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A Study On Emotional Intelligence Management In Private Sectors At Chennai

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ABSTRACT

Purpose to explore whether emotional intelligence management is a useful measure in measuring and understanding the "promotion readiness" of middle managers in an international organisation. If the personal impute and social knowledge that reflect emotional intelligence can be understood and assessed, then not only do we gain a new perspective on management development but path can be appropriated to develop these activities to heighten people's potential. The manager has to looking forward about the employees quality life and also management economic growth based on financial balance levels. It includes research design, sampling procedures, data collection methods, and analysis procedures. Today, most of the employees or workers are having mental pressure in the life. This article analysed emotion intelligence management in the private organization. The main focus of areas to reduce the high emotional intelligence in private sectors. The article concludes with a sensing at into the future and how employee intelligence may contribute to developing managers in the new century.

Key Words: emotional intelligence, self awareness, capability, social knowledge.

1. INTRODUCTION

There are real physical conditions and the real benefits of being flexible. It's something worth striving for if you aren't already that way. Importantly, resilience is a learn-able skill. Most anyone can become more emotionally resilient if they work at it.

Rising in emotional resilience requires that work towards greater self thanking. Becoming aware of how you react when strained helps you achieve better control overreactions. A good frameworks to help channel you towards becoming more aware of your emotions are something called exciting or intelligence

The 'emotional intelligence management' has coined by psychologists John Mayer and Peter Salovey in 1990. It can be defined as your ability to use correctly in dissimilar situations, combined with your capacity to use emotions to make yourself more intelligent overall. Emotionally intelligent people are able to

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exactly identify and grasp emotion, both in them and in others, to suitably express emotion, and to be able to control their own emotions so as to make easy their own emotional, intellectual and devout growth.

The EQ idea argues that IQ, or predictable intelligence, is too narrow; that there are wider areas of emotional intelligence that dictate and enable how successful we are. Victory requires more than IQ (Intelligence Quotient), which has tended to be a traditional appraise of intelligence, ignoring essential behavioural and character elements. We were all met people who are rationally brilliant and yet are socially and inter-personally inept. And we know that even though possessing a high IQ rating, the winner does not routinely follow.

Emotional intelligence may be in the form of four abilities:

- Self Management
- Social Awareness
- Self Awareness
- Relationship Management

Developing emotional intelligence through five key skills:

Emotional intelligence consists of five skills, each structure on the last:

(i) The capability to speedily reduce stress.

(ii) The aptitude to recognize and manage your emotions.

(iii)The talent to connect with others using nonverbal communication.

(iv) The facility to use humor and play to deal with challenges.

(v) The skill to resolve conflicts optimistically and with confidence.

The five skills of emotional intelligence can be educated by anyone, at any time. But there is a dissimilarity between learning about emotional intelligence and apply that awareness to your life. Because you should act something doesn't mean you will—especially when you're feeling worried. This is mainly factual when it comes to the skills of emotional intelligence.

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Institutional interested in developing emotional intelligence:

When it comes to technical skills and the core competencies that make an economical, the ability to better depends on the interaction of the people involved which ultimately relates to the drade of emotional intelligence of its employees.

And if there are wrinkle effect-leaders possessing emotional intelligence, it will create an effective work atmosphere that will further develop emotional intelligence at the employee levels studies show that, stupendous institutions that individual with a towering grade of emotional intelligence hold the following in common.

2. REVIEW OF LITERATURE

StenyP Thomas (2007) in his study on Emotional intelligence of the Hospital staff at Periyaram Medical College Kannur. According to his study, he found that there is no significant difference between Respondent sex, marital status, department, age, experience, no. of dependents with regard to Emotional Intelligence.

Kumkum Mukherjee and Roma Puri (2002) conducted a study on Emotional Intelligence and Self-Monitoring Behaviour: Is there any Link? This study indicates the existence of a moderate but significant relationship between Emotional expression and self-monitoring behavior while emotional self- awareness is found to be negatively correlated with self-monitoring behavior.

Ravi and T. Moses Christopher (2002) conducted a study on "Emotional Intelligence and organizational effectiveness among Executives" reports that emotional intelligence is worthy of consideration in the domain of management, which ends leaders to five tunes the feedings that are most accurate and helpful in making an effective decision.

ResolitoAmarillento Garcia (2002) conducted on "Emotional Intelligence and Leadership competence of Department heads of the University of Mindanao" this study reveals that there is a positively high degree of relationship between emotional intelligence and leadership competence of department heads of the UM system.

R.S.Dwivedi (2000) conducted a study on Identifying Emotional Intelligence Related competencies among highly successful managers for corporate success" states that there is a close relationship between corporate success and the emotional intelligence of its leaders.

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John Mayer, David Caruso, Peter Salovey (2000) conducted a study on "Emotional Intelligence refers to an ability to recognize the meanings of emotions that involves "the capacity to perceive emotion.

Esther Orioli (2000) conducted a study on Emotional Intelligence is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information, trust, creativity, and influence.

R.S.Dwivedi., (2000) conducted a study on identifying Emotional Intelligence Related competencies among highly successful managers for corporate success" states that there is a close relationship between corporate success and the emotional intelligence of its leaders.

Mayer, David Caruso, Peter Salovey (1999) conducted a study on We define EI as the capacity to reason about emotions, and of emotions to enhance thinking. It includes the ability to exactly recognize emotions, to access and create emotions so as to assist thought, to be aware of emotions and emotional awareness, and to reflectively order emotions so as to promote emotional and rational growth.

Chaturnan Mishra's (1999) study reveals that "Developing work culture" Developing positive work culture" Developing positive work culture in the most baffling problem in India. For developing positive work culture an all-out effort in need at the national level, the company on management level and the worker and trade union level.

3. OBJECTIVES

- To study on employee emotional intelligence in private sectors at Chennai, Tamilnadu.
- To study employee emotional situation know about emotional problems faced by employees in the industry
- To know the way to identify and assess the emotional inconvenience of employees at the workplace.
- To study how the emotions controlled by workers to serve in a better way.

4. RESEARCH METHODOLOGY

The research methodology is a design or plan as a guide for conducting research and to systematically solve the research problem. It includes research design, sampling procedures, data collection methods, and analysis procedures. The following research methodology was adopted for the present study.

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Research Design:

"Research design is the arrangement, formation, and strategy of investigation conceived so as to obtain answers to research questions and to control variance". It is a blueprint that is followed in finishing a research work. Descriptive research study is known as numerical research data and distinctiveness about the population or fact being studied.

Descriptive research:

It includes surveys, fact findings inquiries of different kinds. The major purpose of this research is a description of the employee feeling, as it exists at present. The main personality of this method is that the researcher has no control over the variables; he can only report what has happened or what is happening. It includes attempts by researchers to determine causes even when they cannot direct the variables. The method of research utilized in descriptive research is analysis methods of all kinds including relative and co-relational methods.

Sampling Method:

Sampling Unit: The sampling unit includes private sectors at Chennai, Tamilnadu.

Sample Size: The sample size consists of in private sectors there are 1027 employees but the present study takes only 120 respondents.

Data Collection:

Primary Data:

Primary Data is collected on the basis of the survey method with the help of the interview schedule through the Questionnaire.

Secondary Data:

Secondary Data are collected from the Company journals, and through the Internet, websites.

5. ANALYSIS AND INTERPRETATION

Table 1 : Age of the Respondents

Age	No of Respondent	Percentage(%)
20 – 25	36	30
26 – 30	40	33.33
31 – 35	28	23.33
36 above	16	13.33
Total	120	100

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Inference:

The above table, it is inferred that 30% are 20 to 25 age group, 33.33% are 26 to 30 age group, 23.33% are 31 to 35 age group and 13.33% are above 36 age group. it indicates there 26 to 30 age group are majority.

Table-2 :Gender of the Respondents

S.No	Gender	No. of Respondent	Percentage(%)
1.	Male	118	98.33
2.	Female	02	1.67
	Total	120	100

Inference:

The above table, it is inferred that 98.33% respondents are male and 1.67% respondents are female.

Table3: Department of the Respondents

S.No	Department	No. of Respondents	Percentage(%)
1	HR	22	18.33
2	Production	46	38.33
3	Sales & Marketing	33	27.5
4	Accounts	19	15.83
	Total	120	100

Inference:

From the above table, it is inferred that 38.33% of respondents are from production department and 15.83% respondents are from accounts department.

Table 4 : Respondent Face Emotional Problems at Work Place

S.No	Opinion	No. of respondents	Percentage(%)
1	Highly Satisfied	12	10
2	Satisfied	72	60
3	Dissatisfied	36	30
4	Highly Dissatisfied	0	0
TOTAL		120	100

Inference:

From the above table, it is inferred that 10% respondents are highly satisfied with face emotional problem at work place,60% respondents are satisfied with face emotional problem at work place and 30%

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Chi-Square Test:

Table 5 :Analysis of Comparison Between the Age and Overreact on Minor Problems. Frequencies:

Age	Overreact on minor problems				Total
	Not at all	To a little extent	To some extent	To a great extent	
20-25	20	4	4	8	36
25-30	16	8	12	4	40
31-35	16	12	0	0	28
36 above	4	4	4	4	16
Total	56	28	20	16	120

Inference: Null hypothesis (Ho): There is no significant difference between Age and overreact on minor problems. Alternative hypothesis (H1): There is significant difference between Age and overreact on minor problems.

Degrees of freedom = (r-1) (c-1) = (4-1) (4-1) = 9

$\alpha = 0.05,\ 0.05, 9 = 16.919$

Table 6 : Test Statistics:

	Value	Df	symp.Sig(2-Sided)
PEARSON CHI-SQUARE	28.447	9	.000
LIKEIHOOD RATIO	35.278	9	.000
LINEAR-BY- LINEAR ASSOCIATION (n)	.004	1	.000
NO.OF VALID CASEA	120		

Calculate value of chi-square (x2) = 28.447

The table value for 0.05 level of significance 9 = 16.919

The calculated value is less than the tabulated value of

Hence Null Hypothesis (Ho) is rejected

Inference: Since the calculated value (28.447) is less than the table value (16.919), we accept the null hypothesis at 5% and conclude that there is significance difference between the ages and overreact on minor problems

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6. SUGGESTIONS

The management should conduct counseling sessions to overcome employee emotions at work.

The employee should have the self-control to control emotions at work. So, that they can speed up their work in the environment. The management should concentrate on the better relationship between all the levels of management to increase the effectiveness of emotional intelligence.

7. CONCLUSION

A Study on Emotional Intelligence management of employee in private sectors at Chennai, Tamilnadu.The research found that the implementation of emotional intelligence needs to be strengthening in some of areas. Top management should plan to increase the effectiveness of emotional intelligence by the employees' feedback.This research conclude the research it's clear that emotions have a great effect on any individual. The management want to handle emotions effectively moreover, creating a smooth and better environment which leads to its progress in further.

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