# IMPACT OF EMOTIONAL INTELLIGENCE ON THE QUALITY OF WORK LIFE AMONG CHENNAI CITY IT EMPLOYEES

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## ABSTRACT

An individual's personality is the most important characteristic that impacts how he or she responds to events and circumstances. Personality is made up of values, attitudes, and behavioural patterns that come together to define a person's identity and, in turn, impact how he reacts to Emotional Intelligence. The nature of work is changing at a rapid pace today. Workplace Emotional Intelligence has become a typical occurrence for many people and a source of concern for many businesses. In practically every business, the number of persons impacted by work-related Emotional Intelligence is steadily rising. It covers the research design, methods, procedures and techniques used in the study. The main aim of the research methodology is to decide the procedures and techniques used for data collection and analysis. The major parts covered in research methodology are research design, sample size, sampling techniques, questionnaire design, pretesting, pilot study and statistical tools employed.

**Keywords**: Emotional Intelligence, Quality of work life, IT Employees, StructurualEquation Model

## INTRODUCTION

"A state of psychological and physiological imbalance resulting from a discrepancy between situational demand and the individual's ability and motivation to meet those needs," according to the definition of Emotional Intelligence. Emotional Intelligence is an unavoidable part of our daily lives. Individualism is a key feature of Emotional Intelligence. Some people have a high Emotional Intelligence tolerance and flourish in the face of a variety of environmental stressors. Workplace Emotional Intelligence is a typical occurrence, and the majority of people experience it for a variety of reasons. Certain jobs are more stressful than others, and some jobs are stressful by nature.

Emotional Intelligence is an unavoidable part of our daily lives. People experience Emotional Intelligence as a result of circumstances at home or from friends. It could also be caused by conditions that aren't related to employment. In fact, some people will not do effectively unless they are exposed to a specific level of Emotional Intelligence, which awakens and energises them to give it their all. Some people, on the other hand, have a low Emotional Intelligence tolerance and get immobilised when confronted with mundane daily aspects that they dislike.

**Risham Preet Kaur and Poonam Gautam Sharma (2016)** investigated Emotional Intelligence management in the banking business and discovered that, rather than feeling comfortable, staff were overworked and Emotional Intelligenceed out as a result of modern technology and advances in the banking sector. Employees had a hard time adjusting to the adjustments

**(Daimy, 2016)** looked into the motivations or causes for the large number of IT experts focusing on the Indian IT business. The survey included 382 IT experts who were chosen at random from Kerala's top, middle, and bottom levels of employee The motives for joining IT businesses were identified as

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ten variables, which were ordered using Garrett's Ranking Analysis. The most important component was a competitive wage, which was followed by the company's reputation and a better working environment.

## RESEARCH METHODOLGY

The study employed exploratory research in the first stage to collect the background information about the problem of research and to generate research question and hypothesis for further investigation (Churchill, 1995). Based on this researcher has formulated the model with the identified constructs through extensive literature study. The research problem has been crystallized and the purpose of the research has clearly been stated such that this research study focuses on causes of occupational Emotional Intelligence dimensions and its impact on quality of worklife and employee commitment for employee working in IT and ITeS.

In the second phase, the researcher used descriptive research design to describe the characteristics of the respondents. However, descriptive research cannot explain the relationship among the variables (Zikmund, 2000); therefore, explanatory research is used in order to explain the relationship and association between variables of the model. In this study, the researcher has employed a quantitative data collection method through google forms circulated via social media and emails. In addition, this research study has employed a two-step approach in the structural equation modeling (SEM) analysis. In the first step, measurement model evaluation is conducted, in order to examine the unidimensionality, validity, and reliability of latent constructs using confirmatory factor analysis (CFA). In the next step, the structural model procedure is employed in order to examine the hypothesized relationships between the latent constructs in the proposed research model.

| Item-Total Statistics | | | | |
|---|---|---|---|---|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| I have to do a lot of work in this job | 121.01 | 146.000 | .334 | .816 |
| Owing to excessive work load I have to manage with insufficient number of employees and resources | 121.04 | 145.603 | .405 | .813 |
| I have to dispose of my work hurriedly owing to excessive work load | 121.01 | 147.044 | .340 | .815 |
| My higher authorities do not give due significance to my post and work | 120.98 | 146.853 | .335 | .816 |
| I have to do such work as ought to be done by others | 121.14 | 144.548 | .406 | .813 |
| Some of my colleagues and subordinates try to defame and malign me as unsuccessful | 120.93 | 149.682 | .241 | .819 |
| My colleagues do not cooperate with me voluntarily in solving administrative and industrial problems | 120.86 | 148.827 | .317 | .816 |

| | | | | |
|---|---|---|---|---|
| There exists sufficient mutual co -operation and team -spirit among the employees of this Organization/Department | 121.00 | 148.468 | .260 | .818 |
| I am unable to carry out my assignment to my satisfaction on account of excessive load of work and lack of time | 120.95 | 146.122 | .371 | .814 |
| My assignments are of monotonous nature | 121.63 | 144.070 | .379 | .814 |
| I get ample opportunity to utilise my abilities and experience independently | 121.90 | 145.591 | .306 | .817 |
| I get ample opportunity to develop my aptitude and proficiency properly | 121.52 | 145.934 | .391 | .814 |
| My suggestions and cooperation are not sought in solving even those problems for which I am quite competent | 121.47 | 144.469 | .409 | .813 |
| I do my work under tense circumstances | 120.46 | 153.867 | .064 | .823 |
| Some of my assignments are quite risky and complicated | 120.64 | 153.581 | .082 | .823 |
| I often feel that this job has made my life cumbersome | 120.76 | 152.531 | .128 | .822 |
| The available informations relating to my job-role and its outcomes are vague and insufficient | 120.59 | 149.694 | .194 | .821 |
| The objectives of my work-role are not quiet clear and adequately planned | 120.87 | 150.045 | .170 | .822 |
| I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities | 120.76 | 149.592 | .199 | .820 |
| It is not clear that what type of work and behaviour my higher authorities and colleagues expect from me | 120.83 | 147.299 | .302 | .817 |
| My different Officers often give contradictory instructions regarding my works | 121.31 | 146.503 | .306 | .817 |
| Officials do interfere with my jurisdiction and working methods | 121.08 | 145.112 | .397 | .813 |
| I am provided with clear instructions and sufficient facilities regarding the new assignments trusted to me | 120.93 | 146.162 | .382 | .814 |

| | | | | |
|---|---|---|---|---|
| It becomes difficult to implement all of a sudden the new dealing procedures and policies in place of those already in practice | 120.89 | 149.035 | .266 | .818 |
| Clean and healthy environment | 121.34 | 144.300 | .407 | .813 |
| Promotes flexible work schedules | 121.02 | 145.934 | .427 | .813 |
| Feeling of pressure at work | 121.01 | 147.013 | .355 | .815 |
| Frustration from the job | 121.08 | 144.475 | .440 | .812 |
| Receive support for professional development | 121.09 | 145.689 | .404 | .813 |
| Salary is according to prevailing market rates | 121.18 | 144.713 | .453 | .812 |
| Interested to continue in the current job for the rest of my career | 120.80 | 148.572 | .303 | .817 |
| Emotionally attached to my organisation | 120.99 | 147.306 | .302 | .817 |
| Difficult to leave my organisation irrespective of a better job offer | 120.99 | 147.505 | .318 | .816 |

All variables were subjected to reliability analysis to assess the dimensionality of the measurement scale. The test results show that all items exhibited high reliabilities, as Cronbach's alpha exceeded the acceptable level of 0.70 [Hair et al. (2006)].

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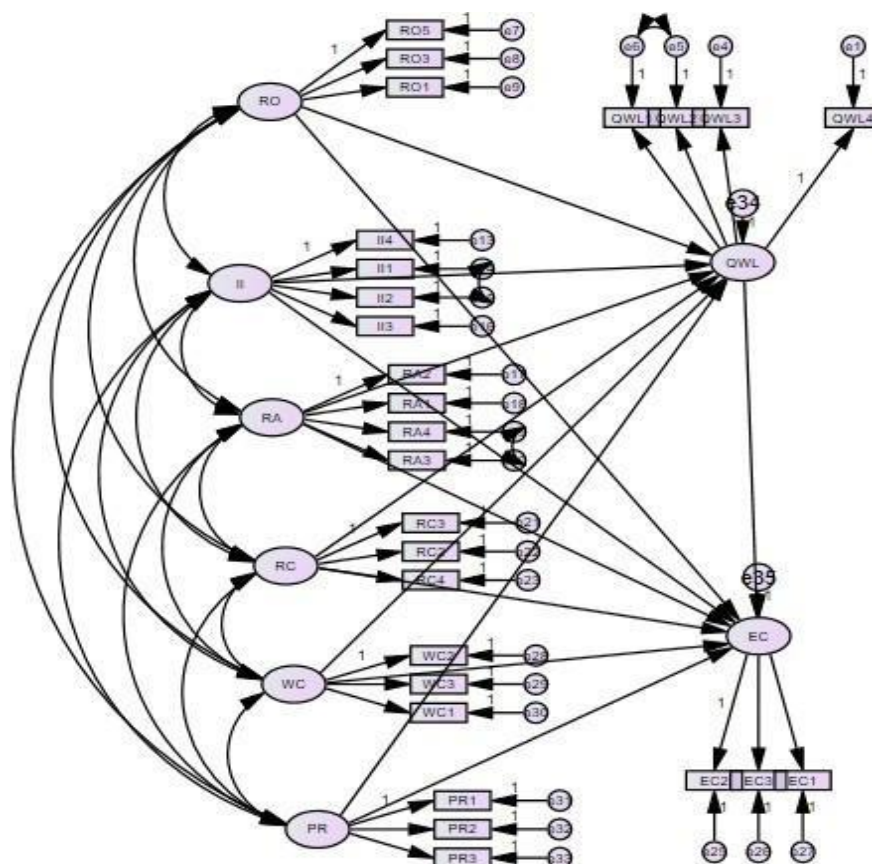
**Findings on Measurement Model Structural Equation Modeling (SEM)**is used to explain the relationships among multiple variables, and it examines the structure of interrelationships expressed in a series of equations, similar to a series of multiple regression equation. The SEM findings are assessed based on estimated path coefficient β value with critical ratio (C.R. equivalent to t-value), and p-value.

## IMPLICATIONS

Measurement Model showed an acceptable overall model fit and hence, the theorized model fit well with the observed data**.**The base model has been modified through four modifications to obtain model fit. In the modification certain items are removed due to high correlation and some of the error terms are correlated when they reflect the same constructs. There measurement model has showed an acceptable overall model fit and hence, the theorized model fits well with the observed data**.**The fit indices are GFI=0.901, AGFI=0.872, CFI=0.931, TLI=0.917, NFI=0.901, RFI=0.922, RMSEA=0.062 and RMR = 0.044.

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