



Internship Report
On
An Analysis of the Impact of Emotional Intelligence on Counterproductive
Work Behavior (CWB) in Solar Ceramics limited (SCL).

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Date of Submission: 18th of May 2024



Ref:

Date:

Date: 10.01.2024



To Whom It May Concern

This is Certify that Khadiza Parvin Nipa, ID 222-14-521 MBA, Daffodil International University has just Finished the organizational attachment with Solar Ceramis Limited for her internship report program starting from October 1, 2023 to january 10, 2024. During the internship period, she exhibited exceptional dedication and actively contributed to various projects aimed at enhancing operationl efficiency in our Human resources Division. We have also provided her with all required support for the completion of this internship report.



I would like to wish her success in all her future endeavors.

Syed Md ShahNewaz Alam
Director
Solar Ceramics Ltd.



S M Shahnewaz Alam
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Letter of Submission

Date 18-05-2024

To,

Md. Alamgir Hossan
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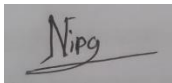
Subject: Submission of internship paper

Sir,

This report " An Analysis of the Impact of Emotional Intelligence on CWB (Counterproductive Work Behavior) in SCL" is being submitted. This in-depth analysis of emotional intelligence and counterproductive work behaviors (CWBs) in Solar Ceramics Limited concludes. This research project has allowed me to apply my academic knowledge to real-world circumstances as an MBA student in Human Resource Management at Daffodil International University.

I therefore pray and hope that you would kind enough to accept my internship report what I have prepared. If you accept my report I would be grateful to you.

Sincerely yours,



Khadiza Parvin Nipa

Id: 222-14-521

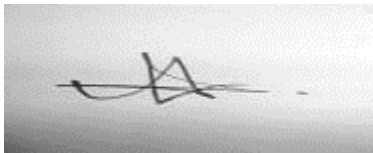
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Supervisor Declaration

This letter confirms Khadiza Parvin Nipa research paper completion under my supervision. Daffodil International University MBA student Khadiza Parvin Nipa, Id 222-14-521 , excelled in academics and research with her paper " An Analysis of the Impact of Emotional Intelligence on CWB (Counterproductive Work Behavior) in SCL” Khadiza Parvin Nipa researched detrimental work behaviors in the banking sector with dedication and skill. As her academic adviser, I diligently guided her research to meet academic norms. Her study helps organizations manage harmful work behaviors.



Md. Alamgir Hossan

(Assistant Professor)

Department of Business and Entrepreneurship

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Acknowledgment

I would like to express my gratitude to almighty Allah. Secondly for the consistent support shown by my parents and friends during the duration of this research endeavor. The consistent provision of incentive was derived from their encouragement and comprehension. I want to express my heartfelt appreciation to Md. Alamgir Hossan, my diligent supervisor in the Department of Business and Entrepreneurship, Faculty of Business and Entrepreneurship, Daffodil International University. The research report was successfully completed due to the invaluable assistance, persistent support, and insightful feedback provided by the individual in question. I would like to express my sincere gratitude to my colleagues at AIBL for their invaluable insights and shared experiences, which have made a substantial contribution to our research endeavor. The collaboration and eagerness to exchange knowledge among individuals facilitated the successful completion of this project. Finally, I would want to express my gratitude to those individuals who, either directly or indirectly, contributed to this research undertaking. The contributions provided by the user have been much valued.

Executive Summary

The present study offers a thorough examination of Counterproductive Work Behaviors (CWBs), emotional intelligence (EI), and the impact of management practices on these variables. This statement is based on the author's three-month internship at (SCL), during which they conducted research on the influence of counterproductive work behaviors (CWBs) on organizational culture and performance. Additionally, the author explored the connection between managerial practices and employees' emotional intelligence. The introductory section establishes the framework by emphasizing the need of comprehending counterproductive work behaviors (CWBs) and emotional intelligence (EI) within the contemporary organizational environment. This statement underscores the importance of implementing efficient managerial strategies to effectively address these behaviors and cultivate emotional intelligence. Within the organizational overview, a comprehensive depiction of SCL is presented, with intricate elucidations of its operational procedures, cultural dynamics, and composition of personnel. A comprehensive investigation of counterproductive work behaviors (CWBs) and emotional intelligence necessitates a thorough comprehension of the organizational setting. The present study conducts a theoretical analysis by examining the extant literature and theories pertaining to counterproductive work behaviors (CWBs), emotional intelligence, and management practices. This chapter provides the theoretical framework upon which the subsequent examination of my internship experience is built. The chapter pertaining to my internship offers a primary narrative of the counterproductive work behaviors (CWBs) witnessed at SCL. This paper provides an analysis of both positive and negative counterproductive work behaviors (CWBs) and their potential impact on organizational performance and culture. The internship experience provides a practical context for comprehending the intricacies of counterproductive work behaviors (CWBs) and emotional intelligence (EI) within a real-life environment. The results, suggestions, and inferences This chapter provides a synthesis of the primary insights acquired throughout the internship. This study emphasizes the positive manifestations of counterproductive work behaviors (CWBs), specifically proactive problem-solving, constructive conflict resolution, customer focus, effective time management, continuous learning, collaboration, taking ownership, and open communication. It explores the advantages of these behaviors in fostering productivity and cultivating a harmonious work atmosphere. On the other hand, it examines the adverse counterproductive work behaviors (CWBs) including excessive problem-solving efforts, escalation of conflicts, excessive workload.

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List of Abbreviations:

SCL	Solar Ceramic Limited
CWB	Counterproductive Work Behaviors
EI	Emotional Intelligence
SWOT	Strength, Weakness, Opportunity, Threats

Chapter 1: Introduction

1.1 Introduction

The significance of emotional intelligence (EI) and its impact on employee behaviors and performance has garnered a lot of attention in the ever-changing landscape of modern workplaces. This is due to the fact that EI is directly related to how well employees execute their jobs. People's abilities to recognize, comprehend, and control their own feelings and those of others, as well as their own emotional responses to the feelings of others, are all influenced by emotional intelligence, which is frequently cited as a crucial factor in professional achievement. Because of the role it plays in mounding a variety of aspects of organizational life, such as employee engagement, teamwork, and conflict resolution, there has been a rise in interest in analyzing its repercussions in a variety of different types of workplaces. The current research endeavors to conduct an investigation within the framework of Solar Ceramics Ltd., a dynamic participant in the ceramics sector that is well-known for its commitment to innovation and excellence in all that it does. Solar Ceramics Ltd. has made a name for itself in the industry as a forward-thinking company that persistently pursues expansion while retaining a commitment to promoting an environment in the workplace that is both pleasant and productive. Within the limits of Solar Ceramics Ltd., this internship report digs at the intriguing relationship between emotional intelligence and counterproductive work behaviors (CWB). CWB stands for "counterproductive work behavior." CWB refers to a wide range of behaviors that have the potential to have a negative impact, not only on individual employees but also on the organization as a whole. Absenteeism, tardiness, aggressiveness in the job, and theft are only few of the behaviors that are included in this category. Because the effects of CWB can be far-reaching, it is of the utmost importance for organizations to identify elements that may reduce the likelihood of the condition occurring. Research in the fields of organizational psychology and management are interested in studying the connection between emotional intelligence (EI) and counterproductive work behavior (CWB). This connection has been the subject of investigation in a number of research, and the conclusions drawn from those investigations point to the existence of a connection between the two.

1.2 Literature Review

High emotional intelligence (EI) is linked to job performance, voluntary prosocial action (Miao, Humphary, & Qian, 2017), and effective control of internal emotional states (Humphery, Ashforth, & Diffendorff, 2015). Individuals with high emotional intelligence (EI) have the ability to successfully control and direct challenging emotions, guiding them towards positive and beneficial results. According to Palmer, Walls, Burgess, and Stough (2001), leaders with high emotional intelligence are more capable of influencing employees' emotions and, as a result, improving job performance (Prati & Karriker, 2018). Emotional intelligence (EI) is also associated with decreased employee stress (George, 2000), and leaders that freely display emotions are considered advantageous for enhancing organizational performance (Prati & Karriker, 2018). In their study, De Raad (2005) originally investigated the relationship between trait emotional intelligence and the five dimensions of the Big Five personality characteristic hypothesis. The Big Five model, which includes conscientiousness, openness to experience, extraversion, agreeableness, and neuroticism/emotional stability (Goldberg, 1981), has consistently shown a positive correlation with emotional intelligence (EI) in multiple studies (Petrides, Pita, & Kokkinaki, 2007; Linden et al., 2018; Petrides, Vernon, Schermer, Ligthart, & Boomsma, 2011). Several meta-analyses have shown evidence for the correlation between Emotional Intelligence (EI) and the Big Five personality characteristics (Van der Linden et al., 2017). A study conducted by Nauman, Raja, Haq, & Bilal (2019) discovered a weak negative association between surface acting and work satisfaction in contexts characterized by high emotional intelligence levels, which supports the principles of resource theory. Grandey and Gabriel (2015) showcased the extensive utilization of emotional intelligence in resolving organizational issues, highlighting its ability to intentionally perceive, comprehend, control, and convey emotions for efficient performance (Choi, Mohammad, & Kim, 2019). Counterproductive Work Behavior (CWB) refers to deliberate behaviors with the objective of causing harm to the organization or its members, as described by Spector and Fox (2002, p. 271). CWB comprises a range of harmful activities, such as job neglect, deliberate task mistakes, physical aggressiveness, verbal hostility (insults), sabotage, and theft. Aggression and hostility are aimed at people, whereas behaviors such as task mistakes and sabotage are directed at the organization as a whole (Gonzalez-Mulé, DeGeest, Kiersch, & Mount, 2013). Various theoretical approaches have been used to study Counterproductive Work Behavior (CWB), leading to the use of multiple terminology to characterize similar actions (Spector & Fox, 2002). In his

early work, Spector (1978) defined organizational aggressiveness as deliberate actions aimed at causing harm to the organization. Hogan and Hogan (1989, p. 273) labeled it as delinquency, Robinson and Bennett (1995) as deviance (p. 556), Skarlicki & Folger as retaliation (1997, p. 434), Neuman and Baron as aggression (1998, p. 395), and Fox and Spector as counterproductive (1999, p. 916), subsequently also employing the terms antisocial and revenge (Spector & Fox, 2002, p. 271). Various scholars have based their definitions of counterproductive work behavior (CWB) on different views. Neuman and Baron (1998) and Spector (1978), as well as O'Leary-Kelly, Griffin, and Glew (1996), used the existing research on social psychological aggressiveness. On the other hand, Hollinger (1986) and Robinson and Bennett (1995, p. 395) developed their concept of counterproductive work behavior (CWB) by focusing on deviant actions that go against the established norms and standards inside an organization. Hogan and Hogan (1989) utilized a criminological methodology to examine the unique attributes of individuals involved in organizational delinquency by comparing incarcerated criminals with a representative sample of college students. Skarlicki and Folger (1997) approached the issue from an organizational justice standpoint, seeing counterproductive work behavior (CWB) as a manifestation of retaliatory actions. Spector and Fox (2002) introduced an emotion-centered paradigm, positing that unique occurrences inside an organization might elicit adverse emotions (such as rage), which, in some situations, may give rise to vengeful sentiments and ultimately manifest as counterproductive work behavior (CWB).

1.3 Objectives of the Study:

General Objective: The study is based on the job experience at SCL and the main motive is to identify the factors of emotional intelligence which driven CWB at workplace.

Specific Objectives:

1. To identify the impact of Emotional intelligence of CWB at SCL
2. To analyze the impact of Emotional Intelligence on Counterproductive Work Behavior (CWB)
3. To provide some recommendations based on findings.

1.4 Rationale of the Study:

Emotional Intelligence is defined by the ability to recognize and control your own emotions being emotionally intelligent means having the ability to recognize and control your own emotions. People who have a higher EI are typically better at controlling their emotions, which might result in a decreased likelihood of participating in behaviors that are detrimental to their professional success. For instance, an individual with a high EI might respond more constructively to stress or irritation in the job, so avoiding disruptive outbursts or acts of sabotage. Another element of emotional intelligence is empathy, which refers to the ability to comprehend and take into account the feelings of other people. It is more likely that employees will have favorable interpersonal relations with their coworkers and superiors if those employees have higher empathy levels. This may lower the likelihood of engaging in behaviors that are frequent forms of CWB, such as those that destroy relationships or create conflicts. Emotional intelligence can also play a role in bettering one's ability to resolve conflicts, making it an important factor in this area. People who have a high EI are better able to resolve problems in the workplace and prevent them from escalating into circumstances that could result in behaviors that are unproductive, such as being aggressive or taking retaliatory action. Employees with a higher EI score typically report a better level of job satisfaction and a stronger commitment to the organizations for which they work. Because they are emotionally committed in both their employment and the relationships they have formed within the organization, it is possible that they will be less likely to participate in CWB. Stress Management having high levels of emotional intelligence can assist individuals in developing healthy coping mechanisms for dealing with stress as well as other forms of adversity. When workers are able to successfully control their stress and emotions, they are less likely to resort to negative behaviors as a coping mechanism, which in turn reduces the chance of counterproductive worker behavior (CWB). It is essential to keep in mind that while if there is a correlation between emotional intelligence and lower CWB in general, the nature of this connection might shift depending on the person and the circumstances in which they find themselves. A high EI does not guarantee that a person will not engage in CWB, and this behavior can also be influenced by other factors, including as the stress of one's job, the culture of an organization, and one's own personal values. The precise nature of the relationship between emotional intelligence and CWB, as well as the degree to which it exists, may differ, depending on the particular characteristics of emotional intelligence that are being investigated as well as the specific behaviors that are being categorized

as CWB within a certain setting. Researchers are continuing their investigation of this connection in order to get a more nuanced comprehension of the complexities it raises with regard to the workplace.

1.5 Methodology of the Study:

Overall, the use of both primary and secondary data collection techniques enabled an in-depth analysis of CWBs, their effect on EI, and the contribution of management strategies to either reducing or amplification of these behaviors. This methodology intended to provide a thorough knowledge of the study goals and to produce useful organizational insights.

Research Design: The research design employed in this study is a quantitative research design. This study entails the gathering and examination of quantitative data to comprehend the correlation between emotional intelligence and counterproductive work behavior (CWB) at Solar Ceramics Limited.

Population: The population for this study consists of the employees that are currently employed at Solar Ceramics Limited. This encompasses personnel from different departments and hierarchical levels within the company who are actively involved in work-related tasks.

Sample Technique: The sample technique used in this study is convenient random sampling. This method entails the selection of a random subset from the whole workforce of Solar Ceramics Limited. Every individual employee in the population has an identical probability of being chosen for participation in the study.

Sample Size: This study includes a total of 50 employees selected from Solar Ceramics Limited. The determination of this sample size was based on factors including the population size, the desired level of confidence, and the margin of error. A sample size of 50 is adequate for analyzing the influence of emotional intelligence on unproductive work behavior in the organization, while ensuring statistical reliability.

1.5.1 Primary Data:

Information that is gathered firsthand for a specific research purpose is known as primary data. An internship at Solar Ceramics Limited (SCL) lasted for three months, during which time the majority of the data was gathered. This required close scrutiny of the actions, interactions, and workplace dynamics of the employees. Source of Primary Data:

- Questionnaires
- Internship Experience

Daily work observations were kept in order to pinpoint the existence of both good and bad Counterproductive Work Behaviors (CWBs) within the company.

1.5.2 Secondary Data

Secondary data is the use of information that has already been collected by others for other purposes, but still has relevance to the current research. For a comprehensive understanding of CWBs, EI, and the impact of management practices.

Sources of Secondary Data: Company policies, guidelines, and reports were analyzed in order to gain an understanding of SCL's management practices, which included communication, dispute resolution, staff development, recognition, and stress management. Books, Websites.

- Books,
- Scholarly Journals,
- Reliable websites were studied.
- Annual Report

1.6 Limitations of the Study:

1. Time Limitations during Internship: The three-month internship at Solar Ceramics Limited (SCL) was limited in its ability to collect data in depth and breadth. A longer internship could have given the intern a more thorough grasp of the long-term implications of management techniques and counterproductive work behaviors (CWBs).
2. Environment Restricted: The investigation was limited to the unique organizational setting of SCL. The study's wider applicability may be constrained by the fact that the conclusions and suggestions may not be completely generalizable to businesses in other industries, sizes, or cultural situations.
3. Lack of Complete Information: During the internship, access to certain sensitive company information was prohibited, making it difficult to evaluate the full impact of CWBs on performance and Emotional Intelligence (EI). This restriction could have had an impact on how accurate the results were.
4. Organizational Culture Dynamics: Although the article focused on the SCL culture, a deeper investigation of the organizational culture and how it affects CWBs and EI would have produced a more complete picture. Comprehensive investigation in this regard was hampered by access restrictions to internal cultural data.
5. Selection Bias: Since SCL workers voluntarily participated in the study, there may have been a selection bias.

Chapter 2: Organizational Overview

2. About SCL

Solar Ceramics Limited (SCL) is a well-known ceramics manufacturing firm that operates out of Bangladesh. Its headquarters can be found in Kewa Notun Bazar, which is located in Sreepur, Gazipur. The company also has a factory office in Dhaka, which can be found at H-75-76, Rahbar Tower, 9B Ring Road, Shyamoli. The company's primary mission is to manufacture a

comprehensive selection of sanitary ware items, such as pans, commodes, and basins, in addition to a variety of other products, such as pedestals, corner basins, oval basins, long pans, soap cases, and footrests, all of which are offered in a number of distinct patterns and hues.

2.1 The Adventures of SCL:

Although SCL has only been in existence for a relatively short amount of time (it was incorporated on November 26, 2006, and its first commercial production wasn't started until March 12, 2007), the company has already established itself as a significant player in the ceramics sector.

A Glance at the Numbers: It is clear that the ceramics industry is receiving a significant level of investment, as evidenced by the fact that the total expected project outlay amounts to a massive 3,707,30 lakh Bangladeshi Taka.

There is a total net worth capital amounting to 319.59 lakh Taka contained within this financial structure. The debt-equity ratio maintains a balanced approach of 50 percent debt and 50 percent equity.

The corporation was successful in obtaining term loans from several financial institutions in the sum of 5,700 lakh Taka, which will provide the essential financial support for the company's operations and expansion.

2.2 Exceptional Performance in Manufacturing:

The cutting-edge manufacturing facilities owned and operated by SCL are outfitted with the most recent Italian technology and have computerized kilns in addition to six medium-pressure casting processes. This makes it possible to produce a wide variety of products, such as wash basins, pedestals, cisterns, lids, and accessories.

SCL uses battery casting moulds for water closets to ensure that its product line is complete so that the company may continue to increase the scope of its product offerings.

The company focuses a significant amount of importance on quality assurance and testing, and it operates an in-house laboratory that adheres to the strictest of industry requirements. This dedication to quality is evident in the company's choice of raw materials, with glazes coming from Spain and stains coming from Germany. Ball clay and kaolin are sourced from the United Kingdom.

2.3 Position in the Industry:

SCL is a company that operates within the ceramics sector, which is further classified as a small-scale business in accordance with the industry policy due to the fact that SCL's fixed project costs are more than 2.50 crore Taka.

The company is supported by a group of four knowledgeable and resourceful promoters who have a track record of success in a variety of business ventures across the industrial landscape.

Positioning Strategically:

The project is situated on 10 bighas of land in Kewa Notun Bazar, Sreepur, Gazipur, which has been determined to be suitable for its activities and serves as an ideal location overall. This area has excellent road connectivity to the metropolis of Dhaka, as well as existing infrastructure, which includes communication and electricity supply, and it also has a labour force that is readily available.

2.4 Infrastructure that Covers the Entire Country:

The civil works include a variety of different structural elements, such as steel structures, factory buildings, raw materials and completed goods warehouses, an office building, an overhead tank, a pump house, a generator room, a guard room, electricity and sanitary facilities, and a boundary wall. Additionally, the works include a boundary wall. It is projected that 946 million baht will be needed to construct these amenities.

2.4.1 The Tools, Machines, and Appliances:

The project that is being undertaken by SCL is outfitted with up-to-date gear and equipment. This includes machinery that has been imported from India and has a CFR price of 600,000.00 US dollars, which is equivalent to 480 lakh Taka.

Local machinery and equipment, such as crushers, pulverizers, ball mills, lab equipment, glaze machines, mixers, dust removers, tunnel kilns, diesel generators, tube wells with motor pumps, sub-stations, and packing and printing machines, are incorporated into the project alongside the imported machinery. The total cost of the local machinery and equipment is estimated to be 200 lakh Taka.

2.4.2 Dynamics of the Market:

SCL operates in a market that has a significant demand for sanitary ware items, which are vital elements of both urban and rural building endeavours. Demand for these products is expected to increase as the rate of urbanisation remains high for the foreseeable future.

In addition, rising levels of health awareness among consumers in rural areas have contributed to the expansion of the market for sanitary products.

The industry is distinguished by the appearance of new brands that provide prices that are comparable to those of their competitors and beautiful designs. As a consequence of this, there is an abundant chance for new entrants to seize market share, particularly if they are able to keep quality standards to a low level.

2.5 Influence on the Economy:

In addition to its manufacturing operations, SCL makes a major contribution to the economy of the surrounding area by creating employment opportunities for about 350 people at an average cost of 8.32 lakh Taka per employment position.

It is anticipated that the corporation contributes a significant 2, 330, 32 lakh Taka to Bangladesh's Gross Domestic Product (GDP) on a yearly basis.

In a nutshell, Solar Ceramics Limited is a flourishing ceramics manufacturing company that boasts a prime location, cutting-edge technology, robust financial support, and an extensive variety of high-quality goods. This analysis positions SCL as a significant participant in the ceramics market by providing insights into the company's history, financial structure, manufacturing capabilities, industry positioning, and economic impact.

2.6 Corporate Structure:

Solar Ceramics Limited (SCL) is a private limited company, and its corporate structure is led by a group of four directors. Each of these directors plays a unique role within the firm and holds certain shares in it. These promoting directors come from a wide variety of familial backgrounds, and each of them makes a unique contribution to the governance of the organization. The following information pertains to the directors:

- MD. Noor Islam: In addition to his role as Chairman of the Board at the company, Mr. Noor Islam is also the owner of 17% of SCL. He has a permanent address at the same location as his place of residence, which is number 31, Tr. Zikrul Haque Road in Saidpur.
- Mr. Zikrul Haque Assumes the post of Managing Director and Holds a 17% Share Mr. Zikrul Haque assumes the post of managing director and holds a 17% share in the company. He maintains a permanent address at the same location, Rangpur Road, Saidpur, Nilphamari, where he dwells.
- MD. Ekram: Mr. Ekram is a Director of SCL, and he holds a major 33 percent investment in the corporation. His permanent address is the same as his current address, which is BSCIC Shilpanagari in Saidpur. His current address is also his permanent address.
- MD. Serajul Haque: Mr. Serajul Haque is another Director for SCL, and he holds a 33% part in the company. He has maintained the same permanent address throughout his life, which is H-39/B1, Shyamoli Ring Road in Saidpur.

The company's board of directors is in charge of supervising the company's collective management activities. This board is accountable for the design of policies as well as the provision of direction for the day-to-day operations of the company. Key roles are played by the Chairman and the Managing Director, who both have extensive experience in production and marketing. These roles are backed by additional sponsored directors. It is necessary to appoint additional service directors in order to monitor particular facets of the business in order to make certain that the organization will operate efficiently.

2.7 Unprocessed Materials:

The success of SCL's operations is strongly dependent on the availability of a number of important raw materials that are required for the production of ceramic goods. To guarantee a steady supply, these components come from all over the world, obtained from a variety of different places. The following are the primary raw resources needed on an annual basis:

- The countries of Spain, Malaysia, and India are the primary suppliers of ball clay, each contributing three thousand metric tons.

- China clay: Approximately two and a half thousand five hundred metric tons are obtained from India and Malaysia.
- Feldspar: SCL obtains a total of 3,500 metric tons of this material from various sources in India in addition to those located locally.
- Quartz powder is obtained in quantities totaling 1000 metric tons, the majority of which comes from Spain and India.
- Talcum powder is purchased from vendors in India and Bhutan at a volume of one hundred metric tons.
- 20 metric tons of sodium silicate are purchased from distributors in India and France respectively.
- Ash from soda production: SCL purchases 30 metric tons of soda ash from various suppliers in India and China.
- Zirconium: In order to fulfil its needs, the corporation sources thirty metric tons of the element from both Turkey and Spain.
- The visual value of a product relies heavily on its variety of colors, which are sourced from Germany and Italy respectively.
- Calcium carbonate: In order to fulfil its annual demand of 35 metric tons of this material, SCL sources it from both India and China.
- Plaster of Paris is sourced from Thailand in quantities of a significant 2200 metric tons.
- A total of 25 metric tons of barium carbonate are purchased from various vendors in India and China.
- Clay: SCL imports this material from India and Malaysia in the quantity of 150 metric tons annually.
- Zinc oxide is purchased from German vendors by SCL in the quantity of 20 metric tons.

In addition to these essential raw materials, SCL is dependent on the timely delivery of more than 15 other types of materials and logistical support in order to maintain the efficiency of its manufacturing facility.

2.8 Mission:

SCL has formulated an all-encompassing mission statement, which reflects the company's commitment to excelling in a variety of aspects of its business operations. The following are the company's mission statements:

- to achieve a level of customer satisfaction that is unparalleled by continually delivering items of the highest quality, outstanding services, and tremendous value.
- to earn a reputation as a model employer who provides a productive and satisfying setting for employees to do their jobs and develop their careers.
- To actively participate in endeavors that demonstrate the company's commitment to upholding its corporate social responsibility by making positive contributions to the general welfare of society.
- Achieving sustainable growth while also providing lucrative returns to the company's shareholders will help to firmly establish the company as a financially stable and competitive operation.

2.9 Vision:

- The goals that SCL hopes to achieve are outlined in its vision, which emphasizes the high quality and competitiveness of the company's goods on a global basis. This is what the corporation has in mind:
- As we emerge as a trailblazer in the industry, we are committed to delivering high-quality building solutions that not only meet but also surpass the expectations of our customers.
- Providing the highest possible export-quality goods and establishing oneself as a reliable global supplier are two of the company's primary goals.
- Developing a reputation for being one of the most successful producers and sellers of ceramic goods and electric water heaters in the world. This recognition is contingent on continually supplying items of a high quality and preserving a competitive edge in the international market.

2.10 Organizational Hierarchy



2.11 Risk for the Company

2.11.1 Risk in the Market:

At the moment, there are a great number of new companies entering the market, which is a sign of severe rivalry. SCPL intends to reduce the impact of this risk by providing items that are comparable in quality to those that are imported.

The Bangladeshi ceramic industry continues to expand at a robust 15 percent yearly, propelled by increased demand, despite a slump in many other industrial sectors.

2.11.2 Technology Possibilities:

The majority of the project's machinery came from SACMI, Italy, which is a ceramic machinery company with a stellar reputation on a global scale.

A safety net is provided by the fact that the country has access to technically qualified workers who are able to operate and service the machinery. Given the powerful reputation of the brand, it is reasonable to anticipate that technological advances will be managed effectively.

2.11.3 Risk to the Utility:

The project makes use of two gas lines that have an adequate amount of linked gas capacity. This enables the project to run machinery and generate energy for the entire project, which includes Tiles – I, Tiles – II, and the sanitary ware line.

2.11.4 The risk posed by interest rates:

The suggested interest rate is in line with recent instructions issued by the Bangladesh Bank as well as current rates on the market. It is not anticipated that there would be hikes in the interest rate given the current state of the economy both nationally and internationally.

2.11.5 Risk Associated with Foreign Exchange:

The foreign-exchange rates that are factored into financial estimates have been rather steady throughout the course of the past year, notwithstanding a general downward trend. It has been assumed that there will be unanticipated costs equal to three percent of the total cost of the imported machinery.

2.11.6 The Dangers of Putting a Project into Action:

The experience the sponsors have in setting up and managing big manufacturing projects is highlighted by the successful implementation of the first phase of the project, which is referred to as Tiles Unit-I.

2.11.7 The Danger of Sourcing Raw Materials:

SCPL's core professionals, who have been active in this industry for a lengthy period, are well-equipped to manage raw material procurement efficiently due to the fact that more than 90 percent of the raw materials used in the ceramic industry are dependent on imports.

2.11.8 The Risk of Management:

Operational effectiveness will be preserved thanks to the direct engagement and prior experience of the sponsors in the ceramic industry. This will be supplemented by a capable management team and a well-thought-out succession strategy.

2.12 Products



Chapter 3 : Impact of Emotional Intelligence on CWB

3.2 Emotional Intelligence factors influencing CWB:

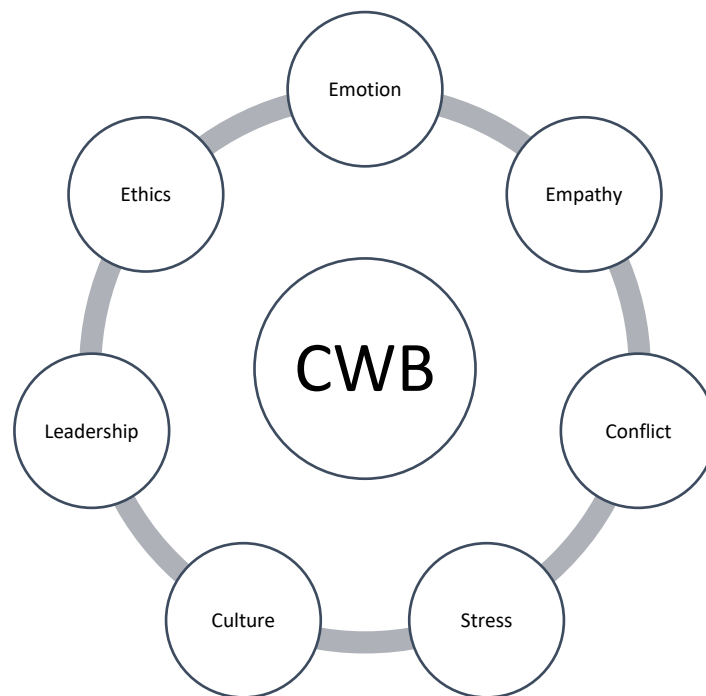


Figure 1: CWB

3.2.1 Emotion Regulation: EI comprises the ability to detect and manage one's own emotions. Employees that possess a high level of emotional intelligence (EI) demonstrate better talents in managing and controlling their emotional responses to challenges that are encountered in the workplace. When confronted with stressful circumstances, individuals have the ability to maintain a collected demeanor, which reduces the likelihood that they may engage in impulsive or aggressive behaviors in response to those circumstances. As a consequence, there is a reduction in the frequency of counterproductive work behaviors (CWBs) that are connected with feelings of fury, violence, or emotional outbursts.

3.2.2 Empathy and Perspective-Taking: Empathy represents a basic ingredient of Emotional Intelligence (EI). Employees who have a high level of emotional intelligence (EI) demonstrate a stronger ability for empathy. This enables them to comprehend and form a connection with the feelings and points of view of their fellow coworkers, which contributes to a more productive working environment. The presence of empathy serves as a deterrent to counterproductive work behaviors that have the potential to cause harm to both colleagues and the organization. It promotes

a feeling of interconnectedness and mitigates behaviors such as subversion, harassment, or interpersonal disputes.

3.2.3 Conflict Resolution Skills: Individuals with high emotional intelligence (EI) demonstrate a remarkable ability in successfully settling disagreements. People are able to have conversations that are productive, open, and respectful towards one another, which can lead to the peaceful resolution of differences between them. The likelihood of engaging in harmful counterproductive work behaviors (CWBs) is decreased when one takes on a constructive approach to resolving problems in the workplace. This can be accomplished by the pro-active resolution of problems and the prioritizing of solutions that are advantageous to all parties.

3.2.4 Stress Management: The effective management of stress is often related with a number of counterproductive work behaviors (CWBs), such as absenteeism, sabotage, or withdrawal behaviors in the workplace. Employees with high emotional intelligence (EI) has the capacity to correctly manage stress that is related with their profession. People have the ability to adapt to stressful situations without having negative effects on their behavior, and they are more likely to avoid engaging in stress-induced counterproductive work behaviors (CWBs). Individuals are more likely to refrain from engaging in stress-induced counterproductive work behaviors (CWBs).

3.2.5 Decision Making: The capacity for rational and well-informed decision-making is greatly aided by emotional intelligence (EI), which plays an essential part in the process. People who have a high emotional intelligence (EI) have a tendency to think about the possible results of their actions and avoid making rash choices that could lead to behaviors that are unethical or unproductive. This trait can be seen in individuals who have a high emotional intelligence. Individuals evaluate the effects of their actions not only on their own well-being but also on the well-being of their peers and the organization as a whole to determine how their actions will affect those outcomes.

3.2.6 Positive Interaction: Employees that have a high emotional intelligence (EI) are more likely to have positive interactions with their coworkers in the job. These are the types of people who have an inclination to cultivate ties with their coworkers that are helpful and encouraging. Positive interpersonal links have the potential to function as a protective factor against counterproductive work behaviors (CWBs). This is due to the fact that employees are less likely to participate in detrimental activities towards coworkers with whom they share strong relationships when those

coworkers have positive interpersonal ties. Interpersonal relationships like this hinder actions like participating in gossip or socially undermining others, while also fostering collaboration, confidence, and a sense of being included.

3.2.7 Ethical Behavior: People who have a high level of emotional intelligence (EI) are more likely to behave ethically because they have strong moral beliefs and a strong sense of social duty. This is one of the reasons why EI is usually associated with ethical action. It is hoped that individuals will be dissuaded from engaging in unethical and counterproductive work behaviors (CWBs), such as stealing, academic dishonesty, or lying, as a result of this. Emotional intelligence (EI) helps people develop a sense of integrity and a comprehension of the damaging effects that unethical behaviors can have on both individuals and the organization. EI also helps people recognized when unethical behaviors are occurring.

3.2.8 Job satisfaction: Job satisfaction is an important factor in determining whether or not employees engage in counterproductive work behaviors (CWBs). People who have a high emotional intelligence (EI) are better able to keep their feelings under control and manage their relationships with other people, both of which are important skills in the workplace. As a result, these people have a greater likelihood of achieving job satisfaction. Employees who report higher levels of happiness in their work lives are less likely to participate in behaviors that have unfavorable implications for the company they work for. There is a negative correlation between being satisfied in one's employment and engaging in counterproductive work behaviors (CWBs), which might include absenteeism and employee turnover.

3.2.9 Leadership: An important component of leadership and role modelling is the impact that a leader's level of emotional intelligence (EI) has on the behavior of their teams. EI refers to emotional quotient. Leaders who exhibit behavior that is typified by emotional intelligence have the ability to serve as influential and productive role models for their followers. When it comes to cultivating a culture in the workplace that is conducive to effectively discouraging counterproductive work behaviors (CWBs), it is essential to make use of strategies that aim to foster open communication, empathy, and constructive conflict resolution.

3.2.10 Organization's culture: The cultivation of an organization's culture and the implementation of training programmes that place an emphasis on emotional intelligence can both contribute to the establishment of a work environment that encourages the efficient control of one's

emotions and creates positive interpersonal relationships among workers. As a consequence of this, there is a reduction in the incidence of counterproductive work behaviors (CWBs), which in turn leads to the development of a positive environment in the workplace.

In conclusion, it can be stated that Emotional Intelligence plays a significant role in the prevention of Counterproductive Work Behaviors. The aforementioned factors have a significant impact on an individual's ability to effectively regulate their emotions, demonstrate empathy towards others, navigate and resolve conflicts, make morally sound choices, and cultivate and maintain healthy interpersonal connections. They also have an impact on an individual's ability to cultivate and maintain healthy interpersonal connections. Organizations that recognize the significance of emotional intelligence (EI) and implement strategies to enhance it are in a better position to effectively reduce the prevalence of counterproductive work behaviors (CWBs) and foster a workplace environment that is characterized by increased harmony and productivity.

3.2 The following is a relationship between the variables:

The following is a concise explanation of the connection that exists between emotional intelligence (EI) and counterproductive work behavior (CWB) in the workplace:

3.3.1 Inverse Relationship: Inverse link the majority of the research indicates that there is either a neutral, a negative, or an inverse link between emotional intelligence and CWB. To put it another way, those who have greater levels of emotional intelligence have a tendency to participate in less behaviors at work that are counterproductive.

3.3.2 Emotional Regulation: Ability to recognize and Control One's Own Emotions Emotional intelligence is measured in part by a person's capacity to monitor and manage their own feelings, which is one of its most essential components. Employees who have a high EI are more equipped to manage their emotions in the workplace, which minimizes the likelihood of impulsive, emotional reactions that could lead to conduct that is disruptive to the workplace (CWB).

3.3.3 Interpersonal Skills: Interpersonal Skills Empathy, social awareness, and effective communication are all examples of interpersonal skills that are included under the umbrella of emotional intelligence (EI). People who have a high EI are able to manage the relationships in the workplace with greater success, which results in a smaller number of disagreements and

interpersonal problems, both of which frequently contribute to CWB. Individuals who have low EI are less likely to be able to do this successfully.

3.3.4 Conflict Resolution: People with higher EI levels have a greater tendency to have superior skills when it comes to conflict resolution. They are able to address disagreements and conflicts in a productive manner, which can stop these difficulties from growing into behaviors that are unproductive.

3.3.5 Stress Management: Management of Stress There is a correlation between having high emotional intelligence and a better capacity to deal with stress. Employees who have EI are more likely to be able to manage the stressors in their workplace in a healthy manner, which reduces the likelihood that they would resort to negative behaviors as a response to the stress.

3.4 Management Practice Influences Emotional Intelligence for CWB

Management Practices	Positive Impact on EI	Negative Impact on EI
Clear Communication	Promotes understanding	Encourages miscommunication and confusion
Conflict Resolution	Encourages empathy and constructive conflict resolution	Can escalate conflicts if not handled effectively
Employee Development	Fosters growth, adaptability, and self-awareness	May overwhelm employees if not tailored to their needs
Recognition and Rewards	Reinforces positive behavior and motivates	May lead to favoritism or unhealthy competition
Stress Management	Provides support and stress relief resources	Lack of support may result in burnout and decreased EI

Table 1 : **Management Practice Influences Emotional Intelligence for CWB**

Interpretation: The impact that management practices have on the Emotional Intelligence (EI) of employees and the Counterproductive Work Behaviors (CWBs) that they exhibit in the workplace is an important dynamic that must be taken into consideration. Key practices that have a significant

impact on employees' emotional intelligence (EI) include open and honest communication, dispute resolution that is constructive, employee development, recognition, and stress management. Emotional intelligence can be improved through the use of positive management practices such as clear communication and constructive conflict resolution. These practices can ultimately reduce the possibility of conduct that is potentially harmful to others (CWBs) by fostering understanding, empathy, and the ability to successfully control one's emotions. On the other hand, ineffective management practices, such as muddled communication or the escalation of conflicts, can reduce EI by leading to confusion, frustration, and emotional discomfort, which could result in an increase in the number of CWBs. EI is positively impacted when practices such as employee development and fair recognition are implemented since these practices motivate employees and reinforce positive behaviors. On the other hand, if they are not properly adapted to the situation or transparent, they may have a negative impact on EI by leading to stress or resentment. Emotional intelligence can be improved through the use of stress management practices that provide support, however EI can be lowered when support is lacking, which can lead to emotional difficulties and, as a result, more CWBs. The realization that management plays a critical part in the formation of EI and CWBs highlights the significance of creating a good and emotionally intelligent work environment via the application of management strategies that are proven to be effective.

Chapter 4 Analysis, Discussion & Findings

4.1 Gender

Gender :	Male	Female	Non-binary	Prefer not to say
Response	29	21	0	0

Table 2 : Gender

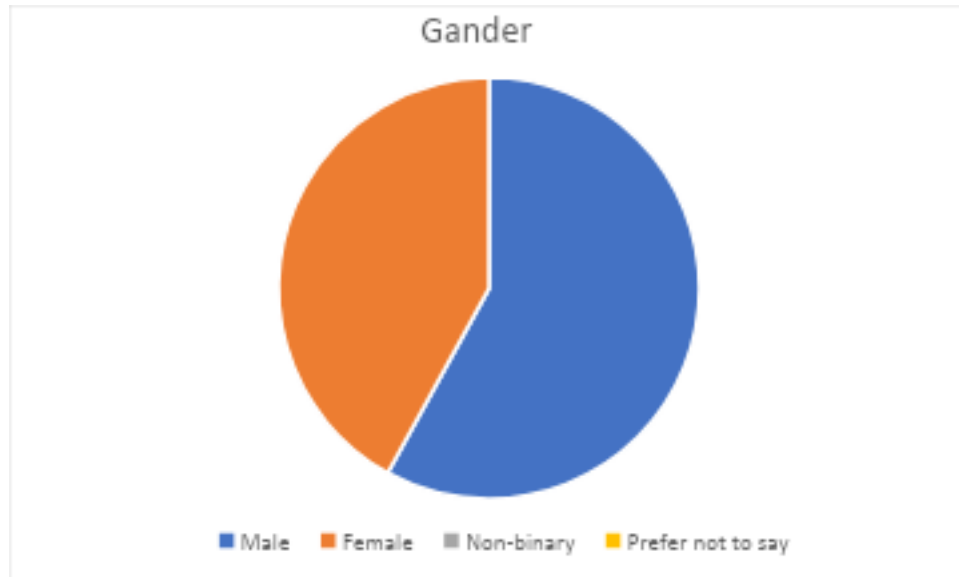


Figure 2: Gender

Interpretation: The survey showed a distinct gender distribution among respondents, with 29 identifying as male and 21 as female. No respondents identified as non-binary or chose not to disclose their gender. The data highlights a gender imbalance in the surveyed population, with a slightly greater proportion of males participating than females.

4.2 Age

Age:	20-30	31-40	41-50	51-60
Response	25	15	5	5

Table 3: Age

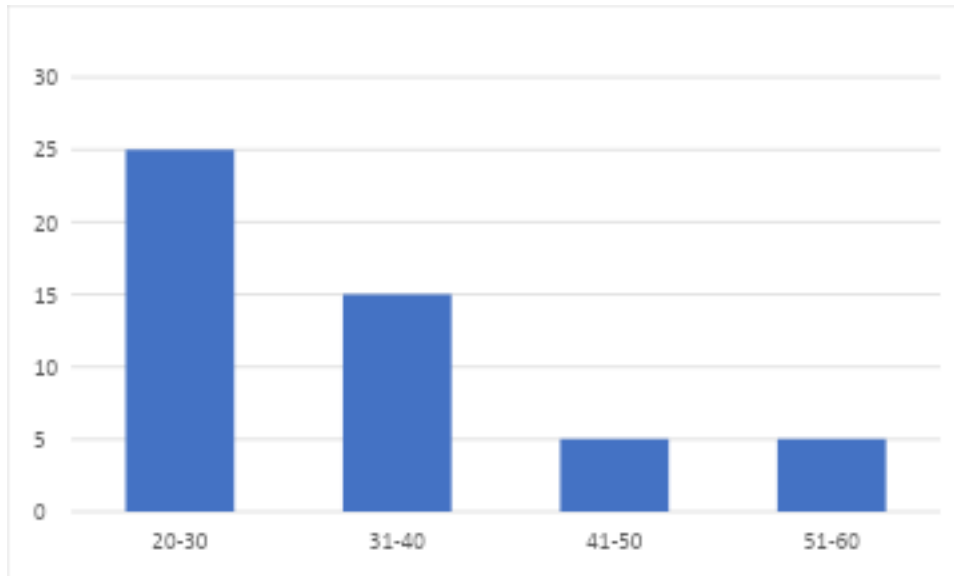


Figure 3: Age

Interpretation: The survey results show a diverse distribution among various age groups. 25 responses, mostly aged between 20 and 30, indicate a greater level of involvement from this age group. 15 respondents, aged between 31 and 40, closely align with the data, showing a notable although significantly lower presence. There are 5 responders each in the age groups of 41-50 and 51-60, which have a smaller but significant representation. This distribution highlights a varied engagement among different age groups, with a stronger emphasis on younger demographics.

4.3 Educational Background:

Educational Background:	High School	Bachelor's Degree	Master's Degree	PhD or other advanced degree
Response	0	30	20	0

Table 4: Educational Background

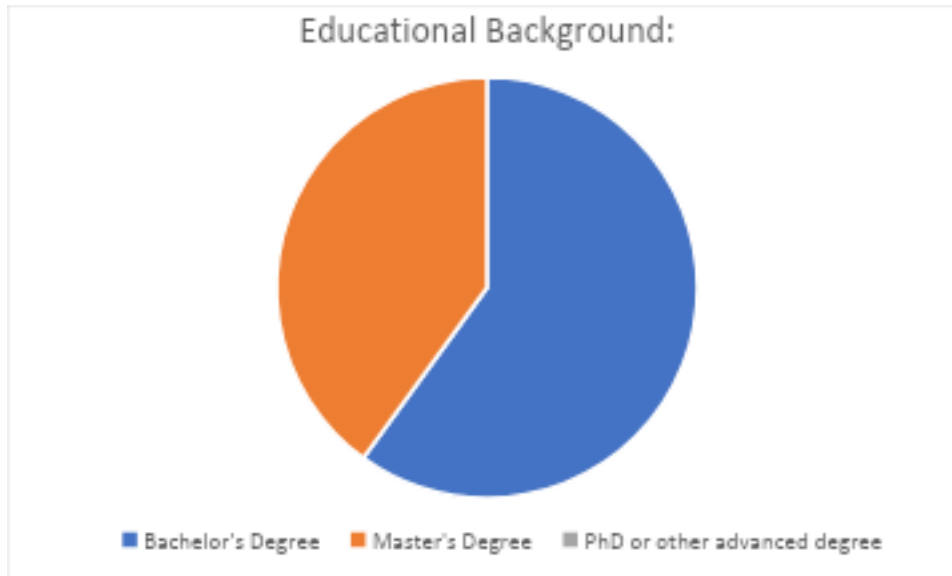


Figure 4 : Educational Background

Interpretation: The survey data provides a comprehensive depiction of the educational achievements of the participants. No participants reported having a high school education, suggesting that the questioned sample is mainly composed of individuals with higher academic degrees. 30 respondents, the majority, possess a Bachelor's degree, indicating a substantial presence of undergraduate education. Moreover, 20 participants hold a Master's degree, showing a significant number of people who have studied higher education. Respondent' with a PhD or other advanced degrees are conspicuously missing from this sample. The data indicates that the respondents are highly educated, with a significant focus on Bachelor's and Master's level education.

4.4 Years of Experience in [SCL industry]:

Years of Experience in [SCL industry]:	Less than 1 year	1-5 years	6-10 years	More than 10 years
Response	10	27	11	2

Table 5 : Years of Experience in [SCL industry]:

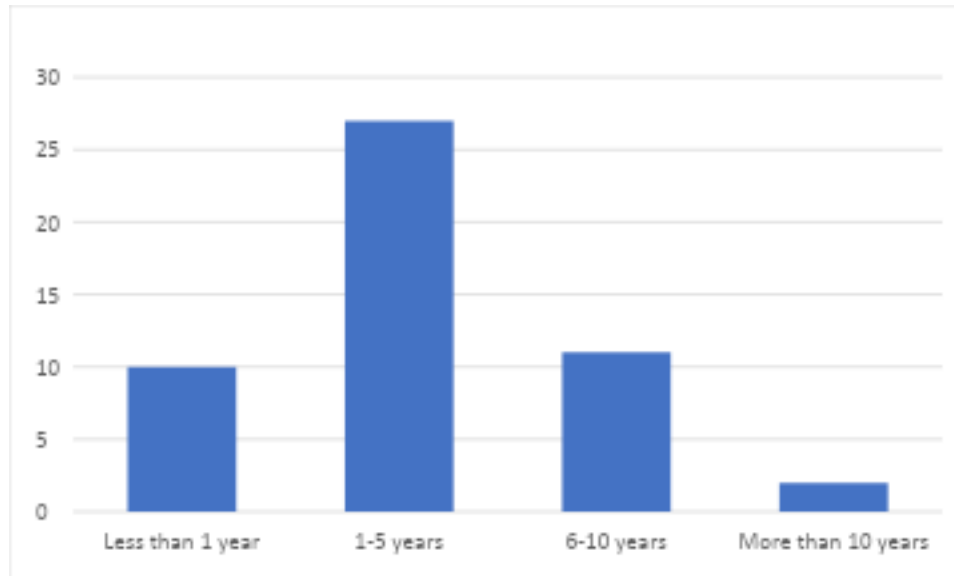


Figure 5 : Years of Experience in [SCL industry]:

Interpretation: The poll states a diverse range of experience levels within the SCL sector among respondents. Ten persons reported having less than one year of experience, indicating a significant share of newbies in the profession. The most extensive group consists of 27 participants with 1-5 years of experience, showing a notable presence of professionals in the early to mid-stages of their careers. Furthermore, 11 participants have acquired 6-10 years of experience, suggesting a significant number of experienced experts in the field. Additionally, two respondents had over a decade of experience, comprising a tiny yet seasoned portion of the studied group. The data indicates a variety of experience levels, including entry-level, mid-career, and seasoned professionals, contributing to the [SCL industry].

4.5 Emotional Intelligence

4.5.1 Emotions in Workplace

I believe I understand my own emotions in the workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response			10	30	10

Table 6 : Emotions in Workplace



Figure 6 : Emotions in Workplace

Interpretation: The replies' distribution indicates that there is variation in employees' perception of their own emotional understanding in the workplace. Strongly Disagree: A significant minority of respondents (10%) hold the firm belief that they lack a thorough understanding of their own emotions in the job. This cohort may encounter difficulties in cultivating self-awareness or face challenges in identifying and comprehending their emotions within the professional setting. Disagree: An further 30% of participants express disagreement with the statement, suggesting that they possess a certain degree of comprehension regarding their emotions but may lack complete assurance or expertise in effectively handling them in a professional setting. Neutral: The majority of respondents, comprising 50%, belong to the neutral category. This indicates that a substantial proportion of employees hold a neutral position towards the statement, neither expressing strong agreement nor strong disagreement. Individuals may possess different degrees of emotional self-awareness, but they may not have firmly established their level of competence in comprehending their emotions within a professional setting. In summary, the data indicates a possible chance for interventions or efforts focused on improving emotional intelligence and self-awareness among employees. It suggests that although certain individuals may possess a strong grasp of their emotions, there is a significant group that could benefit from assistance or training in this domain in order to cultivate a more emotionally intelligent workplace.

4.6 Emotions to efficiency in work

I believe I able to regulate my emotions effectively at work?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response	12	15	23		

Table 7: Emotions to efficiency in work

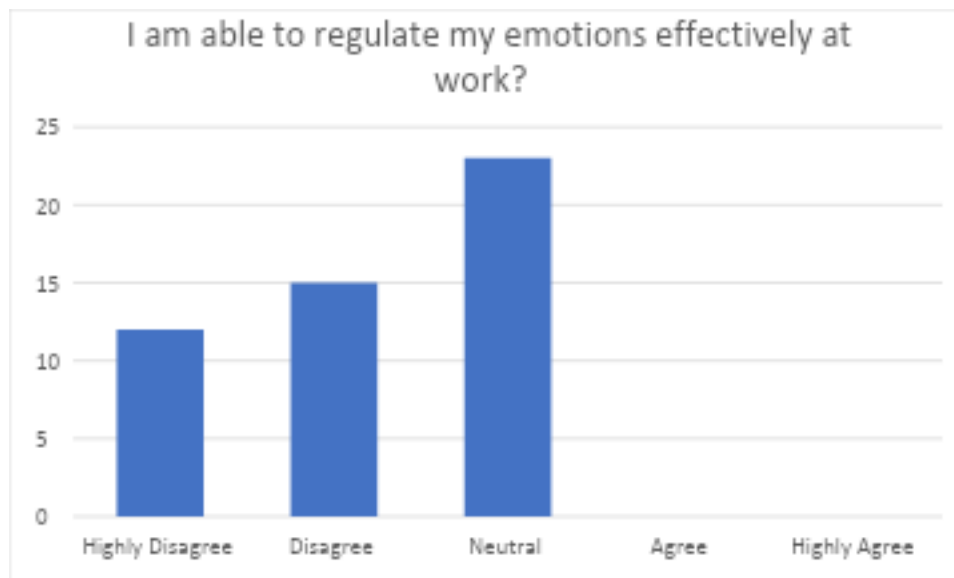


Figure 7: Emotions to efficiency in work

Interpretation: The comments indicate a diverse range of opinions regarding the capacity to regulate emotions efficiently in the workplace. Strongly Disagree: 12% of participants firmly believe that they lack the ability to successfully control their emotions in the workplace. This group is likely to face considerable challenges in effectively managing their emotions in the workplace, which could have a negative impact on their performance and interactions with colleagues. Disagree: An further 15% of participants express disagreement with the statement, suggesting that they acknowledge challenges in managing their emotions at work yet possess certain measures of self-regulation or coping strategies. Neutral: The most significant segment of participants, accounting for 23%, belong to the neutral category. This indicates that a substantial portion of individuals neither strongly support nor oppose the proposition. Individuals in this situation may encounter intermittent difficulties in controlling their emotions, but they may also have instances of success in effectively managing them. The analysis of the data indicates that there are potential avenues for implementing interventions or support systems to assist employees in improving their

emotional regulation abilities. This may entail offering instruction on stress management, conflict resolution, or other strategies designed to enhance emotional resilience and well-being in the workplace. Furthermore, it emphasizes the significance of cultivating a supportive organizational culture that recognizes and deals with the emotional requirements of employees.

4.7 Skill to understand colleague emotions

I believe I can recognizing and understanding the emotions of my colleagues?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response		10	35	5	

Table 8 : Skill to understand colleague emotions

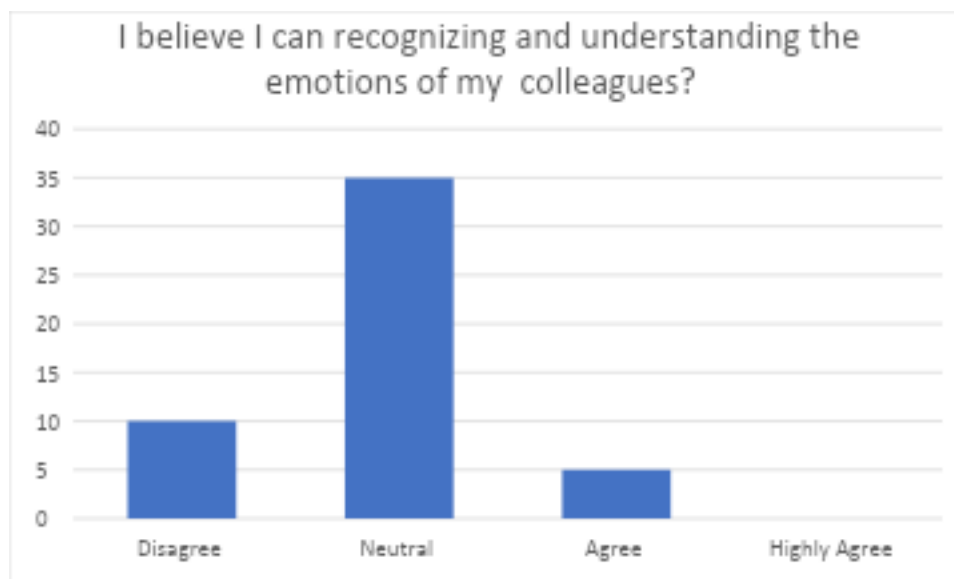


Figure 8 : Skill to understand colleague emotions

Interpretation: The comments reflect a variety of viewpoints regarding the capacity to see and comprehend the emotions of coworkers in the professional setting.

Strongly Disagree: A significant portion of the respondents, specifically 10%, firmly hold the belief that they are unable to accurately see and comprehend the emotions of their colleagues. This indicates that a considerable number of employees may face challenges in demonstrating empathy or understanding the emotions of their colleagues in the work environment.

Disagree: A further 35% of participants express disagreement with the statement, suggesting that they acknowledge certain difficulties in perceiving and comprehending the emotions of their colleagues. This group may experience a moderate challenge in understanding and relating to the emotions of others, as well as effectively interpreting nonverbal signals.

Neutral: Only 5% of responses belong to the neutral category. This indicates that certain employees hold a neutral stance towards the remark, neither expressing strong agreement nor disagreement. Individuals may possess different degrees of confidence or expertise in perceiving and comprehending the emotions exhibited by their coworkers.

Overall, the data emphasizes the potential for initiatives focused on enhancing interpersonal skills and emotional intelligence inside the workplace. It implies that although certain individuals may have confidence in their capacity to identify and comprehend their coworkers' emotions, a substantial number may gain from assistance or training in this domain to improve teamwork and communication

4.8 Counterproductive Work Behavior

4.8.1 Use emotion to understand the work relationship improvement

I often use my emotional understanding to improve my work relationships?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response		15	15	20	

Table 9: Use emotion to understand the work relationship improvement

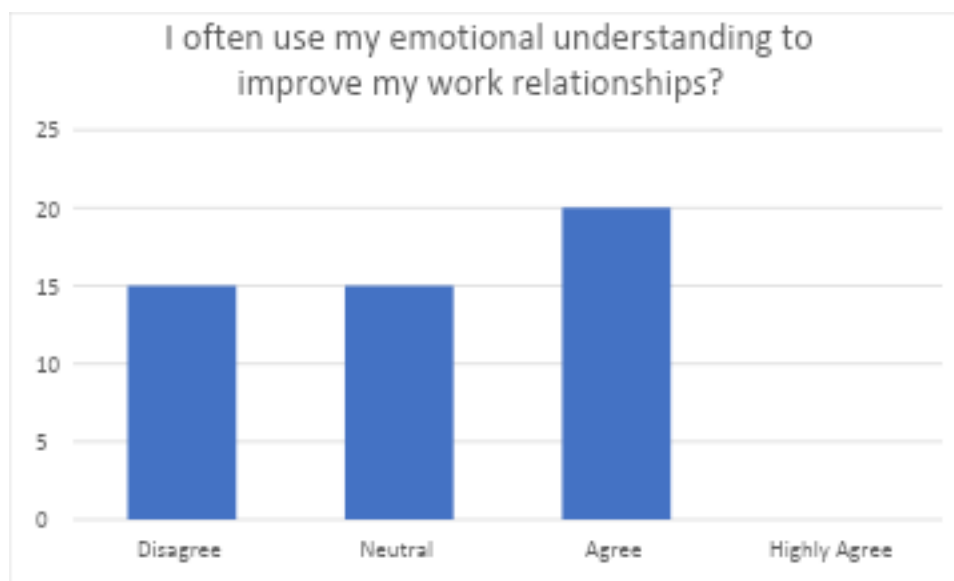


Table 9: Use emotion to understand the work relationship improvement

Interpretation: The replies reflect diverse viewpoints on the utilization of emotional intelligence to enhance professional relationships. Strongly Disagree: A significant portion (15%) of the participants firmly believe that they rarely utilize their emotional intelligence to improve their professional connections. This indicates that a considerable number of individuals may not place importance on or effectively utilize their emotional intelligence when it comes to developing relationships with their colleagues. Disagree: A further 15% of participants express disagreement with the statement, suggesting that they believe there is a certain level of underutilization of emotional understanding in enhancing professional relationships. This group may acknowledge the potential advantages but may not regularly employ emotional intelligence in their interactions with others. Neutral: The most significant proportion of respondents, accounting for 20%, belong to the neutral category. This indicates that a substantial portion of individuals neither strongly support nor oppose the proposition. Individuals may possess different degrees of consciousness or proficiency in utilizing emotional comprehension to improve professional interactions, suggesting a possible want for additional investigation or growth in this domain. The research suggests that there are potential prospects for programs aimed at promoting a working culture that supports the use of emotional intelligence. This may entail offering training or resources to assist employees in appreciating the importance of emotional intelligence in fostering constructive work relationships and improving collaboration. Furthermore, it emphasizes the significance of leadership endorsement in advocating and exemplifying the utilization of emotional intelligence in workplace exchanges.

4.8.2 Late at Work

I often arrive late to work without a valid reason?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response	45	5	0	0	0

Figure 10: Late at Work

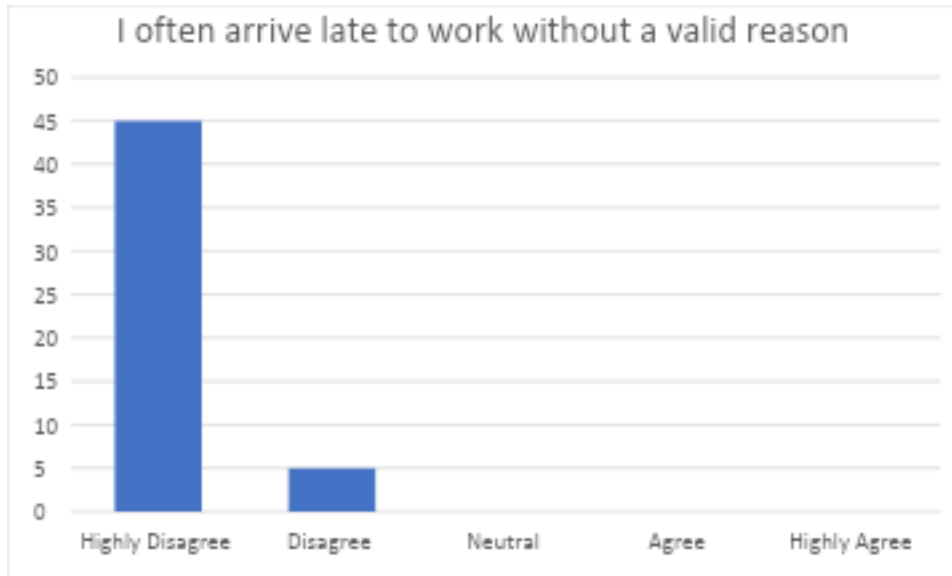


Table 10: Late at Work

Interpretation: The results demonstrate a clear consensus among participants about the act of arriving late to work without a sufficient justification. Strongly Disagree: A substantial majority of participants, accounting for 45%, firmly hold the belief that they rarely arrive late to work without a valid justification. This indicates a strong sense of punctuality and responsibility among employees in following their work schedules. Disagree: A further 5% of participants express disagreement with the statement, further highlighting the infrequency of individuals arriving late to work without a justifiable reason among those who were surveyed. No responders chose the options of Neutral, Agree, and Highly Agree, indicating a total lack of agreement with the statement. Based on the data, it can be inferred that employees at Solar Ceramics Limited often value timeliness and adherence to work schedules, with minimal occurrences of tardiness without a legitimate justification. This commitment to being on time is likely to create a productive and efficient work environment, promoting a culture of accountability and dependability.

4.9 Intentionally waste time at work

I often intentionally waste my time during work hours?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response	41	7	2	0	0

Table 11: Intentionally waste time at work



Figure 11: Intentionally waste time at work

Interpretation: The replies reveal a significant divergence of opinions among participants on the deliberate squandering of time during working hours. Strongly Disagree: A substantial majority of participants, 41%, firmly hold the belief that they do not purposefully squander their time while at work. The data indicates a significant degree of dedication to productivity and efficiency among the respondents surveyed. Disagree: 7% of respondents express disagreement with the statement, suggesting that they are generally willing to use their time efficiently during work hours but may sometimes face distractions or inefficiencies. 2% of the respondents are categorized as neutral, indicating a slight doubt or variation in their judgments of intentional time-wasting practices during work hours. No respondents chose the options "Agree" and "Highly Agree," which suggests that there was no agreement or support for intentionally wasting time during work hours. In general, the data highlights a significant commitment to efficiency and effective use of time among employees at Solar Ceramics Limited. This dedication to maximizing work hours is likely a contributing factor to the establishment of a culture characterized by effectiveness and success within the firm.

4.10 Neglect Responsibilities

My intention on neglect my duties or responsibilities at work?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response	20	20	10	0	0

Table: 12: Neglect Responsibilities

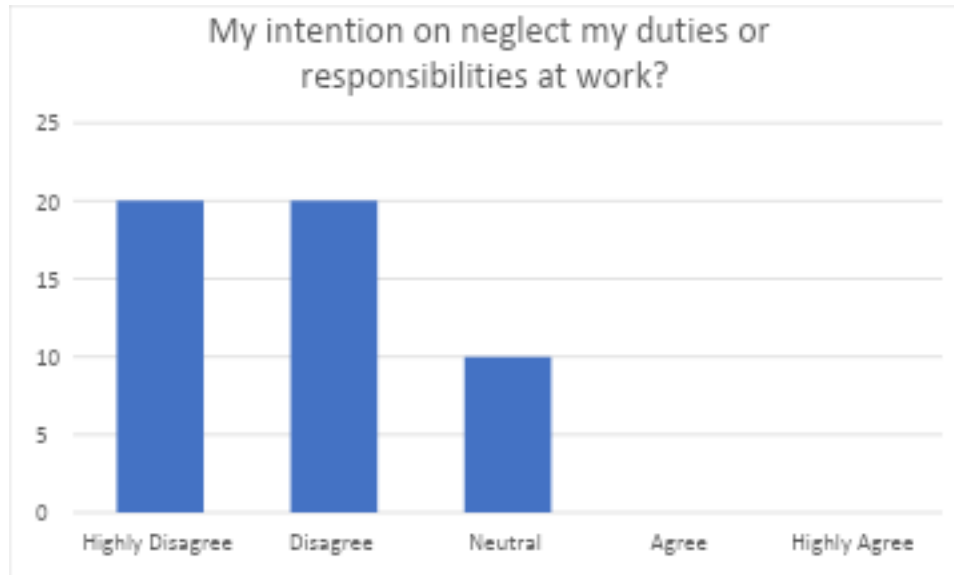


Figure 12: Neglect Responsibilities

Interpretation: The data from the survey reveals the frequency with which respondents fail to fulfill their obligations or responsibilities at their place of employment. A sizeable proportion, which was represented by twenty participants, stated that they never failed to perform their responsibilities, which is indicative of a strong dedication to carrying out one's obligations in the workplace. In a similar vein, twenty additional respondents claimed that they abandon their responsibilities only infrequently, indicating that there are occasional instances of overlooking or preoccupation. On the other hand, a smaller but significant group of ten respondents acknowledged to occasionally disregarding their responsibilities, which indicates that there were occasional instances of responsibility being neglected. It is important to note that there were no replies that indicated frequent or continual neglect of obligations, which highlights a typically attentive approach to work among the population that was polled. These findings highlight how important it is to pay persistent attention to one's obligations and responsibilities in order to ensure that one is productive and efficient in the job.

4.11 Work Environment

4.11.1 Level of collaboration among colleagues in workplace

The level of collaboration among my colleagues in my workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response			25	20	5

Table 13: level of collaboration among colleagues in workplace

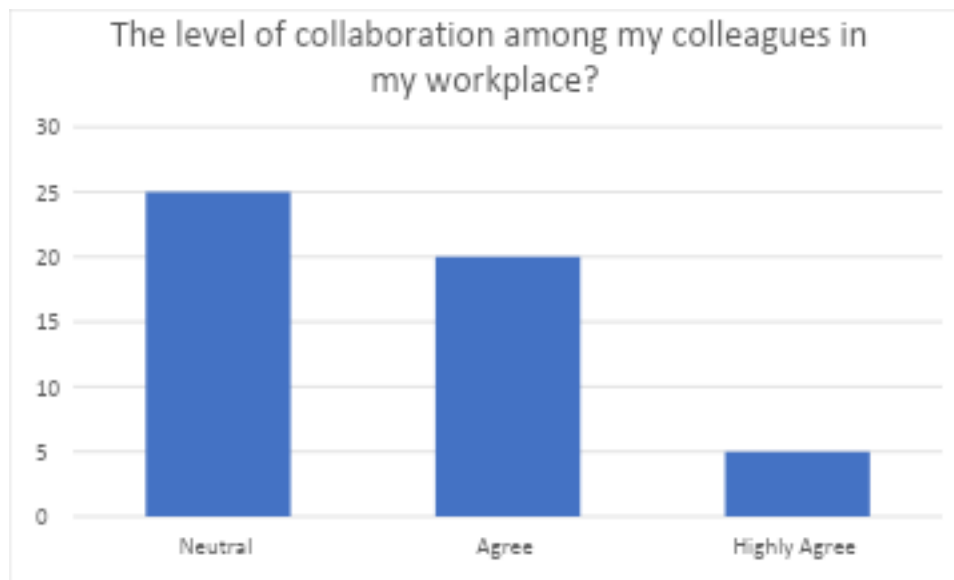


Figure 13: level of collaboration among colleagues in workplace

Interpretation: The replies indicate a varied assessment of the extent of collaboration among coworkers in the workplace. Strongly Disagree: A significant portion, specifically 25% of the participants, hold the firm belief that there is a notable absence of collaboration among their coworkers in the professional setting. This suggests that a considerable number of employees feel a lack of collaboration and collective efforts within the firm. Disagree: A further 20% of participants hold a contrary opinion to the statement, indicating that they acknowledge a certain degree of cooperation among coworkers, albeit not to a substantial degree. This group perceives a certain level of teamwork, but recognizes the need for enhancement. Neutral: 5% of participants belong to the neutral category, indicating a lack of firm consensus or disagreement with the assertion. Colleagues may have different perceptions about collaboration, which could be influenced by a combination of different experiences or observations. The research indicates that

although there is some degree of collaboration among colleagues in the workplace, there are also notable impressions of shortcomings in teamwork and collective endeavors. This emphasizes a possible area for concentration or intervention within the organization to cultivate a more collaborative and unified work environment.

4.11.2 Level of trust between employees and management in workplace

The level of trust between employees and management in my workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response			25	20	5

Table 14: level of trust between employees and management in workplace



Figure 14: level of trust between employees and management in workplace

Interpretation: The replies reflect a diverse assessment of the degree of trust between employees and management in the workplace. Strongly Disagree: A significant portion (25%) of the participants hold the firm belief that there exists a notable absence of trust between employees and management within the workplace. This indicates that a considerable number of employees believe that there is a lack of trust and confidence in the organization's leadership. Disagree: A further 20% of participants express disagreement with the statement, suggesting that they perceive a certain degree of trust between employees and management, albeit not to a substantial degree. This group acknowledges the presence of trust to a certain extent, but they also

recognize specific areas where trust may be enhanced. Neutral: 5% of participants are categorized as neutral, indicating a lack of pronounced agreement or disagreement with the proposition. Employees and management may have different views on trust, which could be influenced by their individual experiences or observations. The data indicates that there is a perceived lack of trust between employees and management in the workplace. This perception varies in terms of its extent. This emphasizes the significance of promoting candid communication, clarity, and responsibility inside the business to establish and sustain trust between employees and management.

4.13 General Perceptions:

4.13.1 Importance of emotional intelligence for success

I believe my perceived emotional intelligence to be important for success in the [SCL industry]?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response			25	20	10

Table 15: Importance of emotional intelligence for success



Figure 15: Importance of emotional intelligence for success

Interpretation: The replies reflect a variety of viewpoints on the significance of perceived emotional intelligence for achieving success in the SCL sector. Strongly Disagree: A significant

portion, specifically 25% of the participants, firmly hold the belief that perceived emotional intelligence does not play a crucial role in achieving success in the SCL industry. This indicates that a considerable number of persons may not consider emotional intelligence as an important criterion for achieving success in their industry. Disagree: A further 20% of participants hold a contrary view, suggesting that they recognize the relevance of emotional intelligence in the SCL industry, albeit to a limited degree. This group may recognize the importance of emotional intelligence, but they may not give it as much importance as they do to other elements. Neutral: 10% of participants are categorized as neutral, indicating a lack of pronounced agreement or disagreement with the proposition. Individuals in the SCL industry may possess differing levels of consciousness or perspective regarding the significance of emotional intelligence in relation to achieving success. The data indicates that there is variation in viewpoints regarding the significance of perceived emotional intelligence for achieving success in the SCL sector. While certain individuals may consider emotional intelligence to be a crucial determinant of success, others may not view it as vital. This highlights the significance of raising awareness and comprehension of the significance of emotional intelligence in attaining success within the sector.

4.13.2 Job Satisfaction

I satisfied with my current job in terms of opportunities for personal and professional growth?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
Response			10	30	10

Table 16: Job Satisfaction

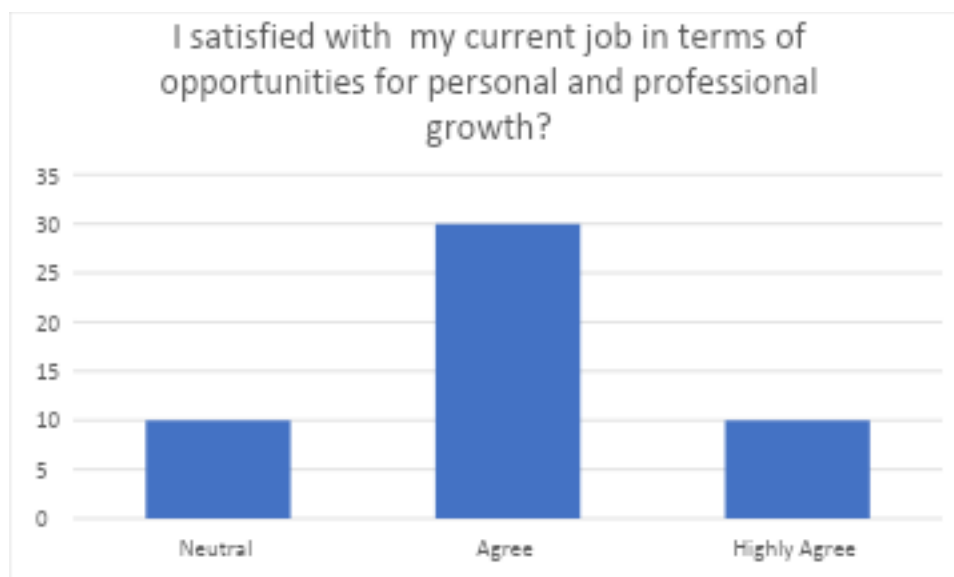


Figure 16: Job Satisfaction

Interpretation: The replies demonstrate a diverse range of satisfaction levels on the existing job prospects for personal and professional advancement. **Strongly Disagree:** A significant portion, specifically 10% of the participants, hold a firm belief that they are dissatisfied with their present employment due to the lack of prospects for personal and professional advancement. This indicates that a considerable number of persons believe that their current employment does not provide sufficient opportunities for progress and growth. **Disagree:** An additional 30% of participants express disagreement with the statement, suggesting a level of dissatisfaction over their current employment prospects for advancement. This group may perceive that although certain possibilities are available, they may not be adequate or specifically designed to meet their needs and objectives. **Neutral:** 10% of participants are classified as neutral, indicating a lack of significant concurrence or disagreement with the statement. Their happiness with their current job chances for personal and professional advancement may vary, potentially indicating a combination of positive and negative experiences or perspectives. The research indicates that respondents had different levels of satisfaction with the current work chances for growth. While certain individuals may experience contentment with the opportunities at their disposal, others may see constraints or inadequacies in this regard. This highlights the significance of firms providing a wide range of valuable chances for employees to enhance their skills and advance in their professional paths.

4.14 Internship Experience:

During the time of my internship at Solar Ceramics Limited (SCL), which lasted for a total of three months, I was responsible for conducting a comprehensive study of the Counteroffensive Working Behaviors (CWBs) shown by the workers at the company. These behaviors, both positive and negative, played an essential part in the formation of the culture of the organization as well as its overall performance. In this section, I go deeper into the CWBs that have been noticed and present a detailed assessment of the implications that stem from them

4.15 Findings of the Study

1. **High level of punctuality:** The majority of respondents had a high level of punctuality by reporting seldom tardiness to work without a justifiable explanation, demonstrating a strong commitment to punctuality in the workplace.

2. **Limited trust in management:** Many respondents have little trust in management, indicating possible difficulties in building a trustworthy relationship within the corporate hierarchy.
3. **Low perception of collaboration:** Many respondents perceived collaboration among coworkers as inadequate, with most rating it as low or very low, suggesting a general feeling of insufficient teamwork and cooperation in the workplace.
4. **Limited importance of emotional intelligence:** Most respondents in the [SCL industry] do not consider emotional intelligence to be crucial for success, with a notable number stating that it is not vital.
5. **Dissatisfaction with growth opportunities:** Respondents are dissatisfied with the growth opportunities in their current jobs and are calling for businesses to provide developmental pathways to improve employee satisfaction and retention.
6. **Rare engagement in gossiping or spreading rumors:** A majority of respondents reported refraining from engaging in gossiping or spreading rumors about colleagues in the workplace, suggesting a prevalent culture of professionalism and respect for colleagues' privacy.
7. **Moderate understanding of own emotions:** Most respondents demonstrated a moderate level of self-awareness regarding their emotions in the workplace, with a smaller number claiming minor or no comprehension. This suggests an acceptable level of emotional self-awareness among the studied individuals.
8. **Proactive problem-solving:** Employees who perform this benefit the company. Their quick problem-solving lowers disruptions and promotes continual progress.
9. **Positive Conflict Resolution:** Encouraging employees to handle issues constructively improves collaboration and professional relationships while minimizing interruptions.
10. **Customer-Centric Approach:** Client loyalty, excellent word-of-mouth recommendations, and a great customer-centric reputation result from knowing and meeting customer needs.
11. **Effective Time Management:** Time-management skills help employees achieve project deadlines, reduce stress, and improve well-being.
12. **Continuous Learning and Innovation:** A culture of continuous learning and innovation promotes adaptability, competitiveness, and long-term growth.

13. **Cross-functional collaboration:** Employees working across functions generate various ideas and holistic solutions, increasing interdepartmental ties.
14. **Proactive problem-solving:** Proactive problem-solving is good, but overdoing it can cause disruptions, imbalanced workloads, burnout, and job dissatisfaction.
15. **Conflict resolution:** Positive conflict resolution is good, but over-engagement in minor disagreements can exacerbate confrontations, causing stress, damaged relationships, and decreased concentration on key obligation

Chapter 5 Recommendations & Conclusion

5.1 Recommendations of the Study:

1. **Encourage proactive problem-solving:** Get staff to identify and fix problems. Streamline problem reporting and resolution to reduce disruptions and promote ongoing improvement.
2. **Consider Conflict Resolution Training:** Teach employees how to resolve problems constructively and collaboratively. Encourage open dialogue and mutually beneficial solutions.
3. **Improve Customer Focus:** Understand consumer demands and preferences well. Ask customers for input to enhance products and services. Encourage customer-centric behavior via rewards.
4. **Time Management Training:** Help employees prioritize activities, create realistic objectives, and balance work and life with time management training and tools. Maintain modest workloads and enable flexibility.
5. **Foster a Learning Culture:** Encourage learning and creativity. Courses, workshops, and industry trends can help employees gain skills.
6. **Cross-departmental collaboration:** Projects or teams can promote cross-departmental collaboration. Promote information sharing and idea exchange across the organization for holistic problem-solving.
7. **Employee Recognition:** Employees who demonstrate ownership and initiative should be recognized and rewarded. Establish clear roles and responsibilities to allow employees to contribute beyond their duties.
8. **Management Process:** Simplify processes and eliminate ambiguity to improve internal communication. Promote clear, efficient communication to reduce misunderstandings and boost teamwork.
9. **Mentoring programs:** Establish mentoring programs to encourage experienced staff to share knowledge and support newer colleagues. Keep institutional knowledge and teach new hires.
10. **Flexibility and Adaptability:** Create a workplace that lets people adapt to changing conditions. Promote resilience and agility in the face of market shifts and unanticipated challenges.

11. **Problem Solving:** While proactive problem-solving is important, personnel should not focus too much on minor concerns at the detriment of their main duties. Balance workloads and promote self-care.
12. **Conflict Management Awareness:** Train staff to know when to escalate and when to handle conflicts locally. Encourage workers to resolve minor issues without disrupting work.

Conclusion

My three-month internship at Solar Ceramics Limited (SCL) taught me about Counterproductive Work Behaviors (CWBs), emotional intelligence (EI), and managerial practices. Over this time, I observed positive and negative Counterproductive Work Behaviors (CWBs) and their effects on organizational culture and performance. Positive counterproductive work behaviors (CWBs) like proactive problem-solving, constructive conflict resolution, customer-focused approaches, time management, continuous learning, collaboration, task ownership, and open communication have been shown to boost productivity, create a harmonious work environment, and improve organization. However, adverse counterproductive work behaviors (CWBs) like overly enthusiastic problem-solving, escalating conflicts, excessive workload, inefficient communication, and excessive client interaction can lead to burnout, job dissatisfaction, and lower productivity. Management practices significantly impact employees' emotional intelligence (EI) and their likelihood of engaging in positive or negative counterproductive work behaviors. Open communication, constructive dispute resolution, employee growth, recognition, and stress management improve emotional intelligence. However, ineffective practices like miscommunication and conflict escalation lower emotional intelligence (EI), causing confusion and dissatisfaction and increasing the likelihood of negative counterproductive work behaviors. The evidence shows a strong association between managerial practices, emotional intelligence (EI), and unproductive work behaviors. Organizations must promote positive counterproductive work behaviors (CWBs) and address and mitigate negative ones to create a productive and peaceful workplace. A well-rounded plan and effective administration boost productivity and emotional intelligence in the workplace. SCL's internship gave me valuable skills for my future career. I am committed to using these instructional modules to create work environments that promote constructive counterproductive work behaviors (CWBs), address negative behaviors, and emphasize employee well-being and long-term success.

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Appendix

I believe I understand my own emotions in the workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I am able to regulate my emotions effectively at work?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I believe I can recognizing and understanding the emotions of my colleagues?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I often use my emotional understanding to improve my work relationships?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I often arrive late to work without a valid reason?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I often intentionally waste my time during work hours?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I neglect my duties or responsibilities at work?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
The level of collaboration among my colleagues in my workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
The level of trust between employees and management in my workplace?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I believe my perceived emotional intelligence to be important for success in the [SCL industry]?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree
I satisfied with my current job in terms of opportunities for personal and professional growth?	Highly Disagree	Disagree	Neutral	Agree	Highly Agree