

# “A STUDY ON EMOTIONAL INTELLIGENCE PRACTICES AND ITS IMPACT ON EMPLOYEES AT AJMER VIDYUT VITRAN NIGAM LTD.”

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## ABSTRACT

Emotional intelligence serves as the foundation for soft skills, which are essentially the ability to manage interpersonal relationships and to be creative. Emotional intelligence (EI) is the skill of being able to understand and manage one's own and other people's feelings, as well as the capacity to distinguish between them, categorise them, and make decisions based on that information. The current study explores the different facets in using emotional intelligence for successful leadership with particular response to chosen managers of AVVNL of Rajasthan. Study is limited to the Rajasthan area where it will select specific managers from AVVNL. Furthermore, the present study efforts to examine the impact of emotional intelligence on employees of AVVNL. The present analysis is believed strongly to give clear understanding of how of these theories of emotional intelligence and leadership skills works in energy distribution sector.

**Keywords: - Emotional intelligence, skill, organization, AVVNL etc.**

## INTRODUCTION

The ability to lead with emotional intelligence is becoming increasingly important in today's workplace. Organizations are beginning to see the link between a manager's Emotional Intelligence and employee happiness and productivity in the workplace. They are aiming to use the leader's emotional intelligence to influence the performance of his subordinates. Emotional intelligence (EI) is a factor in employees' emotional responses. Controlling an employee's actions with EI can improve his or her productivity. Emotional intelligence is a powerful leadership strategy that may appeal to a wide range of people, regardless of position. In addition to motivating you to complete tasks, EI allows you to be innovative and perform at your highest level.

Leadership abilities have a significant impact on a leader's ability to influence job performance, personal vision, workplace engagement, and career fulfilment. Employees with high levels of emotional intelligence are more likely to go out of their way to foster a positive work environment. Emotional intelligence enables a manager to track the success of leadership and respond to subordinates for making them feel good about their work environment. ” It has been proven that emotional intelligences are beneficial to companies since they aid in the preservation of interpersonal relations in the workplace.

Due to globalisation and increased knowledge of companies, leadership effectiveness has experienced considerable revisions in the previous couple decades. As a result of the rapid changes in the global economy, the expectations and demands of employees have shifted dramatically. Employees are a company's most valuable asset, thus the HR department and upper management must make extra efforts to keep them happy and productive. Today's workers spend many hours each day at their desks, thus they prefer to do it in a relaxed, stress-free setting. As a result, corporations are embracing effective leadership in order to influence their employees and steer their emotional responses towards the attainment of organisational goals.

Workers' emotions and actions are controlled by their emotional intelligence. There is a favourable association between job performance and employee satisfaction when a person has this kind of skill "Stress tolerance, self-awareness, problem solving, response control, interpersonal relationships and level of optimism" of subordinates can be improved by leaders with high emotional intelligence. Emotional intelligence competency implementation has a number of advantages, including increased productivity, better mental health, and better employee attributes.

Working-class leaders can no longer afford to dismiss the feelings of their people in this day and age of awareness. To be an emotional leader, you must be able to manage your followers' emotions and influence their future demands. The supervisor's ability to grow as a leader and build their own emotional intelligence is critical. Effectiveness in improving productivity is the goal of these EI behavior-supporting practises research studies. Relationships and emotional attachment among staff members are the result of this practise.

This relates to one's ability to recognise, control or analyse their own emotions. Managers and staff that have high levels of emotional intelligence are better able to deal with the constant flux of their work environments. Some academics believe that emotional intelligence may be learnt and improved, while others believe that it is a natural trait. The emotional intelligence of employees is just as important as technical capabilities in terms of increasing their productivity at work. It is important for team members to manage their emotional intelligence in order to improve their interpersonal abilities. Emotional intelligence in today's workplaces has a positive effect on employees' energy and vitality. Motivating employees is a major issue in organisations, and it becomes more difficult when there are numerous positions, as attitudes, actions, and emotions connected with one role may flow over into the other.. People don't always check their baggage at the door when they enter the office or return to their homes after a long day of work. Emotional intelligence can be used to talk about the numerous roles that employees must play in order to fulfil their job responsibilities in the workplace. The purpose of this study is to investigate the link between emotional intelligence and the management of work performance and the development of teams, as well as the improvement of workplace morale and the development of effective leaders.

Competitive environments necessitate constant adjustments to organisational structures. Employees with high levels of emotional intelligence are better able to adapt to the ever-changing corporate environment. Management and workers benefit from emotional intelligence in their ability to detect, analyse, and retain or build a viable relationship with others in the workplace because of the emotional imbalance in the workplace. Emotional intelligence can be used in a variety of ways in the workplace, including hiring, training, and developing individuals, groups, and the entire organisation. People in businesses need to be taught interpersonal skills so that they can carry out their jobs more effectively in teams with other employees.

Emotional intelligence is just as important as technical skills when it comes to increasing efficiency in the workplace. The interpersonal abilities of the team members will improve if the team members manage their emotional intelligence. The emotional intelligence skills of employees must be integrated into the organisational culture if organisations are to have a successful future.

Organizations and researchers alike are becoming increasingly interested in emotional intelligence. Humanity has been thrust into a fast-paced, high-risk world as a result of modern technology and globalisation. In today's workplace, trust is eroding, innovation is inhibited, supervisors and coworkers are separated, and loyalty and commitment are disappearing. In this environment, the organisations either don't know or don't care about these symptoms because they'd have to take action. Organizations need to recognise and grasp these difficulties in order to improve their emotional intelligence.

Each employee and the organisation as a whole will benefit from an increase in emotional self-awareness and emotional expression as well as an increase in tolerance for others' feelings as well as an increase in trust and integrity. To become a strategic leader, you need to have a high level of emotional intelligence (EI)."

Emotional intelligence aids an employee who knows his or her abilities, his or her profession, and has an optimistic vision for the future. When compared to the actions of an employee with average intelligence and understanding, this is far more beneficial. When it comes to evaluating and judging a "successful" employee, emotional intelligence plays a crucial role and serves as a key factor. To put it another way, EI promotes efficiency and builds a culture of trust within the company as a whole.

An individual's and an organization's performance is boosted by emotional intelligence. An employee's quality of work and relationship with their coworkers is greatly influenced by this factor. In this context the present study aims to analyze the impact of Emotional Intelligence of Personnel in AVVNL in energy department.

## **OVERVIEW OF THE AJMER VIDYUT VITRAN NIGAM LTD**

The state-owned power plants are run by the electricity generation company. Rajasthan Rajya Vidyut Utpadan Nigam Limited is responsible for the operation and maintenance of state-owned power plants as well as the development of new power projects in the state. In accordance with the Companies Act, 1956, the government of Rajasthan has established Ajmer Vidyut Vitran Nigam Ltd. (Ajmer Discom). There are 11 districts in Rajasthan served by the Ajmer Discom, which includes Ajmer, Bhilwara, Nagaur and Sikar as well as the cities of Jhunjhunu and Udaipur, Banswara, Chittorgarh and Rajsamand. In 2001, the population of Ajmer Discom's service area was estimated to be 198 million people. This discom is divided into 12 distribution circles, each of which is responsible for supplying electricity to a different area in the city of Ajmer: Ajmer District; Bhilwara; Nagaur; Sikar; Jaunjhunu; Udhapur; Banswara; Chittor; Rajsamand; Doonpur; Pratapgarh; and Doongarpur.

## **OBJECTIVE OF THE STUDY**

To find out the impact of Emotional Intelligence practices in Ajmer Vidyut Vitran Nigam Ltd. with respect to Department of Energy.

## RESEARCH METHODOLOGY

The current study explores the different facets in using emotional intelligence for successful leadership with particular response to chosen managers of AVVNL of Rajasthan. Study is limited to the Rajasthan area where it will select specific managers from AVVNL. Furthermore, the present study efforts to examine the impact of emotional intelligence on employees of AVVNL. The present analysis is believed strongly to give clear understanding of how of these theories of emotional intelligence and leadership skills works in energy distribution sector.

## DATA ANALYSIS

### ANALYSIS OF EMOTIONAL INTELLIGENCE PRACTICES

**Table 1: Distribution on five-point scale of awareness about Emotional Intelligence practices**

Statement	SD	D	N	A	SA
1. I am always aware of the feelings I am experiencing and why.	0 0	11 -4.55	45 (18.60)	166 (68.60)	20 -8.26
2. I am aware of my own talents and weaknesses.	0 0	3 -1.24	32 (13.22)	182 (75.21)	25 (10.33)
3. I am self-aware and attempt to learn from my mistakes.	2 -0.83	7 -2.89	33 (13.64)	182 (75.21)	18 -7.44
4. "I am able to demonstrate a sense of humour and perspective about myself".	2 -0.83	10 -4.13	20 -8.26	141 (58.26)	69 (28.51)
5. I can express unpopular opinions and go out on a limb for what is right.	13 -5.37	17 -7.02	34 (14.05)	151 (62.40)	27 (11.16)
6. I am decisive and capable of making solid decisions in the face of uncertainty and pressure.	10 -4.13	24 -9.92	53 (21.90)	122 (50.41)	33 (13.64)
7. In challenging situations, I remain serene, cheerful, and unflappable (able to remain calm in a stressful scenario).	4 -1.65	16 -6.61	54 (22.31)	131 (54.13)	37 (15.29)
8. When I'm under duress, I think clearly and stay focused.	6	15	40 (16.53)	141 (58.26)	40 (16.53)

	-2.48	-6.2			
9. "I take firm, principled positions, even if they are unpopular".	8 -3.31	18 -7.44	50 (20.66)	125 (51.65)	41 (16.94)
10. I maintain my promises and fulfil my commitments.	1 -0.41	21 -8.68	56 (23.14)	116 (47.93)	48 (19.83)
11. I look for new ideas from a wide range of sources.	4 -1.65	10 -4.13	39 (16.12)	149 (61.57)	40 (16.53)
12. I am open to new ideas for solving difficulties.	5 -2.07	8 -3.31	31 (12.81)	155 64.05)	43 (17.77)
13. I keep myself accountable for achieving my goals.	4 -1.65	14 -5.79	31 (12.81)	156 (64.46)	37 (15.29)
14. I am a goal-oriented individual with a strong desire to achieve goals and standards.	4 -1.65	8 -3.31	21 -8.68	186 (76.86)	23 -9.5
15. I set high standards for myself and take cautious risks.	4 -1.65	12 -4.96	29 (11.98)	165 (68.18)	32 (13.22)
16. "I am willing to make personal and collective sacrifices to help the organisation achieve a broader aim".	34 (14.05)	81 (33.47)	56 (23.14)	59 (24.38)	12 -4.96
17. I am always ready to take advantage of opportunities.	2 -0.83	30 (12.40)	110 (45.45)	78 (32.23)	22 -9.09
18. Despite hurdles and disappointments, I am persistent in pursuing my goals.	2 -0.83	17 -7.02	55 (22.73)	144 (59.50)	24 -9.92
19. I am an exceptional listener.	0 0	12 -4.96	75 (30.99)	117 (48.35)	38 (15.70)
20. I am a good listener who seeks mutual understanding and is open to exchanging	1	14	39 (16.12)	151 (62.40)	37 (15.29)

knowledge.	-0.41	-5.79			
21. I encourage open communication and remain open to both positive and unpleasant news.	2 -0.83	9 -3.72	53 (21.90)	126 (52.07)	52 (21.49)
22. I am expressive and can enthuse others about a shared vision and objective.	2 -0.83	10 -4.13	76 (31.40)	127 (52.48)	27 (11.16)
23. I am capable of adapting to and socialising with a wide range of people.	1 -0.41	10 -4.13	42 (17.36)	125 (51.65)	64 (26.45)
24. I often form social bonds with the people I work with.	4 -1.65	7 -2.89	32 (13.22)	167 (69.01)	32 (13.22)
25. I always look at things from the viewpoint of others.	2 -0.83	3 -1.24	16 -6.61	211 (87.19)	10 -4.13
26. I believe that other people are only 'different' rather than 'difficult.'	4 -1.65	3 -1.24	34 (14.05)	186 (76.86)	15 -6.2
27. I realise why my conduct can be offensive to others at times.	3 -1.24	18 -7.44	122 (50.41)	89 (36.78)	10 -4.13
28. I always understand why people disagree with me.	1 -0.41	11 -4.55	96 (39.67)	125 (51.65)	9 (3.72)

Above table display the distribution of different employees according to different statements related with the awareness emotional intelligence practices. Result showing that majority of respondent was in agreed category followed by strongly agreed and then other was subsequently. Overall compilation of the distribution points show that 184 (76.03%) respondents were in moderate emotional intelligence level, 23 (9.50%) were in high and low level each, nine (3.72%) were in very low level and three were in very high level of emotional intelligence level. Thus from the results here it can be stated that most of the respondents are aware about their emotional intelligence practices.

Further in the analysis to find the significant difference in male and female perception in the Ajmer Vidyut Vitran Nigam Ltd. with respect to "Aggregate Emotional Intelligence Practices following hypothesis is framed;

$H_{01}$  – There is no significant difference in male and female's perception in the Ajmer Vidyut Vitran Nigam Ltd. with respect to "Aggregate Emotional Intelligence Practices"

$H_{A1}$  – There is a significant difference in male and female's perception in the Ajmer Vidyut Vitran Nigam Ltd. with respect to "Aggregate Emotional Intelligence Practices"

**Table 2 Descriptive table of Emotional Intelligence Practices**

Descriptives								
Aggregate Emotional Intelligence Practices								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Male	211	3.65	.975	.067	3.52	3.79	1	5
Female	30	3.50	.861	.157	3.18	3.82	1	5
No response	1	4.00	0.0	0.0	0.0	0.0	4	4
Total	242	3.64	.960	.062	3.51	3.76	1	5

Above table display the descriptive statistics of Aggregate Emotional Intelligence Practices of male and female respondents. From the data it can be seen that mean value for male employees is higher than that of female employees.

**Table 3 Test of Homogeneity of Variances table of Emotional Intelligence Practices**

Test of Homogeneity of Variances			
Aggregate Emotional Intelligence Practices			
Levene Statistic	df1	df2	Sig.
1.219	1	239	.271

Above table display the test of homogeneity of variances to check the hypothesis established. The results from the test shows that the sig value for Aggregate emotional intelligence practices is greater than .05 and thus null hypothesis is accepted. Thus, it can now be stated that There is no significant difference in male and female's perception in the Ajmer Vidyut Vitran Nigam Ltd. with respect to "Aggregate Emotional Intelligence Practices"

**Table 4 ANOVA table of Emotional Intelligence Practices**

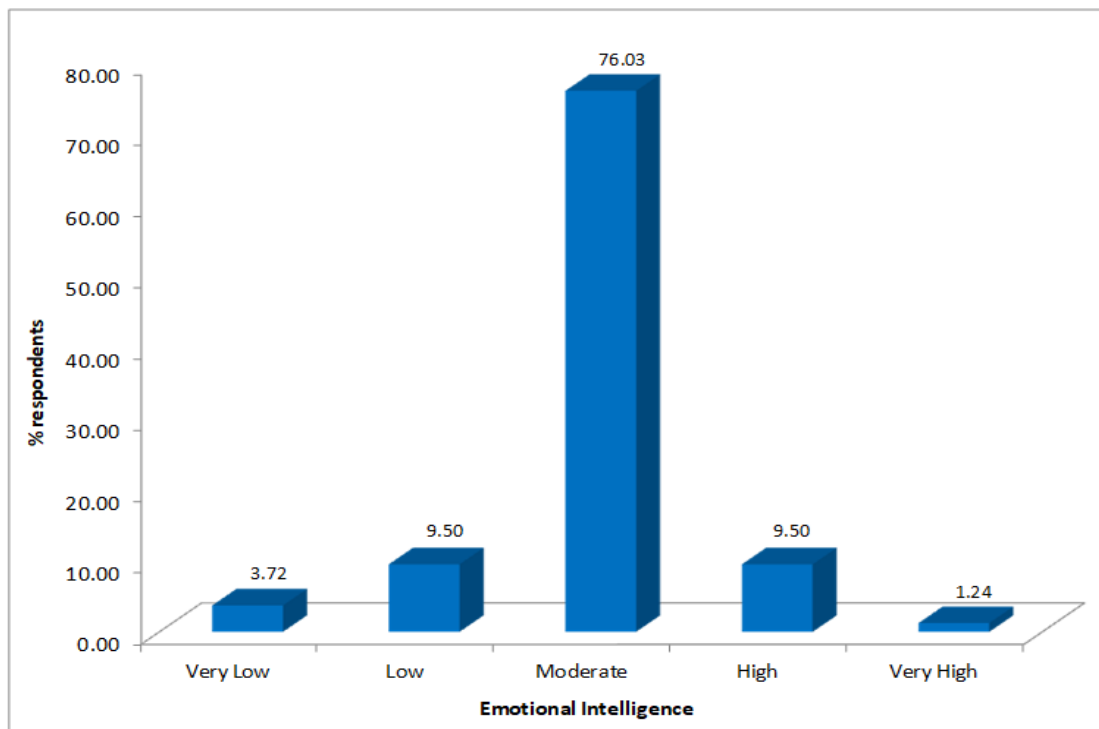
ANOVA					
Aggregate Emotional Intelligence Practices					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.756	2	.378	.408	.665
Within Groups	221.244	239	.926		
Total	222.000	241			

The results of ANOVA test to check the hypothesis are shown in the above table. From the data it can be seen that the results confirm the previous test results which shows **There is no significant difference in male and female's perception in the Ajmer Vidyut Vitran Nigam Ltd. with respect to "Aggregate Emotional Intelligence Practices". This can also be interpreted as male and female employees perceive emotional intelligence practices in a similar manner.**

**Table 4: Distribution of Respondents according to Emotional Intelligence**

Emotional Intelligence	N	%
Very Low	9	3.72
Low	23	9.50
Moderate	184	76.03
High	23	9.50
Very High	3	1.24
<b>Total</b>	<b>242</b>	<b>100.00</b>





**Figure 1: Distribution of Respondents according to Emotional Intelligence**

Above table and graph display the emotional intelligence practices level of respondents. The data obtained shows that respondents are having moderate level of emotional intelligence.

## CONCLUSION

In order to be an effective and efficient leader, a leader must use his or her emotions effectively in any business. Employees that have a high level of emotional intelligence can be more effective leaders and more effective team members, according to the findings of research. As a result of this, the productivity of the workforce is boosted, allowing the business to achieve its goals in an ethical manner while also making significant contributions to society at large. Emotional intelligence, we believe, is a beneficial tool for to better understand the relationship between leadership ability, team building, performance management, and emotional intelligence, we conducted a study in which we identified the critical role played by affective elements in enhancing the quality of leadership in organisations at large.

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