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A Study on Emotional Intelligence and its Impact on Employee Performance

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ABSTRACT: Emotional intelligence can greatly impact your work life and career, so it's important to understand exactly what it is and why it is so important. Every workplace is comprised of people with different strengths, personalities and emotions, which can greatly affect the way they work. Emotional intelligence is the ability to identify and manage your emotions as well as the emotions of others. Emotional intelligence is typically factored into the everyday decisions employers make, such as hiring, firing and promoting employees. Many hiring managers study candidates' emotional intelligence by asking specific questions during the hiring process, in order to identify those who have a higher degree of emotional intelligence. They also analyse the emotional intelligence of their current employees to determine leadership potential. In addition, when promotions and pay raises are being considered, emotional intelligence is typically factored into the decision.

KEYWORDS: Emotional Intelligence, Organization

I. INTRODUCTION

Emotional intelligence (EI) describes a person's ability to identify, understand, manage, and harness their own emotions and those of the people around them. EI is a vital skill for interpersonal communication and has become an area of interest across multiple disciplines, including the workplace.

Employees acting with EI generally produce advantages in their career development and provide benefits for the organization. A workforce made up of emotionally intelligent individuals improves relationships within the team and helps to generate a positive work culture.

Emotional intelligence can help an employee improve their work performance by helping them to 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 behaviour.

The Human being is the one that can express feelings and thoughts, which result in behaviour verbally. Emotions have effect, which can influence all of one's behaviour at each stage of his life. For long time, it is seen that within the studies concerning intelligence, emotions have not been taken into consideration.

However, the impact of emotions upon intelligence and behaviour is begun to be discussed with emerge of the term emotional intelligence. Emotional intelligence is the "something" in each of us that is a bit intangible. It affects how we manage behaviour, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up fewer than two primary competencies: personal competence and social competence.

Personal competence is made up of your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behaviour and tendencies. The communication between your emotional and rational "brains" is the physical source of emotional intelligence

ADVANTAGES OF EMOTIONAL INTELLIGENCE

- Improves relationships with human beings;
- Improves communication with people;
- Makes better empathy skills;
- Acting with integrity;
- Helps you to get respect from others;



- To improve career prospects;
- Managing change more confidently;

Benefits of Emotional intelligence in the workplace

- Working towards the organization's goals regardless of obstacles that arise.
- Greater motivation among staff to understand their own emotions and those of their colleagues.
- Healthy communication that produces common goals across the business.
- The workforce having a positive outlook when it comes to the job at hand.
- Positive relationships and deeper connections between employees.
- Flexibility; high EI means employees can respond to change effectively and handle any additional stress it brings.

STATEMENT OF THE PROBLEM

In the present dynamic industry environment, there's a corresponding rapid change in human life styles as it not only counts on the bodily size but also connects to emotional elements as well. It has also grown to be critical to obtain company excellence because the destiny hinges on learning and performance of corporation. So, with the compelling changes in the commercial enterprise environment following the economic crisis, both social and private competencies are extremely crucial for health and productive lifestyles at workers and in different components of life too. There are incidents of growing emotional difficulties like tension regarding jobs, worry about something unknown, pervasive obsessions, obsessive disease and rage, etc. With the proper emotional intelligence abilities, one will have control over these feelings and can be a hit at places of work.

OBJECTIVES OF THE STUDY

- To identify the satisfaction level of the employees in Rivvot Technologies at Coimbatore
- To study the awareness level of employees on emotional intelligence in the company
- To know the agree level of EI create more engaging work environments
- To analyse how emotional intelligence increase to develop employee relationships with other
- To identify the factors affecting the employee performance and relation with emotional intelligence.
- To identify the emotional intelligence benefits in the firm

SCOPE OF THE STUDY

Emotional intelligence talents are important for success in most jobs. It is restricted to the employees. Emotional Intelligence is carried out for middle stage and top-stage control to recognize as soon as own feeling, the emotions of others, to manage emotions and motivate oneself and others to improve relationship. This look at also specializes in the connection that exists between emotional intelligence of personnel in a specific region and their Employee performance with employees in a particular area.

LIMITATIONS OF THE STUDY

- Sample length considered is 110 employees.
- The pointers and answers may additionally vary if the sample size is extended.
- It is hard to satisfy all the personnel due to time constraint.
- Since the employees are working in special shifts it is difficult to accumulate the statistics.
- Fear of expressing the real facts some of the respondents may additionally result in misinterpretation.

II. REVIEW OF LITERATURE

Priyam Dhani, Anil sherawat, Tanu Sharma (2022) performed a take a look at with identify Relationship among Emotional intelligence and Employee overall performance: A study is Indian context. With a goal to have a look at the connection between emotional intelligence and Employee performance amongst Middle-level management in Indian businesses. The pattern observe includes managers from unique IT sectors used to measure emotional intelligence and Employee performance of personnel, correlation and regression evaluation turned into executed to find the relationship between dependent and independent variables. Findings of this look at suggest that the personnel with high emotional intelligence are said to have better working relationship with other personnel that could foster higher and nice interactions which leads to higher performance

Mayer & Salovey (2022) defined emotional intelligence as "the ability to monitor one's own and other's emotions and feelings, to discriminate among them, and use this data to manual one's thinking and movements". The framework developed through them is built around emotion related cognitive talents and their potential version divides the abilities



and competencies of emotional intelligence in to four branches, which might be

1. Perceive emotions
2. Use feelings to facilitate concept three. Understand emotions and 4. Manage feelings.

III. RESEARCH METHODOLOGY

Research methodology is a method to solve problem systematically. Research methodology is thought as a supply of the look at how to research is achieved scientifically. The various steps followed by a researcher in analysing the studies hassle along with the common sense.

RESEARCH DESIGN

The studies layout refers to the general strategy that you choose to combine the exceptional components of the observe in a coherent and logical way, thereby, making sure you will efficaciously address the research hassle; it constitutes the blueprint for the gathering, measurement, and analysis of information.

DATA SOURCES

The collection of data may be primary and secondary. In this study i used the primary data for data collection.

Primary Data

Primary data is a type of data that is collected by researcher directly from main sources through interviews, surveys, experiments etc. Primary data are usually collected from the source where the data originally originates from and are regarded as the kind of data in research.

Secondary Data

Secondary data is research data that has previously been gathered can be accessed by researchers. The term contrasts with primary data, which is data collected directly from its source.

SAMPLING

Sampling means selecting the group that you will actually collect data from in your research. For example ,if you are researching the opinion of employee in company, you could survey a sample of 110 employees. In statistics sampling allow you to test a hypothesis about the characteristic of a population.

SAMPLING TECHNIQUES

Sampling is a technique of selecting individual members or a subset of the population to make statistical inference from them and estimate the characteristic of the whole population. I use convenience sampling in the research.

CONVENIENCE SAMPLING

Convenience sampling is the most common form of non-probabilistic sampling. Convenience sampling is a method of collecting samples by taking samples that are conveniently located around a location or internet service.

SATISTICAL TOOLS

- Simple percent analysis
- Chi-square analysis
- Correlation
- Anova

1. SIMPLE PERCENTAGE ANALYSIS

No. Of Respondents

Percentage = 100

Total Respondents

2. CHI-SQUARE TEST

It is one of the only and broadly used non parametric test in statistical work. The quantity chi-rectangular describes the importance of the discrepancy among principle and remark.



$$\text{Chi-Square} = (\sum (o_i - E_i)^2 / E_i) / N = (RT \times CT) / N$$

3. CORRELATION

Correlation is computed into what's referred to as the correlation coefficient, which stages between Perfect advantageous correlation implies that as one protection movements, both up or down, the other safety will move in lockstep, in the identical course.

Alternatively, ideal bad correlation approach that if one protection moves in either course the security this is perfectly negatively correlated will flow within the opposite path. If the correlation is 0, the actions of the securities are said to haven't any correlation; they're absolutely random.

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

4. ANOVA

Appraisal of development, or ANOVA, is a solid licensed method this is utilized to show capability among at any price two structures or elements via importance tests. It likewise shows us an approach to manage make diverse value determinations a few institution induces. The Anova test is accomplished through seeing two types of grouping, the range among the version derives, comparatively as the combination in the entirety of the models. Under alluded to equation watches out for one way Anova test encounters:

$$F = \frac{MST}{MSE}$$

IV. DATA ANALYSIS AND INTERPRETATION

NULL HYPOTHESIS

Ho – There in no significant relationship between educational qualification of the respondents and organizational goals effectively and efficiently

ALTERNATIVE HYPOTHESIS

Ha – There in a significant relationship between educational qualification of the respondents and organizational goals effectively and efficiently.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.634 ^a	16	.479
Likelihood Ratio	16.804	16	.398
N of Valid Cases	110		

a. 14 cells (56.0%) have expected count less than 5. The minimum expected count is .27.

RESULT

The Chi-Square tests (Pearson: $p = .479$; Likelihood Ratio: $p = .398$) show no statistically significant association between the variables. However, the reliability of these results is severely compromised because 56.0% of cells have expected counts less than 5, with a minimum expected count of .27. Therefore, no definitive conclusion about an association can be drawn from this analysis.

CORRELATION

The table shows that the relationship between age of the respondents and awareness level of employees on emotional intelligence

**Correlations**

		Age of the respondents	Awareness level of employees on emotional intelligence
Age of the respondents	Pearson Correlation	1	.190*
	Sig. (2-tailed)		.047
	N	110	110
Awareness level of employees on emotional intelligence	Pearson Correlation	.190*	1
	Sig. (2-tailed)	.047	
	N	110	110

*. Correlation is significant at the 0.05 level (2-tailed).

RESULT

There is a weak but statistically significant positive correlation ($r = .190$, $p = .047$) between the "AGE OF THE RESPONDENTS" and the "AWARENESS LEVEL OF EMPLOYEES ON EMOTIONAL INTELLIGENCE." This suggests that as age increases, there is a slight tendency for emotional intelligence awareness to also increase among employees.

ANOVA**NULL HYPOTHESIS**

H₀: There is no significant relationship between educational qualification of the respondents and EI create more engaging work environments.

ALTERNATIVE HYPOTHESIS

H₁: There is a significant relationship between educational qualification of the respondents and EI create more engaging work environments.

ANOVA

EDUCATIONAL QUALIFICATION OF THE RESPONDENTS			Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)		5.668	4	1.417	1.025	.398
	Linear	Unweighted	.903	1	.903	.653	.421
	Term	Weighted	3.848	1	3.848	2.785	.098
		Deviation	1.820	3	.607	.439	.726
Within Groups			145.096	105	1.382		
Total			150.764	109			

RESULT

The ANOVA results indicate no statistically significant difference in the dependent variable based on "EDUCATIONAL QUALIFICATION OF THE RESPONDENTS" ($F = 1.025$, $p = .398$). Neither the linear term nor the deviation from linearity is significant ($p > .098$). This suggests that educational qualification does not significantly influence the dependent variable.



V. SUGGESTIONS

- Emotional Intelligence makes people aware about their feelings and emotions which enable them to ease out pressure and perform better.
- The study also helped validate that Emotional Intelligence has widespread effect on employee performance and strain stage whilst working from home.
- Majority of the respondents knew that emotions and feelings affect their overall performance at workers, better control of feelings and feelings helped them live advantageous and focused on workers.
- Empathy as an element of Emotional Intelligence helped respondents to connect to their peer greater efficaciously. It helped in developing a higher work lifestyle where team friends were sharing, collaborating and supporting each different. Motivation and clean conversation helped in enhancing the worker overall performance.
- Implementation of process rotation method so that every worker can get an opportunity to access other branch and recognize duties and troubles face by using different departments.

VI. CONCLUSION

Emotional Intelligence can assist in improving the performance of IT personnel. To create exact employee-managers, business enterprise needs to improve the Emotional Intelligence of their Employees. Self-recognition, self-management, social cognizance, and dating management competencies have been diagnosed as crucial factors that make contributions to Emotional Intelligence in IT industry. Emotional Intelligence ability may be recognized and can be evaluate with numerous gears. After assessment the Emotional Intelligence abilities, personnel will understand that which area of EI needs to improve. Some employees may be very sturdy inside the inter-personal skills, however now not inside the intra-non-public talent of reading their personal emotions. This will help the enterprise to improve the overall performance of a personnel through filling this gap. To enhance place of business emotional intelligence corporation should select first-rate strategies and fashions of emotional intelligence in order that employees Employee overall performance may be improved.

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