



IMPACT OF EMOTIONS ON EMPLOYEE'S JOB PERFORMANCE IN PRIVATE SCHOOLS

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ABSTRACT

Emotions are pure human psychological phenomena. An employee is critically affected by their behaviors in the workplace. An employee's emotions and overall temperament have a significant impact on his job performance, decision making skills, team spirit, and leadership and turnover. What employees feel and how they express their emotions affects their performance. Emotions directly influence decision making, creativity and interpersonal relations. This research study analyzes the effects of emotions on employees' job performance and investigates the relationship between anger, interest, and trust of an individual in the work place with job performance. Results showed that emotions in the workplace were considered important in relation to employees' well being and job satisfaction only. Anger often leads to aggressions towards colleagues while sadness leads to dissatisfaction with the job. An emotion like anger, interest trust is not instantaneous, nor is it prolonged like a mood; rather emotion is a brief episode of synchronized changes in mind and body which directly affects the employee's performance. The biggest and the toughest challenge faced by the managers of today are managing employee's emotions. Emotions are shorter and more intense than moods. Emotions do not arise in response to certain events but carry certain important information about the event and it is this information which gets into our cognitive decision making processes arise when interactions takes place and are also identified as a social phenomenon. Since emotions arise in response to an event and are more intense than moods, they are significant prelude to action. It would also be interesting to note that emotions could occur in every interaction and the intensity of those particular emotions can wear off over time.

KEYWORDS: *Emotions, human behavior, job performance.*