

**Q.) Emotional intelligence has importance in organizational effectiveness?  
Elaborate on its relevance with respect to civil services.**

### Approach

1. Explain what you understand by Emotional Intelligence (EI)
2. Elaborate on relevance of EI in Civil Services from the point of view of Organisational Effectiveness
3. Conclude with future of EI in Civil Service

### Solution

- Emotional Intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions, well in ourselves and in our relationships.
- Thus self-awareness, self-regulation, motivation, empathy and social skills form the five main elements of emotional intelligence.

### **Emotional Intelligence is more relevant then ever when it comes to civil services because**

1. Due to the shortage of basic necessities for a big population, public servants are expected to make the best use of critical resources that can be distributed empathetically among disadvantaged groups.
2. Internal motivation and self-regulation are essential to put up high-quality internal systems to cope with concerns such as corruption and political pressure.
3. Citizen satisfaction has become crucial due to the ongoing comparison between private service providers and government, which necessitates public servants understanding the needs of citizen.
4. As private, government, and civic society collaborate more, there is a need to manage conflict of interest, which necessitates social skills and self-awareness.
5. With the expansion of work areas, competency development is critical for public servants which requires internal motivation.
6. Building a feedback culture, which demands social skills and self-regulation, is necessary to improve public servant performance.
7. The growing awareness of people's rights implies better service delivery, which necessitates comprehending their expectations and responding properly to them.
8. The rise of privatisation and technological application necessitates change management in the civil service, which necessitates empathy and internal motivation in public servants.
9. Manging exigencies such as disaster, pandemic requires cooperation between organizational members and from citizens which requires empathy and social skills.

10. Finally, public servants are required to achieve organisational goals of work rationalisation, public service, political stability, and economic growth that place the human at the centre who are emotional being.

## Conclusion

- With the decline in social skills among citizens in general due to increase reliance on technology it becomes far more necessary for the civil services to break the iron cage of rationality and bring a shift in bureaucratic processes from emotionless (or rational) approach to a more empathetic approach.