

**A STUDY ON PERCEPTION OF GROUP EMOTIONAL INTELLIGENCE
AMONG BANK EMPLOYEES**

Dr.R.Alamelu* **S.Meera****

**Faculty Member, School of Management, SASTRA University, Thanjavur, South India*

***II Year MBA Student, School of Management, SASTRA University, Thanjavur, South India*

ABSTRACT

In public organization, the bureaucratic rigidity and an adherence to procedure inherent may limit the ability of individual employees in terms of their performance and output. Yet individuals working together in groups can utilize collective knowledge and experience through group level processes (such as socialization and interaction amongst members) allowing the group to maneuver and manage bureaucracy in a more effective way. This initiates the researcher to know about these initiates the researcher to know about the role of group emotional intelligence among bank employees. The objective of the study is to know about the perception of group emotional intelligence among the employees in Indian bank. This study is conducted among Indian bank employees of selected branches nearby thanjavur. The survey was conducted through structured questionnaire. It is analyzed with the proper tools and techniques to understand whether the perception of employees towards their emotional abilities among the group of bank employees. Statistical Tools like percentage analysis mean and standard deviation were used for analysis. From the analysis, it is found that that perception of group emotional intelligence among employees is found to be good.

INTRODUCTION

Past research has revealed the relationship between effective workgroups and organizational goals (Jordan & troth, 2004). Considered literature exists regarding how organizations can effectively utilize work groups and foster group development. In the public sector, scholars have advocated the use of work groups for realizing organizational outcomes, such as increased organizational effectiveness, organizational learning as well as a better level of service in public sector organizations have noted that bureaucratic rigidity and an adherence to procedure inherent in most public organizations may limit the ability of individual employees in terms of their

performance and output. Yet individuals working together in groups can utilize collective knowledge and experience through group level processes and characteristics in changing practice.

Group Emotional Intelligence (GEI) is one such group-level construct, where the group utilizes its emotional intelligence to enhance group performance and output. Critically analyzing the concept of group emotional intelligence (GEI) and how it relates to group and organizational performance is essential for improving both theory and practice. To gain a better understanding of GEI, this dissertation offers a background of the development of the concept of group emotional intelligence (GEI) in terms of its link to individual emotional intelligence, the means by which GEI is conceptualized, measured and its purported effects on group performance and group learning ability. In elucidating GEI, this dissertation illustrates the gaps in the theoretical conceptualization and empirical measurement of group emotional intelligence. Wegner, D.M. (1987). The study of group behavior allows the researcher to understand the development and impact of societal processes such as norms and rules, and the ways in which individuals interact with each other and affect each other in terms of their personal self, their values and their belief systems (Klinger, Albanian, & Llorens, 2010; Altman, 1963). This study is intended to know about the group emotional intelligence among the employees in Indian bank.

REVIEW OF LITERATURE

This research study intends to explore the self-reported awareness and need for emotional intelligence of employees that have responsibility to ensure the code of conduct. The concept of emotional intelligence is an umbrella term that captures 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. Most of the authors on the topic note that in order to be a well-adjusted, fully functioning member of society (or family member, spouse, employee, etc.), Stevens, J. (2002) one must possess both traditional intelligence (IQ) and emotional intelligence. Emotional intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behavior. Wegner, D.M. (1987). Emotional intelligence also reflects abilities to join intelligence, empathy and emotions to enhance thought and understanding of interpersonal dynamics.

According to Nelis, Quoidbach, Mikolajczak and Hansen (2009) the construct of emotional intelligence (EI) refers to the individual differences in the perception, processing, regulation, and utilization of emotional information. As these differences have been shown to have a significant impact on important life outcomes (e.g., mental and physical health, work performance and social relationships), this study investigated, using a controlled experimental design, whether it is possible to increase EI.

METHODOLOGY

The objective of the study is to know about the perception of group emotional intelligence among the employees in Indian banks. This study is conducted among 100 Indian bank employees of selected branches nearby Thanjavur. The survey was conducted through a structured questionnaire. It is analyzed with the proper tools and techniques to understand whether the perception of employees towards their emotional abilities among the group of bank employees. Statistical tools like percentage analysis, mean and standard deviation were used for analysis.

ANALYSIS AND FINDINGS

The researcher has presented the demographic profile including gender, age, educational, of the respondents, number of people in your group/team, using frequency analysis.

From the analysis, it is clear that out of 100 employees 32% have strongly agreed, 42% have agreed, 23% have moderately agreed with ability to understand group emotions and 3% have disagreed with the same. From the analysis, it is clear that out of 100 employees 36% have strongly agreed, 40% have agreed, 14% have moderately agreed with understanding group mood and 9% have disagreed with the same. From the analysis, it is clear that out of 100 employees 36% have strongly agreed, 40% have agreed, 14% have moderately agreed with understanding group mood and 9% have disagreed with the same. From the analysis, it is clear that out of 100 employees 31% have strongly agreed, 36% have agreed, 26% have moderately agreed with

ability to understand social cues and 7% have disagreed with the same. From the analysis it is clear that out of 100 employees 27% have strongly agreed, 30% have agreed, 34% have moderately agreed with awareness of group mood and 9% have disagreed with the same. From the analysis it is clear that out of 100 employees 26% have strongly agreed, 28% have agreed, 30% have moderately agreed with response to group emotions, 16% have disagreed with the same. From the

analysis it is clear that out of 100 employees 40% have strongly agreed, 24% have agreed, 23% have moderately agree with aware what except, 14% have disagreed with the same. From the analysis it is clear that out of 100 employees 34% have strongly agreed, 28% have agreed, 25% have moderately agree with provide positive group emotions, 15% have disagreed with the same. From the analysis it is clear that out of 100 employees 36% have strongly agreed, 38% have agreed, 17% have moderately agree with provide makes a decision, 9% have disagreed with the same. From the analysis it is clear that out of 100 employees 36% have strongly agreed, 38% have agreed, 17% have moderately agree with provide makes a decisions, 9% have disagreed with the same. From the analysis it is clear that out of 100 employees 36% have strongly agreed, 34% have agreed, 22% have moderately agree with aware of group responsibilities, 7% have disagree with the same. From the analysis it is clear that out of 100 employees 36% have strongly agreed, 35% have agreed, 20% have moderately agree with aware of member upset feeling, 9% have disagreed with the same. From the analysis it is clear that out of 100 employees 33% have strongly agreed, 38% have agreed, 25% have moderately agree with response negative feeling, 4% have disagree with the same. From the analysis it is clear that out of 100 employees 22% have strongly agreed, 27% have agreed, 26% have moderately agree with encouraged to give open and honest comment, 25% disagree with the same. From the analysis it is clear that out of 100 employees 32% have strongly agreed, 30% have agreed, 30% have moderately disagree, 8% have agreed with respondents on criticism in a constructive manner, 8% disagree with the same.

SUGGESTION AND CONCLUSION

The researcher has provided the relevant suggestions. The employees should be given opportunity to attend behavioral training programs. Management games concerning understanding other employee's emotions using transactions analysis should be organized at regular interval. Informal group meetings should be organized to strengthen the group member's relationship. Management development programmes should be organized for strengthening their group emotional intelligence. This research helps understand another group process that can enhance the ability and performance of work groups and finally it aligns with the current trend in public management towards a more participative, team and group friendly public organization. Finally, it needs to be noted that this dissertation promotes a multifaceted conceptualization of GEI. GEI is not just the creation and management of emotional norms within the group (as proposed by, but also a higher

order concept that related to emotional intelligence at the group level .As a result, this dissertation proposes a new understanding of GEI; that it consists of group emotional capability (GEC) and group relationship capability (GRC) and both these components work together to create a group level ability that develops norms of emotional management as well as a group level understanding of emotional perception, emotional understanding and successfully utilizing emotions towards group outcomes. Thus this provides theoretical and empirical conclusions about GEI help in advancing the body of theoretical and empirical knowledge concerning group processes.

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