



EMOTIONAL INTELLIGENCE AND DECISION MAKING SKILLS OF EMPLOYEES WORKING IN INFORMATION TECHNOLOGY SECTOR

KEYWORDS

Emotional Intelligence, Decision making skill, IT employees

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ABSTRACT

The growing IT sector in India in recent years has attracted several students to take up IT career. The employees working in IT sectors are engaged in target oriented and monotonous job for long hours which results in long absenteeism, increase of labour turnover, occupational health problems and negative stress. Considering the above aspects the researcher has attempted to study the emotional intelligence and decision making skills of employees working in information technology sector. The study is descriptive in nature. About 80 employees working in IT sector in Chennai district were administered with a questionnaire using snowball sampling technique. The tool used for the study is "EMOTIONAL INTELLIGENCE" framed by Dr. Nicholas and "DECISION MAKING SKILL" has been taken from the book "The basis of competence, 1998" developed by Evers, Rush & Berdrow, Jossey-Bass Publishers, San Francisco, CA. Majority of about 55% (44) of respondents are having high level of emotional intelligence and 51.25% (41) of respondents are having moderate level of decision making skill.

Introduction

Liberalization, Privatization and Globalization led to the rapid growth of IT sector in India. The NASSCOM has estimated that the IT and BPO industry is likely to grow about 300 billion by 2020. The Prime Ministry of India encourages IT services through Digital media project as it create massive employment opportunities in the country. It was informed in the parliament by the Ministry of state for Communication that the employment of professionals in IT services sector has grown by 7 per cent to 2.97 billion in 2013.

"Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth (Mayer & Salovey, 1997). Emotional Intelligence matters twice as much as IQ (Goleman, 1998). It is the combination of Intelligence and Emotions. The Emotional Intelligence includes social, practical and personal intelligence which form the core intelligence of an individual (Mayer & Mitchell, 1998). Decision making skill is an act of deciding on various options. As emotional intelligence and Decision making skill are the desirable traits for the IT professionals to minimize their negative stress and enhance their quality of work life, a study of this kind is imperative.

Methods & Materials

Emotional intelligence plays a vital role and influences the job involvement of the staff to a great extent. Hence, it becomes the need of the study. The researcher made an attempt to study about emotional intelligence and identify the existing system of decision making in organization which may require modification in future.

Objectives

1. To know about the Socio-Demographic background of the IT employees.
2. To Analyze the factors of the Emotional Intelligence in various aspects
3. To understand the level of Emotional intelligence of the respondents.
4. To understand the level of Decision making skill of the

respondents.

5. To find out the relationship between Emotional intelligence and decision making skill.

6. To understand the factors influencing emotional intelligence and decision making skill.

The feasibility of the study was verified before collecting the data so as to enable the investigator to know whether it is possible to take up a research on this area or not. However, as the study seems to be pertinent it was continued. As the study was found practicable, the questionnaire was pretested with 8 respondents to discover the puzzling questions. The study is descriptive in nature. Eight employees working in IT sector in Chennai was administered using snowball sampling technique. The tool used for the study is "EMOTIONAL INTELLIGENCE" framed by Dr. Nicholas and "DECISION MAKING SKILL" has been taken from the book "The basis of competence, 1998" developed by Evers, Rush & Berdrow, Jossey-Bass Publishers, San Francisco, CA.

Results & Discussion

Personal Profile of the respondents

Eighty percent of the respondents are in the age group of 21-24, as in IT sector they prefer young employees. Maximum of 74% of the respondents are working in projects. Only 10% are working in BPO's. More than half of the total respondents are female employees; it shows that IT companies prefer female employees. Majority of 74% of the respondents have only 2 years of experience, it was observed that the IT companies suffer from higher employee turnover. About 52% are from urban area and other are from semi urban area. Most of the employees are unmarried, as they are in the age group of 21-24. 80% of them are from nuclear family. Eight percent of the respondents are having 1 sibling. Most of the respondents fathers are working and the mothers are house wives

Emotional Intelligence Level of the Respondents

S. No	Emotional Intelligence Level of the respondents	Frequency	Percent
1	Low < 105	9	11.25
2	Moderate 106-135	27	33.75
3	High >136	44	55
	Total	80	100

The above table reveals that 33.75% (27) of respondents are having moderate level of emotional intelligence. 11.25% (9) of respondents are having low level of emotional intelligence. 55% (44) of respondents are having high level of emotional intelligence. It is understood from the above result that the employees are having high emotional intelligence which may create positive working environment.

Decision Making Level of the Respondents

S.No	Decision making level of the respondents	Frequency	Percent
1	Low < 14	2	2.5
2	Moderate (15-21)	1	51.25
3	High >22	37	46.25
	Total	80	100

The table shows that the decision making level of the respondents are having 51.25% (41) moderate level, 46.25% (37) at high level and 2.5% (2) is low level. The above result shows the decision making skills of the employees are good which may result in positive life and time management skill.

Emotional Awareness Level of the Respondents

S.No	Emotional awareness level of the respondents	Frequency	Percent
1	Low <25	27	33.75
2	Moderate 26-30	39	48.75
3	High >31	14	1.37
	Total	80	100

The above table reveals that 33.75% (27) of respondents are having low level of emotional awareness. 48.75% (39) of respondents are having moderate level of emotional awareness and 1.37% (14) of respondents are having high level of emotional awareness.

Managing One's Emotion Level

S.No	Managing one's emotion level	Frequency	Percent
1	Low < 24	33	41.25
2	Moderate 25-30	35	43.75
3	High >31	12	15
	Total	80	100

The above table reveals that 41.25% (33) of respondents are having low level of managing one's emotion. 43.75% (35) of respondents is having moderate level of managing one's emotion. 15% (12) of respondents is having high level of managing

one's emotion.

Self Motivation Level of the Respondents

S.No	Work conflict level of the respondents	Frequency	Percent
1	Low <26	28	35
2	Moderate 27-30	31	38.75
3	High >31	21	26.25
	Total	80	100

The above table reveals that 35% (28) of respondents are having low level of self-motivation. 38.75% (31) of respondents are having moderate level of self-motivation. 26.25% (21) of respondents are having high level of self-motivation.

Empathy Level of the Respondents

S.No	Empathy level of the respondents	Frequency	Percent
1	Low <25	35	43.75
2	Moderate 26-30	31	38.75
3	High >31	14	17.5
	Total	80	100

The above table reveals that 43.75% (35) of respondents are having low level of empathy. 38.75% (31) of respondents are having moderate level of empathy. 17.5% (14) of respondents are having high level of empathy.

Coaching Other's Emotions Level

S.No	Coaching other's emotions level	Frequency	Percent
1	Low <24	21	26.25
2	Moderate 25-29	29	36.25
3	High >30	30	37.5
	Total	60	100

The above table reveals that 36.25% (29) of respondents belongs to moderate level of coaching other's emotion. 26.25% (21) of respondents are having low level of coaching other's emotion and 37.5% (30) of respondents are having high level of coaching other's emotion.

Chi-square test

Association Between Respondents' Decision Making Skills And Emotional Intelligence Level

S. No	Respondent's Emotional Intelligence	Decision Making Skill			Total
		Low < 14	Moderate 15-21	High >22	
1	Low ≥ 105	0(0%)	7(77.77%)	2(22.23%)	9(100%)
2	Moderate 106-135	2(7.40%)	16(59.25%)	9(33.33%)	27(100%)
3	High ≤136	0(0%)	18(40.90%)	26(59.1%)	44(100%)
	Total		80		

Chi-square value	Df	Table value
12.2	4	9.488

Karl Pearson Chi Square test was applied to find out the association between Respondents Emotional Intelligence level and Decision making skill level.

If the calculated value of chi-square (12.2) is more than the table value (9.488) at 5 percent level of significance for 4 Degrees of freedom . It shows that there is a Significance of Association between Respondents Emotional Intelligence and Decision making Skills. The emotional intelligence of the respondents influence decision making skill Emotional intelligence is the key aspects which forms the basis for competencies needed for doing job (Cherniss,2000).

Association Between Gender And Emotional Intelligence Of The Respondents

S. No	Respondent's Gender	Emotional Intelligence			Total
		Low ≥ 105	Moderate 106-135	High ≤136	
1	Male	0(0%)	10(30.30%)	23(69.69%)	33(100%)
2	Female	9(19.14%)	17(36.17%)	21(44.68%)	47(100%)
	Total		80		

Chi-square value	Df	Table value
12.3	2	5.991

Karl Pearson Chi Square test was applied to find out the association between Respondents Gender and Emotional Intelligence Level.

The calculated value of chi-square (12.3) is more than the table value (5.991) at 5 percent level of significance for 2 Degrees of freedom . It shows that there is Significant Association between Respondents Gender and Emotional Intelligence.

It is proved by several researchers that the male and female have different emotional intelligence. According to the study conducted in Canada by performance consultants, Buckholdt Associates, in Gloucestershire among 4500 men and 3200 women, it was found that women are much aware about their feelings than men. These factors have impact on workplace.(Human performance consultants, Buckholdt Associates, Gloucestershire,1999)

Conclusion

Emotional Intelligence is the important factor which is essential for an individual for achievement, family life, physical condition, self-worth and originality. It is a relevant concept in organizational behavior which provides a different perspective to understand people in the organization. The positive emotional intelligence leads to enhanced administration styles, approach, interpersonal dexterity and potential. It also plays a vital role in selection of employees and fit them in to the right positions. The emotional intelligence and decision making are relevant factors which are essential and more than IQ of an employee to survive in the field and flourish in the job.

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