

**INFLUENCE OF EMOTIONAL INTELLIGENCE ON PERFORMANCE OF
EMPLOYEES OF IT SECTOR**

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ABSTRACT

In all institution performance of the employees play an important role. In Information technology sector emotional intelligence of employee's; leads to the success of the organization. This study aims to measuring the emotional intelligence of employees and analyze the relationship between the emotional intelligence (EI) and Employee performance (EP) of employees in Software Industries Chennai. This study reveals that there is positive relationship between both the variables. This study concludes that emotional intelligence is a major factor that affects Employee performance of employees.

Key words: Emotional Intelligence, Performance and Information technology sector

INTRODUCTION

Emotional intelligence is undoubtedly a valuable tool to utilize in the face of adversity; it has the potential to enhance not only leadership abilities and teamwork effectiveness but also personal resilience. Focusing on the impact of EI on one's resilience, that is, one's ability to cope with stressful conditions, research suggests that those who display higher levels of emotional intelligence are less likely to succumb to the negative impacts of stressors. In the context of a leadership role, one might expect increased responsibility to coincide with elevated potential stressors, highlighting the importance of strong EI for those in leadership or management positions. An investigation into the relationship between emotional intelligence and the stress process found that participants who displayed higher levels of EI were less likely to be negatively impacted by the presence of stressors. Participants completed an ability-based test of EI before rating the subjectively perceived threat level posed by two stressors; they then self-reported their emotional reaction to said stressors and were also subjected to physiological stress-response tests in order to assess their response.

REVIEW OF LITERATURE

MafuzahMohamad Juraifa Jais in his article Emotional Intelligence and Job Performance: A Study among Malaysian Teachers (2016) addresses the gap in the literature by investigating the role of emotional intelligence in teachers' job performance. This study analyses the relationship between emotional intelligence (EI) which consists four dimensions: self-regulations, self-awareness, self-motivation and social skill (relationship management) and job performance. Respondents were 212 teachers in 6 secondary schools in Kedah.

Sachinn Gupta in his research paper on Emotional Intelligence and Work Life Balance of Employees in IT Sector (2014) has stressed the following factors: 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 behaviour.

OBECTIVES:

- To study the importance of emotional intelligence (EI) among the employees
- To investigate the influence of EI in their performance
- To offer suggestions to improve EI among the employees

RESEARCH METHODOLOGY –Descriptive research method used in this study. Primary data collected through Interview with employees of IT sector. Secondary data collected through literature, journals and websites

IMPORTANCE OF EMOTIONAL INTELLIGENCE

In the modern, agile workplace, there is an ever-increasing emphasis from employers on the importance of EI over academic qualifications. The importance of EI should not go unappreciated; the ability to understand and manage your emotions is the first step in realizing your true potential. How can we achieve meaningful progress if we don't recognize and

acknowledge the point from where we're starting? When checking directions on your sat-nav, a destination is useless unless we know the origin.

EI is defined as “the ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion, and regulate emotion in the self and others”. In the EI tradition, individual differences are studied with regard to how subjects identify, understand, express, regulate, and use their own emotions and those of others. IT employees have to be aware of the feelings of other members in their team, team leader, Officials and family. They have to communicate and work together to reach their best performance. In this respect, employees need meta-emotional beliefs in how their emotions influence their performance. The employees must identify their own emotions and best performance states to control their level of energy in order to achieve optimal performance. Some studies have investigated the effects of EI on team performance and individual performance parameters in industries. EI relates to emotions, physiological stress responses, successful psychological skill usage, and more successful performance of employees in IT sector.

Influence of EI in employee performance

If we think of emotional intelligence in terms of managing stress and building relationships, the link between emotional intelligence skills and job performance is clear, with stress management positively impacting job commitment and satisfaction. Those participants who exhibited higher levels of EI also showed a greater propensity for empathic perspective taking, cooperation with others, developing affectionate and more satisfying relationships as well as greater social skills in general. Chronic stress and the prolonged negative effects which accompany it such as anger, depression, and anxiety can precipitate the onset and progression of hypertension, heart problems, and diabetes; increase susceptibility to viruses, and infections; delay healing of wounds and injuries; and exacerbate conditions such as arthritis and atherosclerosis. The value of EI is immense; developing emotional intelligence encourages many positive traits, from resilience to communication, motivation to stress management, all of which can be seen as conducive to effectively achieving personal, physical and occupational health, and success. The skills involved in EI are self-awareness, self-regulation, motivation, empathy, and social skills. Emotional intelligence can offer happy life by applying standards of intelligence to emotional responses and understand that these responses may be logically consistent or inconsistent with particular beliefs about emotion. Goleman (1995) recognized five distinct categories of skills

which form the key characteristics of EI and proposed that, unlike one's intelligence quotient (IQ), these categorical skills can be learned where absent and improved upon where present.

Self-awareness: It is the skill to recognize and understand one's own emotions and their impact on others. Self-awareness is the first step toward introspective self-evaluation and enables one to identify behavioral and emotional aspects of our psychological makeup which we can then target for change.

Self-regulation: It is the capacity to manage one's negative or disruptive emotions, and to adapt to changes in circumstance. Those who are skilled in self-regulation excel in managing conflict, adapt well to change and are more likely to take responsibility.

Motivation: It is the talent to self-motivate, with a focus on achieving internal or self-gratification as opposed to external praise or reward. Individuals who are able to motivate themselves in this way have a tendency to be more committed and goal focused.

Empathy: It is the capacity to recognize and understand how others are feeling and consider those feelings before responding in social situations. Empathy also allows an individual to understand the dynamics that influence relationships, both personal and in the workplace.

Social skills: It is the ability to manage the emotions of others through emotional understanding and using this to build rapport and connect with people through skills such as active listening, verbal and nonverbal communication.

Leaders with an aptitude for self-regulation are far less likely to be aggressively confrontational and make snap decisions. Self-regulation and self-management do not pertain to the absence of anger; rather it's about remaining in control of your emotions and not allowing your actions to be emotion-driven. In instances of negative emotions such as anger, EI can help identify what you are feeling and determine the cause of the emotion through reflection and self-analysis allowing one to respond in a rational manner.

Emotional intelligence is undoubtedly a valuable tool to utilize in the face of adversity; it has the potential to enhance not only leadership abilities and teamwork effectiveness but also personal resilience. Focusing on the impact of EI on one's resilience, that is, one's ability to cope with stressful conditions, research suggests that those who display higher levels of emotional intelligence are less likely to succumb to the negative impacts of stressors. In the context of a leadership role, one might expect increased responsibility to coincide with elevated potential stressors, highlighting the importance of strong EI for those in leadership or management positions. An investigation into the relationship between emotional intelligence and the stress

process found that participants who displayed higher levels of EI were less likely to be negatively impacted by the presence of stressors. Participants completed an ability-based test of EI before rating the subjectively perceived threat level posed by two stressors; they then self-reported their emotional reaction to said stressors and were also subjected to physiological stress-response tests in order to assess their response. The workplace represents a distinct social community, separate from our personal lives, in which there is growing appreciation that higher EI allows a person to understand themselves and others better, communicate more effectively, and cope with challenging situations. Utilizing and developing emotional intelligence in the workplace can significantly improve the personal and social capabilities of individuals within that workplace.

FINDINGS

The employees' ability to discuss their own emotions accurately has a weak relationship with improving occupational health and safety performance.

The findings provide some initial evidence that EI has a connection to their performance. However, the magnitude and direction of the relationship between EI performances varies considerably.

It should be noted that a discrete report from a series of studies does not constitute a valid mechanism for synthesizing data. Rather, in working with a collection of studies, one needs to answer the question whether or not the effect size is consistent across studies.

In the current investigation, meta-analytic methods were used to quantitatively summarize empirical research assessing the effect of the relation between EI and sports performance.

Individuals with high EI are better equipped to effectively manage conflicts and, in turn, sustain relationships within the workplace when compared to those with low to moderate levels of EI.

SUGGESTIONS

Team leaders and colleagues must have appropriate knowledge of the role of EI and its relevance for successful performance in major competitions.

Team leaders should promote the implementation of EI screening and EI-development programs as an integral part of the training process. This, however, requires a more intensive exploration and supply of useable conceptualizations of EI

The underlying problem might be the inability of employees to deal with the emotions of their work colleagues.

IT industry needs to incorporate the development of its employees' 'ability to rule their own emotions' and their 'ability to deal with the emotions of their fellow colleagues' into their regular human resource development.

CONCLUSION

The value and benefits of emotional intelligence are vast in terms of personal and professional success. It is a core competency in many vocations, can support the advancement towards academic and professional success, improve relationships, and boost communication skills, the list goes on. The study went further to identify the key success factors that most contribute to the identified relationship. 'Being able to rule one's own emotions to facilitate thinking' was found to have a strong relationship, 'being able to deal with the emotions of others' had the strongest relationship among the five key factors. 'Being able to discuss one's own emotions accurately' was found to have a moderate relationship. There is, therefore, a need to incorporate emotional intelligence factors into regular human resource development programmes to help improve workplace health and safety performance.

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