A STUDY OF EMOTIONAL INTELLIGENCE ON EMPLOYEE JOB PERFORMANCE WITH REFERENCE TO NITHRA APPS INDIA PRIVATE LIMITED

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Abstract— In India, Emotional Intelligence (EI) is more important than one's intelligence (IQ) achieve success in their lives and careers. By way of a private our attainment then the success of the profession today hangs on upon our capability to read other people's indicators or cognizance and respond suitably to them. This present study sought to investigate the impact of Emotional Intelligencetowards Organizational Performance. This is often a descriptive study that aims to identify the various dimensions of emotional intelligence within the organization. Interview schedule method of questionnaire collection was developed and collected. 5 Point scale method is adopted for the questionnaire. Percentage Analysis, t-Test and Hierarchical Regression was applied to analyze the collected data. The study was conducted on 120 employees from various functional departments. Simple Random Sampling Method was utilized during this research. The findings of this research may give awareness of emotions includes a greater impact on employee job performance and organization productivity.

Keywords: Emotional Intelligence, Employees, Job Performance

I. INTRODUCTION

The concept of Emotional Intelligence (EI) is one and only the peak repeated researched areas in organizational study. EI has been found to be an important forecaster of various enviable organizational results, such as job performance, job satisfaction, organizational citizenship behaviour, and organizational commitment. Emotional intelligence includes managing emotional state so that they are expressed aptly, therefore allowing people to work together towards mutual goals in a positive and see-through environment. When the administrative standards state of mind, they can drive the employees. Thus, if the executive feels enthusiastic, assertive, innovative, stretchy, forbearing, humble, and concerned, the employeeswill likely reflect these feelings. Daniel Goleman's well-defined EI as "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 seriously standardise sensations so as to promote sensitive and rational growth.

What proficiencies of EI subsidize to OC and employee performance? Since many organizations are looking for performance improvement and they desire to carry out cost-effective activities with maximum competence, they should boost their employee’s performance in the first step. Performance is a task of awareness, abilities, talents and motivations. Emotional intelligence is an important capability in today's organization with altering activities and inspirations. Emotional Intelligence (EI) has become a topic of enormous and emergent interest universal and is concerned with the ways in which we notice, identify realize, and cope

OBJECTIVES OF THE STUDY

- To know how the employees handling their own emotions in positive ways.
- To make the employer and employee relationship stronger in the organization.
- To measure how the emotional intelligence positively impact the workplace culture and organization productivity.
- To build the stronger relationships, succeed at work and achieve their career and personal goals.
- To understand the connection between the emotional intelligence of the employee and its effects on performance.

SCOPE OF THE STUDY

- Makes every employee to be aware of emotional intelligence in positive ways to relive from work stress and overcome the workplace.
- Helps the individual employee to improve their emotional intelligence level for their career development.
- Emotional intelligence improves success at work by encouraging people to develop healthy relationships.
NEED FOR THE STUDY

- Emotional intelligence can help an employee improve their work performance by helping them.
- Use their mental capacity to do their job rather than being influenced by their emotional interactions.
- Deal diligently with situations where a conflict is likely to occur leading to non-productive behavior.

II. REVIEW OF LITERATURE

1. (Kumar, 2014) studied the relationship between emotional intelligence and job performance among the employees working in Himachal Pradesh University, Shimla. His analysis report reveals that emotional intelligence has a direct impact on the job performance. It also stated that for better performance of an employee he must be self-aware, self-managed, socially aware and must know to manage relationships.

2. (Gangai, 2013) conducted a study to identify the role of emotional intelligence in managing stress among employees at workplace and also the relationship between emotional intelligence and stress at workplace. The analysis of the report reveals that emotional intelligence and workplace stress are negatively correlated and probably Emotional Intelligence has moderate effect on stress among employees at workplace. He suggested that if employees strongly emotionally then they will be able to take handle stressful situations in a better manner.

3. (Ismail et al., 2009) researched on establishing a relationship between occupational stress and job performance to measure the effect of psychological stress and emotional intelligence on the job performance. His research proved that effect of physiological and psychological stresses on job performance is not direct but their impacts upon job performance are indirectly affected by emotional intelligence. The study suggested that if employees are managed properly while performing job then employee will have a strong capability of coping with occupational stress problems.

4. (M.Kulkarni et al., 2009) examined managers and supervisors to understand their level of emotional intelligence and its impact on the level of performance and their ability to take higher level jobs in the organization. They gathered employee performance appraisal in format of 360 degree including feedback of self, executives and directors of the organization. The finding of the research was that managers and supervisors with low emotional intelligence had an impact on their level of performance on the job. If an organization aims to be profitable then they must identify the level of emotional intelligence of managers and supervisor and focus on the developing emotional intelligence among the employees.

5. (Gohmetal., 2005) conducted a research on 158 freshmen from a mid-sized US university to investigate whether the relation between Emotional Intelligence and stress was moderated by personality. The report suggests that Emotional Intelligence may help some individuals, but not others which may be due to lack of confidence in their emotional ability.

6. (Rohini and Nithya, 2018) conducted a research on 100 women nurses in private hospitals in Chennai. The study aimed to analyse the components of Emotional Intelligence and its impact on stress management of woman nurses in private hospitals in Chennai. The results of the study concluded that four components that contribute to Emotional Intelligence i.e., Appraisal of Self-Emotion, Appraisal of Other’s Emotions, Regulation of Emotion and Usage of Emotion. Out of four components, Usage of Emotions strongly influences the Emotional Intelligence than others. Emotional Intelligence has strong impact on Stress Management.

7. (Ramesaretal., 2009) studied the relationship between emotional intelligence and stress management in a group of 105 managers and the study concluded that stress management (the ability to cope with stress) is a component of emotional intelligence, while stress can be either an input or an outflow of emotional intelligence or the lack thereof. Researchers recommended to the organizations to focus on the development of emotional intelligence as a skill for coping with stress.

8. (Rexhepi and Berisha, 2017) also conducted a research to identify the effect of Emotional Intelligence on employee’s performance in their working place. The results supported a positive correlation between the working performance index and the level of Emotional Intelligence of employees. The employees having higher level of Emotional Intelligence are more inclined to be successful in their work.

9. (Munir and Azam, 2019) performed an intervention based experimental study on 266 employees to identify interventions that could enhance emotional intelligence level of employees and to evaluate the effect of emotional intelligence level on employee performance. The study was conducted in three phases pre EI, intervention and post EI. Training and coaching was conducted for employees as well. The analysis report concluded that Emotional Intelligence could be enhanced through training and coaching interventions and there is a significant direct relationship between emotional intelligence and employee performance. The research suggested organizations to conduct training programmes with regards to improvement of Emotional Intelligence of Employees.

10. Naff and Crum (1999) in a survey of 10,000 civil servants in the United States found that women have a greater need for motivation based on polite behavior and understanding than men and that education plays an important role of each employee. It was observed that civil servants who were graduates of higher education institutions had a higher degree of motivation than graduates of Secondary Education.
III. RESEARCH METHODOLOGY

RESEARCH DESIGN

The type of research chosen for the study is descriptive and analytical research. In descriptive research various parameters in the chosen on the analyzing the variation between these parameters and describes the characteristics, behaviors, attitudes, opinions, or perceptions of a group or population being studied. Analytical research is a specific type of research that involves critical thinking skills and the evaluation of facts and information relative to the research being conducted.

METHOD OF DATA COLLECTION

There are two types of data collection. They are

PRIMARY DATA

Primary data refers to the pure and the fresh data which are collected for first time. The primary data are collected from the T&I project limited

SECONDARY DATA

Secondary data refers to the data that are already collected by some researchers in the past and is available in published or unpublished form. The secondary data for this study has been obtained.

SAMPLE SIZE

The sample size of the study is 120.

TOOLS FOR DATA ANALYSIS

➢ Chi Square
➢ Correlation

IV. DATA ANALYSIS AND INTERPRETATION

CHI-SQUARE

Chi Square test oh homogeneity is used to determine if two or more independent sample vary by distribution on a single variable. A common use of this test is to compare two or more groups per conditions on a categorical result. Formulation of omnibus test statistic is formed as independence test and homogeneity test.

TABLE NO 4.1

AGE OF THE RESPONDENTS AND SELF-MOTIVATION

H0 – There is no significance relation between using Age of the Respondents and Self- Motivation
H1 – There is significance relation between using Age of the Respondents and Self- Motivation

<table>
<thead>
<tr>
<th>Age of the Respondents</th>
<th>Chi-square</th>
<th>Df</th>
<th>Asymp. Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe that self-motivation is a key driver of job performance</td>
<td>57.20</td>
<td>3</td>
<td>.000</td>
</tr>
<tr>
<td>I think that being self-motivated can help me achieve my job-related goals more effectively</td>
<td>47.45</td>
<td>2</td>
<td>.000</td>
</tr>
<tr>
<td>I agree that having strong self-motivation can lead to greater job satisfaction</td>
<td>41.53</td>
<td>3</td>
<td>.000</td>
</tr>
<tr>
<td>I believe that self-motivated employee are more likely to take initiative and demonstrate leadership in the workplace</td>
<td>63.20</td>
<td>3</td>
<td>.000</td>
</tr>
</tbody>
</table>
I agree that possessing strong self-motivation is an important factor in achieving long-term career success | 110.33 | 3 | .000

INFERENCE
From the above table the calculated table the calculated sum value is .000 which was below the level of 0.05%. Hence the Hypothesis of H1 is truly fit and it is acceptable.

TABLE NO 4.2
EXPERIENCE AND EMPATHY

H0 – There is no significance relation between using Work Experience and Empathy.

H1 – There is significance relation between using Work Experience and Empathy.

<table>
<thead>
<tr>
<th></th>
<th>Chi-square</th>
<th>df</th>
<th>Asymp. Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Experience</td>
<td>143.80</td>
<td>3</td>
<td>.000</td>
</tr>
<tr>
<td>I believe that possessing empathy can positively impact my job performance</td>
<td>61.13</td>
<td>3</td>
<td>.000</td>
</tr>
<tr>
<td>I think that being empathetic can help me better understand my co-worker’s perspectives and needs</td>
<td>75.00</td>
<td>3</td>
<td>.000</td>
</tr>
<tr>
<td>I agree that empathy is a critical component of effective communication in the workplace</td>
<td>78.35</td>
<td>2</td>
<td>.000</td>
</tr>
<tr>
<td>I believe that being empathetic can lead to greater collaboration and team work in the workplace</td>
<td>28.80</td>
<td>2</td>
<td>.000</td>
</tr>
<tr>
<td>I generally build solid relationship with those I work with</td>
<td>97.53</td>
<td>2</td>
<td>.000</td>
</tr>
</tbody>
</table>

INFERENCE
From the above table the calculated table the calculated sum value is .000 which was below the level of 0.05%. Hence the Hypothesis of H1 is truly fit and it is acceptable.

CORRELATION
Correlation is a statistical measure that indicates the extent to which two or more variables fluctuate together. A positive correlation indicates the extent to which those variables increase or decrease in parallel; a negative correlation indicates the extent to which one variable increases as the other decreases. For example, height and weight are related; taller people tend to be heavier than shorter people.

TABLE 4.3
I BELIEVE THAT HAVING A HIGH LEVEL OF SELF-AWARENESS POSITIVELY IMPACTS MY JOB PERFORMANCE AND I BELIEVE THAT BEING ABLE TO SELF-REGULATE MY EMOTIONS CAN POSITIVELY IMPACT MY JOB PERFORMANCE

| I believe that having a high level of self-awareness positively impacts my job performance | I believe that being able to self-regulate my emotions can positively impact my job performance |
I believe that having a high level of self-awareness positively impacts my job performance

<table>
<thead>
<tr>
<th></th>
<th>Pearson Correlation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe that having a high level of self-awareness positively impacts my job performance</td>
<td>1</td>
<td>.550**</td>
</tr>
<tr>
<td>I believe that being able to self-regulate my emotions can positively impact my job performance</td>
<td>.550**</td>
<td>1</td>
</tr>
</tbody>
</table>

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

INFERENCE

The increasing of 1 percentage I believe that having a high level of self-awareness positively impacts my job performance will increase 0.550 percentage of I believe that being able to self-regulate my emotions can positively impact my job performance.

V FINDINGS

- The calculated sum value is .000 which was below the level of 0.05%. Hence the Hypothesis of H1 is truly fit and it is acceptable.
- The increasing of 1 percentage I believe that having a high level of self-awareness positively impacts my job performance will increase 0.550 percentage of I believe that being able to self-regulate my emotions can positively impact my job performance.

VI SUGGESTIONS

- This research provides implications for practice in three primary areas: Emotional Intelligence, Employee Job Performance and Sustainment of Organization Performance. Since there is a major correlation between Emotional Intelligence, Employee Job Performance and Organizational Performance, Employee and organization should stand-in and support Emotional Competency.
- It is proposed that organization must make efforts to know the emotional intelligence level of employees because it helps to realize the required individual and organizational outcomes.
- It is recommended that organization develop training programs so as to develop the emotional competencies of the employee and employees.

VII CONCLUSION

The emotions of people have intensive effect on their behavior. Organizations grow Success depends on the strength and performance of their workforce to an excellent extent. Ordinarily, employee's exhibit positive further as negative emotions at workplaces and these have great impact on the resultant outcomes as positive or negative respectively. Having a deep understanding and control over one's own emotions and understanding others' emotions is extremely vital for successful work relationships and creating conducive work environment. Though this study is industry specific, it establishes and supports the actual fact that Emotional Intelligence has positive influence on job performance. Emotional Intelligence helps employees to target their targets unwaveringly, whereas unmanaged emotions will create spontaneous excitement within the employees which can mar their concentration and commitment. Organizations must understand and accept that Emotional Intelligence could be a key contributing factor to successful performance and techniques on inculcating Emotional Intelligence among their employees to form effective and efficient workplace.

REFFERENCE

3. Ismaila et al., 2009 From manager's emotional intelligence to objective store performance: Through store cohesiveness and sales-directed employee behavior. Journal of Organizational Behavior n/a-n/a.


