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## “EMOTIONAL INTELLIGENCE FOSTERS THE IMPACT OF ENHANCING ORGANIZATIONAL PERFORMANCE”

**\*Selvi. A. Abinaya**

Final Year MBA Student/Department of Management Studies/  
IFE T College of Engineering, IFET Road, Gangrampalayam/Villupuram- 605 108

**\*\*Ms. S. Yokeswari**

Assistant professor/Department of Management Studies/  
IFET College of Engineering, IFET Road, Gangrampalayam/Villupuram- 605 108

### Abstract

The ability to identify, comprehend, control, and influence one's own emotions as well as those of others is referred to as emotional intelligence (EI), sometimes known as emotional quotient (EQ). Effective leadership, better personal and professional relationships, and general mental health are all said to depend on emotional intelligence. In contrast to IQ, which is largely fixed, emotional intelligence is something that can be enhanced and grown over time with training and practice. This study explores the impact of emotional intelligence (EI) on organizational performance, emphasizing its critical role in enhancing workplace dynamics and overall productivity. Emotional intelligence, encompassing self-awareness, self-regulation, motivation, empathy, and social skills, is increasingly recognized as a key determinant of effective leadership and employee engagement. Through a mixed-methods approach, this research examines the correlation between EI and various performance metrics, including employee satisfaction, retention rates, and organizational efficiency. Data collected from a diverse range of industries indicate that higher levels of emotional intelligence in leaders and employees significantly contribute to improved teamwork, innovation, and customer satisfaction. The findings underscore the importance of integrating emotional intelligence training into professional development programs to foster a more resilient and high-performing organizational culture. This study provides actionable insights for managers and HR professionals aiming to leverage emotional intelligence as a strategic asset for achieving sustainable competitive advantage.

**Keywords:** Emotional, intelligence, organizational performance, job satisfaction, employee productivity, leadership effectiveness.

### 1.1 Introduction

Emotional Intelligence is a set of qualities and competencies that captures a broad collection of individual skills and dispositions, usually referred to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence, and technical or professional skills. Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. Emotional intelligence consists of five factors: Knowing one's emotions, managing emotions, motivating one, recognizing emotions in others, and handling relationships, Goleman (1995). Emotional intelligence improves individual and organizational performance. It plays a significant role in the kind of work an employee produces, and the relationship he or she enjoys in the organization. The ability to recognize, comprehend, regulate, and make efficient use of one's own and other people's exhibit greater self-awareness, enabling them to recognize their emotions and understand how they influence their thoughts and behaviors. This self-awareness allows employees to regulate their emotions effectively, even in high-pressure situations, leading to improved decision making, problem-solving, and conflict resolution.

## 1.2 Review of Literature

**Kim, H., & Smith, B (2024)**, “The influence of emotional intelligence on conflict management”, *International Journal of Conflict Management*. This study examines the impact of emotional intelligence on conflict management within organization. It discusses how emotional intelligence shapes conflict resolution strategies, affects negotiation outcomes, and enhances team cohesion. The authors highlight the crucial role of emotional intelligence in fostering constructive conflict management and creating a harmonious work environment. This, in turn, contributes positively to organizational performance by reducing workplace tension and promoting effective communication and collaboration.

**Smith, J., & Johnson, A (2023)**, “Leadership quarterly” *The Influence of Emotional Intelligence on Leadership Effectiveness: A Meta-Analysis*. The study influence of emotional intelligence on leadership effectiveness. The review synthesizes findings from various studies, suggesting that leaders with higher emotional intelligence excel in leading teams, managing conflicts, and motivating employees. The authors conclude that emotional intelligence significantly enhances leadership effectiveness, which in turn improve organizational performance. The ability to understand and manage emotions is shown to be a key factor in successful leadership and organizational achievements.

## 1.2 Research Gap

These reviews provide a research in needed to explore the moderating effects of organizational culture, leadership style, and industry specific factors on the relationship between emotional intelligence and organizational performance. The conversion of emotional intelligence into creative output is either facilitated or inhibited by certain boundary conditions.

## 1.4 Objectives of the Study

- To identify the specific components of emotional intelligence.
- To understand how emotional intelligence can enhance employee collaboration and teamwork for improved organizational performance.

## 1.5 Research Methodology

**Instrumental Design:** Five questions were created for each element of the structured questionnaire using Guttman two-point rating system.

**Data Collection Method:** The study collected primary and secondary data on the variables influencing information collected through company employee and employer through questionnaire.

**Sample Size and Sampling Technique:** The sample size of the study is 150 respondents. The method of easy simple random sampling was employed to gather the data.

**Data Analysis:** Descriptive analysis were used to analyse the data. Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.

Chart Analysis is applied for better understanding of the percentage analysis and it is done via bar charts.

### Adopt to change in the work environment

Table. No. 1.1 Adopt to change in the work environment

Particulars	Frequency	Percentage
Yes	51	34
No	99	66
Total	150	100

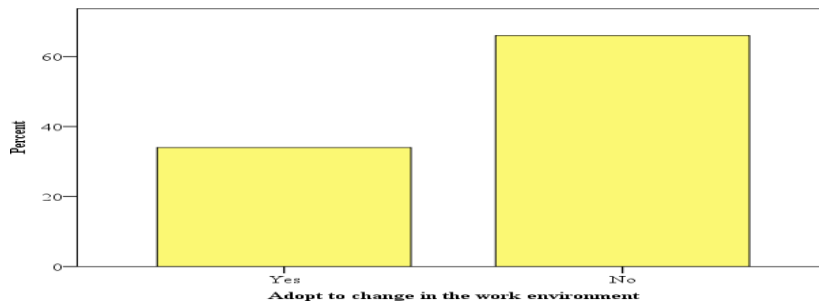


Fig.No.1.1. Adopt to change in the work environment

**Inference:** From the above table, it is inferred that 66% of the respondents are NO and 34% of the respondents are YES.

**Consistently strive to improve yourself and your work**

Table no.1.2 Consistently strive to improve yourself and your work

Particulars	Frequency	Percentage
Yes	62	41.3
No	88	58.7
<b>Total</b>	<b>150</b>	<b>100</b>



Fig. No. 1.2 Consistently strive to improve yourself and your work

**Inference:** From the above table, it is inferred that 58.7% of the respondents are NO and 41.3% of the respondents are YES.

**Recognize and label emotions during collaborative tasks**

Table. No. 1.3 Recognize and label emotions during collaborative tasks

Particulars	Frequency	Percentage
Yes	103	68.7
No	47	31.3
<b>Total</b>	<b>150</b>	<b>100</b>

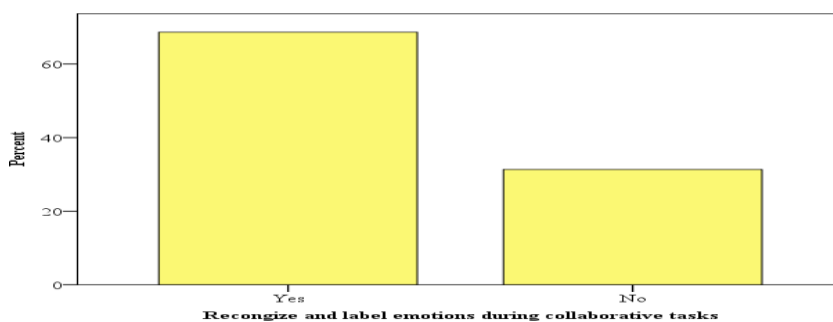


Fig. No. 1.3 Recognize and label emotions during collaborative tasks

**Inference:** From the above table, it is inferred that 68.7% of the respondents are YES and 31.3% of the respondents are NO.

### Manage stress level during collaborative projects

**Table. No.1.4 Manage stress level during collaborative projects**

Particulars	Frequency	Percentage
Yes	111	74
No	39	26
<b>Total</b>	<b>150</b>	<b>100</b>



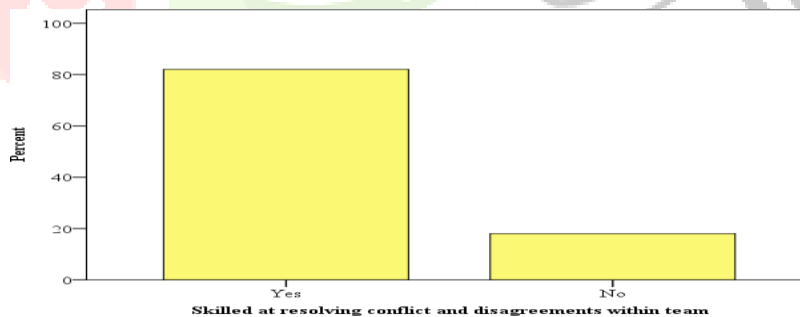
**Fig.No. 1.4 Manage stress level during collaborative projects**

**Inference:** From the above table, it is inferred that 74% of the respondents are NO and 26% of the respondents are YES.

### Skilled at resolving conflict and disagreements within team

**Table.No.1.5 Skilled at resolving conflict and disagreements within team**

Particulars	Frequency	Percentage
Yes	123	82
No	27	18
<b>Total</b>	<b>150</b>	<b>100</b>



**Fig. No.1.5 Skilled at resolving conflict and disagreements within team**

**Inference:** From the above table, it is inferred that 82% of the respondents are YES and 18% of the respondents are NO.

### Chi-Square Tests

#### Null hypothesis

H0: There is no significant association between the motivate positively & cope with stress effectively.

#### Alternative hypothesis

H1: There is significant association between the motivate positively & cope with stress effectively.

## Summary of chi-square

Table. No.1.7. Summary of the chi-square

	Case					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Motivate positively x Cope with stress effectively	150	100	0	0	150	100

Table. No. 1.8 Test statistics

	Value	df	Asymptotic. Sig. (2-tailed)
Pearson Chi-square	.111	1	.739
Likelihood Ratio	.110	1	.740
Total of Valid Cases	150		

**Inference:** From the above table 1.8, the significant value is  $p=.739$  which is greater than 0.05. So, alternative hypothesis is accepted, it reveals that there is significant association between the motivate positively and cope with stress effectively.

### Correlation

#### Null hypothesis

H0: There is no significant relationship between good listening and enjoy working.

#### Alternative hypothesis

H1: There is significant relationship between good listening and enjoy working.

Table. No. 1.9 Correlation

Correlation values	5S Principles	1 ProductionLine
Good listening	Pearson Correlation	1.000
	Sig. (2-tailed)	.249
	N	150
Enjoy working	Pearson Correlation	-.095
	Sig. (2-tailed)	.249
	N	150

**Inference:** From the above table 1.9, it is inferred that,  $r= -.095$  (r value lies between -1 to +1), hence it is clear that there is negative correlation relationship between good listening and enjoy working. So, Null hypothesis is accepted, this reveals that there is a no significant relationship between good listening and enjoy working.

## 1.6 Suggestions

- It would be better to work collaboratively with your teammate, sharing ideas, knowledge, and resources. Collaboration fosters a sense of unity and enable the team to leverage everyone's strengths.
- It was suggested to express your emotions openly and constructively, but also consider the timing and context. Effective communication can prevent misunderstandings and conflicts within team.

- It was suggested to engage in mindfulness practices to stay present and reduce anxiety this helps to respond calmly rather than react impulsively.
- It was suggested be willing to adopt your approach when faced with obstacles. Flexibility allows you to find alternative solutions and keep moving forward.
- It would be better to work collaboratively with your teammate, sharing ideas, knowledge, and resources. Collaboration fosters a sense of unity and enable the team to leverage everyone's strengths.

### 1.7 Limitations of the study

- It's hard to measure emotional intelligence accurately because emotions are subjective, and different tools give different results.
- Long- term studies are needed to see the lasting effects of emotional intelligence, but these studies are difficult and long duration to conduct.

### 1.8 Conclusion

The study's conclusions highlight the critical role that emotional intelligence plays in improving organizational success are all positively impacted by emotional intelligencesince it fosters stronger interpersonal relationships, effective leadership, and decision- making. Organizations that want to succeed in the dynamic and complicated business world of today may find it strategically vital to emphasize the development of emotional intelligence among their workforce through training and support system.

### 1.9 Reference

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