



A study on Emotional Intelligence of Employees in Work Place at Jay Ushin Limited

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KEYWORDS

INTRODUCTION

Growing internalization of business has its impact on human resource management functions. The human resource department is required to cope up with problems on individual employee's attitude, culture, behaviors, ethics and morale. For decades, a lot of emphasis has been put on certain aspects of intelligence such as logical reasoning, math skills, spatial skills, understanding analogies, verbal skills etc.

Researchers were puzzled by the fact that while IQ could predict to a significant degree academic performance and, to some degree, professional and personal success, there was something missing in the equation. Some of those with fabulous IQ scores were doing poorly in life; one could say that they were wasting their potential by thinking, behaving and communicating in a way that hindered their chances to succeed.

In the present scenario there has been a remarkable change in the way in which the rules of work are seen. People are not evaluated by how smart they are, or how intelligent, or the training and expertise attained, but by how well they handle themselves and each other. This rule is applied for hiring, appraising, promoting, and even firing. These new rules can predict who is most likely to become a star performer and who is more prone to derailing.

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

"Emotional intelligence is one of the few key characteristics that give rise to strategic leaders in organizations". When it comes to happiness and success in life, emotional intelligence (EQ) matters just as much as intellectual ability (IQ). Emotional intelligence helps to build stronger relationships, succeed at work, and achieve career and personal goals.

Factors of Emotional Intelligence

- **A. Personal competence**
 - Self-awareness
 - Self-regulation
 - Self-motivation
- **B. Social competence**
 - Social-awareness
 - Social skills

OBJECTIVE OF THE STUDY

Primary objective

" To study the emotional intelligence of employees in work place at Jay Ushin Limited

Secondary objective

" To study the factors considered and their importance in Emotional Intelligence

" To study how employees manage their emotions and handle pressure at work place

" To study the barriers in Emotional Intelligence at work place

" To provide suggestion to the employees to handle their emotional intelligence

REVIEW OF LITERATURE

Rahim, Hussain, Saddam (2010)

Has investigated the effect of demographic factors like Age, Education, Job tenure, Gender and Marital Status on the level of Emotional Intelligence which leads to organizational performance among male and female employees. With increase in education level, EI has also improvement in its level. Satisfaction level of employees is also a good determinant of their performance.

Deepa, R. (2009)

Emotional intelligence (EI), which is an ability to manage one's own and others' emotions appropriately, has caught the attention of researchers in recent times. It has a significant impact on the personal and professional success of individuals. It has been empirically proven that EI impacts the performance and well-being characteristics of individuals and teams, and facilitates organizational effectiveness and competitive advantage.

Peter Taylor (2009)

Emotional intelligence is the ability to perceive one's emotions and to effectively manage one's behaviours in emotionally charged situations. It is also the ability to factor in the emotions of others as one interacts with them. All of these techniques have application in negotiations and supplier development. They are also essential in leadership and coaching. People respond much better to those who treat them with honesty, respect and civility.

Karen Albertsen(2009)

Emotional Intelligence helps the individuals to realize the fact that their decisions are going to affect others in a positive or a negative manner and therefore they should consider the consequences of their decisions. Finally, social skills allow the individuals to come close to their peers and subordinates and understand their emotional needs."

Krishnaveni, R., &Deepa, R. (2008)

Today's workplace is dynamic in nature and is characterized by time deadlines, cross-cultural teams, work pressures, and work-family conflicts, which in turn result in a highly stressed work force. These factors have a negative impact on the well-being of employees and the effectiveness of an organization. The individual competencies of the workforce are strong determinants of an organization's success.

Lorenzo, Fariselli, et.al (2008)

As in many fields, automobile is a complex and stressful environment where interpersonal interactions are of paramount importance. This study finds that in a sample of 68 professional midwives and obstetricians in a large urban hospital, emotional intelligence is strongly predictive of performance (66%), stress is slightly predictive (6% to 24%), and emotional intelligence is predictive of stress management (6.5%).

Dong, Qingwen (2007)

Emotional intelligence is operational zed based on Goleman's (1998) conceptualization including self-awareness, self-regulation, motivation, empathy, and social skills.

RESEARCH METHODOLOGY
INTRODUCTION

Business research is of recent origin and is largely supported by business organizations that hope to achieve competitive advantage. Research methodology lays down the various steps that are generally adopted by a researcher in studying the problems.

Research methodology is a way to systematically solve the research problems. It may be understood as a science of studying how research is done scientifically. It includes the over research design, the sampling procedure, data collection method and analysis procedure.

RESEARCH DESIGN

It is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy. It constitutes the blue print for the collection, measurement and analysis of data.

TYPE OF RESEARCH

Descriptive Research

Descriptive research is concerned with describing the characteristics of a particular group or individual

Sampling Design/Techniques

Sampling is the process of selecting a sufficient number of elements from the population, so that a study of the sample and an understanding of its properties or characteristics to the population elements. Sampling design is to clearly define set of objectives, technically called the universe to be studied.

- “ Sampling design- non probability sampling.
- “ Sampling technique – convenience sampling
- “ Population size – 1,600
- “ Sampling size- 200

DATA COLLECTION METHODS

While deciding about method of data collection for the study the researcher should keep in mind the two types of data collection.

Primary data

The primary data are those, which are collected afresh and for the first time and thus happen to be original in character. With help of the structured questionnaire, personally administered interview technique has been used for the collection of primary data from the respondents

Secondary data

The secondary data are those which have already been collected by someone else and which already have been passed through the statistical process. The secondary data has been collected from the company records, journals and various websites.

- “ Data collection method- Primary and secondary data

TOOLS USED

- Percentage analysis
- Weighted average method
- Chi square test

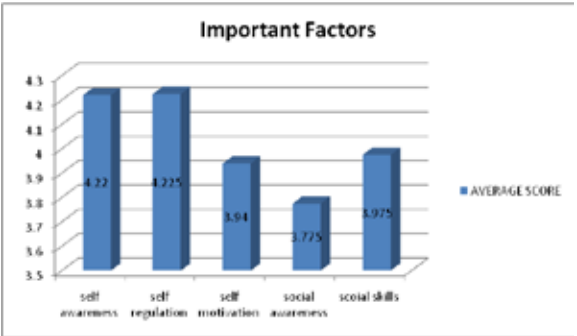
- ANOVA

ANALYSIS AND INTERPRETATION
WEIGHTED AVERAGAE

Table showing the important Factors considered in Emotional Intelligence

FACTORS	SA	A	N	D	SD	TOTAL SCORE	AVERAGE SCORE
Self-awareness	94	63	37	5	1	844	4.22
Self-regulation	89	76	29	3	3	845	4.225
Self-motivation	63	86	33	12	6	788	3.94
Social awareness	89	41	36	14	10	755	3.775
Social skills	77	54	58	9	2	795	3.975

Chart showing the important Factors considered in Emotional Intelligence



INTERPRETATIONIt is interpreted that among the factors of Emotional Intelligence Self-Regulation scores the high average score of 4.225, Self-Awareness with 4.22, Social Skills with 3.975, Self-Motivation with 3.94, Social Awareness with 3.775.

CHI SQUARE TEST

Handling pressure based on experience

Null hypothesis (H0): There is no significant difference in handling pressure based on gender

Alternative hypothesis (H1): There is significant difference in handling pressure based on gender

Opinion Gender	Strongly agree	Agree	Neutral	Disa-gree	Strongly disa-gree	Total
Male	24	13	31	8	0	76
Female	10	85	24	3	2	124
Total	34	98	55	11	2	200

Output

	Chi-square	Degree of freedom	Asymp.sig
Gender	11.520	1	.001
Opinion	147.750	4	.000

P value is < .05

Therefore hypothesis is rejected. There is difference in handling pressure based on gender

INFERENCE

The level of managing disruptive emotions and impulses differs between male and female respondents at work place

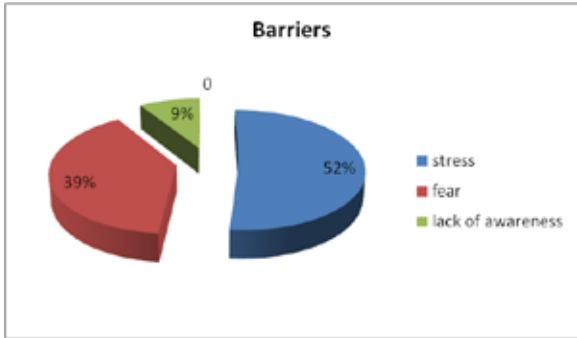
PERCENTAGE ANALYSIS

Table showing the Barriers to Emotional Intelligence

Important barriers	No of respondents	Percentage
Stress	104	52

Fear	78	39
Lack of awareness	18	9

Chart showing the barriers to emotional intelligence



INTERPRETATION

It is inferred that stress is the major barrier to emotional intelligence with 52%, fear with 39% and lack of awareness with 9%.

ANOVA

Building bonds based on age

Null hypothesis (H0): There is no significant relation between building bonds among work associates and their age.

Alternative hypothesis (H1): There is significant relation between building bonds among work associates and their age.

Opinion Age	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
20-30	64	23	14	6	5	112
31-40	33	29	5	5	2	74
41-50	5	2	2	1	0	10
51 and above	2	1	1	0	0	4
Total	104	55	22	12	7	200

OUTPUT

	Sum of Squares	Degrees of Freedom	Mean Square	F	Sig.
Between Groups	19938.716	3	6646.239	15.450	.000
Within Groups	90768.233	211	430.181		
Total	110706.949	214			

P value is < .05. Therefore hypothesis is rejected. There is significant relation between building bonds among work associates and their age.

INFERENCENurturing instrumental relationships, maintaining extensive informal networks and maintaining personal friendship among work associates differs on the age group of the respondents at the work place.

FINDINGS AND SUGGESTIONS

FINDINGS

Findings based on Factors

It is interpreted that among the factors of Emotional Intelligence Self -Regulation scores the high average score of 4.225, Self-Awareness with 4.22, Social Skills with 3.975, Self- Motivation with 3.94, Social Awareness with 3.75.

Findings based on Handling Pressure

It is inferred that Impulsive Feelings scores 4.1 and Pressure scores 3.4 out of 5. The average score of Self Control is 3.75

Findings based on Barriers to Emotional Intelligence

It is inferred that stress is the major barrier to emotional intelligence with 52%, fear with 39% and lack of awareness with 9%.

General findings

- It is inferred that 3.9 is the average score given by the respondents for awareness about their performance affected by emotional feelings, and 3.8 for guiding awareness. On the whole the average score of emotional awareness is 3.85.
- It is inferred that self assurance scores 4 out of 5 and decisive with 4.1. On the whole the average score of Self Confidence is 4.05 out of 5.
- It is inferred that Impulsive Feelings scores 4.1 and Pressure scores 3.4 out of 5. The average score of Self Control is 3.75
- It is inferred that 3.6 is the average score of Building Trust and 3.8 for Admitting Mistakes given by the respondents. Therefore the average score of Trustworthiness is 3.7 out of 5.
- It is inferred that adapting responses scores 3.2 and flexibility score 3 out of 5 and the total average score of Adaptability is 3.1 out of 5.

SUGGESTION

- The company can focus on training to the employees about Social Awareness as it is the least scorer among the factors considered important in Emotional Intelligence.
- Training shall be given to the employees to Handle Pressure as it is a major factor as agreed by the respondents with an average score of 3.75 out of 5
- Stress releasing techniques can be undertaken by the company as it is the major barrier of Emotional Intelligence as agreed by 52% of the respondents.
- Employees have to improve their level of Commitment as it scores the least among all the factors considered.
- Employers should time to time check the level of EI to provide them feedback and get better performance out of them. Because when there is an effective communication between the two sides better will be the results for both the parties hence increased productivity and performance.
- The Organization should give training to employees to improve their EI, because EI can be learned at any age and at any time in life, it is not an inborn characteristic.
- If the company uses EI, it will remain successful in the future, because the workforce will be emotionally more stable and can handle under every situation.
- Individuals who are having lower level of EI should work to improve this and it can result in understanding better emotions and managing them and it will be helpful in workplace and as a result the performance of an individual will be increased.
- Hence, it is the responsibility of the management to look after the total well being of the individual staff. A happy staff is an asset to the industry. He turns out more work. Total wellbeing includes two major factors, namely, performance and working condition.

CONCLUSION

- In the earlier era there was a much emphasis on IQ only and EI was not given much importance but now the scenario has been changed from IQ to EI, as now-a-days, a person is exposed to many cultures and influenced by many things.
- Organizations earlier used to give tangible benefits to the employees. These days they are looking for fulfillment of their emotional needs and expect the Organizations to take care of their emotional needs and behave empathetically, by paying attention towards their Emotional Intelligence.
- The Organizations tend to choose those employees who are having a high level of emotional intelligence. Because these people are more emotionally balanced and they have a better understanding of every situation and they can perform very well in these situations weather it is stress, happiness, anger, love etc.

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