A Study on Emotional Intelligence for Workplace Success Of Employees Working in It/Ites Sector in Chennai City

Majeetha Parveen.S.M 1, Dr. Nirmala Mohan 2
1Ph.D Full Time Research Scholar, Department of Commerce, Shift-II, Madras Christian College, Chennai, Affiliated to University of Madras
2Associate Professor and Head, Department of Commerce, Shift-II, Madras Christian College, Chennai, Affiliated to University of Madras

1. INTRODUCTION

The publication of Goleman’s best-selling book, emotional intelligence popularized the notion that emotions a domain of intelligence. Goleman argues that there are two brains, two mind, and two different kinds of intelligence: rational and emotional. His thesis is that the balance and management of emotions determines how intelligently a person acts and how successful he or she will be in life. In the organizational community, Goleman’s book created an interest in learning about emotions, the role they play at work, and how managers can better understand and manage employees. Salovey and Mayer first coined the term “Emotional Intelligence”. Their work is well structured, systematic, and scientifically anchored.

The ability to handle emotions and use them rationally is crucial to success in life. Emotional management is as important for managers as for the common man and professionals in other walks of life.

EMOTIONAL INTELLIGENCE DEFINED

Generally emotional intelligence refers to the ability to perceive, control and evaluate emotions. According to Peter and Salovey and John D. Mayer, “Emotional Intelligence is a sub-set of social intelligence that involves the ability to monitor own and others feelings and emotions.”

David Caruso defined “it is very important to understand that Emotional Intelligence is not the opposite of intelligence, it is not a triumph of heart over head - it is the unique intersection of both.”

Freedman defined Emotional Intelligence is a way of recognizing, understanding and choosing what we think, feel and act. It shapes our interactions with others and understanding of ourselves. It defines how and what we learn, it allows us to set priorities and it determines the majority of our daily action.

Mayor and Cobb defined Emotional Intelligence as the ability to process emotional information particularly as it involves the perception, assimilation, understanding and management of emotions.
EMOTIONAL INTELLIGENCE

Emotional Intelligence emphasizes the capacity to perceive emotions, to integrate it in thought, to understand it and to manage it effectively. Emotional Intelligence refers to a combination of skills and abilities such as self-awareness, self-control, empathy, and sensitivity to the feelings of others. Emotional Intelligence is a type of social intelligence that involves the ability to monitor one’s own and other’s emotions, to discriminate among them, and to use the information to guide one’s thinking and actions. It 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. Emotional Intelligence involve the abilities that may be categorized into following

- Self-Awareness: Observing oneself and recognizing feelings as it happens
- Self-Regulation: Handling emotions, so that they are appropriate realising that what is behind the feeling and finding ways to handle fear, anxiety, anger and sadness.
- Self-Motivation: Internal state or condition that activates an individual to achieve something. Motivation helps in the achievement of goals.
- Social Awareness: Sensitivity to others feeling and concerns, taking their perspective, appreciating the difference in how people feel about things.
- Social Skills: Ability to build rapport with various sections of society and create a network of people.

EMOTIONAL INTELLIGENCE IN IT/ITES SECTOR

Krishnaveni, R., & Deepa, R. (2011) assessed the emotional intelligence levels of the IT/ITES employees of South India and brought out its impact on the well-being of the employees. Many of the health problems faced by the employees of IT/ITES sector like depression, stress, sleeping disorders, restlessness etc. have a significant relation with emotions and their management. Earlier emotions were considered as disorganized responses and were ignored by psychologists and behaviourists. In this millennium, psychologists argue that emotions of all sorts are potentially contributing to thoughts rather than disorganising them. This change in perspective inspired the coining of the term emotional intelligence in 1990. Since then, this concept has stormed the organizational context, leading to various empirical works, which have shown that emotional intelligence can play a vital role in the professional success of individuals.

2. OBJECTIVES OF THE STUDY

- To test the significant difference among factors of emotional intelligence of employees in the IT/ITES sector.
- To test the relationship among the factors of emotional intelligence of employees in the IT/ITES sector.
3. REVIEW OF LITERATURE

- Alavi, S. Z., Mojtahedzadeh, H., Amin, F., & Savoji, A. P. (2013) attempted to study the relationship between emotional intelligence and organizational commitment in Iran's Ramin thermal power plant. Convenient sampling method was adopted and the sample included 100 operation office staffs. It is noted that motivation factor of emotional intelligence highly correlates with organizational commitment. The research concludes that the interrelationship among the factor of emotional intelligence and organizational commitment has a significant influence on the emotional versatility among the employees.
- Anbarasan, V., & Nikhil, M. K. (2010) reviewed the concepts and definitions of emotional intelligence and quality of work-life in order to demonstrate their commonalties. The study also identified the variables that influence both emotional intelligence and quality of work-life. The study conclude that emotional intelligence is having the ability, whereas perceived quality of working life is reflecting upon that ability. Emotional intelligence and perceived quality of working life are mutually supportive to each other and therefore should be considered interlinked. Moreover the study has also identified the contextual moderation of some of the behavioural and attitudinal dimensions like relationship management, organizational citizenship behaviour, job satisfaction, affective commitment, stress management and performance, as the intermediary variables between emotional intelligence and quality of work-life for future research.

HYPOTHESIS

- H01: There is no significant difference among mean rank towards factors of emotional intelligence of employees working in the IT/ITES sector.
- H02: There is no significant relationship among the factors of emotional intelligence of employees working in the IT/ITES sector.

4. RESEARCH METHODOLOGY

TABLE NO 1

<table>
<thead>
<tr>
<th>Research Method</th>
<th>Descriptive and Analytical Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Population</td>
<td>Employees working in various IT/ITES companies</td>
</tr>
<tr>
<td>Sample Size</td>
<td>100</td>
</tr>
<tr>
<td>Sampling Area</td>
<td>Chennai</td>
</tr>
<tr>
<td>Sampling Method</td>
<td>Convenient Sampling</td>
</tr>
<tr>
<td>Data Type</td>
<td>Primary and Secondary Data</td>
</tr>
<tr>
<td>Sources of Primary Data</td>
<td>Questionnaire</td>
</tr>
<tr>
<td>Sources of Secondary Data</td>
<td>Newspapers, Journals, Magazines, Reports, books, research articles, internet, etc.</td>
</tr>
<tr>
<td>Research Instrument</td>
<td>Emotional Intelligence Questionnaire: Silver and Claret - <a href="http://www.silverandclaret.com">www.silverandclaret.com</a></td>
</tr>
<tr>
<td>Statistical Tools used</td>
<td>Pearson Correlation, Chi-square test, Freidman test</td>
</tr>
<tr>
<td>Software used</td>
<td>SPSS version 20</td>
</tr>
</tbody>
</table>
DATA ANALYSIS AND INTERPRETATION

H₀₁

There is no significant difference among mean rank towards factors of emotional intelligence of employees working in the IT/ITES sector.

TABLE NO 2

<table>
<thead>
<tr>
<th>Factors of Emotional Intelligence</th>
<th>Mean Rank</th>
<th>Chi-square value</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Awareness</td>
<td>3.24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-Regulation</td>
<td>2.37</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-Motivation</td>
<td>2.57</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Awareness</td>
<td>3.62</td>
<td>48.311</td>
<td>&lt;0.001**</td>
</tr>
<tr>
<td>Social Skills</td>
<td>3.21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: ** denotes significant at 1% level

INFERENCE

Since the p-value is less than 0.01, the null hypothesis is rejected at 1% level of significance, hence concluded that there is a significant difference among mean rank towards factors of emotional intelligence of employees working in the IT/ITES sector. Therefore, social awareness (3.62) is the most crucial factor in emotional intelligence, followed by self-awareness (3.24), social skills (3.21). Social awareness can make the difference between success and failure in social interactions. When we are attentive to emotional cues and listen well to others, unproductive conflicts are reduced and increase the likelihood of mutually beneficial outcomes. Social awareness helps to understand the needs of the other person and act accordingly. It helps to gladly offer appropriate assistance and see diversity as opportunity, creating an environment where diverse people can thrive.

H₀₂

There is no significant relationship among the factors of emotional intelligence of employees working in the IT/ITES sector.
TABLE NO 3

PEARSON CORRELATION ANALYSIS TO TEST SIGNIFICANT RELATIONSHIP AMONG THE FACTORS OF EMOTIONAL INTELLIGENCE OF EMPLOYEES WORKING IN THE IT/ITES SECTOR

<table>
<thead>
<tr>
<th>FACTORS OF EMOTIONAL INTELLIGENCE</th>
<th>SELF-AWARENESS</th>
<th>SELF-REGULATION</th>
<th>SELF-MOTIVATION</th>
<th>SOCIAL AWARENESS</th>
<th>SOCIAL SKILLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Awareness</td>
<td>1</td>
<td>0.731**</td>
<td>0.716**</td>
<td>0.716**</td>
<td>0.746**</td>
</tr>
<tr>
<td>Self-Regulation</td>
<td>-</td>
<td>1</td>
<td>0.780**</td>
<td>0.665**</td>
<td>0.753**</td>
</tr>
<tr>
<td>Self-Motivation</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>0.782**</td>
<td>0.781**</td>
</tr>
<tr>
<td>Social Awareness</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>0.855**</td>
</tr>
<tr>
<td>Social Skills</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data

Inference

In the above table, the Pearson correlation co-efficient values among all the factors of emotional intelligence show positive and strong correlation. Since the p values of all the factors of emotional intelligence are less than the significance level of 1%, the null hypothesis is rejected and the alternate hypothesis is accepted and it is concluded that there is significant relationship among the factors of emotional intelligence. The correlation between social awareness and social skills is strong and positive and demonstrates high significance when compared to other factors of emotional intelligence. This is because social awareness and skills are interpersonal skills that influence interactions with others. They require a high emotional quotient, ability to empathize, communication skills and ability to appreciate others.

Findings and Conclusion

Findings

- There is a significant difference among mean rank towards factors of emotional intelligence of employees working in the IT/ITES sector.
- Social awareness (3.62) is the most crucial factor in emotional intelligence, followed by self-awareness (3.24), social skills (3.21).
- The Pearson correlation co-efficient values among all the factors of emotional intelligence show positive and strong correlation. The correlation between social awareness and social skills is strong and positive.

5. Conclusion

Business environment is changing rapidly. To cope with unpredictable changes, the organizations need to develop new traits and put increased value on emotional intelligence. Increasing competition pressure also puts values such as self-motivation, initiative, and achievement drive etc. on greater demand. It is only the managers having the skill of empathy can understand, follow
and meet the needs and wants of the customer closely. Emotional intelligence plays important role in creating new level of peak performance of individuals, teams and organization. Thus it helps to increase productivity, improve communication by making it more convincing, persuasive and effective, makes faster and better decisions, resolves conflicts constructively, reduces stress and worries at work place, improve personal as well as professional and work life.

6. REFERENCES


WEBSITES

1. www.cornerstone.edu
2. www.google.com
3. www.wikipedia.com
4. www.statistics help for students.com