

A STUDY OF EMOTIONAL INTELLIGENCE ON ORGANIZATIONAL PERFORMANCE AMONG THE EMPLOYEES OF PRIVATE BANK EMPLOYEES IN CHENNAI

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ABSTRACT

The current study has been undertaken to check whether or not emotional intelligence affects the organizational performance. The study is carried out in Chennai. The respondents are the private bank employees who are selected through simple random sampling. The tool used for the collection of data from the respondents is a questionnaire. The sample size of the study is 100 and the analytical tool used in the study is Regression. The findings of the study show that the emotional intelligence had a positive effect on Organizational performance, which means Organizational performance increase in the presence of emotional intelligence..

KEYWORDS: Emotional Intelligence, Organizational Performance

INTRODUCTION

An important element which plays a crucial in the success of an organization is the emotional intelligence. Every individual is required to possess the feature of emotional intelligence, as it is required in all phases of life, may it be in personal life, or in a job, or at school. The concept of emotional intelligence is associated with spirituality and love. Emotional intelligence refers to being aware of the one's own emotions and knowing the way in which such emotions influence and also interact with the traditional form of intelligence.

The concept of emotional intelligence is related with several significant outcomes like the performance of the individual, productivity of the organization and the development of individuals as the principle of

emotional intelligence offers ways for understanding and assessing the individual behaviour, styles of management, competency of individuals, inter-personal skills and attitudes. Emotional intelligence is essential for planning of the human resource, creating the job profile, recruitment, interviews, process of selection, growth and development.

OBJECTIVES

The main aim with which this particular study has been done is to measure the influence of emotional intelligence over the organizational performance of the firm.

REVIEW OF LITERATURE

Raheleh Chamanifard et al., (2014) examined the effect of EI on the organizational performance in the Tejarat Bank of Iran. The main aim of the study was to explore the effect of emotional intelligence on the organizational performance. The authors had conducted a correlation and descriptive form of survey. The population of the research comprised of all the workers of the Tejarat Bank. The sample size of the study was 148. Data for the study was collected with the help of a questionnaire for organizational performance and emotional intelligence. The outcomes of the study showed that emotional intelligence was related significantly with organizational performance.

Emelia Danquah (2014) analysed the effect of EI (emotional intelligence) on the organizational performance. The study was done in the perspective of banking sector. The authors of the study had analysed and verified the effect of the emotional intelligence on the organizational growth of banking sector in Ghana. The author had adopted the technique of quantitative research for testing the hypothesis of the study in order to check the association of emotional intelligence with the organizational growth with reference to the ROI (return on investment). The research was done on the basis of twenty banks of Ghana. The correlation test of Pearson, test of partial correlation and the regression analysis for ordinary least squares were carried on to test the hypothesis. The outcomes of the research revealed the fact that EI was optimistically related with the organizational performance. It was also explored that EI predicted the organizational performance and had a moderating impact over the relation of customer satisfaction with business performance.

RESEARCH METHODOLOGY

The study is carried out in Chennai. The respondents are the private bank employees who are selected through simple random sampling. The tool used for the collection of data from the respondents is a questionnaire. The sample size of the study is 100 and the analytical tool used in the study is Regression. Emotional Intelligence scale adopted from Ra'ed Masa'deh (2016).

ANALYSIS AND INTERPRETATION

R	R Square	Adjusted R Square	F	Sig.
.985(a)	.970	.968	424.188	.000(a)

a Predictors: (Constant), Emotional Intelligence

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.194	.086		2.260	.026
I can explain the emotions I feel to my colleagues.	.155	.023	.165	6.775	.000
I can discuss the emotions I feel with other colleagues.	.124	.015	.159	8.193	.000
If I feel down, I can tell my colleagues what will make me feel better.	.052	.021	.059	2.500	.014
I give a fair hearing to my colleagues' ideas.	.205	.020	.298	10.098	.000
I can read my colleagues "true" feelings, even if they try to hide them.	.168	.020	.254	8.268	.000
I am able to describe accurately the way my colleagues are feeling.	.079	.024	.112	3.290	.001
When I talk to my colleagues I can gauge their true feelings from their body language.	.173	.018	.271	9.767	.000

Dependent Variable: Organizational Performance

Findings show that all statement of emotional intelligence was significant. The table also shows a positive coefficient, which means that between all the statements influence on the Organizational performance. There was a relation found between the dependent variable and the emotional intelligence. The coefficient value, R², was found to be 0.970 through multiple regressions, which shows that 97 % of the independent variables had an influence on the Organizational performance. In order to examine whether the value of

coefficient (R2) is significant or not, ANOVA was executed. The F value so got was 424.188 which means $p < 0.000$. It was also reported that emotional intelligence was seen to predict Organizational performance. Finding shows that the emotional intelligence had a positive effect on Organizational performance, which means Organizational performance increase in the presence of emotional intelligence.

CONCLUSION

The emotional intelligence had been analysed in varied and is also considered significant influence of organizational performance. The workers who possess high level of emotional intelligence are considered to offer a better performance because of their capabilities like the knowledge of their own feelings and emotions, awareness of their own strengths and chances of development, ability to manage their emotions, thinking and behaviours and establishment of the constructive as well as positive relationship with the other individuals. Finding shows that the emotional intelligence had a positive effect on Organizational performance, which means Organizational performance increase in the presence of emotional intelligence.

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