

A Study on Emotional intelligence among employees and its impact on employee performance at cognizant”

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ABSTRACT:

The purpose of the research was to have a better understanding of the emotional intelligence of aware Hyderabad's workforce.

Information was mostly gathered through in-person interviews and a questionnaire designed to elicit specific responses. Data was gathered via in-depth interviews with the participants.

120 workers were randomly selected to participate in the survey out of a total pool of 500.

With the use of statistical methods like the chi-square test, the reliability analysis, the factor analysis, the regression analysis, the frequency analysis, and the frequency analysis, we were able to compile and evaluate the data we had gathered and show it in tables and graphs.

Following the investigation, results and suggestions were provided to aid management in taking action to boost employee satisfaction.

INTRODUCTION

The capacity to recognise, manage, and assess one's own and others' emotions is what we mean when we talk about "emotional intelligence" (EI). Emotional intelligence has been debated in the scientific community, with some academics arguing that it is a trait that can be developed through time, while others insisting that it is innate. Back in the 1990s, when the concept of emotional intelligence first gained mainstream notice, it struck a chord with the general public. People of average intelligence outperform those with the highest levels of intelligence the vast majority of the time (70% to be exact). This was a surprising finding for which we now had an explanation. Emotional intelligence was suddenly identified as the single most important factor in achieving success. Emotional intelligence is essential for self-control, navigating social settings, and making important decisions.

Several writers have attempted to pin down what exactly EI is. The following are examples of ground-breaking definitions:

Emotional intelligence, as defined by Hein (2007), is the ability to "feel," "use," "communicate," "recognise," "remember," "describe," "identify," "learn from," "manage," "understand," and "explain" one's own and others' emotions. Use of emotional intelligence is crucial since it allows us to adapt easily to new circumstances. It necessitates introspection, compassion, and control. Being able to do this is a great asset in the job, as it helps in talking to others and getting along with them. Mayer and Salovey (1990) define emotional intelligence as "the capacity to monitor one's own and other people's feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and actions." According to Freedman (1998), "Emotional Intelligence is a manner of seeing, comprehending, and deciding upon one's own thoughts, emotions, and behaviours." It aids in the expansion of our horizons. M "EI is a collection of competences that drive and influence one's attitude toward work and performance," as defined by Dileep Kumar (2006). The capacity to regulate one's emotions and curb impulsive behaviour is part of the set of skills that leads to the greatest possible results in every given circumstance.

Presentation Transcript: K.sekarin on Emotional Intelligence for Managers (2007) When people talk about "emotional intelligence," they often imply that it is the same as "being soft." However, Journal of Kavikulaguru Kalidas Sanskrit University, Ramtek

EI is a distinct kind of intelligence that focuses on understanding and managing one's emotions. To succeed in life and enjoy it to the fullest, it is necessary to have what psychologists call "emotional intelligence," or the capacity to gain and use insight into one's own and others' feelings. Goleman argues that "high EQ is especially important for bosses and leaders" because they "represent the company to the public," "interact with the largest number of individuals inside and outside the business," and "create the tone for employee morale."

OBJECTIVE OF THE STUDY:

Goals in General

Identifying the extent to which Human Resource professionals demonstrate emotional intelligence.

One True Purpose.

In order to gauge the degree of self-aware emotional quotient.

look at the effect that emotional intelligence has in the workplace.

To determine its value in a selected performance metric.

Determine the minimum degree of EI that will allow the responder to achieve their personal and professional goals.

SCOPE OF THE STUDY:

An individual's productivity in the workplace may benefit greatly from the cultivation of emotional intelligence since it leads to a higher level of innovative creativity (Ganji, 2011; Hasanzadeh, 2009).

Facilitating communication inside an organisation is another important function of emotional intelligence that contributes to successful work performance (Ganji, 2011).

People's effectiveness in the workplace may be better understood via the lens of emotional intelligence.

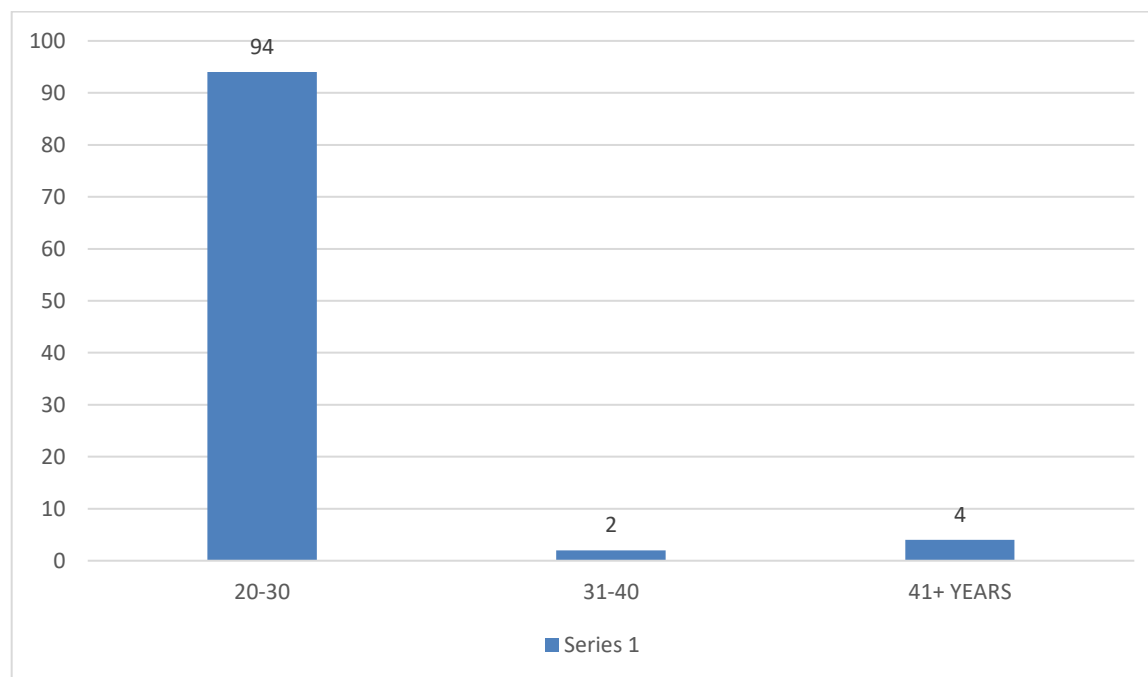
Its purpose is to improve organisational endeavours, leadership, education, and efficiency (such as bank, school, company).

To fully grasp the field of Human Resource Development (HRD) and its function in bolstering companies' strategic capacity, research into emotional intelligence, its affects, and the whole influence on performance development is crucial

INTERPRETATION

1. Age of Respondents

S NO	AGE	RESPONDENTS	PERCENTAGE
1	20-30	94	94
2	31-40	2	2
3	41+ YEARS	4	4
TOTAL		100	100

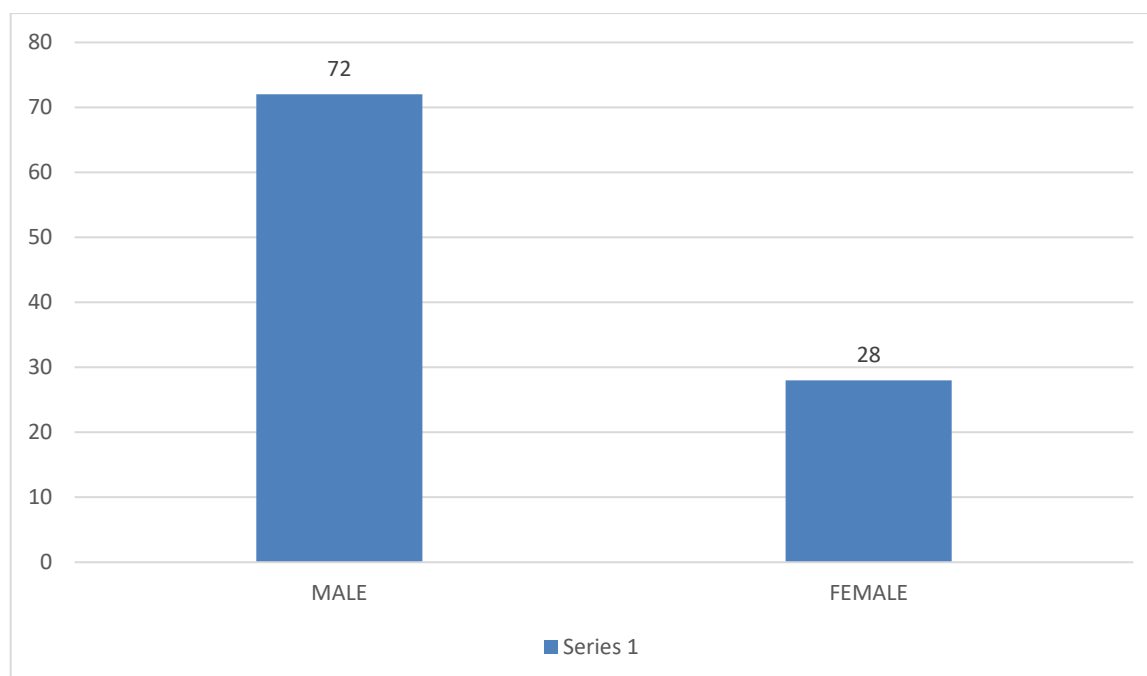


INTERPRETATION:

Ninety-four percent (94%) of HR Respondents are between the ages of 20 and 30, and as most persons in this age range have a moderate degree of emotional intelligence, this suggests that most HR Respondents were at a productive phase of their lives and may benefit from developing their EQ.

2. GENDER OF THE RESPONDENTS

S NO	GENDER	RESPONDENTS	PERCENTAGE
1	MALE	72	72
2	FEMALE	28	28

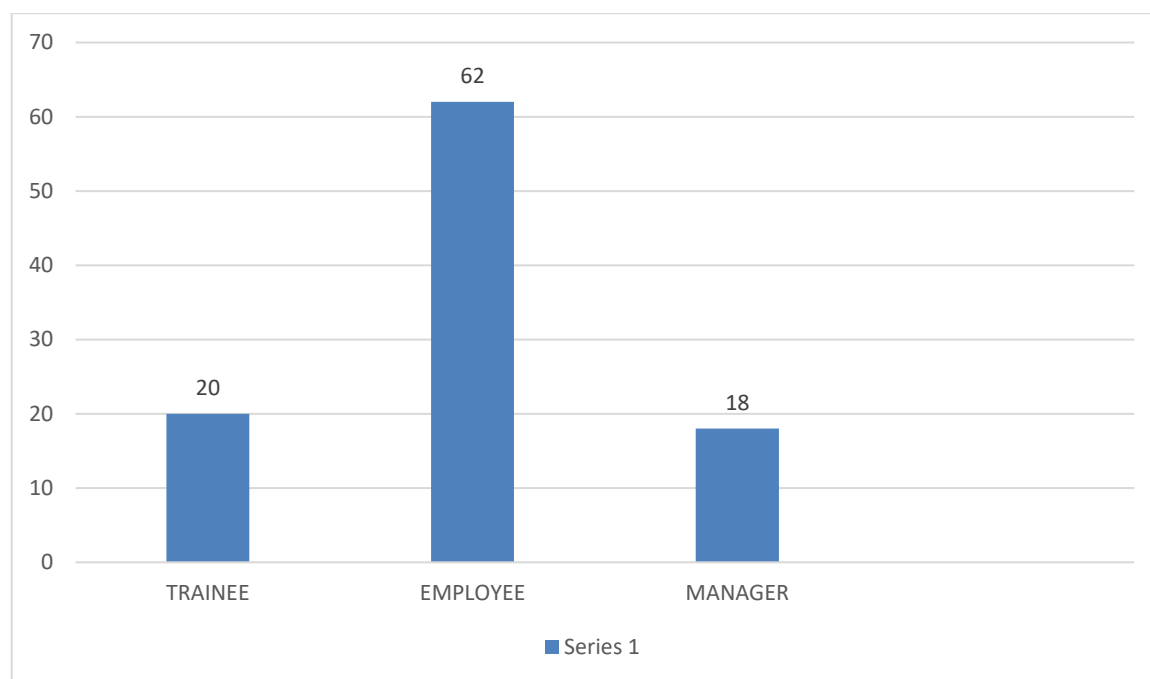


INTERPRETATION:

The gender breakdown of the respondents is seen in table-2 above, with 72% being male and 28% being female.

3. DESIGNATION OF THE EMPLOYEES

S NO	DESIGNATION	RESPONDENTS	PERCENTAGE
1	TRAINEE	20	20
2	EMPLOYEE	62	62
3	MANAGER	18	18



INTERPRETATION:

The data in table 3 show that the majority of HR respondents are executives, therefore it's safe to assume that they often interact with others and must be able to read and react to their emotions.

FINDINGS

Most of them Ninety-four percent (94%) of HR Respondents fall within the ages of 20 and 30, and since most people in this age range have only a moderate grasp of emotional intelligence, this

suggests that most HR Respondents are still in the midst of their most fruitful working years and could stand to sharpen their emotional intelligence.

More often than not, it's a good About 72% of those who filled out the survey were male, while 28% were female.

SUGGESTIONS:

The administrators of the government and private sectors in Delhi, especially supervisors, managers, and policymakers, should be aware of certain suggestions based on the results of this research study. The findings of this study reveal that supervisory support, remuneration, promotion, colleague, and job itself all have a relationship and influence on production level. If all of these variables are offered to workers, their productivity will improve, and sales will rise as a result.

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