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## A STUDY ON EMOTIONAL INTELLIGENCE AND ITS IMPACT ON JOB PERFORMANCE OF IT EMPLOYEES

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### ABSTRACT

This study aims to investigate the word "emotional intelligence" which refers to the capacity, aptitude, skill, or self-perceived knowledge to identify, evaluate, and manage one's own and other people's emotions. Emotional Intelligence helps the employees to increase their emotional self-awareness, emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole. "Emotional intelligence is one of the few key characteristics that gives rise to strategic leaders in organizations". Emotional intelligence plays a significant role in the organization and becomes an important criterion of evaluation for judgment of an effective employee, increases productivity and trust within and across the organization. In today's dynamic and interconnected workplace, the significance of Emotional Intelligence (EI) has garnered increasing attention, particularly in the context of Information Technology (IT) employees.

Keywords: Emotional Intelligence, IT Employees, Strategies, Stress, Workplace, Self Knowledge.

### INTRODUCTION

Emotional intelligence refers to the ability to perceive, understand, manage, and utilize emotions effectively in various situations. It encompasses a range of skills, including self-awareness, self-regulation, empathy, and social skills, all of which are pivotal in interpersonal interactions, decision-making, and overall workplace effectiveness. In the IT industry, where collaboration, innovation, and client interactions are commonplace, the role of EI becomes particularly pronounced. In today's dynamic and interconnected

workplace, the significance of Emotional Intelligence (EI) has garnered increasing attention, particularly in the context of Information Technology (IT) employees. As organizations navigate through complex challenges and seek sustainable growth, the role of EI in shaping job performance has emerged as a critical factor.

## SCOPE OF THE STUDY

The scope of the study is to increase the employee's emotional intelligence at work place and to help in future because some employees are outstanding performers while others are not. Emotional Intelligence calls for recognizing and understanding of the issues in the organizations on the basis of the results organization can choose a strategy and actions to improve the performance of their employees. The awareness of emotional intelligence is an important job skill. The importance of emotional intelligence is emphasized because human relations and work performance in organizations are affected by emotional factors more than by rational factors. Studies revealed that, the employee's work commitment and performance become stumpy now days because of lack of emotional intelligence.

## OBJECTIVES OF THE STUDY

- To study socio economic factor of the IT employees.
- To examine the dimensions of emotional intelligence of IT employees.
- To know extent of employees awareness towards job performance.
- To study the factor affecting work performance of IT employees.
- To study the impact of emotional intelligence an level of performance of IT employees.

## RESEARCH METHODOLOGY

The study is descriptive in nature; relevant data has been collected from both primary and secondary source of information. The second part of the questionnaire is to measure the emotional intelligence level of employee constructed by Goelman was used. The Secondary Data were collected from various journals, articles, research report etc...

### Area of the Study:

The survey for the purpose of this study was taken among the IT Employees of Coimbatore city.

### Period of the study:

The study period of this study ranges from December 2023 to March 2024. Sampling Techniques: The sampling techniques used for the study is Simple Random Sampling.

### Sample Size:

A sample of 125 respondents is selected using Random sampling technique.

**Data Source:**

The study is descriptive in nature; relevant data has been collected from both primary and secondary source of information.

- Primary data:

The primary data has been collected from the respondents by issuing structured questionnaire to the respondents.

- Secondary data:

The secondary data has been collected from various journals, internet, magazines, etc.

**REVIEW OF LITERATURE**

**Padmavathi S (2024)<sup>1</sup>** the Study Titled “Emotional Intelligence and Its Impact On Employee Performance”. The objective of the study is to examining the Mediating Function of Job Contentment" this study highlights the importance of emotional intelligence in improving employee performance and job satisfaction. The findings suggest that organizations should prioritize emotional intelligence training for their employees to enhance their understanding of emotions, better manage their own emotions, and empathize with others. This, in turn, can improve job satisfaction and ultimately, employee performance. Further research is needed to explore the impact of emotional intelligence training on job satisfaction and employee performance in different sectors and cultures. Simple random selection is used to choose the 207 persons sample size. The study's findings indicate that there is a positive and substantial correlation between all aspects of emotional intelligence and worker performance.

**Mr. N. Chandru (2023)<sup>2</sup>** The study titled “Impact of emotional intelligence and knowledge management on employee performance in it sector in Coimbatore”. The objective of the study is to identify Emotional Intelligence Competencies of Employees working in IT companies .To analyze the Current status of Knowledge Management Practices in IT companies. The study, through survey research design, has collected data from IT companies to carry out the said research objectives. The study was conducted in two phases, The major part of this study is based on Primary Data. The Findings The study identified that both emotional intelligence and knowledge management are very important for employee performance; a lack of either of these two cannot obtain the desired performance of the employee. So, both emotional intelligence and knowledge management practice have to be concentrated by the employee.

**Ms. Anns Mariya Charlin (2023)<sup>3</sup>** The study titled” The Impact Of Emotional Intelligence On Work Performance And Job Satisfaction Amongst Indian Working Professionals”. The objective of the study is to assess the impact of emotional intelligence on work performance among Indian working professionals. A sample is a representative portion of a population. A sample of 160 Indian working professionals who belonged to various occupational fields and within the age bracket of 22 – 50 years were selected for this study. The sample included both male and female working professionals. The sample was collected using the random sampling technique.

**S.V.Harshini<sup>1</sup>, Dr.K.K.Ramachandran<sup>2</sup> (2022)<sup>4</sup>** The study titled “an analysis of the role of Emotional Intelligence on Job Performance of employees in IT Companies, Chennai”. The Objective of the study is to identify the factors of Emotional Intelligence that leads to Job performance. The correlational analysis was done and the results indicated that there was a positive relationship between EI and job performance. The findings of the study indicated there was significant relationship between emotional intelligence and job performance of employees.the IT employees job comprise of hectic work pressures, IT companies can initiate training to the employees related to emotional intelligence, which helps the employee’s to identify, regulate and use their own emotionsand the emotions of other employee.

## ANALYSIS AND INTREPRETATION OF THE STUDY

### SIMPLE PERCENTAGE ANALYSIS :

Percentage analysis is a method to represent raw streams of data as a per cent (a part in 100 per cent) for better understanding of collected data. Simple percentage analysis is usually employed in any study related to social science to assess distribution of respondents under each classification. The distribution of respondents expressed in the per cent facilitates comparison.

### DESCRIPTIVE STATISTICS :

Descriptive statistics is used to describe the basic features of the data in a study. They provide simple summaries about the sample and the measures. Together with sample graphical analysis, they form the basis of virtually every quantitative analysis of data.

### WEIGHTED AVERAGE METHOD WITH RANKING :

Weighted average may be defined as the average whose component items arebeing divided by the total sum of their Weight instead of the sum of the items.

S.NO	VARIABLES	CATAGORIES	NO.OF.RESPONDENTS	PERCEN TAGE
1	Age	18-25 Years	58	46 %
		26-35 Years	41	33 %
		36-45 Years	19	15 %
		Above 45 Years	7	6 %
2	Gender	Male	63	51%
		Female	62	49%
3	Marital Status	Single	74	60%

		Married	51	40%
4	Area of Residence	Urban	82	65.1%
		Rural	43	34.9%
5	Education Qualification	Under Graduate	54	42.9%
		Post Graduate	49	38.9%
		Diploma	16	12.7%
		Others	6	5.5%
6	Year of Experience in IT Employees	Less than one Year	30	23.8%
		1-3 Years	45	35.7%
		4-6 Years	31	24.6%
		7-10 Years	14	11.1%
		More than 10 Years	5	4.8%
7	Working day Shifts	Day Shift	53	42%
		Night Shift	38	30.2%
		Rotation Shift	34	27.8%
8	Monthly Income	Below 50,000	37	29.4%
		50,000-1,00,000	51	40.5%
		1,00,001-1,50,000	32	25%
		Above 1,50,001	5	4.7%
9	Employment Status	Full-Time Employed	83	70%
		Part-Time Employed	42	30%

Source: As Per Primary Data

## INTERPRETATION

The table shows that mostly (46%) of the respondents between age group of 18-25 Years. Majority (51%) of the respondents are male. Majority (60%) of the respondents are single. Majority (65.1%) of the respondents are from urban areas. Mostly (42.9%) of the respondents are under graduate. Mostly (35.7%) of the respondents are have 1-3 Years of IT experience. Mostly (42%) of the respondents are day shift workers. Mostly (40.5%) of the respondents are have 50,000-1,00,000 as monthly income. Majority (70%) of the respondents are full time employed.

## RANKING ANALYSIS

Ranking analysis is a strategic process used in various fields to evaluate and prioritize items based on their relative importance, performance, or other criteria

Factors	No. of. Respondents						Total	Mean score	Rank
	I	II	III	IV	V	VI			
Self-awareness	65(6)	21(5)	21(4)	12(3)	4(2)	3(1)	626	29.8	I
Self-motivation	16(6)	58(5)	30(4)	13(3)	6(2)	3(1)	560	26.6	II
Stress management	13(6)	34(5)	50(4)	18(3)	9(2)	2(1)	522	24.8	III
Leadership	28(6)	25(5)	23(4)	34(3)	12(2)	4(1)	515	24.5	IV
Team work	15(6)	25(5)	24(4)	22(3)	31(2)	9(1)	448	21.3	V
Problem solving	17(6)	18(5)	29(4)	13(3)	12(2)	37(1)	408	19.4	VI

Source: As per Primary Data

## INTERPRETATION

From the above table it shows that most of the respondents ranked Self Awareness as the First dimensions of emotional intelligence of IT employees, Self Motivation as Rank 2, Stress Management as Rank 3, Leadership as Rank 4, Team Work as Rank 5, Problem Solving as Rank 6.

## FINDINGS

- The majority of the respondents (51%) are female.
- The majority of the respondents (60%) are single.
- The majority of the respondents (65.1%) belong to Urban areas.
- The most of respondents (42.9%) have an UG degree.
- The most of respondents (35.7%) have 1-3 years of working experiences.
- The most of the respondents (42%) are day shifts workers.
- The most of the respondents (40.5%) have incomes Rs 50,001 – 1,00,000.
- The majority of the respondents (70%) are full time employed.

## SUGGESTIONS

- The research suggest that organizations should provide training and awareness programs to employees regarding the importance and benefits of knowledge management practices. This can include providing regular updates and communication about the organization's knowledge management practice
- Encouraging feedback and open communication can help employees develop their emotional intelligence and knowledge management skills. Organizations can implement regular feedback mechanisms, such as performance evaluations, surveys, and suggestion boxes, to encourage employees
- Creating a supportive work environment can help employees feel more motivated and engaged. Organizations can offer support through employee assistance programs, flexible work arrangements, and promoting work-life balance. This can help to reduce stress and improve emotional control.

## CONCLUSION

The main purpose of conducting this study is to Examine the emotional intelligence of IT employees reveals a correlation between high EQ and effective teamwork, problem-solving, and stress management, indicating its pivotal role in workplace success. Fostering emotional intelligence among IT staff can enhance interpersonal dynamics, innovation, and overall productivity within the tech sector. Assessing employees awareness of job performance highlights the importance of feedback mechanisms and clear performance metrics in fostering self-awareness and continuous improvement. A culture that promotes open communication and regular performance evaluations contributes significantly to employees' understanding of their impact and areas for development. Analyzing factors influencing IT employees' work performance underscores the significance of factors such as workload balance, access to resources, and managerial support in optimizing productivity and job satisfaction. Addressing these factors can lead to improved efficiency, reduced burnout,

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