

A STUDY ON EMOTIONAL INTELLIGENCE OF EMPLOYEES IN SOFTWARE INDUSTRY AT BANGALORE CITY

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Abstract—Emotional Intelligence (EI) must somehow combine two of the three states of mind cognition and affect, or intelligence and emotion. Emotional intelligence refers to the ability to perceive, control, and evaluate emotions. *The main objective of this study is to analyse an emotional intelligence on employees in the software industry at Bangalore City.* This is a descriptive research study. In this study, employees from various software companies were selected by using the convenient sampling method. The sample size of the study is 140 respondents. The percentage analysis was used to analyse the data of this study.

Keywords—*Emotional Intelligence, Emotions, Employees, Performance, Software Industry.*

INTRODUCTION

Emotional Intelligence (EI) must somehow combine two of the three states of mind cognition and affect, or intelligence and emotion. Emotional intelligence refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. A number of testing instruments have been developed to measure emotional intelligence, although the content and approach of each test varies. If a worker has high emotional intelligence, he or she is more likely to be able to express his or her emotions in a healthy way, and understand the emotions of those he or she works with, thus enhancing work relationships and performance. Emotional Intelligence is not about being soft! It is a different way of being smart - having the skill to use his or her emotions to help them make choices in the moment and have more effective control over themselves and their impact on others.

REVIEW OF LITERATURE

Mohammad Shahhosseini et al (2012) analysed the effect of emotional intelligence on the job performance of the individuals from a theoretical viewpoint. More specifically, it embarks on the link between the nature of emotional intelligence and the job performance.

Desti Kannaiah et al (2015) investigated emotional intelligence at work place. The study indicated that emotional intelligence is linked at every point of workplace performance and it is of utmost importance nowadays.

Jain Jyoti (2016) explored the impact of demographic variables namely age, experience and gender on the level of emotional intelligence. The study found that employees working in private sector banks possess moderate level of emotional intelligence.

Zeeshan Ahmed et al (2016) inspected the performance level of employees in educational institutions of Dera Ghazi Khan, Multan and Bahawalpur, Pakistan. The study has focused on recognizing emotional intelligence factors and employees of the educational institute and its relation to their job performance level.

Thiruvarasi, M. et al (2017) investigated the influence of the Big Five Personality on Organizational Commitment, Emotional Intelligence and Job Satisfaction. The study has found that Big Five Personality has significant influence with Emotional Intelligence, Organizational Commitment and Job Satisfaction. Suitable managerial implications are given in this study.

Lakshmi. K.N. et al (2018) elaborated the factors of emotional intelligence like; emotional self-efficiency, transparency, adaptability, achievement orientation, controlling of anxiety and anger etc., that affects the emotional intelligence and that indicates the level of performance of the employee.

Moh. Farid Pasha, S. (2018) analysed the influence of emotional intelligence and organizational commitment to employee performance through work motivation. The study found that emotional intelligence has a positive and significant effect on employee performance.

Rong Lin et al (2018) discussed the relationship between organizational political consciousness and feedback circumvention, the analysis supports the Perceptions of Organizational Politics (POP) has positive effect to the Feedback Avoidance Behaviour (FAB), enriching the research of FAB. The study found that the boundary conditions where POP plays a role in FAB, and employees with high emotional intelligence may avoid feedback to superiors in order to preserve their resources. But when employees manage their own impression because of the organization’s long-term development, high emotional intelligence tends to feedback to employees and superior communication, so as to make benefits to the entire organization rather than individual behaviour.

NEED FOR THE STUDY

Emotional intelligence encourages the workers to build their passionate mindfulness, passionate articulation, inventiveness, increment resilience, increment trust and honesty, enhance relations inside and over the association and subsequently increment the execution of every representative and the association all in all. “Emotional intelligence is one of only a handful couple of key qualities that offers ascend to vital pioneers in associations”. It assumes a noteworthy job in the organization and turns into an imperative rule of assessment for judgment of a viable representative, expands profitability and trust inside and over the organization.

OBJECTIVES OF THE STUDY

To analyse an emotional intelligence of employees in software industry at Bangalore City.

SCOPE OF THE STUDY

The extent of the study is to build the emotional intelligence of employees in the software industry and to help in future why a few employees are remarkable entertainers while others are definitely not. Emotional intelligence calls for perceiving and comprehension of the issues in the organizations based on the outcomes organization can pick a system and activities to enhance the execution of their workers.

RESEARCH METHODOLOGY

The study has analysed an emotional intelligence of employees in software industry at Bangalore City. This is a descriptive research study. In this study, employees from various software companies were selected by using the convenient sampling method. The sample size of the study is 140 respondents. The percentage analysis was used to analyse the data of this study.

DATA ANALYSIS AND INTERPRETATION

TABLE 1: RESPONDENTS OPINION TOWARDS EMOTIONAL INTELLIGENCES

| Statements | SA | | A | | N | | DA | | SDA | | Total |
|--|----|------|----|------|----|------|----|------|-----|------|-------|
| | N | % | N | % | N | % | N | % | N | % | |
| I know when to speak about my personal problems to others | 18 | 12.9 | 60 | 42.9 | 30 | 21.4 | 15 | 10.7 | 17 | 12.1 | 140 |
| When I am faced with obstacles. I remember times I faced similar obstacles and overcame them | 17 | 12.1 | 75 | 53.6 | 21 | 15.0 | 14 | 10.0 | 13 | 9.3 | 140 |
| I expect that I will do well on most things I try | 18 | 12.9 | 59 | 42.1 | 33 | 23.6 | 14 | 10.0 | 16 | 11.4 | 140 |

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| | | | | | | | | | | | |
|--|----|------|----|------|----|------|----|------|----|------|-----|
| Other people find it easy to confide in me | 15 | 10.7 | 67 | 47.9 | 34 | 24.3 | 11 | 7.9 | 13 | 9.3 | 140 |
| I find it hard to understand the nonverbal messages of other people | 39 | 27.9 | 55 | 39.3 | 14 | 10.0 | 19 | 13.6 | 13 | 9.3 | 140 |
| Some of the major events of my life have led me to re-evaluate what is important and not important | 12 | 8.6 | 77 | 55.0 | 17 | 12.1 | 19 | 13.6 | 15 | 10.7 | 140 |
| When my mood changes, I see new possibilities | 24 | 17.1 | 71 | 50.7 | 23 | 16.4 | 10 | 7.1 | 12 | 8.6 | 140 |
| Emotions are some of the things that make my life worth living | 12 | 8.6 | 54 | 38.6 | 50 | 35.7 | 18 | 12.9 | 6 | 4.3 | 140 |
| I am aware of my emotions as I experience them | 17 | 12.1 | 62 | 44.3 | 32 | 22.9 | 17 | 12.1 | 12 | 8.6 | 140 |
| I expect good things to happen | 14 | 10.0 | 73 | 52.1 | 11 | 7.9 | 19 | 13.6 | 23 | 16.4 | 140 |
| I like to share my emotions with others | 15 | 10.7 | 60 | 42.9 | 35 | 25.0 | 17 | 12.1 | 13 | 9.3 | 140 |
| When I experience a positive emotion. I know how to make it last | 7 | 5.0 | 78 | 55.7 | 34 | 24.3 | 14 | 10.0 | 7 | 5.0 | 140 |
| I arrange events others enjoy | 39 | 27.9 | 52 | 37.1 | 12 | 8.6 | 18 | 12.9 | 19 | 13.6 | 140 |
| I seek out activities that make me happy | 16 | 11.4 | 59 | 42.1 | 21 | 15.0 | 24 | 17.1 | 20 | 14.3 | 140 |
| I am aware of the nonverbal messages I send to others | 24 | 17.1 | 52 | 37.1 | 28 | 20.0 | 15 | 10.7 | 21 | 15.0 | 140 |
| I present myself in a way that makes good impression on others. | 11 | 7.9 | 50 | 35.7 | 51 | 36.4 | 21 | 15.0 | 7 | 5.0 | 140 |
| When I am in a positive mood, solving problems is easy for me | 18 | 12.9 | 40 | 28.6 | 31 | 22.1 | 26 | 18.6 | 25 | 17.9 | 140 |
| By looking at their facial expressions, I recognize the emotions people are experiencing | 24 | 17.1 | 64 | 45.7 | 12 | 8.6 | 14 | 10.0 | 26 | 18.6 | 140 |
| I know why my emotions change | 21 | 15.0 | 60 | 42.9 | 31 | 22.1 | 15 | 10.7 | 13 | 9.3 | 140 |
| When I am in a positive mood, I am able to come up with new ideas | 13 | 9.3 | 72 | 51.4 | 24 | 17.1 | 14 | 10.0 | 17 | 12.1 | 140 |
| I have control over my emotions | 26 | 18.6 | 52 | 37.1 | 28 | 20.0 | 18 | 12.9 | 16 | 11.4 | 140 |
| I easily recognize my emotions as I experience them | 37 | 26.4 | 49 | 35.0 | 26 | 18.6 | 17 | 12.1 | 11 | 7.9 | 140 |
| I motivate myself by imagining a good outcome to tasks I take on | 22 | 15.7 | 63 | 45.0 | 32 | 22.9 | 13 | 9.3 | 10 | 7.1 | 140 |
| I compliment others when they have done something well | 31 | 22.1 | 53 | 37.9 | 28 | 20.0 | 16 | 11.4 | 12 | 8.6 | 140 |

Note: SA – Strongly Agree; A – Agree; N – Neutral; DA – Disagree; and SDA – Strongly Disagree

The table 1 shows that 12.9% of the respondents strongly agreed, 42.9% of the respondents agreed, 21.4% of the respondents are neutral, 10.7% of the respondents disagreed and 12.1% of the respondents strongly disagreed that ***‘I know when to speak about my personal problems to others’***.

Regarding ***“When I am faced with obstacles. I remember times I faced similar obstacles and overcame them”*** 12.1% of the respondents strongly agreed, 53.6% of the respondents agreed, 15% of the respondents are neutral, 10% of the respondents disagreed and 9.3% of the respondents strongly disagreed.

Regarding “***I expect that I will do well on most things I try***” 12.9% of the respondents strongly agreed, 42.1% of the respondents agreed, 23.6% of the respondents are neutral, 10% of the respondents disagreed and 11.4% of the respondents strongly disagreed.

Regarding “***Other people find it easy to confide in me***” 10.7% of the respondents strongly agreed, 47.9% of the respondents agreed, 24.3% of the respondents are neutral, 7.9% of the respondents disagreed and 9.3% of the respondents strongly disagreed.

Regarding “***I find it hard to understand the nonverbal messages of other people***” 27.9% of the respondents strongly agreed, 39.3% of the respondents agreed, 10% of the respondents are neutral, 13.6% of the respondents disagreed and 9.3% of the respondents strongly disagreed.

Regarding “***Some of the major events of my life have led me to re-evaluate what is important and not important***” 8.6% of the respondents strongly agreed, 55% of the respondents agreed, 12.1% of the respondents are neutral, 13.6% of the respondents disagreed and 10.7% of the respondents strongly disagreed.

Regarding “***When my mood changes, I see new possibilities***” 17.1% of the respondents strongly agreed, 50.7% of the respondents agreed, 16.4% of the respondents are neutral, 7.1% of the respondents disagreed and 8.6% of the respondents strongly disagreed.

Regarding “***Emotions are some of the things that make my life worth living***” 8.6% of the respondents strongly agreed, 38.6% of the respondents agreed, 35.7% of the respondents are neutral, 12.9% of the respondents disagreed and 4.3% of the respondents strongly disagreed.

Regarding “***I am aware of my emotions as I experience them***” 12.1% of the respondents strongly agreed, 44.3% of the respondents agreed, 22.9% of the respondents are neutral, 12.1% of the respondents disagreed and 8.6% of the respondents strongly disagreed.

Regarding “***I expect good things to happen***” 10% of the respondents strongly agreed, 52.1% of the respondents agreed, 7.9% of the respondents are neutral, 13.6% of the respondents disagreed and 16.4% of the respondents strongly disagreed.

Regarding “***I like to share my emotions with others***” 10.7% of the respondents strongly agreed, 42.9% of the respondents agreed, 25% of the respondents are neutral, 12.1% of the respondents disagreed and 9.3% of the respondents strongly disagreed.

Regarding “***When I experience a positive emotion. I know how to make it last***” 5% of the respondents strongly agreed, 55.7% of the respondents agreed, 24.3% of the respondents are neutral, 10% of the respondents disagreed and 5% of the respondents strongly disagreed.

Regarding “***I arrange events others enjoy***” 27.9% of the respondents strongly agreed, 37.1% of the respondents agreed, 8.6% of the respondents are neutral, 12.9% of the respondents disagreed and 13.6% of the respondents strongly disagreed.

Regarding “***I seek out activities that make me happy***” 11.4% of the respondents strongly agreed, 42.1% of the respondents agreed, 15% of the respondents are neutral, 17.1% of the respondents disagreed and 14.3% of the respondents strongly disagreed.

Regarding “***I am aware of the nonverbal messages I send to others***” 17.1% of the respondents strongly agreed, 37.1% of the respondents agreed, 20% of the respondents are neutral, 10.7% of the respondents disagreed and 15% of the respondents strongly disagreed.

Regarding “***I present myself in a way that makes good impression on others***” 7.9% of the respondents strongly agreed, 35.7% of the respondents agreed, 36.4% of the respondents are neutral, 15% of the respondents disagreed and 5% of the respondents strongly disagreed.

Regarding “***When I am in a positive mood, solving problems is easy for me***” 12.9% of the respondents strongly agreed, 28.6% of the respondents agreed, 22.1% of the respondents are neutral, 18.6% of the respondents disagreed and 17.9% of the respondents strongly disagreed.

Regarding “***By looking at their facial expressions, I recognize the emotions people are experiencing***” 17.1% of the respondents strongly agreed, 45.7% of the respondents agreed, 8.6% of the respondents are neutral, 10% of the respondents disagreed and 18.6% of the respondents strongly disagreed.

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Regarding “*I know why my emotions change*” 15% of the respondents strongly agreed, 42.9% of the respondents agreed, 22.1% of the respondents are neutral, 10.7% of the respondents disagreed and 9.3% of the respondents strongly disagreed.

Regarding “*When I am in a positive mood, I am able to come up with new ideas*” 9.3% of the respondents strongly agreed, 51.4% of the respondents agreed, 17.1% of the respondents are neutral, 10% of the respondents disagreed and 12.1% of the respondents strongly disagreed.

Regarding “*I have control over my emotions*” 18.6% of the respondents strongly agreed, 37.1% of the respondents agreed, 20% of the respondents are neutral, 12.9% of the respondents disagreed and 11.4% of the respondents strongly disagreed.

Regarding “*I easily recognize my emotions as I experience them*” 26.4% of the respondents strongly agreed, 35% of the respondents agreed, 18.6% of the respondents are neutral, 12.1% of the respondents disagreed and 7.9% of the respondents strongly disagreed.

Regarding “*I motivate myself by imagining a good outcome to tasks I take on*” 15.7% of the respondents strongly agreed, 45% of the respondents agreed, 22.9% of the respondents are neutral, 9.3% of the respondents disagreed and 7.1% of the respondents strongly disagreed.

Regarding “*I compliment others when they have done something well*” 22.1% of the respondents strongly agreed, 37.9% of the respondents agreed, 20% of the respondents are neutral, 11.4% of the respondents disagreed and 8.6% of the respondents strongly disagreed.

CONCLUSION

Emotional intelligence plays a significant part for workforce in the software industry. The study has made a good thoughtful about the numerous explanations for emotion and well control over the emotion. Managing emotions is a vital prerequisite for a human resource manager for himself and among the workforces as well. It will benefit to increase organizational obligation, expand output, effectiveness, retain greatest flair and inspire the workforces to give their best.

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