

# **INFLUENCE OF DEMOGRAPHIC VARIABLES ON EMOTIONAL INTELLIGENCE: A STUDY AMONG THE EMPLOYEES OF SOFTWARE INDUSTRY IN BANGALORE CITY**

**B.Imran Basha<sup>1</sup>, Dr.A.Subangini Devi<sup>2</sup>, Dr.R.Murugesan<sup>3</sup>**

<sup>1</sup>Assistant Professor, Department of Commerce and Management, Brindavan College, Bangalore

<sup>2</sup>Assistant Professor, Department of Management Studies, Sri Vidya Mandir Arts and Science College, Uthangarai

<sup>3</sup>Head of the Department, Department of Management Studies, Sri Vidya Mandir Arts and Science College, Uthangarai

Email: <sup>1</sup>imranzunaira2016@brindavancollege.com, <sup>2</sup>subangini76@gmail.com, <sup>3</sup>rmurugesan17@gmail.com

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**Abstract**—It is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behaviour, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s). The primary aim of this study is to investigate the influence of demographic variables, such as gender, age, educational qualifications, experience and monthly income on emotional intelligence 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 one-way ANOVA was used to analyse the data of this study.

**Keywords**—Emotional Intelligence, Environment, Individual Skills, Professional Skills, Traditional Intelligence.

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## **INTRODUCTION**

The concept of emotional intelligence is an umbrella term that captures a 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, fully functioning member of society (or family member, spouse, employee, etc.), one must possess both traditional intelligence (IQ) and emotional intelligence (dubbed EQ).

Emotional Intelligence allows us to think more creatively and to use our emotions to solve problems. Emotional Intelligence probably overlaps to some extent with general intelligence.

It is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behaviour, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s).

Emotional intelligence taps into a fundamental element of human behaviour that is distinct from your intellect. There is no known connection between IQ and emotional intelligence; you simply can't predict emotional intelligence based on how smart someone is. Intelligence is your ability to learn, and it's the same at age 15 as it is at age 50. Emotional intelligence, on the other hand, is a flexible set of skills that can be acquired and improved with practice. Although some people are naturally more emotionally intelligent than others, you can develop high emotional intelligence even if you aren't born with it.

## **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.

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.

### **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 investigate the influence of demographic variables, such as gender, age, educational qualifications, experience and monthly income on emotional intelligence in the 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 the influence of demographic variables, such as gender, age, educational qualifications, experience and monthly income on emotional intelligence 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 one-way ANOVA was used to analyse the data of this study.

### **DATA ANALYSIS AND INTERPRETATION**

#### **EMOTIONAL INTELLIGENCE AND GENDER OF THE RESPONDENTS**

Null Hypothesis: There is no difference on emotional intelligence among the gender of the employees in software industry.

Alternative Hypothesis: There is a difference on emotional intelligence among the gender of the employees in software industry.

**Table 1: Emotional Intelligence and Gender of the Respondents**

	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Between Groups	0.374	1	0.374	1.924	0.168
Within Groups	26.847	138	0.195		
Total	27.221	139			

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Table 1 specifies that the level of emotional intelligence is no significantly differ in different gender ( $F = 1.924$ ,  $p$  value  $> 0.05$ ) which implies that gender of the respondents is not influenced the level of their emotional intelligence. Thus, the null hypothesis was accepted.

**EMOTIONAL INTELLIGENCE AND AGE GROUP OF THE RESPONDENTS**

Null Hypothesis: There is no difference on emotional intelligence among the age group of the employees in software industry.

Alternative Hypothesis: There is a difference on emotional intelligence among the age group of the employees in software industry.

**Table 2: Emotional Intelligence and Age Group of the Respondents**

	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Between Groups	0.791	4	0.198	1.010	0.405
Within Groups	26.431	135	0.196		
Total	27.221	139			

Table 2 explains that the level of emotional intelligence is no significantly differ in different age group ( $F = 1.010$ ,  $p$  value  $> 0.05$ ) which implies that age group of the respondents is not influenced the level of their emotional intelligence. Thus, the null hypothesis was accepted.

**EMOTIONAL INTELLIGENCE AND EDUCATIONAL QUALIFICATION OF THE RESPONDENTS**

Null Hypothesis: There is no difference on emotional intelligence among the educational qualification of the employees in software industry.

Alternative Hypothesis: There is a difference on emotional intelligence among the educational qualification of the employees in software industry.

**Table 3: Emotional Intelligence and Educational Qualification of the Respondents**

	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Between Groups	0.353	5	0.071	0.352	0.880
Within Groups	26.868	134	0.201		
Total	27.221	139			

Table 3 shows that the level of emotional intelligence is no significantly differ in different educational qualifications ( $F = 0.352$ ,  $p$  value  $> 0.05$ ) which implies that educational qualification of the respondents is not influenced the level of their emotional intelligence. Thus, the null hypothesis was accepted.

**EMOTIONAL INTELLIGENCE AND EXPERIENCE OF THE RESPONDENTS**

Null Hypothesis: There is no difference on emotional intelligence among the experience of the employees in software industry.

Alternative Hypothesis: There is a difference on emotional intelligence among the experience of the employees in software industry.

**Table 4: Emotional Intelligence and Experience of the Respondents**

	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Between Groups	0.532	3	0.177	0.904	0.441
Within Groups	26.689	136	0.196		
Total	27.221	139			

Table 4 indices that the level of emotional intelligence is no significantly differ in different years of experience ( $F = 0.904$ ,  $p$  value  $> 0.05$ ) which implies that experience of the respondents is not influenced the level of their emotional intelligence.

**EMOTIONAL INTELLIGENCE AND MONTHLY INCOME OF THE RESPONDENTS**

Null Hypothesis: There is no difference on emotional intelligence among the monthly income of the employees in software industry.

Alternative Hypothesis: There is a difference on emotional intelligence among the monthly income of the employees in software industry.

**Table 5: Emotional Intelligence and Monthly Income of the Respondents**

	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Between Groups	0.232	4	0.058	0.290	0.884
Within Groups	26.989	135	0.200		
Total	27.221	139			

Table 5 provides that the level of emotional intelligence is no significantly differ in different monthly income ( $F = 0.290$ ,  $p$  value  $> 0.05$ ) which implies that monthly income of the respondents is not influenced the level of their emotional intelligence. Thus, the null hypothesis was accepted.

**CONCLUSION**

The study can be concluded that emotional intelligence is a vital variable that makes mindfulness, assist employees with learning from others, share information and makes trust and worries for other people. It thinks about surveyed persuades that workers respond decidedly and take a gave significance to contribute and prepared to scan abilities and productive learning for an individual emotional intelligence.

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