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INFLUENCE ON EMOTIONAL INTELLIGENCE TOWARDS IT PROFESSIONALS – A DETAILED STUDY

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Abstract

Emotional intelligence is a set of qualities and competencies that capture 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 behaviour. In this study, an attempt is made to contribute a fresh perspective to the field of human resources, with special reference to the influence of emotional intelligence on IT sector employees. It is also an earnest attempt to bridge the gap, especially in this area, by highlighting the relevance and importance of emotional intelligence to leadership, senior management, individuals, and organisations, and hoping this study will initiate a series of serious and productive discussions on the subject.

Keywords: Emotions, Work-life, Commitment and behaviour.

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I Introduction

Emotional intelligence is defined as the ability to understand and manage your own emotions as well as recognise and influence the emotions of those around you. Emotional intelligence consists of five factors: knowing one's emotions, managing emotions, motivating oneself, recognising emotions in others, and handling relationships. Emotional intelligence improves individual and organisational performance. It plays a significant role in the kind of work an employee produces and the relationships he or she enjoys in the organisation. Emotional intelligence is the ability to understand and manage emotions effectively. Emotional intelligence in the workplace can provide significant benefits and further develop your career, in addition to creating better relationships and promoting a positive work environment.

II Study Literature

1. Panda, E., in her studies found that the majority of the employees have average to high emotional intelligence in the IT sector in She further suggests that being emotionally intelligent improves not only self-awareness but also harmonizes and organizes the surrounding environment. Good team communication, being able to empathize, being intrinsically motivated, being self-managed, and having refined social skills come in handy in such an environment. The above observations can very aptly be applied to retail sector employees as well.
2. The Hay Group found that there is a great deal of research that links emotional intelligence with individual performance and organizational Partners high in emotional intelligence in a consulting firm delivered 139% more profit from their accounts than other partners. Salespeople trained in emotional intelligence competencies achieved a sustained 87% improvement in sales, and the training delivered in excess of a

2000% return on investment in the first year. Salespeople selected based on emotional intelligence competencies had 63% less turnover than those selected in the traditional way. Insurance salespeople with strong emotional intelligence sold policies at an average of twice the value of those with low emotional intelligence.

3. Mani, V., in her study titled 'An Exploratory Study of the Problems and Challenges of Workforce in the Indian Retail Industry,' explicitly mentioned customers' behaviour, working conditions, and strenuous work expectations in terms of upkeep and maintenance as the few major issues with the retail sector.
4. Kohli, K., in her research paper, has opined that people with higher EQ are easier to work with as they understand the emotional needs of others. They support others and help solve others problems. This facilitates a smooth flow of work and reduces arguments, fights, and misunderstandings.

III Scope of the Study

Emotional intelligence is a challenging issue for IT leaders and managers and has also attracted the attention of researchers. Over the years, emotional intelligence, also known as EQ, has evolved into a must-have skill. It shows that emotional intelligence is the strongest predictor of performance. And hiring managers have taken notice: 71 percent of employers say they value EQ over IQ, reporting that employees with high emotional intelligence are more likely to stay calm under pressure, resolve conflict effectively, and respond to co-workers with empathy. Emotional intelligence can be a significant contributor to success in the workplace. Improving emotional intelligence in the workplace can inspire your team and promote a positive work environment for everyone.

IV Need for the study

Emotional intelligence in the workplace begins on the inside and outside with each individual. It involves recognizing various aspects of your feelings and emotions and taking the time to work on the elements of self-awareness, self-regulation, motivation, empathy, and social skills. In this climate, managing the boundary between home and work is becoming more challenging. It is noted that the IT industry has already provided employment to many young people, with the addition of 4.45 lakh new jobs in the sector in the financial year 2022. The IT industry in the country has added 4.45 lakh new jobs in the financial year 2022, bringing the total employment in the sector to close to 50 lakh. So it's found to be the need of the hour to study

the influence of emotional intelligence on the performance of IT sector employees.

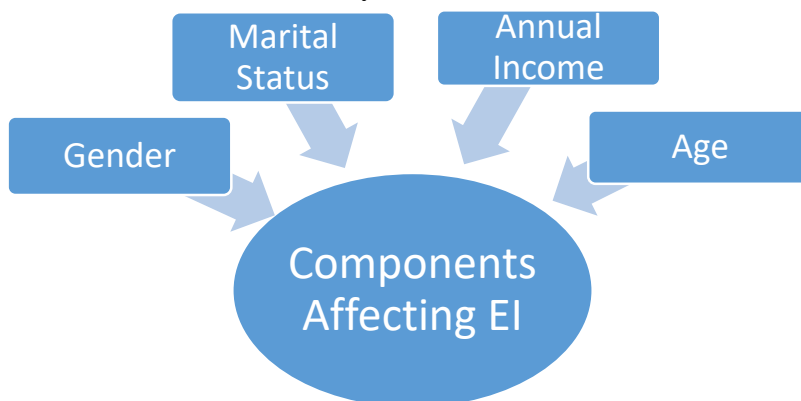
V Objectives of the study

1. To understand the socio-economic profile of IT sector professionals
2. To identify the various components affecting the emotional intelligence of IT professionals
3. To analyse the emotional intelligence level of IT professionals

VI Framed hypothesis

H_0 – There is no significant relationship between the independent variable and dependent variable

H_a - There is significant relationship between the independent variable and dependent variable



VII Research Methodology

- Sample size: 100 IT Professionals
- Sampling Method: Stratified Random Sampling Method
- Sample Plan: Questionnaire Collection (Primary Data)
- Study area: Chennai Metro
- Data analysis: SPSS (IBM 25.0)

VIII Study Limitations

1. This study is confirmed for the sample of Chennai city only.
2. Due to time constraints, the research period was limited.
3. The primary data collected through the questionnaire method is subjected to recall.

IX Analysis of study

TABLE 1

SOCIO ECONOMIC PROFILE OF RESPONDENTS

Variables		No of responses	%
Gender	Male	63	63
	Female	37	37
Marital Status	Married	44	44
	Unmarried	56	56
Annual Income (in lacs)	1-2	11	11
	2-3	31	31
	3-4	36	36
	4-5	12	12
	>5	10	10
Age	20-25	42	42
	25-30	26	26
	30-35	13	13
	35-40	12	12
	>40	7	7

On the basis of Table 1, it can be interpreted that IT professionals are mostly male (63%) and females have a lesser percentage than males (37%). Unmarried employees (56%) are more common than married ones. Maximum respondents lie in the income bracket of 3–4 lacs per annum (36%). Very few, only 10% of respondents, have incomes

above 5 lacs per annum. Maximum respondents are in the age group of 20–25 years (42%); only 7% of respondents are above the age of 40 years. The socio-economic profile of the respondents points out that the IT service sector mainly comprises young, energetic people who are still in the initial stages of making their career.

TABLE 2

WEIGHTED AVERAGE MEAN OF THE VARIOUS COMPONENTS OF EI

Component	N	WAM
Self Awareness (SA)	100*5 = 500	2.85
Emotional Resilience (ER)	100*4=400	3.26
Motivation (M)	100*5=500	3.61
Interpersonal Sensitivity (IS)	100*5=500	3.78
Influence (I)	100*3=300	3.10
Intuitiveness (In)	100*5=500	2.29
Conscientiousness (C)	100*3=300	3.02

On the basis of the weighted average means of the various components of emotional intelligence, it can be interpreted that respondents have the highest degree of agreeableness towards interpersonal sensitivity ($WAM_{IS}=3.78$), followed by motivation ($WAM_C=3.61$), emotional resilience ($WAM_{In}=3.26$),

influence ($WAM_{ER}=3.10$), conscientiousness ($WAM_M=3.02$), self-awareness ($WAM_I=2.85$) and lastly intuitiveness ($WAM_{SA}=2.29$). It can also be inferred that respondents among IT Professionals have low intuitiveness and self-awareness.

TABLE 3
LEVELS OF EI

Range	Level	No. of Respondents
30-70	Low	26 (26%)
71-110	Moderate	57 (57%)
111-150	High	17 (17%)

From the above table it is stated that maximum no. of employees in IT sector have moderate level of EI i.e. 57%, 26% have low emotional intelligence and 17% have high levels of EI. These 26%

employees need to be trained and counseled to develop their EI or they could be counter-productive for the business of the organization.

TABLE 4
CORRELATIONS AMONG VARIABLES (Components of EI)

	Self-Awareness	Emotional Resilience	Motivation	Interpersonal Sensitivity	Influence
Pearson Correlation SA	1.000	.093	.040	.078	.096
ER	.093	1.000	.356	.491	.497
M	.040	.356	1.000	.361	.392
IS	.078	.491	.361	1.000	.426
I	.096	.497	.392	.426	1.000
Sig. (1-tailed) SA	.	.116	.304	.156	.107
ER	.116	.	.000	.000	.000
M	.304	.000	.	.000	.000
IS	.156	.000	.000	.	.000
I	.107	.000	.000	.000	.
N SA	169	169	169	169	169
ER	169	169	169	169	169
M	169	169	169	169	169
IS	169	169	169	169	169
I	169	169	169	169	169

Each cell in the table shows the correlation between two specific variables. The cell above shows that the correlation between "influence" and "self-

awareness" is **0.096**, which indicates that they're strongly positively correlated. The influence of IT employees is strongly related to self-awareness. The correlation

between "emotional resilience" and "self-awareness" is **0.093**, which indicates that they're strongly positively correlated. The emotional resilience of IT employees is strongly related to self-awareness. The correlation between "interpersonal sensitivity" and "self-awareness" is **0.078**, which indicates that they're strongly positively correlated. The interpersonal sensitivity of IT employees is strongly related to self-awareness. The correlation between "motivation" and "self-awareness" is **0.040**, which indicates that they're strongly positively correlated. The interpersonal sensitivity of IT employees is strongly related to self-awareness.

X Findings & Suggestions

From the above analysis, the study concludes that the calculation falls above the significantly level, hence the Null hypothesis is getting rejected and the alternate hypothesis is being accepted. Therefore, there is a significant relationship between the independent variable and the dependent variable. Some of the measures that can be undertaken to improve the level of emotional quotient in the IT services sector Professionals to manage their stress levels through effective and transparent communication using both verbal and non-verbal means, periodic self-evaluation and introspection, the development of a positive attitude and open-mindedness, and last but not least, positive conflict resolution. Employees need to be empathetic, considerate, and friendly. The IT sector, being marred by a very high public interface, requires traits like humility and forgiveness, along with confidence and poise. Training sessions like those at Art of Living could be effective in achieving the above objectives. But at the same time, it must be kept in mind that emotional intelligence cannot be ingrained or planted all of a sudden or by just reading self-help guides; it can

be inculcated and developed gradually with practise and positive thinking.

XI Conclusion

IT professionals should be guided to increase their self-awareness, and training should be provided to make them more intuitive towards public needs and sensitivities. Corporate strategies and future goals should be well communicated to them to keep them motivated and involved. The right kind of attitude, optimism, trust in the organisation, adaptability, openness to change, and emotional stability are some of the important traits amongst employees that might give the organisation its competitive advantage. Organisations should ensure teamwork and collaboration so that employees feel a sense of belonging to each other and also to the organisation. The emotional competencies of empathy as well as self-awareness have to be significantly developed for the successful realisation of high performance. A higher level of emotional intelligence leads employees towards alignment with the organisation's goals and objectives. EI is also of paramount importance for the employees in order to manage their own stress levels, which is an integral part of their job profile. All in all, emotional intelligence is a much-needed occupational prerequisite for all service sector employees in the face of the high-pressure work environment they operate in, both interpersonally and interpersonally.

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