A STUDY ON THE EMOTIONAL INTELLIGENCE AMONG SOFTWARE PROFESSIONALS IN CHENNAI

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ABSTRACT

This study finds out the various factors of emotional intelligence. The association between personal factors and emotional intelligence is clearly pointed out. The researcher adopted descriptive research design which is the fact finding investigation. The several hypotheses were framed to test the study. The snow ball sampling method was adopted by the researcher to collect the data from the respondents. The sample size was limited to 124 respondents due to time factor and other resource constraints. Using statistical methods such as frequency table and ANOVA, the researcher was able to find out the level of their intelligence. This study revealed that their emotional intelligence is influenced by the family type.

KEYWORDS: Emotional Intelligence, Emotions, Software

INTRODUCTION

Emotional intelligence is an innate potential to feel, use, communicate, understand and explain emotions. The emotional intelligence helps in making decisions to achieve success in life. The term first appeared in 1985 in Wayne Payne's doctorial thesis, a study on Emotion: developing emotional intelligence. Daniel Go leman, a psychologist and behavioural science journalist, later popularised the term and developed the related concepts. Emotional intelligence is a skill of self control, zeal and persistence and ability to motivate oneself (Go leman 1995). It is an array of emotional and social knowledge and abilities that influence our overall ability. Emotional intelligence can play some sort of leadership, career development and our work life also. It is hypothesized to enhance work place outcomes.

EMOTIONAL INTELLIGENCE AT WORK PLACE

It plays an important role in Career development, the process is used to evaluate interest, and work related values, job skills and interpersonal lifestyle. It specifies the job description with appropriate assessment tools. The training is provided with organizational goals and assesses the participants to understand the baseline skills and individual needs. Understanding and enhancing emotional intelligence may enhance certain management skills and styles.

REVIEW OF LITERATURE

The review identifies the research gap in the field of study. **Singh (2003)** conducted a study on 347 professionals from 18 different professions which reveals that different professions do require different EQ levels. **Bastian (2005)** study reveals that emotional intelligence is a widely accepted phenomenon and greatly influenced by gender and age. Old adult gain a higher level score in emotional intelligence than young adults and by conforming effect of gender they found women were more emotionally intelligent when compared to men. **Rabindrakumar (2005)** probed the relationship between emotional intelligence and personal effectiveness. The study was conducted among 50 postgraduates from various

departments of Delhi university concluded that there exists a relationship between emotional intelligence and personal effectiveness. **Robert J. Emmerling, Richard E. Boyatzis (2012)** study find out that emotional intelligence and social competencies are found to represent a practical and theoretically coherent, reliable and valid approach to assessing and developing individuals in diverse cultures. **Mehak Batool, Saida Niazi and Saba Ghayas (2014)** investigated the role of Emotional Intelligence in predicting a sense of humour and hope among adults. Convenience samples of 220 adults (20-35 years) were taken. Simple linear regression analysis revealed that Emotional Intelligence is a significant predictor of hope while non-significant predictor of sense of humour. More over step wise regression revealed that only appreciation of humour is significant predictor of Emotional Intelligence.

RESEARCH METHODOLOGY

Objective of the Study was

- To map the personal profile of the respondents.

- To understand the various factors of emotional intelligence.

The research is descriptive in nature. Descriptive study is a fact finding investigation with adequate interpretation. It aims at identifying the various characteristics or problems under study, but it does not deal with the testing of proposition. The research was undertaken with employees of three software organisations in Chennai. The snow ball sampling technique which is one of the Non-probability sampling methods is adopted to collect the data from 124 respondents. Using this technique a special sample is built up by using an initial set of the members. The respondents are referred by the friends and relatives of the researcher. The pervasiveness of the emotional intelligence was assessed using the questionnaire method developed by Dr. Nicholas, including mailed questionnaire which is one of the tool for collecting data. The period of data collection takes a month because the professionals are working in different shifts.

Hypotheses of the Study

The study examined the following hypotheses:

- There is an association between gender and emotional intelligence.

- There is an association between family type and emotional intelligence.

- There is an association between marital status and emotional intelligence.

ANALYSIS

Scoring was given using (1 disagree very much, 2 disagree moderately, 3 disagree slightly, 4 agree slightly, 5 agree moderately, 6 agree very much) the scale to obtain the emotional intelligence level of the respondents and ANOVA test is used to test the hypotheses using SPSS. Simple frequency table was also given which provides a shorthand summary of the collected data.

Table 1: Frequency Distribution of Respondents by Age

S. No.	Age in Years	No. of Respondents	Per Cent
1	21-25	45	36.3
2	26-30	49	39.5
3	Above 30	30	24.2
	Total	124	100

It is found from the above table that 36.3 percent belong to the age group of 21-25 years and 39.5 percent belong to the age group of 26-30 years and 24.2 percent are above 30 years. Due to globalisation the young persons are employed more in IT field, and the corporate climate also attracted the vibrant younger generation. Comparison of Mean Emotional Intelligence Score with Family Type of Respondents

Table 2: ANOVA Test

Family Type	Emotional Intelligence Level of Respondents		
	N	Mean	Standard Deviation
Joint family	54	3.72	.492
Nuclear family	70	3.97	.481
Total	124	3.86	.499

Table 3

Emotional Intelligence	Sum of Squares	DF	Mean Square	F	SIG.
Between Groups	1.893	1	1.893	8.026	.005
Within Groups	28.776	122	.236		
Total	30.669	123			

From the above table implies the one way ANOVA test which was applied to find out whether there is significant difference between the respondents from nuclear and joint family with emotional intelligence level. It was proved that there is significant difference between respondents' family type and their emotional intelligence levels. Hence the null hypothesis is rejected which denotes that emotional intelligence level may be influenced by family type.

FINDINGS

Profile of the Respondents

One third of the respondents (39.5%) are in the age group of 26-30 years. More than half of the respondents are male. Maximum (43.5%) respondents are working as student computer applicant. The half (50%) of the respondents nativity is rural area. More than half (56.5%) of the respondents lead a life in nuclear family. About 37.9% of the respondents are having less than 2 years of experience. Majority (69.4%) of the respondents belongs to Hindu religion. About 51.6% of the respondents are married. Nearly half (47.6%) of the respondents are second Son or Daughter of their family.

Aspects of Emotional Intelligence

Majority (50%) of the respondents agree slightly that they are having an emotional awareness level.65% of the respondents agree moderately in having emotional awareness level. Mostly (48.4%) of the respondent agree slightly in managing their emotional level. Majority (58.9%) of respondents agree slightly that they are having self motivation level, 13.7% respondents agree moderately in having self motivation level.54% of the respondents agree slightly in that they are having empathy level. Majority (50.8%) of respondents agree slightly that they are watching other's emotional level, 21.8% of the respondent agree moderately in watching other's emotions,4.8% Agree very much that they are watching other's emotions.

Result of Hypothesis

Respondents' emotional intelligence levels may be influenced by the family types. This may be because of the work nature they migrate from one place to another place to carry out their project. They need to get the maximum salary

package and enjoying the work life in corporate culture.

Ways to Improve Emotional Intelligence

A primary principle is caring relationships form of foundation of all genuine and enduring learning. The following are the suggested ways to improve emotional intelligence.

- State of calm is very important way.

- Every individual has a set of goals and they are aware about how to achieve the goal.

- Learning to resolve conflict is mandatory which will guide in controlling the emotions.

CONCLUSIONS

The software professionals are slightly experienced in self motivating level. The knowledge about the emotional skills of the individual to be enhanced which is an excellent predictor of job performance. Generating emotions helps to solve the problem and energize the individual skills. The unique insight into career development and effectiveness of team were focussed.

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