

Emotional Intelligence of Employee in Electrical Workshop, Chennai

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ABSTRACT :Our perception of the relationship between thought and emotions turns out to be somewhat misguided. The majority of us tacitly subscribe to the idea that thought is most appropriate when not clouded by emotions. And, sure enough, strong emotions make it difficult to think straight. Rationalists have even made the elimination of emotion from thought their credo. Yet, clinical experiments show that thought devoid of emotions renders satisfactory decision-making impossible. The problem is not with emotions as such, but with the appropriateness of emotion and its expression. The task is not so much to suppress emotions - every feeling has its value and significance - but to strike a balance between rational thought and emotions. One of the keys to sound decision-making is a greater awareness of our emotions and those of others.

I. INTRODUCTION:

EI refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions in us and in our relationships. EI describes abilities distinct from, but complementary to, academic intelligence or the purely cognitive capacities measured by IQ. Emotional intelligence is the ability to understand one's emotional make-up and the emotional make-up of others and to use insight from this knowledge to effectively manage and regulate one's own emotions to make good decisions and to act effectively. Emotions are not just present when we fly off the handle or jump for joy, but are omnipresent in the most subtle ways in all our acts. How often are we in the sway of our emotions without even realizing it? The message of El Chura in the quote above from Henri Gougaud's book points to the need for a vigilant self-awareness at all times, not to be mistaken for a rigid self-control.

OBJECTIVES OF THE STUDY

- to find the level of emotional intelligence of the employees
- to find the most prominent factors among the employee in electrical workshop
- to analyze self awareness among the employees
- to identify social-awareness of employees in electrical workshop
- To identify the role of emotional intelligence in developing interpersonal relationship among the employees
- To know the inner feelings of the employee
- To know how the employees are controlling their emotions in the work place

NEED FOR THE STUDY: In present scenario ELECTRICAL WORKSHOP EMPLOYEES faces problems such as strangled relationship between the individuals and poor decision making capabilities which is due to low level of EI. Low level of EI leads to unmanaged stress which leads to multitude of organizational probes. In order to eliminate the above scenario an organization should be effective in following proper management development and communication process. This can be achieved by focusing on basis of EI viz., Self Awareness and Self management. Thus a need arise to know how people perceive, appraise, express and control their own emotions. The study helps the organization to understand how emotions can influence goals, decision making, thoughts, and behavioral relationships. It helps the respondents to know their effectiveness of EQ factor and helps to understand them in a better manner and to openly express their feeling and views, and also helps the management to deal with employees according to their traits

SCOPE OF THE STUDY: This study generally depends on the opinion given by the employee at executive levels. The variables taken for the study are self awareness, self management, social awareness and relationship management. This research was thus conducted to help the organization get a thorough knowledge of EI on workplace performance, relationship management. This research will thus benefit the company by attaining greater worker involvement in its day to day activities which will improve the Productivity, Work environment, Performance of employees, Efficiency of performance. These attributes will directly impact the organization in increasing the profitability and will enhance the employees to add better value to the organization to sustain the competitive edge in these ever changing market condition

LIMITATIONS OF THE STUDY: The employees were not interested in filling the questionnaire because of their busy schedule. The research study generally depends up on the opinion given by the respondents and the statistical tools used for the study. The study is limited to only potential areas due to the limitation of time. The employees are not having sufficient knowledge to understand the questionnaire.

RESEARCH METHODOLOGY

Research Design: A research is a arrangement of conditions for collection and analysis of data in a manner that aims to combine to the research purpose with economy in procedure. In fact the

research design is the conceptual structure within which research is conducted; it constitutes the blue print for the collection, measurement and analysis of data.

Primary data: It was collected through direct survey with the customers guided by a structured questionnaire. The questions were structured and direct to make customer understand easily.

Secondary data: It is obtained from the textbooks, internet and journals etc.

Sample size: 120.

Statistical Tools: Chi-square test.

II. REVIEW OF LITERATURE:

Emotional Intelligence is the innate potential to feel, use, communicate, recognize, remember, describe, identify, learn from, manage, understand and explain emotions – S.HEIN, 2007.

Emotional Intelligence is the ability to understand, accept and recognize our own emotions and feelings, including their impact on ourselves and other people and to use this knowledge to improve our own behaviors as well as to manage and improve our relationship with others. -- (Ann Cartwright and Amanda Solloway, 2007). “The impact of EI on work team cohesiveness and performance”, international journal of organizational analysis, vol 10, 2002, issue 4, page 363-379. In this paper it is argued that the degree of Emotional competence demonstrated by members of a team will determine whether member interactions build cohesiveness and high performance.

III. DATA ANALYSIS

TABLE -1 - PERFORMANCE LEVEL OF THE EMPLOYEE

VARIABLES	FREQUENCY	PERCENTAGE
Agree	96	80
Disagree	24	20
TOTAL	120	100

TABLE - 2 -GUIDING AWARENESS OF THE EMPLOYEE TOWARDS VALUES AND GOALS

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	15	12
To some extent	85	71
To a great extent	20	17
TOTAL	120	100

TABLE – 3 - SOUND DECISION TAKEN BY THE EMPLOYEE DURING UNCERTAINTIES AND PRESSURE

VARIABLES	FREQUENCY	PERCENTAGE
Agree	30	25
Disagree	90	75
TOTAL	120	100

TABLE -4 - HOW THE EMPLOYEE EXPRESSES THEIR EMOTIONS IN AN APPROPRIATE MANNER

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	100	83
To some extent	11	9
To a great extent	9	8
TOTAL	120	100

TABLE – 5 - HOW THE EMPLOYEE ARE BALANCING SHORT AND LONGTERM GOAL

VARIABLES	FREQUENCY	PERCENTAGE
Strongly agree	97	81
Neutral	13	11
Disagree	10	8
TOTAL	120	100

TABLE – 6 - THE SUFFICIENT LEVELS OF ENERGY TO ENSURE THE COMPLETION OF TASKS AND PROJECTS

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	10	9
To some extent	15	12
To a great extent	95	79
TOTAL	120	100

TABLE -7 - THE INTEGRITY AND HONESTY LEVEL OF THE EMPLOYEE

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	11	9
To some extent	9	8
To a great extent	100	83
TOTAL	120	100

TABLE – 8 - THE RECOGNIZATION OF THE EMPLOYEE EMOTIONS

VARIABLES	FREQUENCY	PERCENTAGE
Agree	93	78
Disagree	27	22
TOTAL	120	100

TABLE -9 - THE CONSISTENT LEVEL OF THE EMPLOYEE DURING PRESSURE

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	50	42
To some extent	60	50
To a great extent	10	8
TOTAL	120	100

TABLE – 10 - THE DESPONDENT LEVEL OF THE EMPLOYEE IF THEIR THINGS GONE WRONG

VARIABLES	FREQUENCY	PERCENTAGE
Agree	90	75
Disagree	30	25
TOTAL	120	100

TABLE -11 - SHOWING THE DECISION MAKING POWER OF THE EMPLOYEE

VARIABLES	FREQUENCY	PERCENTAGE
Agree	98	82
Disagree	22	18
TOTAL	120	100

TABLE -12 -ACCOUNT OF THE INPUT RECEIVED FROM OTHERS FOR TAKINGDECISION

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	16	13
To some extent	93	78
To a great extent	11	9
TOTAL	120	100

TABLE – 13 - THE PERCEPTIVENESS OF OTHERS BEFORE TRYING TO PERSUADE THEM

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	13	11
To some extent	88	73
To a great extent	19	16
TOTAL	120	100

TABLE – 14 - THE INNER JUDGMENT OF THE EMPLOYEE

VARIABLES	FREQUENCY	PERCENTAGE
Yes	92	77
No	28	23
TOTAL	120	100

TABLE – 15 - BALANCE BETWEEN THE WORK AND PERSONAL TIME AND EDEQUATELY TO MEET THEIR DEMANDS

VARIABLES	FREQUENCY	PERCENTAGE
Strongly agree	89	74
Neutral	22	18
Disagree	9	8
TOTAL	120	100

TABLE – 16 - EMPLOYEES VISITING THEIR LEADERS REGARDING THEIR PROBLEMS IN A YEAR

VARIABLES	FREQUENCY	PERCENTAGE
More than once	93	78
More than five times	27	22
TOTAL	120	100

TABLE – 17 - THE PRINCIPLE THAT IT IS BETTER TO BE SAFE THAN SORRY

VARIABLES	FREQUENCY	PERCENTAGE
Agree	12	8
Based in the situation	78	75
None	30	17
TOTAL	120	100

TABLE -18 - THE EFFECTIVENESS AFTER BEING INSULTED BY OTHERS

VARIABLES	FREQUENCY	PERCENTAGE
Yes	71	59
Mostly yes	36	30
No	13	11
TOTAL	120	100

TABLE-19 - THE EMPLOYEE RESPOND TOWARDS OTHER PEOPLE’S MOOD, MOTIVATION AND DESIRES

VARIABLES	FREQUENCY	PERCENTAGE
Strongly agree	71	59
Neutral	34	29
Disagree	15	12
TOTAL	120	100

TABLE – 20 - THE POSITIVE AND NEGATIVE EMOTIONS OF THE EMPLOYEES

VARIABLES	FREQUENCY	PERCENTAGE
Agree	96	80
Disagree	24	20
TOTAL	120	100

TABLE -21- SATISFACTION LEVEL OF EMPLOYEE DURING SOMEONE PRAISE THEIR WORK

VARIABLES	FREQUENCY	PERCENTAGE
Agree	98	75
Disagree	22	25
TOTAL	120	100

TABLE -22 - EMOTIONAL INTELLIGENCE OF THE EMPLOYEE TO FUTURE SUCCESS

VARIABLES	FREQUENCY	PERCENTAGE
Strongly agree	61	50
Neutral	29	25
Disagree	30	25
TOTAL	120	100

TABLE-23 - SITUATIONS THAT CAUSE EMPLOYEE TO THINK NEGATIVELY

VARIABLES	FREQUENCY	PERCENTAGE
To a little extent	10	8
To some extent	46	38
To a great extent	64	54
TOTAL	120	100

TABLE-24 - ETHICAL NORMS OF THE EMPLOYEE

VARIABLES	FREQUENCY	PERCENTAGE
Not at all	22	18
To some extent	38	31
To a great extent	50	41
TOTAL	120	100

TABLE-25- UNDERSTANDING LEVEL TOWARDS THEIR FRIENDS

VARIABLES	FREQUENCY	PERCENTAGE
Strongly agree	30	25
Neutral	72	60
Disagree	18	15
TOTAL	120	100

TABLE-26- HOW OTHERS ARE COMING FROM BEFORE TRYING TO PERSUADE THEM

VARIABLES	FREQUENCY	PERCENTAGE
Not at all	20	17
To some extent	56	47
To a great extent	44	36
TOTAL	120	100

CHI SQUARE ANALYSES

TABLE -27 - THERE IS NO RELATIONSHIP BETWEEN THE DESIGNATION OF THE EMPLOYEE AND EFFECTIVENESS OF THE EMPLOYEES AFTER INSULTED BY OTHERS

DESIGNATION	EFFECTIVENESS OF THE EMPLOYEE AFTER INSULTED BY OTHERS			Total
	Yes	Mostly yes	No	
Sr. Section engineer	12	30	18	60
Technician	8	4	6	18
Helpers	20	5	17	42
Total	40	39	41	120

Null hypothesis [Ho]: there is no relationship between the designation and the effectiveness of the employee after insulted by others.

Alternative hypothesis [H1]: there is relationship between the designation and the effectiveness of the employee after insulted by others.

CALCULATION:

$$E1 = 40 \times 60 / 120 = 20$$

$$E2 = 40 \times 18 / 120 = 27$$

$$E3 = 40 \times 12 / 120 = 14$$

$$E4 = 39 \times 18 / 120 = 5.85$$

$$E5 = 39 \times 42 / 120 = 13.65$$

$$E6 = 41 \times 60 / 120 = 20.5$$

$$E7 = 41 \times 18 / 120 = 6.15$$

$$E8 = 41 \times 18 / 120 = 6.15$$

$$E9 = 41 \times 42 / 120 = 14.35$$

S.No	O _i	E _i	(O _i -E _i)	(O _i -E _i) ²	(O _i -E _i)/E _i
1	12	20	8	64	3.2
2	30	27	3	9	0.333
3	18	14	4	16	1.428
4	8	1905	-11.5	132.25	6.782
5	4	5085	1.85	3.4225	0.5850
6	6	13.5	-7.65	58.522	4.2873
7	20	20.5	-0.5	0.25	0.0121
8	5	6.15	-1.15	1.3225	0.215
9	17	14.35	2.65	7.0225	0.4893
TOTAL					17.0465

FORMULA:

$$\chi^2 = \sum \frac{(O - E)^2}{E}$$

IV. RESULT:

Chi square calculated value = 17.0465

Chi square table value = 3.84

Chi square calculated value (17.0465) > chi square table value (3.84)

“Ho is rejected”

(i.e.), hence we concluded that there is relationship between designation and effectiveness of the employee after insulted by others.

V. FINDINGS

- It is found that 80% of the respondents are recognized how their feeling affects their performance.
- It is found that 70.83% of the respondents are having a guiding awareness of their value and goals.
- It is found that 75% of the respondents decisive, and able to make sound decision despite on certainties and pressure.
- It is found that 71.42% of the respondents are able to express their emotions in an appropriate manner.

- It is found that 80.833% of the respondents are able to balance my short and long term goals effectively.
- It is found that 79.169% of the respondents are sufficient levels of energy to ensure the completion of tasks and projects.
- It is found that 83.333% of the respondents are demonstrating integrity and honesty.
- It is found that 77.5% of the respondents are able to recognize their emotions.
- It is found that 41.66% of the respondents are able to perform consistently when under pressure.
- It is found that 75% of the respondents are not become despondent when things go wrong.
- It is found that 81.667% of the respondents are making a decision I listen to the view of others.
- It is found that 77.5% of the respondents are taken into account the input received from others when making a decision.
- It is found that 73.33% of the respondents are listening to the perspective of others before trying to persuade them.
- It is found that 76.667% of the respondents are prepared to act upon their inner judgment.
- It is found that 74.167% of the respondents are organization organizing the balance between

work and personal time and adequately helps employees to meet their demands.

- It is found that 77.5% of the respondents are visiting their leaders regarding their problems in a year.
- It is found that 83.333% of the respondents are working in the principle that it is better to be safe than sorry.
- It is found that 83.333% of the respondents are able to maintain my effectiveness after being insulted by others.
- It is found that 66.67% of the respondents are responding appropriately to other people's mood, motivation and desires.
- It is found that 80% of the respondents are using both positive and negative emotions as a source of wisdom about how to navigate my life.
- It is found that 75% of the respondents are not satisfied with their work unless someone else praises it.
- It is found that 50% of the respondents are emotional intelligence will contribute to my future success.
- It is found that 53.33% of the respondents are aware of situations that cause me to think negatively.
- It is found that 41.67% of the respondents are adhering to prevailing ethical norms when making business decisions.
- It is found that 60% of the respondents are sometimes trying to understand my friends my friends better by imagining how things look from their perspective.
- It is found that 46.68% of the respondents are makes sure they know where others are coming from before trying to persuade them.

VI. SUGGESTIONS

- Provides some emotional aptitude, and thus help to reduce the work pressure
- Given the value of the personal and organizational effectiveness of Emotional Intelligence based capabilities, there is a clear need to integrate that valuation into the organizations' functions.
- Create awareness about emotional intelligence
- Provide some training to develop the employee decision making skill

VII. CONCLUSION

The study was conducted to have an in-depth look into the emotional intelligence of employee in electrical workshop, Chennai.

The organization can take effort to make the employees to update their knowledge in their present areas in order to improve performance so that the organization can increase the effectiveness and efficiency of employees towards the job done and in turn it will also increase the awareness about emotional intelligence,

The company could initiate various steps based on given suggestions and recommendations which would go a long way probably in gaining more employee satisfaction.

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