

Emotional And Social Intelligence Of The Employees Of It Companies In Chennai

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Abstract

Emotional Intelligence (EI) and Social Intelligence (SI) serves as the essential factors for achieving the Organizational Goals. EI refers to the understanding and managing the employees' emotions intellectually. SI refers to the responding towards the employees' behaviour according to the right situation. This research mainly concerned with the EI Factors namely, Resilience, Motivation, Self-Awareness, Conscientiousness, Intuitiveness, Influence and Interpersonal Sensitivity and SI Factors such as Consciousness, Insight, Social Awareness and Behavioural Sideby targeting towards ninety Associate Programmer Analysts and thirty Project Managers in Information Technologies Companies in Chennai. This Research Article highlights the influence of personal variables on EI as well as SI Factors, which identifies that Gender and Designations impacts the EI and SI of Associate Programmer Analysts and Project Managers. Whereas, Experience does not impact the EI and SI of Associate Programmer Analysts and Project Managers. Income levels of the Associate Programme Analysts directly impacts the SI. This study further highlights that the ranking preferences given by the Associate Programmer Analysts and Project Managers towards the EI and SI Factors are found to be equally effective.

Key Words: Resilience, Motivation, Intuitiveness, Consciousness

1. INTRODUCTION

On earth, no other species live as Homo Sapiens as more in numbers. Although some seabirds, mammals, social herds and insects live in colonies. The Human is the most social being in the world. Today, we live in numbers of different sized civilizations ranging from the small, predator itinerant and amasser civilizations to metro cities containing of millions of people, living together in very close proximity of each other. We as a Human Being, develop social bonds especially with families, relatives and friends. In 1920, Edward Thorndike made the original contribution towards the Social Intelligence (SI), which states that "the ability to understand and manage men and women and boys and girls, to act wisely in human relations". It is otherwise referred as "Interpersonal Intelligence" which was identified in the theory propounded by Howard Garden and it is associated with the 'Theory of Mind'. Sean Foleno defined Social Intelligence as "it is a competence of an individual to understand the environment and react appropriately in different circumstances towards the behaviour of the people".

2. REVIEW OF LITERATURE

Rashad & Caroline (2014) examined the influence of EI and SI with respect to the Motivation of the Personnel in a Multigenerational Organization. Result evidently demonstrated as there is a positive impact of EI and SI on the personnel's behavioural outcomes namely dynamic management, work satisfaction, leadership efficiency, self-efficacy and positive work attitudes.

Deeksha Sharma et al. (2014) conducted a study on EI among the public and government sectors employees in India. The result of this study shown that responses obtained from male and female were

not significant due to the good ambience. There is a balanced fit between the employees' official life and personal life.

Harriott (2014) evaluated the relationship between EI as well as SI and managing the behaviour of lower-level employees in British Caribbean. The result of this study highlighted the influence of the leaders' EI and SI. The leaders are able to manage the interpersonal conflicts arising at the lower cadre and can create, maintain the interpersonal relationship between the subordinates.

Radha Ganesh Kumar (2015) conducted research on EI of Employees in Gurgaon, Haryana with the sample size of 200. Result exhibited there was a significant difference of opinions of the employees in terms of Gender and managing emotions intellectually. Further it is being stated that age group of the employees and building bonds among work associates are significantly associated with each other.

Everest & Edwin (2019) examined the impact of EI and SI towards the personnel's performance in select tourism and hospitals units in Bauchi metropolis with the sample size of 96. The result of this study shown that social intelligence was geared towards the improvement of the personnel's performance. It also revealed that EI and SI enables the personnel to understand the emotions of guests and tourists. It is further suggested as the SI is considered to be an essential technique for hospital units.

Foo Chio Ling et al. (2019) examined the impact of spiritual intelligence and social intelligence on the work performance of the personnel with the sample size of 140 respondents. The result depicted that social intelligence towards performance was not significant. This study recommended the HR people to include spiritual intelligence in recruiting the personnel and developing the programmes from the perspective of the practical implications. These interventions and practices can lead to the better performance of both the organization and its employees. It is further recommended that spiritual intelligence is to be adopted.

3. AIM OF THE STUDY

1. To assess the impact of personal variables on the Emotional Social Intelligence (ESI) of the employees.
2. To examine the effectiveness of equality in terms of ranking preferences given by the employees towards two different sets of factors namely Emotional Intelligence and Social Intelligence.

4. METHODOLOGY DESIGN

Ex Post Facto Research is adopted for this study. The primary data was collected through the structure undisguised questionnaire through incorporating the 5-point Likert rating scale. The researcher conducted the research in the Olympia IT Tech Park located in the Chennai City. Secondary Data was retrieved from the Text Books, Past Researches, Articles and etc.

4.1 Sample Size: The sample size is 120. Stratified Random Sampling Technique was adopted.

Project Managers – Thirty, Programmer Analysts - Associate – Ninety

5. DISCUSSION AND RESULTS

Hypothesis – I Gender and EI, SI

H₀₁: Opinions of the Associate Programmer Analysts remains constant in terms of Gender with respect to the EI Factors.

H₀₂: Opinions of the Project Managers remains constant in terms of Gender with respect to the EI Factors.

H₀₃: Opinions of the Associate Programmer Analysts remains constant in terms of Gender with respect to the SI Factors.

H₀₄: Opinions of the Project Managers remains constant in terms of Gender with respect to the SI Factors.

TABLE 1 GENDER AND EI, SI OF THE PERSONNEL

Gender	EI			SI		
	Mean	SD	N	Mean	SD	N
Male						
Associate Programmer Analysts	8.64	3.40	60	15.19	4.99	60
Project Managers	3.03	1.19	21	5.31	1.74	21
Female						
Associate Programmer Analysts	4.17	1.73	30	7.30	2.46	30
Project Managers	1.26	0.52	9	2.20	0.74	9
Associate Programmer Analysts:						
Calculated Value of z test @ 95% Level of Confidence	1.96 < 8.26			1.96 < 10.051		
Result	Significant			Significant		
Project Managers:						
Calculated Value of z test @ 95% Level of Confidence	1.96 < 5.67			1.96 < 6.881		
Result	Significant			Significant		

Source: Computed from Primary Data

Table 1 demonstrates the z-test result pertaining to the personnel's' opinions in terms of Gender with regard to the EI and SI Factors. It is identified that Gender and the Factors influencing EI and SI factors varies significantly with the calculated z-test value of 8.26 for Associate Programmer Analysts (H_{01}) and 5.67 for Project Managers (H_{02}) in terms of Emotional Intelligence; 10.051 for Associate Programmer Analysts (H_{03}) and 6.881 for Project Managers (H_{04}) in terms of Social Intelligence is higher than the z-test value of 1.96 @ 5% Level of Significance. Thus, (H_0) has been proved as false. Therefore, factors influencing EI and SI of the personnel varies in accordance with the Gender.

Hypothesis – II Experience and EI

H_{01} : Opinions of the Associate Programmer Analysts towards EI is not influenced by their experience in years.

H_{02} : Opinions of the Project manager towards EI is not influenced by their experience in years.

TABLE 2 EI AND PERSONNEL'S EXPERIENCE LEVEL

EXPERIENCE IN YEARS				
EI Factors	3 – 5	5 – 10	Above 10	Total
Emotional Self-Awareness				
Associate Programmer Analysts	6	9	1	16
Project Managers	0	4	7	11
Emotional Resilience				
Associate Programmer Analysts	2	9	0	11
Project Managers	0	2	6	8

Motivation				
Associate Programmer Analysts	7	8	0	15
Project Managers	0	1	3	4
Inter-Personal Sensitivity				
Associate Programmer Analysts	8	5	0	13
Project Managers	0	0	3	3
Influence				
Associate Programmer Analysts	2	4	0	6
Project Managers	0	1	0	1
Intuitiveness				
Associate Programmer Analysts	8	5	0	13
Project Managers	0	0	1	1
Conscientiousness				
Associate Programmer Analysts	6	10	0	16
Project Managers	0	1	1	2
TOTAL	39	59	22	120
Associate Programmer Analysts: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 10.08 < 21.00$				
Degrees of Freedom=12				
Table Value of $\chi^2_{0.05} = 21.00$ Not significant				
Project Managers: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 4.7781 < 21.00$				
Degrees of Freedom=12				
Table Value of $\chi^2_{0.05} = 21.00$ Not Significant				

Source: Computed from Primary Data

Table 2 exhibits the chi-squared result pertaining to the personnel's' opinion towards the Variations of EI based on the number of years of service. (H_{01}) has revealed the existence of insignificant association between the Associate Programmer Analysts' experience level and EI factors with the chi-square value of 10.08 is lesser than the T.V of 21.00@ 5% Level of Significance. Thus, (H_{01}) hold true. Opinions of the Associate Programmer Analysts towards EI is not influenced by their experience in years. (H_{02}) has revealed the existence of insignificant association between the Project Managers' experience level and EI factors with the chi-square value of 4.7781 is lesser than the T.V of 21.00@5% L.O.S. Thus, (H_{02}) is accepted. Therefore, the Project Managers' opinion towards EI is not influenced by their experience in years.

Hypothesis – III Experience and SI

H_{01} : Opinions of the Associate Programmer Analysts towards SI is not influenced by their experience in years.

H_{02} : Opinions of the Project manager towards SI is not influenced by their experience in years.

TABLE 3 SI AND PERSONNEL'S EXPERIENCE LEVEL

EXPERIENCE IN YEARS				
SI Factors	3 – 5	5 – 10	Above 10	Total
Consciousness	5	9	0	14
	0	2	16	18

Associate Programmer Analysts				
Project Managers				
Insight				
Associate Programmer Analysts	6 0	15 3	0 2	21 5
Project Managers				
Social Awareness				
Associate Programmer Analysts	8 0	16 2	0 3	24 5
Project Managers				
Behavioral Side				
Associate Programmer Analysts	20 0	10 2	1 0	31 2
Project Managers				
TOTAL	39	59	22	120
Associate Programmer Analysts: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 11.6218 < 12.60$				
Degrees of Freedom = 6				
Table Value of $\chi^2_{0.05} = 12.60$ Not Significant				
Project Managers: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 10.1047 < 12.60$				
Degrees of Freedom = 6				
Table Value of $\chi^2_{0.05} = 12.60$ Not Significant				

Source: Computed from Primary Data

Table 3 discloses the chi-squared result pertaining to the personnel's' opinions towards the Variations of SI based on the number of years of service. (H_{01}) has revealed the existence of insignificant association between the Associate Programmer Analysts' experience level and SI factors with the chi-square value of 11.6218 is lesser than the T.V of 12.60@ 5%L.O.S. (H_{01}) hold true. Therefore, Opinions of the Associate Programmer Analysts towards SI is not influenced by their experience in years. (H_{02}) has revealed the existence of insignificant association between the Project Managers' experience level and SI factors with the chi-square value of 10.1047 is lesser than the T.V of 12.60@ 5%L.O.S. Thus, (H_{02}) is accepted. Therefore, the Project Managers' opinions towards SI is not influenced by their experience in years.

Hypothesis – IV Income and EI

H_{01} : Opinions of the Associate Programmer Analysts towards EI is not influenced by their Income Levels.

H_{02} : Opinions of the Project managerstowards EI is not influenced by their Income Levels.

TABLE 4 EI AND PERSONNEL'S INCOME LEVELS

RANGES OF INCOME				
EI Factors	₹1,00,000 To ₹2,00,000 P. A	₹2,00,000 To ₹3,00,000 P. A	Above ₹3,00,000 P. A	Total
Emotional Self-Awareness	8	7	1	16

Associate Programmer Analysts Project Managers	1	3	7	11
Emotional Resilience Associate Programmer Analysts Project Managers	4 0	7 2	0 6	11 8
Motivation Associate Programmer Analysts Project Managers	9 0	6 1	0 3	15 4
Inter-Personal Sensitivity Associate Programmer Analysts Project Managers	10 0	3 0	0 3	13 3
Influence Associate Programmer Analysts Project Managers	4 0	2 1	0 0	6 1
Intuitiveness Associate Programmer Analysts Project Managers	10 0	3 0	0 1	13 1
Conscientiousness Associate Programmer Analysts Project Managers	8 0	8 1	0 1	16 2
TOTAL	54	44	22	120
Associate Programmer Analysts: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 11.89 < 21.00$ Degrees of Freedom = 12				
Table Value of $\chi^2_{0.05} = 21.00$ Not Significant				
Project Managers: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 6.64 < 21.00$ Degrees of Freedom = 12				
Table Value of $\chi^2_{0.05} = 21.00$ Not Significant				

Source: Computed from Primary Data

Table 4 demonstrates the chi-squared result pertaining to the personnel's' opinions towards the Variations of EI based on their Income Levels. (H_{01}) has revealed the existence of insignificant association between the Associate Programmer Analysts' Income level and EI factors with the chi-square value of 11.89 is lesser than the T.V of 21.00 @ 5% Level of Significance. Thus, (H_{01}) hold true. Opinions of the Associate Programmer Analysts towards EI is not influenced by their Income Level. (H_{02}) has revealed the

existence of insignificant association between the Project Managers' income level and EI factors with the chi-square value of 6.64 is lesser than the T.V of 21.00 @5%L.O.S. Thus, (H₀₂) is accepted. Therefore, the Project managers' opinionstowards EI is not influenced by their Income Level.

Hypothesis – V Income and SI

H₀₁: Opinions of the Associate Programmer Analysts towards SI is not influenced by their Income Levels.

H₀₂: Opinions of the Project managerstowards SI is not influenced by their Income Levels.

TABLE 5 SI AND PERSONNEL'S INCOME LEVEL

SI Factors	₹1,00,000 To ₹2,00,000 P. A	₹2,00,000 To ₹3,00,000 P. A	Above ₹3,00,000 P. A	Total
Consciousness				
Associate Programmer	2	8	0	10
Analysts	0	2	4	6
Project Managers				
Insight				
Associate Programmer	3	9	0	12
Analysts	0	1	3	4
Project Managers				
Social Awareness				
Associate Programmer	25	9	1	35
Analysts	1	3	7	11
Project Managers				
Behavioral Side				
Associate Programmer	23	10	0	33
Analysts	0	2	7	9
Project Managers				
TOTAL	54	44	22	120
Associate Programmer Analysts: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 18.31 > 12.60$				
Degrees of Freedom =6				
Table Value of $\chi^2_{0.05} = 12.60$ Significant				
Project Managers: Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 2.06 < 12.60$				
Degrees of Freedom =6				
Table Value of $\chi^2_{0.05} = 12.60$ Not Significant				

Source: Computed from Primary Data

Table 5 demonstrates the chi-squared result pertaining to the personnel's' opinions towards the Variations of SI based on their Income Levels. (H₀₁) has revealed the existence of significant association between the Associate Programmer Analysts' Income level and EI factors with the chi-square value of 18.31 is more than the T.V of 12.60 @ 5%Level of Significance. Thus, (H₀₁) proved asfalse. Opinions of the Associate Programmer Analysts towards SI is significantly influenced by their Income Level. (H₀₂) has revealed the existence of insignificant association between the Project Managers' income level and SI factors with the chi-square value of 2.06 is lesser than the T.V of 12.60 @5%L.O.S. Thus, (H₀₂) is accepted. Therefore, the Project managers' opinionstowards SI is not influenced by their Income Level.

Hypothesis – VI Designation and EI

H₀: Opinions of the Associate Programmer Analysts and Project Managers with respect to the EI factors remains constant.

TABLE 6 EI AND PERSONNEL'S DESIGNATION

EI Factors	Associate Programmer Analysts	Project Managers	Total
Emotional Self-Awareness	25	9	34
Emotional Resilience	5	8	13
Motivation	15	3	18
Inter-Personal Sensitivity	17	0	17
Influence	9	5	14
Intuitiveness	12	4	16
Conscientiousness	7	1	8
Total	90	30	120
Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 17.154 > 12.592$			
Degrees of Freedom = 6			
Table Value of $\chi^2_{0.05} = 12.592$ Significant			

Source: Computed from Primary Data

Table 6 presents the chi-squared result based on the Opinions of the Associate Programmer Analysts and Project Managers with respect to the EI factors. (H₀) has revealed the existence of significant association between the personnel's designation and EI Factors with the calculated chi-square value of 17.154 is greater than the T.V of 12.592 @ 5% L.O.S. Thus, (H₀₁) proved as False. Therefore, Opinions of the Associate Programmer Analysts and Project Managers with respect to the EI factors varies significantly.

Hypothesis – VI Designation and SI

H₀: Opinions of the Associate Programmer Analysts and Project Managers with respect to the SI factors remains constant.

TABLE 7 SI AND PERSONNEL'S DESIGNATION

SI Factors	Associate Programmer Analysts	Project Managers	Total
Consciousness	11	13	24
Insight	19	11	30
Social Awareness	40	5	45
Behavioral Side	20	1	21
Total	90	30	120
Calculated Value of $\chi^2_{0.05} (O - E)^2 / E = 22.283 > 7.815$			
Degrees of Freedom = 3			
Table Value of $\chi^2_{0.05} = 7.815$ Significant			

Source: Computed from Primary Data

Table 7 displays the chi-squared result based on the Opinions of the Associate Programmer Analysts and Project Managers with respect to the SI factors. (H_0) has revealed the existence of significant association between the personnel's designation and SI Factors with the calculated chi-square value of 22.283 is greater than the T.V of 7.815 @ 5% L.O.S. Thus, (H_{01}) proved as False. Therefore, Opinions of the Associate Programmer Analysts and Project Managers with respect to the SI factors varies significantly.

Hypothesis – VII Testing of Equality in the Ranking Preferences given by the Associate Programmer Analysts

H_0 : There is no significant difference in the ranking preferences given by the Associate Programmer Analysts towards the two sets of factors namely Emotional Intelligence and Social Intelligence.

TABLE 8 RANKING PREFERENCES GIVEN BY THE ASSOCIATE PROGRAMMER ANALYSTS

EMOTIONAL INTELLIGENCE FACTORS						
Emotional Self-Awareness	Resilience	Motivation	Inter-Personal Sensitivity	Influence	Intuitiveness	Conscientiousness
25	5	15	17	9	12	7
SOCIAL INTELLIGENCE FACTORS						
Consciousness	Insight	Social Awareness	Behavioral side			
11	19	40	20			
Calculated Value of $\chi^2_{0.05} = 2.282$ df = v = (k-1) = (2-1=1)						
Table Value of $\chi^2_{0.05} = 3.841$ Not Significant						

Source: Computed from Primary Data

Table 8 demonstrates Kruskal Wallis (H-Test) result which examines the effectiveness of equality in terms of ranking preferences given by the Associate Programmer Analysts towards the Factors influencing the Emotional and Social Intelligence. (H_0) has revealed the ranks assigned by the Associate Programmer Analysts towards the two sets of factors are equally effective with the chi-square value of 2.282 is lesser than T.V of 3.841 @ 5% L.O.S. Thus, (H_0) proved to be true.

Hypothesis – VIII Testing of Equality in the Ranking Preferences given by the Project Managers

H_0 : There is no significant difference in the ranking preferences given by the Project Managers towards the two sets of factors namely Emotional Intelligence and Social Intelligence.

TABLE 9 RANKING PREFERENCES GIVEN BY THE PROJECT MANAGERS

EMOTIONAL INTELLIGENCE FACTORS						
Emotional Self-Awareness	Resilience	Motivation	Inter-Personal Sensitivity	Influence	Intuitiveness	Conscientiousness
9	8	3	0	5	4	1
SOCIAL INTELLIGENCE FACTORS						
Consciousness	Insight	Social Awareness	Behavioral side			
13	11	5	1			
Calculated Value of $\chi^2_{0.05} = 1.282$						

$$df = v = (k-1) = (2-1=1)$$

Table Value of $\chi^2_{0.05} = 3.841$ Not Significant

Source: Computed from Primary Data

Table 9 demonstrates Kruskal Wallis (H-Test) result which examines the effectiveness of equality in terms of ranking preferences given by the Project Managers towards the Emotional and Social Intelligence factors. (H_0) has revealed the ranks assigned by the Project Managers towards the two sets of factors are equally effective with the chi-square value of 1.282 is lesser than T.V of 3.841 @ 5%LO.S. Thus, (H_0) proved to be true.

6. MANAGERIAL IMPLICATIONS

Research Study indicatedas factors of EI and SI vary in accordance in terms of Gender. It is highlyrecommended to arrange for physical and mental exercise facilities on weekly basis for Associate Programmer Analysts and Project Managers regardless of the Gender. It is also recommended to undertake the new and challenging roles and responsibilities frequently exclusively for the Project Managers with a view to make themselves to feel their significance.It is highly suggested to schedule each and every activity by following the time properlyright from the Log-in to Log-out time for all the personnel, as the official and the personal life shall be equally balanced. It is advisable to conduct the activities such as Management Games, Brain Storming sessions for the employees for sharing their own views, thoughts and ideas about their tasks in order to strengthen the Social Relationship among the employees.It is also suggested to develop the employees in terms of emotional resilience especially who have below 5 years of experience, so that they could learn as how to be flexible under different circumstances. It is recommended that the Company may search for the employees irrespective of the designation with good EQ and EI. The company may provide Training and Development Programmes to its Associate Programmer Analysts for equipping their competencies.The organization shall entertain the personnel to participate in other activities like contests, sports and etc. to the employees to cope with the emotions and to improve their creativity and unitywithin the Company. It is strongly suggested to arrange recreational facilities for the employees for enhancing interpersonal relationship and instilling mental relaxation. It is highly recommended to treat all the subordinates in the Company with “Empathetic Approach” and adopt, ‘Democratic’ and ‘Laissez-Faire’ styles of Leadership. As the strong Inter-Personal Sensitivity would exist in the organization that ultimately enhances the Emotional and Social Intelligence of the employees which leads towards the achievement of the Organizational Goals.

7. CONCLUSION

This study highlights that the Associate Programmer Analysts are skilled with the Emotional Self-Awareness and Social Awareness. Project Managers are skilled with Emotional Self-Awareness and conscientiousness. It discloses that the Experience of the employees of both the designations does not impact the EI and SI Factors.Designation influence both EI and SI Factors. It exhibits that Range of Income of the Employees of both the designations does not impact the EI Factors. Whereas, the Associate Programmer Analystsinfluence the SI Factors and Project Managers does not influence the SI Factors.It further highlights that the ranking preferences given by both the categories of designations of the employees are found to be equally effective.This study concludes by suggesting that by evaluating al the personnel’s emotions individually and dealing with them according to the right circumstances and by acknowledging their views, thoughts and ideas by adopting the democratic style of leadership leading to the employeesand societal welfare.

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