



EMOTIONAL INTELLIGENCE OF EMPLOYEES IN SOFTWARE COMPANY AT COIMBATORE CITY - AN ANALYSIS

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ABSTRACT

Emotional intelligence, or EI, must somehow combine intelligence and emotion with two of the three states of mental cognition and affect. The capacity to understand people on a profound level is the capacity to see, control, and assess feelings. The primary objective of this study is to investigate the emotional intelligence of Coimbatore City software workers. This is a study of descriptive research. The convenient sampling method was used to select employees from various software companies for this study. The study has 140 respondents as its sample size. The study's data were analyzed using percentage analysis.

KEYWORDS : Emotional Intelligence, Emotions, Employees, Software Industry.

INTRODUCTION

Emotional intelligence, or EI, must combine intelligence and emotion with two of the three states of mental cognition and affect. The capacity to understand people on a profound level is the capacity to see, control, and assess feelings. A few specialists recommend that the capacity to understand people at their core can be learned and reinforced, while others guarantee it is an innate trademark. Emotional intelligence can be assessed using a variety of instruments, each of which has its own unique approach and content. If a specialist has a high capacity to appreciate people on a profound level, the person is bound to have the option to communicate their feelings soundly and comprehend the feelings of those the individual works with, in this manner upgrading work connections and execution. Being soft is not required to have emotional intelligence! Having the ability to use her feelings to assist them in making decisions and gaining greater control over themselves and their impact on others is a different kind of intelligence.

REVIEW OF LITERATURE

Rong Lin (2018) discussed the relationship between organizational political consciousness and feedback circumvention, the analysis supports the Perceptions of Organizational Politics (POP) has positive effect to the Feedback Avoidance Behaviour (FAB), enriching the research of FAB. The study found that the boundary conditions where POP plays a role in FAB, and employees with high emotional intelligence may avoid feedback to superiors in order to preserve their resources. But when employees manage their own impression because of the organization's long-term development, high emotional intelligence tends to feedback to employees and superior communication, so as to make benefits to the entire organization rather than individual behavior.

Lakshmi. K.N. et al (2018) elaborated the factors of emotional intelligence like; emotional self-efficiency, transparency, adaptability, achievement orientation, controlling of anxiety and anger etc., that affects the emotional intelligence and that indicates the level of performance of the employee.

Moh. Farid Pasha, S. (2018) analysed the influence of emotional intelligence and organizational commitment to employee performance through work motivation. The study found that emotional intelligence has a positive and significant effect on employee performance.

Thirumarasi, M. et al (2017) investigated the influence of the Big Five Personality on Organizational Commitment, Emotional Intelligence and Job Satisfaction. The study has found that Big Five Personality has significant influence with Emotional Intelligence, Organizational Commitment and Job

Satisfaction. Suitable managerial implications are given in this study. Jyoti (2016) explored the impact of demographic variables namely age, experience and gender on the level of emotional intelligence. The study found that employees working in private sector banks possess moderate level of emotional intelligence.

Zeeshan Ahmed et al (2016) inspected the performance level of employees in educational institutions of Dera Ghazi Khan, Multan and Bahawalpur, Pakistan. The study has focused on recognizing emotional intelligence factors and employees of the educational institute and its relation to their job performance level.

Desti Kannaiah (2015) investigated emotional intelligence at work place. The study indicated that emotional intelligence is linked at every point of workplace performance and it is of utmost importance nowadays. Jain Mohammad Shahhosseini (2012) analysed the effect of emotional intelligence on the job performance of the individuals from a theoretical viewpoint. More specifically, it embarks on the link between the nature of emotional intelligence and the job performance.

NEED FOR THE STUDY

Emotional intelligence encourages the workers to build their passionate mindfulness, passionate articulation, inventiveness, increment resilience, increment trust and honesty, enhance relations inside and over the association and subsequently increment the execution of every representative and the association all in all. "Emotional intelligence is one of only a handful couple of key qualities that offers ascend to vital pioneers in associations". It assumes a noteworthy job in the organization and turns into an imperative rule of assessment for judgment of a viable representative, expands profitability and trust inside and over the organization.

OBJECTIVES OF THE STUDY

To analyse an emotional intelligence of employees in software industry at Coimbatore City.

SCOPE OF THE STUDY

The extent of the study is to build the emotional intelligence of employees in the software industry and to help in future why a few employees are remarkable entertainers while others are definitely not. Emotional intelligence calls for perceiving and comprehension of the issues in the organizations based on the outcomes organization can pick a system and activities to enhance the execution of their workers.

RESEARCH METHODOLOGY

The study has analysed an emotional intelligence of employees in software industry at Coimbatore City. This is a

descriptive research study. In this study, employees from various software companies were selected by using the convenient sampling method. The sample size of the study is 140 respondents. The percentage analysis was used to analyse the data of this study.

DATA ANALYSIS AND INTERPRETATION

TABLE 1: RESPONDENTS OPINION TOWARDS EMOTIONAL INTELLIGENCES

Statement	SA		A		N		DA		SDA		Total
	N	%	N	%	N	%	N	%	N	%	
I know when to speak about my personal problems to others	25	17.86	49	35.00	25	17.86	26	18.57	15	10.71	140
When I am faced with obstacles. I remember times I faced similar obstacles and overcame them	25	17.86	63	45.00	19	13.57	25	17.86	8	5.71	
I expect that I will do well on most things I try	30	21.43	44	31.43	20	14.29	26	18.57	20	14.29	
Other people find it easy to confide in me	29	20.71	54	38.57	18	12.86	28	20.00	11	7.86	
I find it hard to understand the nonverbal messages of other people	23	16.43	45	32.14	20	14.29	28	20.00	24	17.14	
Some of the major events of my life have led me to re-evaluate what is important and not important	22	15.71	63	45.00	21	15.00	14	10.00	20	14.29	
When my mood changes, I see new possibilities	21	15.00	62	44.29	20	14.29	17	12.14	20	14.29	
Emotions are some of the things that make my life worth living	25	17.86	50	35.71	24	17.14	17	12.14	24	17.14	
I am aware of my emotions as I experience them.	21	15.00	51	36.43	25	17.86	11	7.86	32	22.86	
I expect good things to happen	19	13.57	62	44.29	18	12.86	12	8.57	29	20.71	
I like to share my emotions with others	22	15.71	55	39.29	24	17.14	21	15.00	18	12.86	

When I experience a positive emotion. I know how to make it last	13	9.29	57	40.71	22	15.71	23	16.43	25	17.86	140
I arrange events others enjoy	14	10.00	55	39.29	23	16.43	12	8.57	36	25.71	140
I seek out activities that make me happy	20	14.29	42	30.00	29	20.71	22	15.71	27	19.29	140
I am aware of the nonverbal messages I send to others	30	21.43	55	39.29	23	16.43	14	10.00	18	12.86	140
I present myself in a way that makes good impression on others.	18	12.86	60	42.86	30	21.43	15	10.71	17	12.14	140
When I am in a positive mood, solving problems is easy for me.	17	12.14	75	53.57	21	15.00	14	10.00	13	9.29	140
By looking at their facial expressions, I recognize the emotions people are experiencing	18	12.86	59	42.14	33	23.57	14	10.00	16	11.43	140
I know why my emotions change	15	10.71	67	47.86	34	24.29	11	7.86	13	9.29	140
When I am in a positive mood, I am able to come up with new ideas	39	27.86	55	39.29	14	10.00	19	13.57	13	9.29	140
I have control over my emotions	20	14.29	55	39.29	34	24.29	19	13.57	12	8.57	140
I easily recognize my emotions as I experience them	25	17.86	54	38.57	32	22.86	14	10.00	15	10.71	140
I motivate myself by imagining a good outcome to tasks I take on	11	7.86	65	46.43	31	22.14	15	10.71	18	12.86	140
I compliment others when they have done something well	8	5.71	67	47.86	32	22.86	16	11.43	17	12.14	140

Note: SA – Strongly Agree; A – Agree; N – Neutral; DA – Disagree; and SDA – Strongly Disagree

CONCLUSION

Emotional intelligence plays a significant part for workforce in the software industry. The study has made a good thoughtful

about the numerous explanations for emotion and well control over the emotion. Managing emotions is a vital prerequisite for a human resource manager for himself and among the workforces as well. It will benefit to increase organizational obligation, expand output, effectiveness, retain greatest flair and inspire the workforces to give their best.

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