

**A STUDY ON THE EMOTIONAL INTELLIGENCE  
AMONG THE EMPLOYEES OF CHEREN COMPANY-  
TIRUPUR**

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**INTRODUCTION**

Emotional Intelligence is considered as one of the crucial factors for work place success, career satisfaction and leadership effectiveness. Emotional intelligence is being aware of emotions and how they can affect and interact with traditional intelligence. For decades, a lot of emphasis has been put on certain aspects of intelligence such as logical reasoning, mathematical skills, verbal skills etc.

An individual must be able to develop and maintain healthy interpersonal relationships. Emotional intelligence consists of five factors: - a) knowing ones emotions, b) managing emotions, c) motivating one self, d) recognizing emotions in others, and e) handling relationships. So, an attempt has been made to analyze the Emotional Intelligence of employees of Cheren Company, Tirupur.

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## STATEMENT OF THE PROBLEM

Emotional Intelligence plays a vital role in each and every organization and its employees. Hence, it becomes the need of the day in terms of retaining the employees in an organization. Generally, the employees in all workplace struggle a lot to balance their emotions. Here the researcher makes an attempt to study about Emotional Intelligence and how they are managing their emotions, identify the existing system of Emotional Intelligence in organization.

## OBJECTIVES OF THE STUDY

The following are the main objectives of the study.

- ❖ To know the demographic profile of the employees.
- ❖ To assess the level of Emotional Intelligence competencies of the employees and to study the Emotional intelligence competencies that correlate to workplace success and effects of emotions.
- ❖ To find the relationship between the demographic factors & Emotional Intelligence Competencies of the Employees.

## SCOPE OF THE STUDY

The study deals with the Emotional Intelligence of the Employees. Total sample size for the study is 200. The data has been collected through a structured questionnaire by employees. The researcher distributed to selected respondents after frequent contact with them. The researcher had got back the filled up questionnaire. The statistical tools such as percentage analysis, and Chi-square test has been used for the study.

## LIMITATIONS OF THE STUDY

The study is subject to the following limitations:

- The study is restricted to Cheren Company employees only.
- Time is a limiting factor at the time of Data collection.
- The study is made from primary source only. So, the respondents may fail to express their opinions and beliefs.
- The size of the sample is 200 employees. Therefore the generalization is not appropriate.

## DEMOGRAPHIC PROFILE OF THE RESPONDENTS

The respondents have been distributed on the basis of demographic factors such as their Gender, age, educational level, monthly income, experience, marital status.

### Percentage Analysis – (Table – 1)

- ❖ Out of 200 respondents, 61.5% of the respondents are Male.
- ❖ Majority (44%) of the respondents belong to the age group between 26-30 years.
- ❖ Majority (42%) of the respondents belong to the school level Educational qualification.
- ❖ Out of 200 respondents, 44% of the respondents belong to the income level of Rs.5001 to 10000.
- ❖ Majority (43%) of the respondents have 5 to 10 years experience in the field.
- ❖ Majority (51%) of the respondents are married.

## EMOTIONAL INTELLIGENCE COMPETENCIES OF THE EMPLOYEES

The profile of the respondents were analysed on the basis of the Emotional intelligence competencies of the respondents. For this purpose, Self Awareness, Self - Regulation, Self Assessment, Empathy, Self Motivation, leadership and other factors are included in the study.

### Percentage Analysis – (Table - 2)

- + Majority (90.5%) of the respondents says that they are able to recognize their emotions.
- + Majority of the respondents (35.5%) have occasionally lost their self control when they are angry.
- + Majority (36.5%) of the respondents says that they are occasionally think negatively.
- + Majority (41%) of the respondents says that they neither agree nor disagree to make decisions including staff issues.
- + Majority (42%) of the respondents says that they agree to perform consistently under pressure.
- + Majority (76%) of the respondents says that they are able to deal with day to day challenges or criticism occurs in the organization.
- + Majority (35.5%) of the respondents says that they agree to possess Emotional Intelligence Competencies.
- + Majority (35%) of the respondents says that they are satisfied with the completion of tasks and projects.

- ✚ Majority (42.5%) of the respondents are strongly agree with their positive outlook on life.
- ✚ Majority (63%) of the respondents says that they are able to pursue their goals in the face of rejection or questioning.
- ✚ Majority (38%) of the respondents says that they agree to make decisions to listen the views of others.
- ✚ Majority (82%) of the respondents says that they are able to be aware of others when they are upset.
- ✚ Majority (37%) of the respondents says that they are occasionally having the ability to acknowledge others feelings.
- ✚ Majority (39%) of the respondents says that they occasionally try to persuade others rationale.
- ✚ Majority (36%) of the respondents says that they often receive a positive response to their direction and goals from their co-workers.
- ✚ Majority (36.5%) of the respondents says that they occasionally make quick decisions.
- ✚ Majority (33.5%) of the respondents says that they neither agree nor disagree to prepare to act upon their inner judgement.
- ✚ Majority (69%) of the respondents says that they feel comfortable when they are at risk.
- ✚ Majority (36%) of the respondents says that they agree to take an ethical solution on a difficult business issue.
- ✚ Majority (86.5%) of the respondents says that they are able to demonstrate honesty and integrity.

### IMPORTANCE OF EMOTIONAL INTELLIGENCE IN THE WORK PLACE

**Performance at work:** Emotional Intelligence can help employees to navigate the social complexities of the workplace, lead and motivate others, and excel in their career.

**Physical health:** Employees unable to manage their stress levels, it can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility, and speed up the aging process. The first step to improving Emotional Intelligence is to learn how to relieve stress.

**Mental health:** Uncontrolled stress can also impact their mental health, making them vulnerable to anxiety and depression. Employees are unable to understand and manage their

emotions; they will also be open to mood swings, while an inability to form strong relationships can leave them feeling lonely and isolated.

**Relationships:** By understanding their emotions and how to control them, they are better able to express how they feel and understand how others are feeling. This allows them to communicate more effectively and forge stronger relationships, both at work and in their personal life. Thus, the organizations should be interested in developing emotional intelligence and should render benefit to employees with emotional intelligence.

### **Developing Emotional Intelligence through 5 key skills**

- ❖ Emotional Intelligence (EQ) skill 1: The ability to quickly reduce stress.
- ❖ Emotional Intelligence (EQ) skill 2: The ability to recognize and manage your emotions.
- ❖ Emotional Intelligence (EQ) skill 3: The ability to connect with others using non verbal communication.
- ❖ Emotional Intelligence (EQ) skill 4: The ability to use humor and play to deal with challenges.
- ❖ Emotional Intelligence (EQ) skill 5: The ability to resolve conflicts positively and with confidence.

### **EMOTIONAL INTELLIGENCE COMPETENCIES THAT CORRELATE TO WORKPLACE SUCCESS**

The following outlines a set of five Emotional Intelligence competencies that have proven to contribute more to workplace achievement than technical skills, cognitive ability, and standard personality traits combined.

#### **Self Awareness**

Knowing one's internal states, preferences, resources, and intuitions. This competency is important in the workplace for the following reasons.

- ❖ Emotional awareness: recognizing one's emotions and their effects and impact on those around us.
- ❖ Accurate self-assessment: knowing one's strengths and limits.
- ❖ Self-confidence: sureness about one's self-worth and capabilities.

### **Self Regulation**

Managing one's internal states, impulses, and resources. This competency is important in the workplace for the following reasons.

- ❖ Self-control: managing disruptive emotions and impulses
- ❖ Trustworthiness: maintaining standards of honesty and integrity
- ❖ Conscientiousness: taking responsibility and being accountable for personal performance
- ❖ Adaptability: flexibility in handling change
- ❖ Innovation: being comfortable with an openness to novel ideas, approaches, and new information

### **Self Expectations & Motivation**

Emotional tendencies that guide or facilitate reaching goals. This competency is important in the workplace for the following reasons.

- ❖ Achievement drive: striving to improve or meet a standard of excellence we impose on ourselves
- ❖ Commitment: aligning with the goals of the group or organization
- ❖ Initiative: readiness to act on opportunities without having to be told
- Optimism: persistence in pursuing goals despite obstacles and setbacks

### **Intuition & Empathy**

Our awareness of others' feelings, needs, and concerns. This competency is important in the workplace for the following reasons.

- ❖ Understanding others: an intuitive sense of others' feelings and perspectives, and showing an active interest in their concerns and interests.

- ❖ Customer service orientation: the ability to anticipate, recognize, and meet customers' needs.
- ❖ People development: ability to sense what others need in order to grow, develop, and master their strengths.
- ❖ Leveraging diversity: cultivating opportunities through diverse people.

### **Political Acumen & Social Skills**

Our adeptness at inducing desirable responses in others. This competency is important in the workplace for the following reasons.

- ❖ Influencing: using effective tactics and techniques for persuasion and desired results
- ❖ Communication: sending clear and convincing messages that are understood by others
- ❖ Leadership: inspiring and guiding groups of people
- ❖ Change catalyst: initiating and/or managing change in the workplace
- ❖ Conflict resolution: negotiating and resolving disagreements with people
- ❖ Building bonds: nurturing instrumental relationships for business success
- ❖ Collaboration and cooperation: working with coworkers and business partners toward shared goals
- ❖ Team capabilities: creating group synergy in pursuing collective goals

Thus, it is also interesting to emphasize that the Emotional Intelligence competencies are distributed within different and assorted areas, showing the expansion of Emotional Intelligence to several fields as health, education, human resources, assessment, sports psychology, and transcultural psychology. On the other hand, this growth has also been focused on the development of self-report performance instrument for the assessment Emotional Intelligence.

### **CHI-SQUARE ANALYSIS**

The Chi-Square test has been used to find out the relationship between the demographic factors and Emotional Intelligence Competencies of the employees.

#### **Results of Chi-Square test: (Table-3)**

- ❖ Gender, Age, Educational qualification, Monthly income of the respondents does not influence the Emotional Intelligence Competencies of the Employees.

- ❖ Experience and Marital status influence the Emotional Intelligence competencies of the Employees.

### SUGGESTIONS

The following suggestions are offered:

- ✚ Employees who have strong self management skills cope better with work pressures.
- ✚ The employees should acknowledge the coworkers feelings. They must listen to the words of others (employees) patiently.
- ✚ Training programmes on Emotional competence also benefit when the trainer adapts the training to match employees needs, goals and learning preferences.
- ✚ The employees should mitigate negative emotions such as fear, worry, anxiety and stress. These negative emotions affect lower functioning of the immune system, increase blood pressure, increase the risk of heart attacks and cancer, prolong recovery times and cause migraine head aches. On the other hand, it has been seen that providing emotional support leads to tangible health benefits.

**TABLE 1: DEMOGRAPHIC PROFILE OF RESPONDENTS – PERCENTAGE ANALYSIS**

Demographic factors		No. of respondents	Percentage of respondents (%)
Gender	Male	123	61.5
	Female	77	38.5
Age	Below 25 years	37	18.5
	26-30 years	88	44
	31- 35 years	43	21.5
	Above 35 years	32	16
Educational Qualification	School level	84	42
	Degree	62	31
	Diploma	43	21.5
	Others	11	5.5



<b>Monthly Income</b>	<b>Below Rs.5000</b>	<b>37</b>	<b>18.5</b>
	<b>Rs.5001-10000</b>	<b>88</b>	<b>44</b>
	<b>Rs.10001-15000</b>	<b>43</b>	<b>21.5</b>
	<b>Above Rs.15000</b>	<b>32</b>	<b>16</b>
<b>Experience</b>	<b>Below 5 years</b>	<b>39</b>	<b>19.5</b>
	<b>5-10 years</b>	<b>86</b>	<b>43</b>
	<b>11-15 years</b>	<b>48</b>	<b>24</b>
	<b>Above 15 years</b>	<b>27</b>	<b>13.5</b>
<b>Marital Status</b>	<b>Married</b>	<b>102</b>	<b>51</b>
	<b>Unmarried</b>	<b>98</b>	<b>49</b>

**TABLE 2: EMOTIONAL INTELLIGENCE COMPETENCIES**

<b>Emotional Intelligence competencies</b>	<b>Choices</b>	<b>No. of respondents</b>	<b>Percentage</b>
<b>Ability to Recognizing Emotions</b>	<b>Yes</b>	<b>181</b>	<b>90.5</b>
	<b>No</b>	<b>19</b>	<b>9.5</b>
<b>Lose of Self Control</b>	<b>Always</b>	<b>21</b>	<b>10.5</b>
	<b>Often</b>	<b>36</b>	<b>18</b>
	<b>Occasionally</b>	<b>71</b>	<b>35.5</b>
	<b>Rarely</b>	<b>53</b>	<b>26.5</b>
	<b>Never</b>	<b>19</b>	<b>9.5</b>
<b>Awareness of situation which makes to think negatively</b>	<b>Always</b>	<b>13</b>	<b>6.5</b>
	<b>Often</b>	<b>38</b>	<b>19</b>
	<b>Occasionally</b>	<b>73</b>	<b>36.5</b>
	<b>Rarely</b>	<b>56</b>	<b>28</b>
	<b>Never</b>	<b>20</b>	<b>10</b>
<b>Decision making at tough issues</b>	<b>Strongly Agree</b>	<b>18</b>	<b>9</b>
	<b>Agree</b>	<b>76</b>	<b>32</b>
	<b>Neither</b>	<b>82</b>	<b>41</b>
	<b>Disagree</b>	<b>18</b>	<b>9</b>
	<b>Strongly Disagree</b>	<b>6</b>	<b>3</b>
<b>Ability to perform consistently</b>	<b>Strongly Agree</b>	<b>37</b>	<b>18.5</b>

under pressure	Agree	84	42
	Neither	52	26
	Disagree	18	9
	Strongly Disagree	9	4.5
Day to Day Challenges or Criticism	Yes	152	76
	No	48	24
Possession of Emotional Intelligence Competencies	Strongly Agree	62	31
	Agree	71	35.5
	Neither	43	2.5
	Disagree	19	9.5
	Strongly Disagree	5	2.5
Complete the Tasks and Projects	Highly Satisfied	62	31
	Satisfied	70	35
	Neutral	5	22.5
	Dissatisfied	16	8
	Highly Dissatisfied	07	3.5
Positive Outlook on Life	Strongly Agree	85	42.5
	Agree	69	34.5
	Neither	26	13
	Disagree	16	8
Pursuing goals in the face of Rejection or Questioning	Strongly Disagree	04	2
	Yes	126	63
	No	74	37

Listening to others (Employees) view	Strongly Agree	88	44
	Agree	76	38
	Neither	20	10
	Disagree	12	06
	Strongly Disagree	04	02
Ability to aware of others when they are upset	Yes	164	82
	No	36	18
Ability to Acknowledge others feelings	Always	43	21.5
	Often	74	37
	Occasionally	40	20
	Rarely	37	18.5
	Never	06	03
Ability to Persuading others Rationale	Always	38	19
	Often	64	32
	Occasionally	78	39
	Rarely	12	06
	Never	08	04
Positive response towards employees direction and goals from co-workers	Always	31	15/5
	Often	72	36
	Occasionally	66	33
	Rarely	22	11
	Never	9	4.5
Quick decision making	Always	43	21.5
	Often	54	27
	Occasionally	73	36.5
	Rarely	18	09

<b>Preparedness to act upon their inner judgement</b>	<b>Never</b>	<b>12</b>	<b>06</b>
	<b>Strongly Agree</b>	<b>29</b>	<b>14.5</b>
	<b>Agree</b>	<b>43</b>	<b>21.5</b>
	<b>Neither</b>	<b>67</b>	<b>33.5</b>
	<b>Disagree</b>	<b>47</b>	<b>23.5</b>
<b>Feelings towards risk</b>	<b>Yes</b>	<b>138</b>	<b>69</b>
	<b>No</b>	<b>62</b>	<b>31</b>
<b>Ethical solution to the Difficult business issue</b>	<b>Strongly Agree</b>	<b>47</b>	<b>23.5</b>
	<b>Agree</b>	<b>72</b>	<b>36</b>
	<b>Neither</b>	<b>58</b>	<b>29</b>
	<b>Disagree</b>	<b>19</b>	<b>9.5</b>
	<b>Strongly Disagree</b>	<b>04</b>	<b>02</b>
<b>Ability to demonstrate Honesty and Integrity</b>	<b>Yes</b>	<b>173</b>	<b>86.5</b>
	<b>No</b>	<b>27</b>	<b>13.5</b>

**Table – 3: CHI-SQUARE TEST RESULT**

<b>Factors</b>	<b>Level of Significant</b>	<b>Degrees of Freedom</b>	<b>Table Value</b>	<b>Calculated Value</b>	<b>Rejected/ Accepted</b>
<b>Gender</b>	<b>5%</b>	<b>4</b>	<b>9.488</b>	<b>6.7824</b>	<b>Accepted</b>
<b>Age</b>	<b>5%</b>	<b>12</b>	<b>21.026</b>	<b>13.495</b>	<b>Accepted</b>
<b>Educational Qualification</b>	<b>5%</b>	<b>12</b>	<b>21.026</b>	<b>14.242</b>	<b>Accepted</b>
<b>Income</b>	<b>5%</b>	<b>12</b>	<b>21.026</b>	<b>16.275</b>	<b>Accepted</b>
<b>Experience</b>	<b>5%</b>	<b>12</b>	<b>21.026</b>	<b>26.550</b>	<b>Rejected</b>
<b>Marital Status</b>	<b>5%</b>	<b>4</b>	<b>9.488</b>	<b>27.103</b>	<b>Rejected</b>

## CONCLUSION

Emotional intelligence has been recognized as a key determinant in today's high stress environment both in life as well as on work. The study was focused on the Emotional Intelligence among the employees in Cheren Company. The research conducted on the subject shows that people with high Emotional Intelligence are happier, healthier and more effective in the job than those who have low Emotional Intelligence competencies. This is because they have an awareness of their feelings and are able to strike a balance between reason and emotion that make them good employees.

Thus successful integration of these elements can lead to far greater organizational success in healthier work environments. An Emotionally Intelligent person is in a better position to understand his or her own emotions and those of others and so can take the correct decision in any situation. There is rich potential in the application of Emotional Intelligence to the management of human capital.

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