

An empirical study on emotional intelligence level of selected respondents in Thanjavur city

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Abstract

Emotional Intelligence is very much influenced by motivation. Motivational process is reflected in an individual's performance towards that particular person's tasks which are bestowed on him/her. The persons those who are having social skills, proactive nature, assertive nature, etc., are self-motivated, they fall under a high performance category as they possess a lot of emotional stability. Persons those who are not of ambivert personality are lacking emotional intelligence skills. The researcher has made an attempt to bring out these performance differentiations between the individuals and how the emotions influence an individual and drives him/her in all of their work related responsibilities. The study analyses the relationship between socio-demographic variables and the emotional intelligence level of the respondents. Stratified random sampling technique is used to do this research, Analyses of Variance and Chi – Square test are used for statistical analysis.

Keywords: emotional awareness, interpersonal dynamics, social intelligence, ambivert

Introduction

Emotional intelligence (EI) refers to the capability of individual's to recognize their own and other people's emotions, discern between different feelings and perceive them appropriately, use emotional information to guide thinking and behaviour, to manage and adjust emotions to adapt to environments or achieve an individual's goal(s).

Emotional Intelligence is the ability to identify and manage your own emotions and the emotions of others. It generally includes three skills emotional awareness, the ability to control emotions and apply them in deeds like thinking, problem solving; and the ability to manage emotions, which includes regulating your own emotions and cheering up or calming down other people. - Daniel Goleman

Emotional Intelligence is a term coined by two researchers – Peter Salavoy and John Mayer – according to them it is a form of social intelligence. The term has been popularized by Dan Goleman in his 1990 book of the same name.

EI is ability to

- Recognize, understand and manage our own emotions.
- Recognize, understand and influence the emotions of others.

In practical terms, this means being aware that emotions can drive our behavior and influence people (positively and negatively), and learning how to manage those emotions – both our and others – especially when we are under pressure. Emotional intelligence may 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. Emotional intelligence also reflects the abilities to join intelligence, empathy and emotions to enhance

thought and understanding of interpersonal dynamics. However, substantial disagreement exists regarding the definition of EI, with respect to both terminology and operationalisations.

Review of Literature

1. A Literature Review of Emotional Intelligence, N. Gayathri, Asst. Prof. (Sr.), School of Social Sciences and Languages, VIT University, Vellore – 632014. This Research traces the origin and development of emotional intelligence as a theory and goes on to give a literature review of the same. It discusses the different concepts and beliefs pertaining to emotion and cognition and how it culminated in the theory of emotional intelligence. It also discusses the three major models of emotional intelligence, their contribution to the theory and finally closes with a brief discussion on future improvement of the theory.
2. Pathan (2004) conducted a study on Emotional intelligence of secondary teachers at D.Ed. College, Navapur, Maharashtra. This study examined the level of emotional intelligence (EI) of secondary school teachers in relation to gender and age. The tool used for the study was a structured questionnaire called 'Emotional Intelligence Test' developed by Chadha and Singh (2001). The results indicated that nearly all the teachers under study were under 'low' category of emotional intelligence. There was no significant difference between the emotional intelligence of males and females, and the age was independent of EI.
3. "Emotional Intelligence A Literature Review" Scott Jensen Carolyn Kohn Stacy Rilea Roseann Hannon Gary Howells University of the Pacific Department of Psychology July 15, 2007.
4. Emotional Intelligence: A theoretical and empirical review

of its first fifteen years of history Pablo Fernandez – Berrocal and Natalio Extremera University of Malaga.

- Emotional Intelligence and Leadership : A literature, Mina Dadehbeigil (Corresponding Author) Management and Accounting Faculty, Allameh Tabatabaee University, Tehran, Iran, Melika Shirmohammadi, Management Faculty, University of Tehran, Tahrn, Iran Shiva Ershadi ECO College of Insurance, Allameh. Tabatabaee University, Tehran, Iran.

Problem Definition

In the contemporary world people those who are working in different concerns are facing many more problems like hurdles in their official assignment, torture from their superior to complete the task in a stipulated time, if it is a women worker then she may face harassments inside the organization, situation like this will put them under critical conditions, these factors can be reflected in their routine work in their house hold duties as well as in their official career too. Self-motivated people possess strong in bound and in born temperament to face these problems, but other people has to be motivated a lot to become normal. This study focuses on the respondents those who are having the natural tendency and it reveals how they differ from others in all aspects, the researcher has made an attempt to envisage those unique qualities of the respondents.

Scope of the Study

The study reveals the intelligence level of the individuals those who are working in marketing field and of those who are working in different institutions, the research shows the natural ability like attitude and aptitude of the respondents and their mental stability, problem facing approaches and decision making skills. It is a novel approach to bring out the emotional intelligence level of the respondents.

Objectives of the Study

- To identify the socio demographic characteristics which influence an individual’s performance.
- To analyse an individual’s emotional stability in a depressed situation.
- To evaluate an individual’s intelligence level in a chaotic situation.
- To examine the decision making skills of an individual under stress.
- To suggest the suitable measures to improve individual’s intelligence level.

Research Design

To study the research topic, out of descriptive, experimental and exploratory, the researcher found descriptive research design to be suitable to carry out the research. The nature of the topic is more theoretical hence the researcher has used this.

Sampling Method

The areas like Old bustand, Karanthai, Old housing unit, New housing unit, New bustand have been selected on the basis of

the assumption that the samples selected from these areas would represent the population of whole Thanjavur city. Respondents from those areas have been selected with proper care, that every segment of the population should get the proper representation. For sampling purpose stratified random sampling method has been used to get a proper representative sample of the universe. From these areas, first segments have been made and each segment on the basis of availability the samples have been picked up.

Sample Size

Sample size plays a significant role in a research; to avoid the bias in a research the sample size should be sufficient in number. The researcher has adapted convenience sampling and taken 266 respondents as a sample for data analysis and interpretation the whole sample was taken from Thanjavur city.

Hypothesis

- There is no significance difference between the sex of the respondents and Emotional intelligence.
- There is no significance difference between the age of the respondent and Emotional Intelligence.
- There is no significance difference between Educational Qualification of the respondent and Emotional Intelligence.

Table 1: Table showing the relationship between Sex of the respondents and their Emotional Intelligence level

Sex / Variables	Smooth Relationship	Sense of Humour	Social Skills	Total
Male	55	44	14	113
Female	83	39	31	153
Total	138	83	45	266

Source: Primary Data

The above table reveals the relationship between the sex of the respondents and their emotional intelligence level. Out of 266 respondents, 138 respondents said that they have smooth relationship with their superiors, 83 respondents said that they have sense of humour, 45 respondents said that, they have the capacity to balance their life under stressful situations.

By applying Chi-Square test, the relationship has been found.

Table 1a: Chi Square Test

Calculated Value	Tabulated Value	Degrees of freedom	Level of significance
5.71	7.81	2	5%

Source: Compiled by the Researcher

Hypothesis

There is no significance difference between the sex of the respondents and their Emotional intelligence level.

As illustrated in Table 1a the calculated value is less than the tabulated value. So, the hypothesis is accepted. Hence it is proved that there is significance difference between the sex of the respondents and their emotional intelligence level.

Table 2: Table showing relationship between Age of the respondents and their Emotional Intelligence level

Age/Category	Assertive	Courage	Temperament	Stability	Total
Below 25	12	17	12	15	56
26 - 35	10	15	17	22	64
36 - 45	10	17	12	6	45
46 - 55	11	25	10	17	63
Above 56	9	17	8	4	38
Total	52	91	59	64	266

Source: Primary Data

From the interpretation we came to know that the relationship between the age of the respondents and their emotional intelligence level. Out of 266 respondents, 91 have the courage to face the critical situations, 64 respondents have emotional stability, 59 respondents have temperament and 52 respondents come under the group of assertive type. While applying ANOVA test, the relationship has been found.

Hypothesis

There is no significance difference between the age of the respondents and their Emotional intelligence level.

Table 2a: ANOVA: One way Classification

Source of Variation	Sum of Squares	D.F	Mean Square	F	5% sig (t.v)
Between groups	174.6	3	58.2	2.70	3.24
Within Groups	344.6	16	21.54		
Total	519.2	19			

Source: Compiled by the Researcher

The table value of F for $V_1=3$ and $V_2 = 16$ at 5% level of significance = 3.24. The calculated value of F (2.70) is less than the table value. So, the hypothesis is accepted. Hence there is significance difference between the age of the respondents and their emotional intelligence level.

Table 3: Table showing relationship between Educational Qualification of the respondents and their Emotional Intelligence level

Educational Qualification	Temperament	Assertive	Proactive	Total
Up to HSC	25	17	7	49
Graduate	30	18	14	62
Post Graduate	43	33	21	97
M.Phil /PhD	26	15	17	58
Total	124	83	59	266

Source: Primary Data

From the table we observe the relationship between the respondents’ educational qualification and emotional intelligence level, the table shows that 124 respondents have the temperament to tackle all of the critical situations, 83 respondents are of assertive personality and 59 respondent of the total population are proactive in nature. To find out the association between the two variables as well as to process the data Chi –Square test is used.

Hypothesis

There is no significance difference between the educational qualification of the respondents and their emotional intelligence level.

Table 3a: CHI SUQARE TEST

Calculated Value	Tabulated Value	Degrees of freedom	Level of significance
34.1	12.6	6	5%

Source: Compiled by the Researcher

From the table we observe that the tabulated value is less than the calculated value, so the hypothesis is rejected. It is concluded from the analysis that there is significance difference between the educational qualification of the respondents and their emotional intelligence level.

Findings of the Study

- Among the total of 266 respondents, 113 of the respondents were male and the remaining 153 of the respondents were female.
- From the study undertaken, out of the total number of respondents, 64 respondents are falling under the age group of 26 -35 years.
- From the study, it is found out that the majority of the respondents (97) are Post graduates.
- From the study we conclude that 138 respondents have smooth relationship with their superior and they maintain a cordial climate in their personal relationship.
- We observe from the table. 3 that 124 respondents have the temperament to face the challenges in the organizational as well as to achieve their goals in their career and they have innate bend mind to achieve their goals.

Suggestions

- Respondents should stay cool and calm to reduce their negative emotions so that it won’t spoil their career.
- The respondents should reduce their negative personalization so that they can cultivate their natural ability and their innate bend mind to achieve goals.
- Each and every human should have the ability to be assertive and they must be able to express their difficult emotions whenever necessary.
- All of us should have the tendency to stay proactive and not reactive in the face of a difficult person, one who has very rigid mentality in all of his/her approaches.

Conclusion

This study establishes that many of the respondents want to get their monthly salary without involving themselves in much risk, because it leads them to stressful and chaotic situation. In order to get career advancement many a marketing executives are trying to shift from the present job to another, whereas the academic people those who are in regular one are interested to stay and continue in the same job as they possess very low level emotional intelligence when comparing with marketing

executives. Even though the people those who are working in a private institutions have some sort of emotional intelligence skills, but they do in a dilemma, whether to continue it or to change it, since the nature of their career is not a regular one and also they are not paid well.

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