A Study Of Emotional Intelligence Impact On Employee Performnace Among It Employees

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ABSTRACT
        The main objective of this study is to investigate the main factors affecting the emotional intelligence on employee performance of the employees in the IT employees. A survey was conducted in the city of Chennai on a sample of 30 employee's from a private organization. The survey research was employed using the structured questionnaire as the data collection instrument. Five factors of emotional intelligence, namely self-awareness,self-control,self-motivation,Empathy and Social skills consisting of 21-items which might influence the emotional intelligence on employee performance have been developed. Data was analyzed using reliability analysis and correlation test. The result have shown that there is positive and significant relationship between self-awareness, self-control, self-motivation, Empathy and Social skills. The result also reveal that self-control as factor influencing the emotional intelligence on employee performance is more influenced within IT employees. However, Emotional intelligence and employees performance is highly related to each other.
It is recommends that training and development of teamwork in the organization which involves emotional intelligence and therefore improves employee performance.

Keywords: Emotional intelligence, Employee performance, Self-awareness, Self-control, Self-motivation, Empathy and Social skills.

INTRODUCTION
        With the emerging development of globalization of the business world, organizations must adopt various sorts of strategies and additional procedures in comprehensive and pioneering way in order to achieve well-organized and effective work. Employees are the important asset of any organization and to form them work effectively, several methods are being followed. Emotional intelligence is one of the emerging factors for the employee performance in the company. Emotional intelligence is one of must-have skills and capabilities which are required by employees at workplace to encounter the environment changes and do as possible as they could gain more organization success through the organization commitments. Emotional intelligence is used to control emotions, to perceive and originate emotions to assist thought, to understand emotions and emotional knowledge, and reflectively control emotions so as to stimulate emotional and intellectual growth. Employee performance is how employees as to do their duties as the instructed by the top-level management and also behave in the working environment which will help the both employee and organizations growth over the period of the time.

Review of literature

Bar On et al (2000) defined EI as a non-cognitive intelligence which may be defined as a group of emotional, personal and social abilities and skill that person ability to cope well with environmental demands and stress.

Watkin (2000) suggested that reliable factor for determining the employee performance has related to the high level of emotional intelligence. the most important factor for Emotional intelligence would be result to a higher level of job performance.

Slaski and Cartwright (2002), suggested that employee performance and emotional intelligence have a significant positive relationship, employees with high emotional intelligence would have the ability to tailor their own emotions and govern others emotions in place create positively increase interactions with others , which could lead to more organizational citizenship behaviors performance (Mossholder, Bedian, &Armenakis, 1981; Wong & Law, 2002)

Higgs (2004) suggested that emotional intelligence has given more productive employee performance for the context of the organizational roles.

Longhorn (2005) emotional competence is the ability to control emotions through tolerance supported by the creation of a positive working environment in relation to ability to solve problems. There is a need to find out how employees use their emotional competencies guided by emotional intelligence in dealing with current issues and challenges and help seeking answers for the betterment of their performance.

Lyons &schneider (2005), inspected the relationship of ability-based Emotional intelligence dimension with performance under stress. They expected that high levels of emotional intelligence would be appropriate for challenge appraisals and excellent performance, but they discovered that low EI levels would promote threat appraisals and poor performance.

Amelang and Steinmayr (2006) et al in this study the connection between Emotional intelligence and different aspects of job performance and productivity in two groups. They found no significant relationship between emotional intelligence and work performance

Mayer and Salovey (2007) et al, suggest that emotional intelligence is used to control emotions, to perceive and originate emotions to assist thought, to understand emotions and emotional knowledge, and reflectively control emotions so as to stimulate emotional and intellectual growth.

KhokharC.P and Tulika Kush (2009) et al as performed the study on executives at different levels of EI and provide a link between emotional intelligence and effective work performance of male employees of Uttarakhand State. The result of the study suggest that the employee having more Emotional intelligence will have more employee performance when compared to others.

Yu-Chi Wu (2011) et al asinvestigated the factors that effects of Emotional intelligence with the relationship between job stressand job performance with a sample of employees from workplaces including banks, insurance companies, and securities companies. It was found that job performance was negatively related to job stress. The results of the study shows that emotional intelligence affect the relationship between job stress and job performance.

Research Objective

To analyze the relationship betweenemotional intelligence on employee performance

To examine the factor affecting emotional intelligence on employee performance.

Research Hypothesis

H1: There is a significant relationship between emotional intelligence and employee performance

H2: There is a significant relationship between self- awareness and employee performance performance.

H3: There is a significant relationship between self-control and employee performance performance.

H4: There is a significant relationship between self-motivation and employee performance performance.

H5: There is a significant relationship between social skills and employee performance performance.

Research Methodology

The study measures the relationship between emotional intelligence and employee performance among IT employees. The researcher used explanatory or non-experimental research design where an independent variable is not manipulated because the researcher does not have complete control of the conditions of the study. Explanatory research seeks causes of behavior by looking for correlation among variables. This research design was deemed appropriate because of its inability to manipulate some variables independently. Relationships were studied among independent variables and dependent variables. However, the research is designed in way that allowed respondents explain emotional intelligence factors they perceived encouraging as well as influencing them give superior performance. Study population comprised of employees of a IT industries. This population was suitable because it is normally distributed, efficient, reliable and flexible. A total population of 30 employees. This research was carried out in Chennai. The researcher believes this potential population would deliver trustful information that will help in determining the effects of emotional intelligence on employees' performance. The study adopted simple random sampling technique that assists in selecting the sample at random from the sampling frame of the targeted population using random number. This sampling method was deemed convenient in investigating the impact of employee emotional intelligence on their performance. The sample size considered were 30 respondents.

Data analysis

After the collection, data was edited, coded, classified and analyzed through tabulation in terms of statistical measure of central tendency such as means, medians as well as getting the measure of dispersion like range and standard deviation. Statistical analysis of percentages was done in order to simplify study findings presentation and the obtain data was then analyzed using Statistical Packages of the Social Science (SPSS version 26.0) to come up with graphs, and pie charts to explain the outcomes. Moreover, quantitative data collected was summarized to ensure that it is in the right form suitable

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in addressing research questions; methods of data analysis and after that researcher used templates such as bar graphs and pie charts in reporting and presenting the obtained data.

Data was collected using the questionnaire which was developed based on the instruments by previous researchers.The questionnaire consists of 3 sections, which are section A, B and C. Section A contains questions related to demographic of the respondents. Section 2 contains questionsassociated to EI dimensions and section C consists of questions on employee Performance. For each variable, three items were used and for each item acorresponding Likertscale anchored at 1 for "Strongly Agree" and 5 "Strongly Disagree" were used. The respondents were required torespond based on their level of cordialness.

Reliability analysis

The below table shows the reliability analysis of both of dependent and independent variables. As shown in Table,
Cronbach's Alpha implies a high internal consistency.

Reliability Statistics	
Cronbach's Alpha	N of items
.947	21

Correlation Analysis
Table shows the relationship between the five dimensions of emotional intelligence and employee performance

	Self-awareness	Self-Control	Empathy	Self-Confidence	Self-Motivation	Social skills	Employee Performance
Self-awareness	1	0.699	0.419	0.442	0.652	0.516	0.52
Self-Control	0.699	1	0.456	0.411	0.382	0.571	0.694
Empathy	0.419	0.456	1	0.47	0.288	0.337	0.498
Self-Confidence	0.442	0.411	0.47	1	0.436	0.599	0.429
Self-Motivation	0.652	0.382	0.288	0.436	1	0.36	0.396
Social skills	0.516	0.571	0.337	0.599	0.36	1	0.711
Employee Performance	0.52	0.694	0.498	0.429	0.396	0.711	1

Correlation is significant at the 0.01 level (2-tailed).

Summary of hypothesis testing

No	Hypothesis	Remarks
H1	There is a **significant** relationship between emotional intelligence and employee performance	Accepted
H2	There is a **significant** relationship between self- awareness and employee performance performance.	Accepted
H3	There is a **significant** relationship between self-control and	Accepted

	employee performance performance	
H4	There is a **significant** relationship between self-motivation and employee performance performance.	Accepted
H5	There is a **significant** relationship between social skills and employee performance performance.	Accepted

It was found that for Emotional intelligence is positively correlated with employee performance (r= .52, p= .002). The results of the correlation made the researcher reject the null hypothesis and to find the cause effect relationship between Emotional intelligence and Employee performance Pearson correlation was done. To find how much variance does Emotional intelligence produce in the employee Performance of EI was used as independent variable and Employee performance was taken as the dependent variable. A significant regression equation was found; F= 37.431, p=0.000 with an R of 0.52, which means that EI produces 52% variance in the Employee performance.

From the above table it referred as employee performance is significantly related to emotional intelligence, Self-awareness, self-control, self-motivation, and social skills.

CONCLUSION

The objective of the research is to analyze the relationship between emotional intelligence and employee performance. The study concludes that emotional intelligence influence the employee performance.

The self-awareness highly related to employee performance to a great extent. The employees have self-motivation in their job and know how to calm down themselves in crisis and were very keen to continually keep themselves fit and active. It has also been indicated that they were aware of their strengths and weaknesses and that they showed sense of humor and perspective of themselves. The study also concludes that self-management influences employee performance. Positive emotions can be disruptive to work performance and thus it is important to manage them. The employees to a very great extent are able to understand diverse worldviews and sensitive differences, adhere to expected standards of personal, learn from everything around them and even take advantage of difficulties and that the respondents are able to respect and relate well to people from different back ground improving the performance. In this study the employees listens the perspective of others before trying to persuade them, provide a rationale for change when trying to persuade others, they received positive response to their views on direction and goals and that they do not have difficulty in persuading others to change their points of views.

The study recommends that the organization should carry out training on the employees to increase their ability for emotional intelligence to increase their self-awareness. The study also recommends that the organization encourages teamwork to sharpen social skills of their employees which is key to employee performance.

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