IMPACT OF EMOTIONAL INTELLIGENCE AND KNOWLEDGE MANAGEMENT ON EMPLOYEE PERFORMANCE IN IT SECTOR IN COIMBATORE

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ABSTRACT

This research focuses on the relationship between Emotional Intelligence (EI), Knowledge Management (KM), and employee performance in the IT sector, with a specific focus on Coimbatore, Tamil Nadu. The study's primary objectives are to identify EI competencies among IT employees, assess current KM practices, examine the link between EI and KM processes, and explore how personal and organizational factors impact EI and KM. Using a survey-based approach, data was collected from 120 IT sector employees in Coimbatore over three months from January to March 2023. It is important to note some limitations, including the potential for different results with a larger sample size and challenges in reaching all employees due to varying shifts and potential reluctance to express candid views. This research seeks to illuminate the factors influencing employee performance in the dynamic IT industry. Understanding EI dimensions and effective KM practices can enhance productivity, innovation, and competitiveness in IT organizations.

1.1 INTRODUCTION

In the ever-evolving realm of Information Technology (IT), employee performance is a pivotal determinant of an organization's success. This research embarks on an exploration of the intricate interplay between Emotional Intelligence (EI), Knowledge Management (KM), and employee performance, with a specific focus on the burgeoning IT sector in Coimbatore, Tamil Nadu. The primary objectives of this study encompass four critical facets: firstly, the identification of Emotional Intelligence competencies exhibited by employees within IT companies; secondly, an assessment of the prevailing Knowledge Management practices within these organizations; thirdly, an investigation into the relationship between Emotional Intelligence and Knowledge Management processes; and lastly, a scrutiny of the influence wielded by personal and organizational profiles

on Emotional Intelligence and Knowledge Management processes. Employing a survey-based research design, data was meticulously collected from a sample of 120 IT sector employees in Coimbatore over a three-month span, from January to March 2023. It is important to acknowledge certain limitations, such as the potential for differing results with a larger sample size and the challenges associated with accessing all employees due to varying shifts and potential reluctance to candidly express views. This research seeks to illuminate the multifaceted factors that shape employee performance within the dynamic IT industry. By comprehending the dimensions of Emotional Intelligence and the effectiveness of Knowledge Management practices, organizations can strive for greater productivity, innovation, and competitiveness in this dynamic sector.

1.2 OBJECTIVE OF THE STUDY

- To identify Emotional Intelligence Competencies of Employees working in IT companies
- To analyze the Current status of Knowledge Management Practices in IT companies.
- To investigate the relationship between Emotional Intelligence and Knowledge Management Processes.
- To find out the influence of personal and organizational profiles of employees on Emotional Intelligence and Knowledge Management Processes.

1.3 STATEMENT OF THE PROBLEM

The problem statement for this project is to investigate the impact of emotional intelligence and knowledge management on employee performance in the IT sector. This study aims to explore the extent to which these factors affect employee performance and to identify the most effective strategies for promoting and enhancing Emotional Intelligence and Knowledge Management in the workplace. By addressing this problem, the project aims to provide valuable insights that can help organizations improve employee performance in the highly competitive IT sector.

1.4 SCOPE OF THE STUDY

Tamil Nadu has come into sight as one of the major participants in magnetizing a huge amount of domestic and overseas investments in IT fields. With regard to carrier in Information Technology has great opportunity for the younger generation. Coimbatore is becoming a large IT industry in addition to young software developers. Due to the importance of Information Technology mentioned above, the researcher has the opinion that the success of any software industry, especially is Information Technology associated with the skills of the employees and some special practices followed by IT companies to attain competitive advantage and elevated performance. Hence, the researcher intended and attempted to focus the study about the soft skills, especially Emotional Intelligence Skills of the employees and Knowledge Management Practices followed by the organisation to enhance performance and to offer suggestions for improvement.

1.5 RESEARCH METHODOLOGY

1.5.1 Research Objective

The main objective of this research is to investigate the combined effect of Emotional intelligence and Knowledge Management Processes on Employee Performance.

1.5.2 Research Design

The study, through survey research design, has collected data from IT companies to carry out the said research objectives. The study was conducted in two phases, The major part of this study is based on Primary Data.

1.5.3 Period of the study

The period of study is 3 months i.e., January-2023 to march-2023.

1.5.4 Area of the study

The study is under taken in Coimbatore city.

1.6 LIMITATIONS OF THE STUDY

- Sample size considered is 120 employees. The suggestions and answers may vary if the sample size is increased.
- It is difficult to meet all the employees due to time constraint.
- Since the employees are working in different shifts it is difficult to collect the information.
- Fear of expressing the true facts among the respondents may lead to misinterpretation.

2.1 REVIEW OF LITERATURE

These research studies collectively shed light on the significant role of emotional intelligence (EI) and its impact on various aspects of employee performance and organizational dynamics. They highlight the following key findings:

1. Akhlaghimofrad & Farmanesh (2021) emphasize that EI can mitigate knowledge hiding within organizations by promoting a deeper understanding of one's own emotions and empathy toward colleagues, ultimately reducing interpersonal conflicts and knowledge hoarding.

2. Yesufu (2020) found that employees with lower emotional stability, especially part-time workers, tend to exhibit poorer performance compared to their full-time counterparts. This underscores the influence of emotional stability on job performance.

3. Poornima and Sijatha (2020) discovered that EI positively affects leadership effectiveness, albeit the study primarily focused on leadership and didn't directly address workplace performance.

4. Connelly (2019) identified three behaviors related to knowledge hiding: playing dumb, evasive hiding, and rationalized hiding, shedding light on how emotional factors may contribute to these behaviors.

5. Dhani and Sharma (2018) highlighted that both EI and personality traits significantly predict job performance among IT employees, emphasizing the role of emotional intelligence in workplace success.

6. Radha and Shree (2017) found a positive relationship between EI, employee performance, and organizational commitment, showcasing the impact of EI on overall work outcomes.

These studies collectively underscore the importance of emotional intelligence in the workplace, affecting employee performance, leadership effectiveness, knowledge sharing, and organizational commitment. While these findings provide valuable insights, it's crucial to continue exploring the multifaceted role of EI in different organizational contexts.

3 DATA ANALYSIS AND INTERPRETATION

3.1 SIMPLE PERCENATGE ANALYSIS

Simple percentage analysis is one of the basic statistical tools which is widely used in the analysis and interpretation of primary data. It deals with the number of respondents response to a particular question in percentage arrived from the total population selected for the study.

TABLE 1.1

TABLE SHOWING THE SIMPLE PERCENTAGE ANALYSIS

S.NO	FACTOR	NO.OF. RESPONDENTS	PERCENTAGE
1	Male	66	55
2	Female	54	45
	TOTAL	**120**	**100**

INTERPRETATION

From the above table it indicates that 55% of the respondents are male and 45% of the respondents are female.

3.2 WEIGHTED AVERAGE ANALYSIS

Weight average also called weighted mean is helpful to make a decision when there are many factors to consider and evaluate. Each of the factors is assigned some weights based on their level of importance, and then the weighted average is calculated using a mathematical formula. The weighted average assigns certain weights to each of the individual quantities. The weights do not have any physical units and are only numbers expressed in percentages, decimals, or integers. The weighted average formula is the summation of the product of weights and quantities, divided by the summation of weights.

FORMULA

$$\text{Weighted Average} = \frac{\sum \text{Weights} \times \text{Quantities}}{\sum \text{Weights}}$$

TABLE 1.2

TABLE SHOWING THE WEIGHTED AVERAGE METHOD

PARTICULARS	Always	Often	Sometimes	Rarely	Never	TOTAL	MEAN
FACTORS	1(5)	2(4)	3(3)	4(2)	5(1)		SCORE
I can recognize the situation that trigger my emotion	63 (315)	21 (84)	20 (60)	6 (12)	10 (10)	120 (481)	4.08
I smoothly juggle multiple demands	30 (150)	57 (228)	18 (54)	8 (16)	7 (7)	120 (455)	3.7
I always maintain cooperative working relationship with the colleagues	47 (235)	28 (112)	34 (102)	8 (16)	3 (3)	120 (468)	3.9
I always see obstacles as an opportunity to learn and develop	26 (130)	54 (216)	20 (60)	17 (32)	3 (3)	120 (441)	3.6
I acknowledge my strength and area of weakness	51 (255)	30 (120)	17 (51)	9 (18)	13 (13)	120 (457)	3.8

INTERPRETATION

The above table shows analysis on the emotional intelligence affecting employee performance. The highest mean score is 4.087 for I can recognize the situation that trigger my emotion.

3.3 RANK ANALYSIS

Karl Pearson`s method is based on the assumption that the population being studied is normal or that when the shape of the destruction is not known, there is a need for a measure of correlation that involves no assumption above the parameter of the population. It is possible to avoid making assumptions about the population being studied by ranking the observations according to size and basing the calculation on the ranks rather than the original observations. It does not matter which way the items are ranked; item number one may

be the largest or the smallest. Using ranks rather than actual observation gives the coefficient of rank correlation.

FORMULA

R=1-6ΣD2/ N (N2-1)

TABLE 1.3

TABLE SHOWING THE RANKING ANALYSIS

PARTICULARS	1(5)	2(4)	3(3)	4(2)	5(1)	TOTAL SCORE	RANK
New knowledge can be created through knowledge sharing	72 (360)	26 (104)	15 (45)	3 (6)	4 (4)	120 (519)	I
Proper storage of knowledge makes handling of information easier	37 (185)	57 (228)	20 (60)	4 (8)	2 (2)	120 (483)	II
New project is done effectively in lesser time by proper knowledge utilization	40 (200)	35 (140)	32 (96)	8 (16)	5 (5)	120 (457)	IV
Individual knowledge and skills are stored for creativeness and better results	35 (175)	42 (168)	22 (66)	16 (32)	4 (4)	120 (445)	V
Apply and utilization of knowledge can make decision faster	54 (270)	28 (112)	16 (48)	7 (14)	15 (15)	120 (459)	III

INTERPRETATION

The above table shows the knowledge management practice affecting employee performance are ranked based on the responses by the respondents. New knowledge can be created through knowledge sharing is given as rank I by the respondents, Proper storage of knowledge makes handling of information easier is given as rank II by the respondents, apply and utilization of knowledge can make decision faster is given as rank III by the respondents, New project is done effectively in lesser time by proper knowledge utilization is given as rank IV by the respondents, Individual knowledge and skills are stored for creativeness and better results is given as rank V by the respondents.

3.4 CHI-SQUARE ANALYSIS

The statistical test used to determine the probability of obtaining the observed by chance, under a specific hypothesis. It is used to test if the standard deviation of a population is equal to the specific value. Chi – square

is a statistical significance test based on frequency of occurrence, it is applicable both to qualitative and quantitative variables. Among its many uses, the most common are tests of hypothesized probabilities or probability distributions, statistical dependence or independence and common population. A Chi – square test is any statistical hypothesis test in which the test statistic has a Chi – square distribution if the null hypothesis is true.

FORMULA

Chi-square $= \dfrac{(\text{observed value-expected value})^2}{\text{Expected value}}$

Or

$$\chi_2 = \Sigma \, (O_i - E_i) \, _2/E_i$$

Where O_i is the observed value and E_i is the expected value

Expected value $= \dfrac{\text{Row total*column total}}{\text{Grand total}}$

Degree of freedom= (row-1) *(column-1)

TABLE 1.4

TABLE SHOWING THE CHI-SQUARE ANALYSIS

GENDER	WORKING HOURES				TOTAL
	8 HOURES	**10 HOURES**	**11 HOURES**	**12 HOURES**	
MALE	22	23	9	12	**66**
FEMALE	21	20	10	3	**54**
TOTAL	**43**	**43**	**19**	**15**	**120**

To find out the relationship between gender and working hours of the respondents, chi square test is used and result is given below.

HYPOTHESIS

There is no relationship gender of the respondents and working hours.

TABLE 1.4.1

CHI-SQUARE TEST

FACTOR	DEGREES OF FREEDOM	CALCULATED VALUE	TABLE VALUE	RESULT
Gender	3	4.530	7.815	Accepted

INTERPRETATION

In the above analysis the table value (7.815) is greater than the calculated value (4.530) at the level of 0.05% significance. Hence there is no significant relationship between gender and working hours.

4 FINDING

4.1 SIMPLE PERCENTAGE ANALYSIS

- Majority 55% of the respondents are male.
- Majority 64.2% of the respondents are between 20-25 years of age.
- Majority 52.9% of the respondent's education level are Bachelor degree.
- Majority 64.2% of the respondents are Unmarried
- Majority 65.8% of the respondents are nuclear family.
- Majority 36.7% of the respondents are working 8houres in a day.
- Majority 52.5% of the respondents working overtime rare.
- Majority 43.3% of the respondents are working overtime to complete the task.
- Majority 42.5% of the respondent's knowledge management practice for useful for career development of the respondents agree.
- Majority 47.9% of the respondents are receiving training to improve emotional intelligence occasionally.
- Majority 50.8% of the respondent's level of emotional intelligence are average.
- Majority 37.4% of the respondents are sharing knowledge with your colleagues weekly.
- Majority 46.2% of the respondent engage in knowledge management practice in the work weekly.
- Majority 40.8% of the respondent undertake knowledge management training are suggested by colleagues.
- Majority 39.2% of the respondents are using knowledge management and emotional intelligence to improve the performance agree.

- Majority 37.5% of the respondent organization values knowledge management practices and encourages yes.

4.2 WEIGHTED AVERAGE METHOD

The above table shows analysis on the emotional intelligence affecting employee performance. The highest mean score is 4.087 for I can recognize the situation that trigger my emotion.

4.3 RANK ANALYSIS

New knowledge can be created through knowledge sharing is given rank I by the respondents, Proper storage of knowledge makes handling of information easier is given rank II by the respondents, apply and utilization of knowledge can make decision faster is given rank III by the respondents, New project is done effectively in lesser time by proper knowledge utilization is given rank IV by the respondents, Individual knowledge and skills are stored for creativeness and better results is given rank V by the respondents.

4.4 CHI-SQUARE ANALYSIS

- In the analysis the table value (7.815) is greater than the calculated value (4.530) at the level of 0.05% significance. Hence there is no significant relationship between gender and working hours.
- In the analysis the calculated value (3.998) is lower than the table value (12.592) at the level of 0.05% significance. Hence there is no significant relationship between age and overtime work.

5 SUGGESTIONS

- The organization can develop policies that promote gender equality and provide equal opportunities for both male and female employees. This can help to bring in different perspectives, experiences, and knowledge to the workplace. The employees have to develop their knowledge to improve their performance. The work-life balance is to be undertaken to prevent burnout and employee stress. The regular practice of knowledge sharing helps to improve both knowledge and emotional control.
- By motivating employees to share their knowledge can improve the performance. Recognizing and rewarding employees perform well in knowledge sharing practices and emotional intelligence. This can motivate other employees to emulate such practices. This can help to create a positive attitude towards knowledge sharing, collaboration, and learning.
- The research suggest that organizations should provide training and awareness programs to employees regarding the importance and benefits of knowledge management practices. This can include providing regular updates and communication about the organization's knowledge management practice
- The regular practice on emotional intelligence can improve the employee performance and concentration towards work. The positive attitude towards colleague can improve regular communication, knowledge sharing and team work. The performance level is increased overall. The emotional intelligence can help to prevent unnecessary confusion, misunderstanding and lack of communications.

- The study identified that the emotional intelligence and knowledge management both should be managed by the employee to balance the work life and perform well in the work place.
- Creating a supportive work environment can help employees feel more motivated and engaged. Organizations can offer support through employee assistance programs, flexible work arrangements, and promoting work-life balance. This can help to reduce stress and improve emotional control.
- Encouraging feedback and open communication can help employees develop their emotional intelligence and knowledge management skills. Organizations can implement regular feedback mechanisms, such as performance evaluations, surveys, and suggestion boxes, to encourage employees to share their thoughts and ideas.

6. CONCLUSION

The research shows that improving employee's knowledge management practices promotes better performance and improves their skills. By motivating and providing opportunities for educational development, organizations can foster a more innovative and collaborative workplace environment. Additionally, promoting work-life balance, knowledge sharing, and emotional intelligence can help reduce burnout, improve performance, and enhance the overall well-being of employees. Recognizing and rewarding exceptional knowledge management practices and promoting learning and collaboration can help to create a positive and supportive workplace for employees, and similarly, emotional intelligence practices help for good coordination among employees, mutual understanding, and teamwork. Emotional intelligence helps to balance work and life. The study identified that both emotional intelligence and knowledge management are very important for employee performance; a lack of either of these two cannot obtain the desired performance of the employee. So, both emotional intelligence and knowledge management practice have to be concentrated by the employee.

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