

Emotional Intelligence Among The Employees In Bhel, Trichirapalli: Path Analysis Approach

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Abstract

The article tries to find out the assessing the emotional intelligence among the employees in BHEL, Trichirapalli. Objective of this study is reached through proper methodology. Sample size is 546 in all obtained through simple random sampling technique in BHEL. Researcher designed questionnaire is with 5 point scale in the continuum of agreeing. Reliability of this tool is 0.762 and 0.946. Path analysis is used for data analysis. The results of the analysis revealed that there is influence of personality and work attitude on emotional intelligence. The study also found that there is influence of emotional intelligence on organizational performance. Hence, it is concluded that organization should find out a person's ability to perceive, identify, and train the employee to manage the emotion that provides the basis for the kinds of social and emotional competencies that are important for sustainable success in almost any of its job.

Keywords: Emotional Intelligence, Personality, Simple Random Sampling technique and Path Analysis.

Introduction

The concept of intelligence has been present one of the most creations across the history of psychology and continues across the history of psychology and continues to be so today. Intelligence should be measured more broadly and that it involves the skill to learn from experience think in abstract terms and deal efficiently with one's environment. Daniel Goleman promoted the term emotional intelligence in his book during the year 1995. Goleman sees potential in applying emotional intelligence to organizational settings. He stressed that understanding and control of your emotions is one of the most vital keys to health and success in life. Goleman has argued that this kind of intelligence is most important

for a joyful, productive life than IQ. It is a cluster of traits or abilities connecting to the emotional side of life.

Emotional intelligence is a part of human personality and personality provides the theme in which emotional intelligence operates. Personality is the unique combination of patterns that influence behavior, thought, motivation, and emotion in a human being. Over time, these patterns strongly influence personal expectations, self-perceptions, values, and attitudes. Personality psychology is the study of human personality and how it varies among individuals and populations.

Everyone has an attitude about many things these are not necessarily a bad thing. One aspect of employees' attitude is the impact it can have on the people around them. People with a positive attitude can lift the spirits of their co-workers, while a person with a negative attitude can lower their spirits. Sometimes though this principle works in reverse, and attitudes are often more complex than positive or negative. Attitudes may affect both the employee's work performance and the performances of co-workers. Worker attitude deals with how an organization behaves. It includes the organization directing employees into civilizing organizational and personal effectiveness. It plays a huge role in influential the approaches of employees and their work satisfaction. When an employee is joyful, it is usually since they are satisfied with their work which also improves the quality of their work. Attitude may not fall completely on the management but also on the employees. If employees love their work they will not need outside motivation from management but instead the satisfaction they reach from finishing their work will influence them.

Review of Literature

Shabani, et al. (2011) personality is a stable set of characteristics and tendencies, which specifies similarities, and differences of people & psychological behavior. Personality is normally a permanent behavior through time and may not be comprehended easily or recognized as immediate or direct situations due to some environmental and social stresses. In this paper, we study the relationship between employees & personality and ability types. The paper identifies that there are some relationships between employees & personality type

and their ability. There is also a relationship between introvert, extrovert, sensitive, emotive, thoughtful, considerate and judging personality type and employees & ability.

Narges Ghaderi and Abdollah Ghasemi (2012) This study investigated the association between personal characters (extroversion and introversion) and emotional intelligence with choose type of sport (team and individual) in adolescent girls. 100 adolescent female athletes (50 individual athletes, 50 team athletes) participated in this study. Schutte emotional intelligence and Eysenck personality questionnaire were used to assess the emotional intelligence and personality type. Independent t test and Pearson correlation test was used for data analyses. The results showed that team athletes are more extroverted than individually athlete. Also this study revealed that there is no significant difference between team and individually athlete in emotional intelligence and its sub-scales (emotional adjustment, emotional assessment and expression, use of emotional and social skills). The results also showed that there was no significant relationship between extroversion, introversion and emotional intelligence and its sub-scales.

Pishghadam, Reza, Sahebjam, Samaneh (2012) this paper aims to investigate the relationship between teacher's personality types, emotional intelligence and burnout and to predict the burnout levels of 147 teachers in the city of Mashhad (Iran). To this end, we have used three inventories: Maslach Burnout Inventory (MBI), NEO Five Factor Inventory (NEO-FFI), and Emotional Quotient Inventory (EQ-I). We used Homogeneity Analysis and Multiple Linear Regression to analyze the data. The results exhibited a significant relationship between personality types and emotional intelligence and the three dimensions of burnout. It was indicated that the best predictors for emotional exhaustion were neuroticism and extroversion, for depersonalization were intrapersonal scale of emotional intelligence and agreeableness, and for personal accomplishment were interpersonal scale and conscientiousness.

Kamini Sharma (2015) In the present study the researcher found a negative relationship between variables Emotional Intelligence and attitude towards teaching for the sun – samples so it can be stated that prospective teachers having high Emotional Intelligence may have low attitude towards teaching. The findings of the study suggest that Emotional

Intelligence and Attitude towards teaching are negatively related to each other. This world of work is full of stress, doubts, pressure and competition in academic levels. The students are in academic levels. The students are compelled to excel in performance irrespective of their potential. The over emphasis on academic achievements given by teacher educators and home environment makes the prospective teacher eliminate the emotional components which will result in failure in their life ultimately so in these circumstances individuals should be trained to behave with Emotional Intelligence and develop attitudes towards teaching.

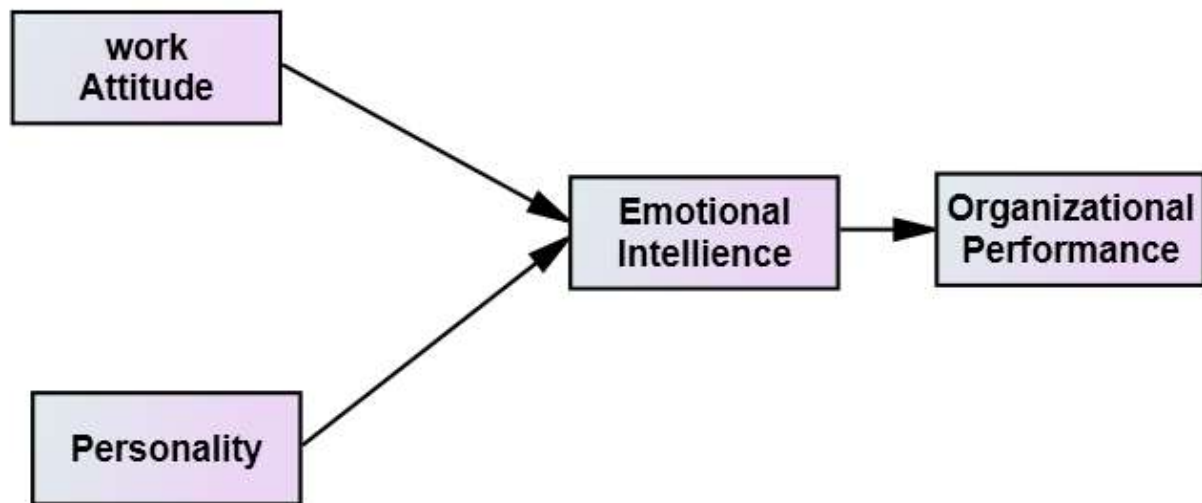
"Corporate governance, HRM practices and organizational performance" by Ibrahim, H., & Zulkafli, A. (2016), this article focuses on the relatively understudied international governmental organization. The paper concluded that although there are significant positive effects of some bundles of HRM practice and worker attitudinal outcomes, there are other factors that may positively or negatively moderate the effectiveness of these practices, raising thus the question of reverse causality.

"The Relationship between Corporate Governance and Organizational Performance in Nigerian Companies" by Toyin Ishola Lasisi (2017); in this study, corporate governance mechanisms included board independence, audit committee independence, board size, number of board meetings, and executive compensation. The study found a positive but not statistically significant relationship between corporate governance mechanisms and financial performance. This study has implications for positive social change by showing managers and other stakeholders of firms how a good corporate governance system assures investor confidence, employee loyalty and commitment, the reduction in conflict of interest and agency costs, and a strong financial performance.

Research Methodology

Research Design

Descriptive research design has been adopted for the present study. Descriptive study is a fact-finding investigation with adequate interpretation. It focuses on particular aspects or dimensions of the problem studied. It is designed to get the descriptive information and provided information and formulation of more sophisticated studies.



Need for the Study

Emotional intelligence is the ability to understand and management of individuals' emotional situation. Today living conditions are filled up with full of emotional constraints from family life to work place, etc. There is a necessity to manage the same at every stages of life to lead to improve. But today, the emotional skills are lacking among the people due to critical situations to expectations which causes lot of unnecessary situation in their daily life. This is applicable to the employees of an every organization and industry also. The lack of emotional skills in employees leads to unpleasant situation. Holding of emotional skills helps the employees to face problems and also to keep them away from stress. This kind of awareness is presently becoming missing among the employees, which has to be identified properly and treated immediately. Thus keeping this in view the present study was conducted to carry out to access the emotional intelligence level among the employees of BHEL and also the factors which are influencing the emotional intelligence. The influence of emotional intelligence on personality and work attitude studies were also included in this research to study its relationship.

Framework

The independent variables are work attitude and personality. The variable emotional intelligence is considered as mediator variable. Organizational performance is considered as an outcome variable.

Objective of the Study

To study on the assessing the emotional intelligence among the employees in BHEL, Trichirapalli.

Hypothesis of the Study

- * There is no influence of work attitude on emotional intelligence.
- * There is no influence of personality on emotional intelligence.
- * There is no influence of emotional intelligence on organizational performance.

Sampling Technique

The researcher has selected simple random sampling technique for electing the sample for the study. The sample size was confirmed to 546 workers assuming that 30 percent would be significant to represent the opinion of the total employees engaged in the organization. The samples were selected by the name lists provided by the administrative department of the concerned industry.

Reliability

Reliability is the consistency of the measurement, or the degree to which an instrument measures the same way each time it is used under the same condition with the same subjects. In short, it is the repeatability of the measurement. A measure is considered reliable if a person's score on the same test given twice is similar. In the present study, the scales were subjected to validity and reliability. The researcher adopted Cronbach's alpha method to test the reliability of the scales by means of SPSS. The reliability values are presented below

Reliability Test Using Cronbach's Alpha

Factors	Cronbach's Alpha value
Personality	0.866
Work Attitude	0.762
Emotional Intelligence	0.946
Organizational Performance	0.841

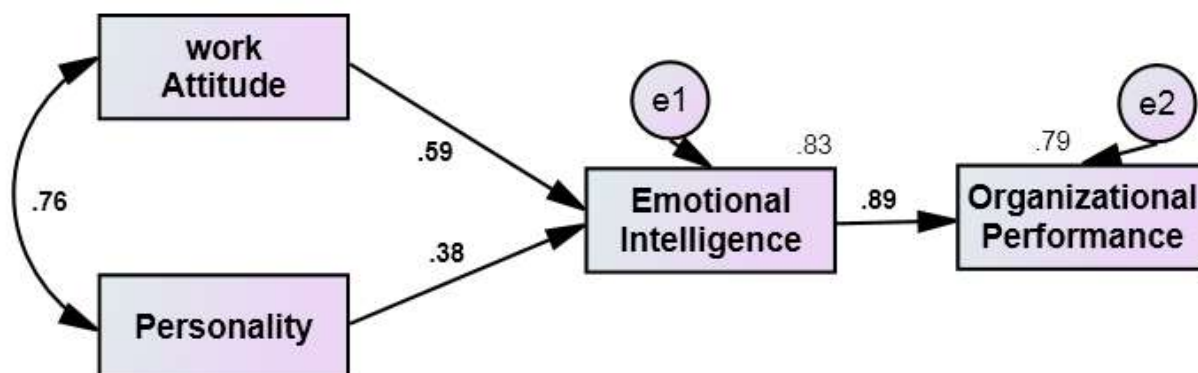
Statistical Tool

Path analysis was adopted in this study. It is used to know the correlation and regression of independent variables with respect to organizational performance. Likewise the independent variables are work attitude and personality. The variable emotional intelligence

is considered as mediator variable. Organizational performance is considered as an outcome variable.

Analysis and Interpretation

The above path analysis is run on a sample of 546 to know the correlation and regression of independent variables with respect to emotional intelligence. Likewise the independent variables are work attitude and personality. The variable emotional intelligence is considered as mediator variable. Organizational performance is considered as an outcome variable.



Model Fit Indication

Chi-Square	p	GFI	AGFI	CFI	NFI	RMS
2.795	0.102	0.985	0.934	0.989	0.989	0.069

From the above table it is found that the calculated chi-square value is 2.795, p value is 0.102 which is greater than 0.05, which indicates that perfectly fit. Here GFI (Goodness of Fit Index) value and AGFI (Adjusted Goodness of Fit Index) values are greater than 0.90 which represent it is a good fit. The calculated CFI (Comparative Fit Index) value and NFI (Normed Fit Index) values are greater than 0.90 which means that it is a perfectly fit. It is found that RMS (Root Mean Square) value is 0.069 which are less than 0.08, which indicates that it is perfectly fit.

Regression Weights Rural Women Empowerment

DV		IV	Estimate	S.E.	C.R.	B	p
Emotional Intelligence	<---	Work Attitude	0.626	0.029	21.455	0.586	0.001
Emotional Intelligence	<---	Personality	0.210	0.015	13.922	0.380	0.001
Organizational Performance	<---	Emotional Intelligence	0.986	0.032	44.717	0.886	0.001

H₀: Work attitude do not influence by emotional intelligence.

H_A: Work attitude influence by emotional intelligence.

Through the path analysis, regression weight as the value of CR is 21.455. The Beta value is 0.586 which indicates that 58.6% of influence is through work attitude towards emotional intelligence. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence, it can be concluded that the work attitude positively influences emotional intelligence.

H₀: Personality do not influence by emotional intelligence.

H_A: Personality influence by emotional intelligence.

Through the path analysis, regression weight as the value of CR is 13.922. The Beta value is 0.380 which indicates that 38% of influence is through personality towards emotional intelligence. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence, it can be concluded that the personality positively influences emotional intelligence.

H₀: Emotional intelligence do not influence by organizational performance.

H_A: Emotional intelligence influence by organizational performance.

Through the path analysis, regression weight as the value of CR is 44.717. The Beta value is 0.886 which indicates that 88.6% of influence is through emotional intelligence towards organizational performance. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence, it can be concluded that the emotional intelligence positively influences organizational performance.

Covariance Rural Women Empowerment

IV		IV	Estimate	S.E.	C.R.	R	p
Work Attitude	<-->	Personality	0.504	0.036	14.067	0.755	0.001

H₀: Personality does not positive relationship with organic work attitude.

H_A: Personality positive relationship with organic work attitude.

Through the path analysis, covariance weight as the value of CR is 14.067. The covariance value is 0.755 which indicates that 75.5% of covariance is through personality towards work attitude. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence it can be concluded that the personality positive relationship with work attitude.

Findings of the Study

- * The analysis found that there is influence of work attitude on emotional intelligence.
- * Path analysis identified that there is influence of personality on emotional intelligence.
- * It is found that there is influence of emotional intelligence on organizational performance.
- * The analysis found that there is positive significant relationship between work attitude and personality.

Recommendations

- * The present research is providing more in-depth understanding of the effects of employee work attitudes and personality types on emotional intelligence, such as self awareness and self-regulation. So, the Greater insights might have taken on identifying the factors behind the relationship between employee work attitudes and personality development may assist HR professionals to enhance the essential people side of the job in a highly competitive.
- * The organization should find out a person's ability to perceive, identify, and train the employee to manage the emotion that provides the basis for the kinds of social and emotional competencies that are important for sustainable success in almost any of its job.

Conclusion

The article tries to find out the assessing the emotional intelligence among the employees in BHEL, Trichirapalli. One objective of this study is reached through proper methodology. Sample size is 546 in all obtained through simple random sampling technique in BHEL. Researcher designed questionnaire is with 5 point scale in the continuum of agreeing. Reliability of this tool is 0.762 and 0.946. Path analysis is used for data analysis. The results of the analysis revealed that there is influence of personality and work attitude on emotional intelligence. The study also found that there is influence of emotional intelligence on organizational performance. Hence, it is concluded that organization should find out a person's ability to perceive, identify, and train the employee to manage the emotion that provides the basis for the kinds of social and emotional competencies that are important for sustainable success in almost any of its job.

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