

# A Study on the impact of Emotional Intelligence on Employee Performance in Polymer Industry.

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## ABSTRACT

*In the workplace, in particular, emotional intelligence (EI) is becoming more widely acknowledged as a crucial component impacting many facets of people's professional lives. This study aims to assess emotional intelligence awareness among employees and its influence on performance, focusing on self-regulation, social awareness, relationship management, and motivation. It also examines individuals' perceptions of how emotional intelligence enhances their performance. A sample of 121 employees was randomly selected for data collection. Various statistical methods including, ANOVA, correlation, and chi-square tests were employed for data analysis. The findings highlight the significant role of EI in shaping employee perceptions and behaviors in the workplace. Clear associations were observed between demographic factors such as age and salary, and specific dimensions of EI. This suggests that factors like age and salary may influence one's level of emotional intelligence. Moreover, the study underscores the importance of EI in driving employee work performance and organizational success. Significant correlations were found between EI and various performance indicators, indicating that higher levels of emotional intelligence are linked to better performance outcomes. Overall, the study contributes to the understanding of EI in the workplace context, emphasizing its relevance in fostering effective relationships, self-regulation, and motivation among employees. The findings suggest that organizations should prioritize EI development initiatives to enhance employee performance and promote organizational success. This research underscores the need for tailored interventions aimed at improving EI awareness and skills among employees, which can ultimately lead to a more productive and harmonious work environment.*

**Keyword:** - Emotional intelligence (EI), Employee performance, employee perception.

## 1. INTRODUCTION

Emotional intelligence (EI) has emerged as a crucial factor influencing various aspects of individuals' professional lives, particularly in the context of workplace dynamics. Emotional Intelligence is defined as the ability to recognize, understand, and manage one's own emotions, as well as to perceive and influence the emotions of others, EI plays a pivotal role in shaping interactions, decision-making processes, and overall performance outcomes within organizations.

In recent years, there has been a growing recognition of the significance of emotional intelligence in fostering positive work environments and driving employee effectiveness. Employers increasingly acknowledge that technical skills alone are insufficient for success in today's collaborative and fast-paced workplaces. Instead, the ability to navigate complex social interactions, manage conflicts constructively, and demonstrate empathy towards colleagues and clients has become equally essential. Organizations that prioritize the cultivation of emotional intelligence among their workforce often reap substantial benefits. Employee engagement, satisfaction, and retention rates tend to be higher in environments where EI is valued and nurtured. Investing in EI training programs not only enhances individual performance but also fosters a culture of empathy, respect, and cooperation, which are foundational to sustained organizational success.

## OBJECTIVES OF THE STUDY

- To identify the level of emotional intelligence awareness among employees.
- To examine the key components of emotional intelligence that primarily influence employee performance, including self-regulation skills, social awareness, relationship management and motivational factors.
- To access the individual perception of how their emotional intelligence positively impacts their performance.

## SCOPE OF THE STUDY

- Explore the influence of emotional intelligence on its dimensions.
- Enhance organizational employee development programs based on study insights.
- Foster a positive work environment by leveraging the findings of emotional intelligence impact.
- Contribute to a broader understanding of the role emotional intelligence plays in professional success.

## NEED FOR THE STUDY

- Emotional intelligence is increasingly acknowledged as pivotal for workplace success and employee well-being.
- Investigating the emotional intelligence and its impact on employee performance and organizational dynamics is imperative.
- Understanding emotional intelligence can offer insights to enhance productivity, reduce work stress, and nurture positive relationships among employees. Such insights are crucial for boosting overall organizational effectiveness.

## LIMITATIONS OF THE STUDY

- The accuracy of responses to the questions depends upon the understanding of the respondents.
- Fear of expressing the true facts among the respondents may lead to misinterpretation.
- The employees are working in different shifts it is difficult to collect the information.
- Time constraints could hinder the thoroughness of the study and limit the depth of insights gained.

## 2. REVIEW OF LITERATURE

1. **Dr. Vijaykulkarni (2023)** have done their research titled “An analysis of the impact of emotional intelligence on employee’s performance in an organization”. The objectives of the study are to assess the performance levels of managers and employees, evaluate their emotional intelligence, and analyze the influence of emotional intelligence on performance levels and the potential for advancement within the organization. The sample size of this research is 200 employees working in educational institutions. The research findings suggest that managers and employees in educational administrations exhibit lower levels of performance and emotional intelligence, necessitating the implementation of training programs to enhance both technical and soft skills as well as emotional intelligence to improve job performance. The study concludes the importance of exploring the link between the ability to comprehend people on a deeper level and job effectiveness, emphasizing the significant role of personal work and perception of organizational support as mediators in enhancing employees' job performance.
2. **Elena Fernandez-Martínez, Elena Sutil-Rodríguez, Cristina Li ebana-Presa (2023)** conducted a study titled “Internet Addiction and Emotional Intelligence in university nursing students: A cross-sectional study”. The objective of their research is to describe and analyze the relationship between Internet Addiction, Emotional Intelligence, and sociodemographic characteristics in Nursing students. The sample size of the research is 532. The study concludes that undergraduate nursing students in Spanish public universities exhibit a prevalence of 11.1% for Internet addiction, with adequate levels of emotional intelligence, suggesting that programs aimed at enhancing emotional competencies may mitigate the risk of maladaptive behaviors’ such as technological addictions in clinical practice.

3. **Neven Samy Hasan (2022)** done their research titled “the Effect of Emotional Intelligence on Employee Performance, Applied on Egyptian Tourism Companies”. The objective of this study is to examine the concepts of emotional intelligence and employee performance, and assess the impact of implementing emotional intelligence practices on employee performance within Egyptian tourism companies. 90 forms were distributed to 30 tourism companies, of which only 67 were retrieved, and 23 of them were excluded with a valid sample of 74%. The research findings suggest that emotional intelligence positively predicts employee performance, recommending various strategies for enhancing workplace relationships and emotional well-being to improve productivity, service quality, and job satisfaction.
4. **Adel Alferaih (2021)** have done their research titled “How does emotional intelligence improve employee satisfaction and performance with mediating effect of employee engagement? Perspective from Saudi Arabian private companies. This study aims to investigate the impact of Emotional Intelligence (EI) on Employee Job Satisfaction and Performance (EJSP) within private sector organizations in the Kingdom of Saudi Arabia (KSA). Additionally, it explores the mediating role of Employee Engagement (EE) in this relationship. The sample size of the study is 537 employees. Frequency analysis used in this study. The findings of this study support all hypotheses, indicating a significant positive relationship between Emotional Intelligence and Employee Performance and Satisfaction, suggesting that higher emotional intelligence positively impacts employee performance and satisfaction levels.
5. **Shivangi (2020)** undertook a study titled “Emotional Intelligence and its Impact on Employee Performance and Stress Level While Working from Home”. The objective of the study is to investigate the significance of emotional intelligence during remote work, examining its impact on employee performance and stress levels in a work-from-home setting. From 200 distributed questionnaire they received 105 responses from respondents. The study recommended that organizations should integrate emotional intelligence (EI) into recruitment, training, and development processes, emphasizing empathy and social skills to enhance job performance, reduce stress, and foster personal and professional growth among employees. The conclusion drawn from this study is that emotional intelligence significantly impacts employee performance and stress levels, particularly in a remote work setting, offering organizations a competitive advantage in the post-COVID-19 era of increased remote work.

### 3. RESEARCH METHODOLOGY

#### RESEARCH DESIGN

Research design refers to the overall plan or strategy that a researcher outlines for conducting a study or investigation.

This study employed descriptive research method. Descriptive research is utilized to systematically observe, record, and describe characteristics, behaviors, or phenomena as they naturally occur. This study is to analyze the perceptions and behavior related to emotional intelligence and employee performance at the company.

#### METHOD OF DATA COLLECTION

Two types of data are primary data and Secondary data. Primary data refers to original data collected firsthand by the researcher for a specific research purpose. Secondary data refers to data that has already been collected by someone else for a different purpose but is utilized by the researcher for their own analysis or investigation.

The type of data collected for this research is primary data and it is collected through the questionnaire by interview method.

#### SAMPLE SIZE

Sample size refers to the number of observations or participants in a sample selected from a larger population for research purposes. The sample size of this study is 121 employees.

## TOOLS USED FOR DATA ANALYSIS

- One way ANOVA
- Chi-square
- Correlation

## 4. DATA ANALYSIS AND INTERPRETATION

### One way ANOVA

One-Way ANOVA, also known as analysis of variance, is a statistical method used to compare the means of two or more independent groups. Its purpose is to ascertain whether there is significant statistical evidence indicating differences among the population means associated with these groups. One-Way ANOVA falls under the category of parametric tests, which require certain assumptions about the data, such as normal distribution and homogeneity of variances.

**Table No - 4.1**

**Age of the respondents and Emotional intelligence is crucial for success in their role.**

### HYPOTHESIS STATEMENT

**H<sub>0</sub>** – There is no significance relationship between age and opinion that emotional intelligence is crucial for success in their role.

**H<sub>1</sub>** – There is a significance relationship between age and opinion that emotional intelligence is crucial for success in their role.

Particulars	Sum of Squares	df	Mean square	F	Sig.
Between groups	13.61	3	4.54	5.06	0.003
Within groups	105.02	117	0.90		
<b>Total</b>	<b>118.63</b>	<b>120</b>			

### Inference

From the above table, it shows the significance value that is  $0.003 < 0.05$  (5% level of significance), Hence we rejected the null hypothesis ( $H_0$ ) and accepted the alternative hypothesis ( $H_1$ ). It can be concluded that there is a significance relationship between age and opinion that emotional intelligence is crucial for success in their role.

### Chi-Square

The chi-square test is a statistical method used in research to assess the association between categorical variables. It's particularly useful when you want to determine if there is a significant relationship between two or more categorical variables.

**Table No - 4.2**

**Age and setting high standards to meet or exceed them.**

### HYPOTHESIS STATEMENT

**H<sub>0</sub>** – There is no significance relationship between age and setting high standards to meet or exceed them.

**H<sub>1</sub>** – There is a significance relationship between age and setting high standards to meet or exceed them.

	Value	df	Sig. (2 tailed)
Pearson Chi-square	38.28	12	0.000
Likelihood ratio	36.32	12	0.000
Linear-by-linear association	15.11		0.000
<b>N of valid cases</b>	<b>121</b>		

### Inference

From the above table, it is indicated that Pearson chi-square significant value is 0.000 which is less than 0.05 (5% significance level). Hence, we reject the null hypothesis ( $H_0$ ) and accept the alternative hypothesis ( $H_1$ ). There is significance relationship between age and setting high standards to meet or exceed them.

**Table No - 4.3**

### Salary and highly motivated to perform job.

#### HYPOTHESIS STATEMENT

$H_0$  – There is no significance relationship between salary and highly motivated to perform job.

$H_1$  – There is a significance relationship between salary and highly motivated to perform job.

	Value	df	Sig. (2 tailed)
Pearson Chi-square	24.14	12	0.019
Likelihood ratio	25.76	12	0.012
Linear-by-linear association	11.41	1	
<b>N of valid cases</b>	<b>121</b>		

### Inference

From the above table, it is indicated that Pearson chi-square significant value is 0.019 which is less than 0.05 (5% significance level). Hence, we reject the null hypothesis ( $H_0$ ) and accept the alternative hypothesis ( $H_1$ ). There is significance relationship between salary and highly motivated to perform job.

#### CORRELATION

In research, correlation refers to a statistical measure that describes the extent to which two variables change together. In simpler terms, it indicates whether and how much two variables are related to each other.

**Table No - 4.4**

### Awareness of emotions and its impact on work performance & Emotional intelligence positively impacts job performance.

#### HYPOTHESIS STATEMENT

$H_0$  – There is no statistically significant correlation between awareness of emotions and its impact on work performance & emotional intelligence positively impacts job performance.

$H_1$  – There is a statistically significant correlation between awareness of emotions and its impact on work performance & emotional intelligence positively impacts job performance.

		<b>Awareness of emotions and its impact on work performance.</b>	<b>Emotional intelligence positively impacts job performance.</b>
<b>Awareness of emotions and its impact on work performance.</b>	<b>Pearson correlation</b>	1.000	0.311
	<b>Sig. (2-tailed)</b>		.001
<b>Emotional intelligence positively impacts job performance.</b>	<b>Pearson correlation</b>	0.311	1.000
	<b>Sig. (2-tailed)</b>	.001	

### **Inference**

From the correlation table, it can be seen that the correlation coefficient (i.e.) value of  $r$  is 0.311, there is low significant relationship between awareness of emotions and its impact on work performance & Emotional intelligence positively impacts job performance. Since  $p$ -value  $0.001 < 0.05$ , we accept the alternative hypothesis ( $H_1$ ). It can be concluded that there is statistically significant low correlation between awareness of emotions and its impact on work performance & Emotional intelligence positively impacts job performance.

**Table No - 4.5**

**Remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures in job.**

### **HYPOTHESIS STATEMENT**

$H_0$  – There is no statistically significant correlation between remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures in job.

$H_1$  – There is a statistically significant correlation between remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures in job.

		<b>Remaining calm and composed under pressure at work.</b>	<b>Bounce back quickly from setbacks or failures in job.</b>
<b>Remaining calm and composed under pressure at work.</b>	<b>Pearson correlation</b>	1.000	0.531
	<b>Sig. (2-tailed)</b>		0.000
<b>Bounce back quickly from setbacks or failures in job.</b>	<b>Pearson correlation</b>	0.531	1.000
	<b>Sig. (2-tailed)</b>	0.000	

### **Inference**

From the correlation table, it can be seen that the correlation coefficient (i.e.) value of  $r$  is 0.531, there is moderate significant relationship between able to remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures from their job. Since  $p$ -value  $0.000 < 0.05$ , we accept the alternative hypothesis ( $H_1$ ). It can be concluded that there is statistically significant moderate correlation between able to remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures in job.

## 5. FINDINGS

- There is a significance relationship between age and opinion that emotional intelligence is crucial for success in their role.
- There is a significance relationship between age and setting high standards to meet or exceed them.
- There is a significance relationship between salary and highly motivated to perform job.
- There is a statistically significant low correlation between awareness of emotions and its impact on work performance & emotional intelligence positively impacts job performance.
- There is a statistically significant moderate correlation between remaining calm and composed under pressure at work and bounce back quickly from setbacks or failures in job.

## 6. SUGGESTIONS

- Encourage every employee to talk openly and understand each other's feelings to make a friendly workplace.
- Offer support like counselling or workshops to help deal with stress and emotions.
- Give chances to practice dealing with emotions in real situations, like solving problems with teammates.
- Establish clear communication channels for addressing emotional concerns and seeking support when needed.
- Organizing recreational trips for employees and providing workplace entertainment.

## 7. CONCLUSION

Based on the objectives and findings of the study, it is evident that emotional intelligence (EI) plays a significant role in shaping employee perceptions and behaviours in the workplace. The majority of respondents exhibit a high level of awareness and proficiency in various aspects of emotional intelligence, including self-awareness, self-regulation, social-awareness, relationship management and motivation. Furthermore, the study highlights the importance of emotional intelligence in driving employee job performance and organizational success, as evidenced by the observed correlations between EI and various performance indicators. Therefore, it can be concluded that Emotional Intelligence positively impacts employee performance in the workplace.

## 8. REFERENCES

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