data, and analyzes these to make a critical evaluation of the performance.

### **Primary data:**

The primary data were collected from the employees of IT companies in Chennai, questionnaire prepared exclusively for this purpose; this questionnaire contains direct questions in the Likert scale.

### **Secondary data:**

Websites, magazines, articles were used widely as support to primary data as a secondary data source.

**Sampling Design and Size:**

Researchers targeted all the employees of IT companies in Chennai, a detailed study comprising of all employees is an arduous task for an individual researcher. Therefore, to keep the study within the reliable and manageable limits, **SIMPLE RANDOM SAMPLING** was adopted. 250 questionnaires were distributed in the samples, in that 217 respondents were return back, and among that 210 questionnaires were found suitable for the study.

**ANALYSIS AND INTERPRETATION**

**Correlation Analysis between Interpersonal Emotion Regulation and work Performance.**

H<sub>0</sub>: There is no significant relationship between interpersonal emotion regulation and work performance.

**Table: 1**

|   | <b>Independent variables</b>     |  | <b>work Performance</b> |
|---|----------------------------------|--|-------------------------|
| <b>Interpersonal Emotion Regulation</b> | <b>Enhancing Positive Affect</b> | Pearson Correlation Significance(2-tailed) | 0.673<br>0.001*         |
|   | <b>Social Modeling</b>           | Pearson Correlation Significance(2-tailed) | 0.518<br>0.001*         |
|   |                                  | N  | 210                     |

Source: Primary data; \*significant at one percent level.

In order to test the relationship, Pearson correlation was applied. From the result it is observed that there is positive correlation between independent variable and work performance. The interpersonal emotion regulation enhancing positive affect (r=0.673), and social modeling (r=0.518) from the p value in the correlation matrix, it is observed that the level of independent variables relationship was significant at 0.01 level. Hence the null hypothesis is rejected. So, it is concluded that there is significant strong relationship between interpersonal emotion regulation and work performance.

**SUGGESTIONS**

The research typically highlights the role of Emotional Perception, Emotional Appraisal and Emotional Regulation in depicting high work Performance. Further Personality Traits in addition to Emotional Intelligence, leading to higher Job Performance can help the industries to develop leading global managers and thus industries can have a competitive advantage by harboring on these skills.

Managers should be encouraged to help subordinates exceed their initial performance expectations, communicate with their followers about the importance and values associated with desired outcomes, and to initiate changes among team members as well as transform their personal values to be in accordance with organizational cultures. In the meantime, organizations should come up with more effective training programs for leadership development. Those who do will certainly improved level of work performance.

## CONCLUSION

From this study, we point out that interpersonal emotion regulation plays important role in information technology sector on work performance. Interpersonal emotion regulation should be a universal construct across cultures. Interpersonal emotion regulation enhances job performance and this study demonstrates that information technology profession requires certain level of emotional regulation. The different values and beliefs based upon work performance helps in organization association. The common path for making perfect use of resources in same cultural association helps in positive development of organization. On basis of particular conditions interpersonal emotion regulation is helpful in improving and providing competitive edge. The employee commitment and group efficiency help in improving performance based upon organization sustainability.

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