



TO ASSESS THE IMPACT OF EMOTIONAL INTELLIGENCE ON THE PERFORMANCE OF WORKFORCE IN AUTOMATED INDUSTRIES OF JABALPUR

**Author
Dr. PRIYA SAHNI**

**Rani Durgavati Vishwavidyalaya Jabalpur (M.P)
EMAIL: priyasahni8@gmail.com**

Introduction

Industrial revolutions are often characterized by the introduction of new industrial technologies that have a positive influence on the economy of a nation and the lives of its population. Up to this point, the world has gone through four industrial revolutions and is now at the beginning of the fifth one. The first industrial revolution (1760-1840), which began in Britain and extended to the rest of the world, began with the use of technology in manufacturing and gradually spread to the other continents. When the move from manual production techniques to machine manufacturing procedures occurred, it was genuinely revolutionary, and its consequences were enormous and widespread. While the first industrial revolution was distinguished by the automation of manufacturing processes via the use of water and steam power, the second industrial revolution was marked by the introduction of electrical power into manufacturing processes throughout the course of the twentieth century (salavudeen, 2020).

The fifth industrial revolution brings with it a slew of benefits, including the ability to provide applicants with a more tailored job search experience. Industry 5.0 recognizes the power of industry in achieving societal goals beyond jobs and growth to become a resilient provider of prosperity by directing production towards respecting the boundaries of our planet and placing the well-being of industry workers at the center of the production process. Industry 5.0 recognizes the power of industry in achieving societal goals beyond jobs and growth to become a resilient provider of prosperity. Industry 5.0 will reorient itself away from serving humans and toward serving technology, dehumanization, technical development, and innovative best practices, in contrast to the tendencies of Industry 4.0. This industrial revolution will throw more light than ever before on the nature of human intelligence in the workplace. In order to prepare for Industry 5.0, it is necessary to investigate the impact of soft skills on the workforce in order to identify ways to improve them. Emotional intelligence is considered to be a soft talent. The goal of this project is to investigate the impact of emotional intelligence on the development of a more productive workforce for Industry 5.0. An overall number of 110 business leaders took part in this research. According to the findings, emotional intelligence does have an impact on the workforce's ability to perform better. The ability to recognize and express emotions, as well as the ability to guide cognition, were shown to have a stronger influence on performance (susan, 2021).

Industry 5.0 has three major problems, according to Cojocaru (Cojocaru, 2021), which are skills, technology, and investment. Adoption of a new technology requires not only the expenditure of time and effort, but also financial resources. The greatest obstacle is from the individuals who must be prepared with both the essential technical and soft abilities in order to be successful. It is necessary to place a strong emphasis on sustainability, productivity, and human efficiency. The goal of this study is to investigate the conditions that must be met by those participating in Industry 4.0 in order for the sector to transition to Industry 5.0.

Emotional Intelligence at workplace

Emotional Intelligence must manage to bring together two of the three states of mind: intelligence and emotion. Emotional intelligence means being able to recognise, control, and judge your feelings. Some researchers say that emotional intelligence can be taught and improved, while others say it is something that people are born with. Several tests have been made to measure emotional intelligence, but each one is different in what it looks for and how it measures it. If a worker has high degree of emotional intelligence, he or she is more likely to be able to express emotions in a healthy way and understand how others feel, which improves work relationships and performance. Emotional Intelligence has nothing to do with being weak. It's a different kind of smart to be able to use your feelings to help you make decisions in the moment and have better control over yourself and how you affect others (Kannaiah,2015).

Literature Review

Nelis, Quoidbach, Mikolajczak and Hansenne (2009) “Emotional Intelligence Interventions to Increase Student success” focused on the construct of emotional intelligence (EI) which refers to the individual differences in the perception, processing, regulation, and utilization of emotional information. As these differences have been shown to have a significant impact on important life outcomes. This study investigated, using a controlled experimental design, whether it is possible to increase EI. Participants of the experimental group received a brief empirically derived EI training while control participants continued to live normally. The researchers found a significant increase in emotion identification and emotion management abilities in the training group. Follow-up measures after 6 months revealed that these changes were persistent. No significant change was observed in the control group. These findings suggest that EI can be improved and open new treatment avenues.

Hopkins & Bilimoria (2008) in his study “Social and Emotional Competencies Predicting Success for Male and Female Executives” explored the relationship between emotional and social intelligence competencies and organizational success. The study illustrates not much of differences between male and female leaders in their demonstration of emotional and social intelligence competencies and also found that when it comes to competency demonstration most successful men and women were more the same than different. However gender did play a reasonable role in the relationship between the demonstration of these competencies and success. 65 Further male leaders were considered to be more successful, even though male and female leaders demonstrated the same level of competencies. The four competencies that divided the most successful male and female leaders from their typical counterparts were Self Confidence, Achievement Orientation, Inspirational Leadership and Change Catalyst.

Japan has defined Industry 5.0 as ‘Society 5.0’ or a ‘human touch’ revolution, defining it as: “A human-centered society that balances the economic advancement with the resolution of social problems by a system that highly integrates cyberspace and physical space”. The phenomenon visualizes a forward-looking society without information stagnation. Technical skills will be far less important in the future, with personal skills becoming more critical (Mohd & Abid, 2020). These personal skills are referred to as soft skills. Soft skills enhance the workforce (Neves, 2021). In addition to technology, digital, and data acumen, soft skills are also going to be increasingly in demand (Moran, 2019). Soft skills include the art of communication and also the ability to think in a creative and critical manner.

Procedure

For the purpose of this study 50 employees, from various industries situated in Jabalpur region were included as the subject of the survey. 2 sets of questionnaires were distributed to these employees. The questionnaires comprised the statements on Emotional Intelligence and Organizational Performance. Regression analysis was performance in SPSS 17.0 to determine the effect of emotional intelligence on performance of employees.

Results

Table 1:
Demographic analysis of the employees

Demographic Variable	Description	Frequency	Percentage	Cumulative Percentage
Gender	Male	31	62	62
	Female	19	38	100
Age Group	Below 25	3	6	6
	26-30	29	58	64
	35-45	11	22	86
	Above 45	7	14	100
Marital Status	Single	17	34	34
	Married	33	66	100
Department	Human Resource and Administration	2	4	4
	Finance and Accounts	6	12	16
	Production	15	30	46
	Sales and Marketing	12	24	70
	Engineering	3	6	76
	Store and Logistics	12	24	100
Education Level	Lower Diploma and	7	14	14
	Bachelors' Degree	11	22	36
	Masters Degree	23	46	82
	Professional Qualification	9	18	100
Work experience within the organization	Upto 2 years	6	12	12
	2-5 years	21	42	54
	6-15 Years	18	36	90
	Above 15 Years	5	10	100

Data depicted in table 1 revealed that majority of the employees (62%) are males and 86% of them are aged between 35-45 years old. Majority of the employees (90%) have 6-15 years of working experience within the company. This is an indication that most of them are loyal to the organization. Loyalty is an important element in the workforce. Since this is a manufacturing organization, most of the workforce are in various areas which are directly related to production, for example, Engineering, Store and Logistics.

Table 2: Model Summary between the dimensions of Emotional Intelligence and Organizational Performance

Model	R	R Square	Adjusted R Square	Std Error of the Estimate
31a	.6	.420	.431	.3921

The R square is 0.420 which means that 42.0% of the variations in the Organizational Performance were attributed to the dimensions of Emotional Intelligence. The above average percentage showed that Emotional Intelligence does have an impact on the performance of the organization.

Table 3: Coefficient Analysis between the dimensions of Emotional Intelligence and Organizational Performance

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std Error	Beta		
1	(Constant)	.023	.331		.069	.945
2	<i>Emotions Direct Cognition</i>	.250	.072	.263	3.477	.001
3	<i>Emotional Management</i>	.164	.076	.168	2.155	.033
4	<i>Emotional Control</i>	.178	.069	.167	2.596	.011

Table no. 3 depicts the multiple regression analysis, it was revealed that all the three emotional competencies i.e. emotions direct cognition, emotional management and emotional control, have p values which are less than 0.05. These emotional competencies were found to have a significant positive relationship with organizational performance.

Emotional competencies are very important because they affect how we think, how we deal with our emotions, and how we control them. T values show positive effect of variable that is being measured. Based on the analysis, emotional intelligence is a key part of how well an organization does its job. Based on the results, emotional management and emotional control (which focus more on interpersonal skills) and emotions direct cognition (which focuses on the ability to solve problems) were found to have a positive and significant relationship with organizational performance. Emotional responses helps employees make better decisions. Making decisions is an important part of running a business and a key part of the success of the organization. Some employees like to make decisions based on facts, but others like to go with their gut, which is based on their years of experience. When employees make decisions that lead to good results for the company, they look and feel good. This helps employees become better leaders. When making a choice, you can't go back and change your mind. A good worker must make a decision based on the information they have and move forward quickly and professionally. The organization's future will depend on the choice made.

Conclusion

This study looks at the qualities of emotional intelligence and how it affects how well an organization does. The results showed that four aspects of emotional intelligence can help make the

workforce stronger in Industry 5.0, which is said to be more focused on people and where humans and robots work together in harmony. The employees will be able to improve the organization's performance by being able to make good decisions and communicate well. The art of communication is all about getting along with others at work. Employees need to be able to control their feelings, especially when things get rough. Based on what they found, emotional control and emotional management had a big effect on how well an organization did.

Recommendations for further studies

The results may not apply to other companies that make things in a different field. It is strongly suggested that the study look at other companies that make things in other parts of country in future studies. The author asked the people in charge of human resources to hand out and collect the questionnaires. For future studies, it would be better if more businesses from the same field took part. Findings would add to what is known about the subject.

References

1. Salavudeen, Reshma & Sripirabaa, Bp. (2020). Emotional Intelligence and Resilience for Embracing Change during Industry4.0.
2. Susan Tee Suan CHIN (2021)," Influence of Emotional Intelligence on the Workforce for Industry 5.0", Journal of Human Resources Management Research, Vol. 2021 (2021), Article ID 882278, DOI: 10.5171/2021.882278
3. Cojocariu, O (2021) Industry 5.0 opportunities and challenges: bring your factory into the future.(Retrieved from <https://digitalya.co/blog/industry-5-opportunities-and-challenges/>. Retrieved on May 3, 2021)
4. Hopkins, M. M., Bilimoria, D. (2008). Social and Emotional Competencies Predicting Success for Male and Female Executives (1 ed., vol. 27). Journal of Management Development.
5. Mohd J. & Abid, H (2020) Critical Components of Industry 5.0 Towards a Successful Adoption in the Field of Manufacturing. Journal of Industrial Integration and Management Vol. 05, 03, pp. 327-348 (2020)
6. Moran, G (2019) Co-Exist With Robots: How to Compete With Technology in the Age of Automation. (Retrieved from : <https://fortune.com/2019/08/18/job-replaced-by-automation-artificial-intelligence-ai/>)
7. Parker, J. D. A., Summerfeldt, L. J., Hogan, M. J., & Majeski, S. (2004). Emotional intelligence and academic success: Examining the transition from high school to university. *Personality and Individual Differences*, 36, 163–172.
8. J. Posada, C. Toro, I. Barandiaran, D. Oyarzun, D. Stricker, R. de Amicis, E. B. Pinto, P. Eisert, J. Dollner, and I. Vallarino, "Visual Computing as a Key Enabling Technology for Industrie 4.0 and Industrial Internet," *Computer Graphics and Applications*, IEEE, vol. 35, no. 2, pp. 26–40, 2015
9. Publilius Syrus, *Sententiae*, in *Minor Latin Poets*, J. W. Duff and A. M. Duff (eds.), Harvard University Press, Cambridge, c. 100 BC/1961 Sherry (2016) EQ is more important than IQ. *International Journal of Engineering, Management and Social sciences Paradigms*.24 (01),6-8.