

A STUDY ON EMOTIONAL INTELLIGENCE ON INVOLVEMENT IN EMPLOYEE PERFORMANCE IN BANKING SECTOR WITH SPECIAL REFERENCE TO THANJAVUR DISTRICT

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Abstract: It is all around acknowledged snippet of data that intelligence is difficult to characterize. Be that as it may, we come to comprehend it through different methods for estimations. Notwithstanding, positive to this point, emotional intelligence has come to mean an estimation of feelings. The idea of emotional intelligence (EI) has pulled in considerable enthusiasm of authoritative idea. The legitimacy of EI is basically relies upon the circumstance and focal point of intrigue. In various exact examinations, it has been seen that emotional intelligence and its related abilities are related with greatness in close to home, relational, performance and hierarchical objectives. It is an undeniably critical thought in human asset arranging, work profiling, enlistment and so forth. Contends about the positive impact of emotional intelligence (EI) on performance front are exceptionally various, both in business and Scientific writing. In this investigation, utilizing a trademark initiation system, we set forward the dimension and the connection between emotional intelligence and employee performance. To verify the exploration by utilizing fitting measurable instruments, an example of 120 employees were dissected who are working in various kinds of associations in Banking sector Thanjavur district. The rousing result of the exploration demonstrates that employees having higher emotional intelligence demonstrate a superior nature of work performance when contrasted with their partners. To be increasingly obvious, emotional intelligence positively affects employee performance. Furthermore, emotional recognition capacity hints at higher occupation performance and affirmed that EI is a critical indicator of employee performance.

Key Words: Employee performance, Emotional intelligence, Banking sector

1. INTRODUCTION

Presentation Emotional Intelligence is a standout amongst the most imperative ideas acquainted with brain research and the executives in the most recent decade. Emotional intelligence may characterized as a capacity, limit, expertise, or self-saw capacity to recognize, survey, and deal with the feelings of one's self, of others, and of gatherings. Emotional intelligence as, the subset of social intelligence that includes the capacity to screen one's very own and others' sentiments and feelings, to segregate among them and to utilize this data to direct one's reasoning and activities?. Their model incorporates highlights of intelligence, flexibility and consolation. By and large Emotional intelligence contains capacities, Appraisal and Expression of Emotion, Use of Emotions and Emotional Management. EI has turned out to be progressively perceived as a reasonable for the estimation of feelings. Subsequently, Emotional intelligence is fundamental factor in charge of deciding achievement throughout everyday life and mental prosperity. By this implies, emotional intelligence appears to assume a critical job in moulding the correspondence between individuals particularly employees in their workplace. As the present worldwide condition is gung ho and multifaceted, it has turned out to be important to relate the emotional intelligence and performance of employees' comprehensively. Hence, Emotional intelligence is vital factor for association's performance and development as the association is essentially relies upon employees for accomplishing its objectives. Along these lines Emotional Intelligence assumes a vital job in helping the employees to adapt to this energetic change in the business condition. For the above said reasons, a humble report has been attempted to build up the connection between emotional intelligence and employee performance and to give a thought how emotional intelligence is essential to employees in the present situation. With this the accompanying destinations are relentlessly fixed for the exploration.

2. REVIEW OF LITERATURE

(*Hummayoun Naeem., 2008*) in his study to explore emotional intelligence level and service quality level in foreign and local banks revealed that EI skills is high in case of a foreign bank. EI is strongly related to dimensions of service quality indicating that employees with high EI enhances service quality.

(Mina Beigi, 2011) studied on effects of emotional intelligence training program on service quality of bank branches through selection of employees from public sector banks and make them undertake a tailored eight session EI training program. The results were that EI dimension "Relationship Management" is found to be enhanced by EI training and also the result shown that overall service quality is improved. (Nair, Impact of Emotional Intelligence on Organisational climate and organisational citizenship behaviour in private Sector banks, 2012) dissertation reveals that emotional intelligence is a major behavioural competency which must be given a prominence if the mission and vision of the organisation are to be achieved. Emotional intelligence is the individual group level input which affects organisational climate. The organisational climate in turn affects organisational citizenship behaviour and all these three variable have a positive impact on each other.

(Troy Heffernan., 2008) evaluated the impact of emotional intelligence and trust on bank performance using internet survey. Study revealed that trust was found to be made up of three components: dependability; knowledge and expectations. There were significant correlations between both trust and EI, when compared to the financial performance of a relationship manager.

(Saddam Hussain Rahim., 2010) in his study on Emotional intelligence and organisational performance among banking sector in Pakistan found that female employees are more emotionally intelligent than their male counterpart. Also the study revealed that when the level of education increases the emotional intelligent level increases as well.

(Ming-Ten Tsai., 2011) in his study to analyse the impacts among EI and leadership style, self-efficacy and organisational commitment of bank employees in Taiwan revealed that supervisor's leadership style can boost employee self-efficacy. The study found that a leader with high emotional intelligence should make better use of leading skills to be able to boost employee self-efficacy. The study also found that self-efficacy has a significant positive influence on organizational commitment.

(Anurag Pahuja., 2012) conducted a study to reveal the perception and factors affecting emotional intelligence among selected bank employees. The study revealed that employees are aware of the EI concept. There is significant difference between male and female on various EI traits. Females scored better on overall emotional intelligence than males. The employees are not emotionally stable which really concerns as it affects their performance. The study highlighted that employees consider self-management, self-awareness and empathy as the major emotional intelligence traits required by everyone.

(Thavaraj.M.M, 2012) studied the emotional intelligence among managers of the commercial banks of Madurai city. The study revealed that five determinants of emotional intelligence being self -awareness, self - regulation, self -motivation, social awareness and social-skills, self -motivation plays a major role. And on the summative view on various factors involved in measuring the level of EI, urban branches are higher than the rural branches.

(Kamal Ghandari., 2012) explored the effect of emotional labour on emotional exhaustion in Iran banking services. Results shown that emotional intelligence plays a moderating role in the relationship between emotional labour, Organizational commitment and emotional exhaustion.

(Dr.S.Radha., 2013) conducted a study on Customer orientation as mediator between Emotional Intelligence and Service performance in Banks. Study revealed that Emotional Intelligence is an important factor influencing service quality. Furthermore there is strong evidence that emotional intelligence predicts service performance which is an antecedent of customer retention (Dimitrios Belias, 2013) investigated occupational stress and emotional intelligence among bank employees in Greece. Study revealed that occupational stress is likely being affected by emotional intelligence and by several demographic characteristics. Gender seems to affect the employee's emotional intelligence. Also occupational stress and stress management are likely to be predicted by the employee's levels of optimism and the ability to manage and use emotions positively.

(Kappagoda, 2013) in his study to find the emotional intelligence of the managers in the banking sector in Srilanka found that the level of EI has changed according to the gender, age, educational level and working experience of the respondents.

(R.Veerappan, 2013) on their study on Emotional Intelligence among bank employees in Vellore district found that emotional intelligence will help an employee experience better work-life balance.

(Spyros Papaathanasiou, 2014) did a study on emotional intelligence and job satisfaction among greek banking sector. Study concluded that there is a positive relationship between aspects of EI and Job satisfaction they get from their work. The gender, age, marital status and job position in the bank affect the levels of emotional intelligence of employees. In addition EI seems to exert influence on the everyday life of employees and modulate the levels of professional satisfaction.

(Vibhor Jain., 2014) on his attempt to find the impact of emotional intelligence on service quality in Indian private banks found that people with high emotional intelligence perform well and are more satisfied at their workplace. Emotionally balanced employees are adaptable, empathetic, self-aware, transparent, self- confident, optimistic, and good at managing disagreements and stress. Also the study found that Individual with High EI are good problem solvers and decision makers and can skilfully prioritize their task and quickly realize their goals.

3. OBJECTIVES

1. To discover the relationship Emotional Intelligence has on Employee Performance in bank employees
2. To examine the dimension of Emotional Intelligence on Employee Performance in bank employees
3. To make known the significance of EI in the work environment in banking sector

4. RESEARCH METHODOLOGY

The example was gathered by utilizing helpful examining strategy and the information was gathered from the employees working in banking sector who were effectively accessible to give it. The focused on populace for this exploration was the employees working in banking sector in Thanjavur District. All out number of 140 surveys was circulated. Out of which 120 were considered as reliable and taken for the investigation.

5. ANALYSIS AND INTERPRETATION

Regression Analysis for Emotional Intelligence and Employee Performance

H₀ - There is no association between emotional intelligence and employee performance.

H₁ - There is an association between emotional intelligence and employee performance.

Table -1

Regression analysis for emotional intelligence and employee performance

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.631	.398	.366	.1561

Source: Output generated from SPSS 20

From that above regression table, as R represents the correlation between dependent variable and independent variable, it can be identified that the correlation between independent variable (emotional intelligence) and dependent variable (employee performance) are positive. Further it can be noted that they have correlated at a high degree, since R value is 0.631 which is > 0.5 significant level. In other words, an employee performance increases with an increase in his emotional intelligence. It is noteworthy to mention that R value has been arrived by taking various elements of emotional intelligence like self-awareness, self-regulation, self-motivation, social awareness and social skills of an employee. Further, it can be evidenced that the coefficient of determination is 0.631 therefore, about 63% of the variation in the employee performance data is explained by emotional intelligence. The regression equation appears to be very useful for making predictions about the employee performance based on emotional intelligence since the value of r² is moving towards 1.

Anova test for the emotional intelligence and employee performance

H₀ - The model is not a good fit to the data.

H₁ - The model is a good fit to the data.

Table - 2

Anova test for emotional intelligence and employee performance

Model	Sum of Square	Degrees of freedom	Mean square	Frequency	Significance
Regression	.370	1	.370	10.062	.002**
Residual	4.378	119	.037		
Total	4.749	120			

Source: Output generated from SPSS 20

From the above ANOVA table, it can be noted from the last column that the 'Sig' (p) value is 0.002. As the p value is typically less < 0.05, we shall reject the null hypothesis and state that at the 0.05 level of significance, there exists an enough evidence to conclude that the model is a good fit the data and will apply to the whole population.

6. FINDINGS, SUGGESTION AND CONCLUSION

1. Emotional intelligence is a set of competencies, which direct and control one's feelings towards work and performance at work. These set of competencies are the ability of the individuals to control and manage their frame of mind and inclination on the job.
2. The research pointed out that there is a positive relationship between job performance and employees having high EI.
3. To be more clear that the employees who are able to apprise themselves and others and proficient to manage emotions of self and others resulted in a higher level of confident in themselves.

4. With regard to regulating and appraising the emotions of own and others, it clearly evidenced that they are less proficiency when compared to their counterparts as well.
5. High emotional intelligence employees performed at a higher level than low emotional intelligence employees.
6. In addition, it has been noted that the employees who have low level of Emotional Intelligence. Can able to perform comparatively at a lower level.
7. An organization with a high number of emotionally intelligent employees stands to be at the forefront of organizational practice and performance, and is more likely to be an employer of choice.
8. Many researches also support the view that competence in Emotional Intelligence accounts for over 80% to 90% of the difference between ineffective performers and effective performance.
9. Effective performers improve business performance and provide organizations with a competitive advantage.

7. CONCLUSION

When all is said in done, the effect of the exercises of a person over a given timeframe is viewed as performance. Authoritative profitability and its prosperity are for the most part depends and legitimately related in dealing with Employees' performance. On One hand, Emotional intelligence is a now being recognized as a decent indicator of employees' work performance. Numerous associations require relational collaborations to accomplish the objectives and it has been viewed as the majority of employments are identified with feelings and require the capacity to oversee feelings. In any case, then again by basically having EI can't prompt higher performance except if it influences how individuals utilize their feelings at work setting. In this manner, Emotional intelligence assumes an imperative job in the work environment. For instance, accomplishment in deals requires the empathic capacity to distinguish the state of mind of the client and the relational expertise to choose when to pitch an item and when to stay silent. By correlation, accomplishment in painting or expert tennis requires a progressively singular type of self-restraint and inspiration. Subsequently EQ influences pretty much all that we do at work Apparently, employees can deal with their feelings precisely and utilize certain practices in the working environment that enable them to assemble better data, grasp others' conduct or settle on better choices about their exercises. In a work circumstance, performance of the employees relies upon working with gathering of individuals with various thoughts, recommendations, and suppositions. The high EI individual, most halfway, can all the more likely see feelings. It is one of the essential types of data that individuals procedure. As a rule, emotional intelligence improves a person's social viability and their well conduct in the general public. Unmistakably higher the emotional intelligence, better the social relations. It doesn't imply that everyone needs to process it well. Everybody needs emotional intelligence to help us through our emotionally requesting days. Regardless of whether we are not emotionally savvy ourselves, we may depend on those higher in emotional intelligence to direct us.

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