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Impact of Emotional Intelligence on Employee Performance

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ABSTRACT

Emotional Intelligence is very important now a days in an organization by considering new trends of employees and diversity in an organization. Highly emotionally intelligent leaders are much more likely to move or motivate their team members and connect with them. Adding to it, a very strong emotional intelligence helps the leader manage their emotions and understand their employees' emotions, thus inspiring a culture of trust and mutual respect. Employees having high EI are better leaders, able to take stress, deliberate under pressure and lead.

This research investigates how the emotional Intelligence (EI) attributes influence employee performance in organizations, such as stress management, emotional self-awareness, interpersonal relationships, conflict resolution, general emotional awareness in the workplace, etc. running a survey-based study with 50 respondents covering gender, age, educational qualification, job position, tenure, and EI-related competencies. This analysis shows that a large number of workers are rather young with a high educational profile and have very recent exposure to their respective organizations. Emotional Intelligence states under self-awareness and stress management the basis of really how employees perform and behave with each other in the work environment. The findings show that although most employees account for emotional regulation skills, a good number of them find difficulty in stress management, emotional reflection, and interpersonal relationships.

In summary, conclusively, the study asserts that the development of EI must be pursued by organizations for the enhancement of employee performance, productivity, and harmony at the workplace. The findings shed light on the important implications of building an emotionally intelligent, high-performing workforce for HR professionals and organizational leaders.

Keywords: Employee Performance, Emotional Intelligence, Stress Management, Emotional Self-Awareness, Interpersonal Relations, Conflict Resolution, Workplace Productivity, Emotional Regulation, Organizational Success, Employee Welfare.

1. Introduction

The employee plays an important role in the function of the organization, in which he needs to perform properly for the attainment of the goals of the organization. In turn, his being emotionally stable and emotionally intelligent can greatly affect his functioning. An employee should be aware of his emotional intelligence so that he can better manage the situation, work better, create conflict resolutions, and improve his communication.

Emotional Intelligence (EI) is the skill to recognize, evaluate and control his own emotions, to express emotions, and to do the same for others. It includes understanding feelings and applying them to overcome challenges, enhance communication, and make decisions. Emotion permeates all our doings-every action, judgment, and decision. People with an EI recognize the role of such emotions and use cognitive processes to manage their emotions rather than their emotions managing them. Therefore, EI entails sustainable change in behaviour by better management of the self and improved relationships with others. It's positively affecting the organization between self and performance evaluation by the supervisor, organizational commitment, and employee performance. It acts as an insulating mechanism that helps mitigate the possible effects of emotional dissonance, conflict with ethical roles, and job insecurity that can influence organizational commitment. Researchers have associated job performance with EI by stating that it was the ability to manage one's own feelings and the ability to understand others in the organization (Mayer et al., 2003).

Emotional intelligence refers to the ability of individuals to recognize their own and other peoples' emotions, differentiate and label them correctly, use emotional information to guide thinking and behaviour, and manage or adjust emotions to fit their environment, and to attain their own goals. The models that attempt to measure emotional intelligence are many. EI will appear to include mixed models of applying abilities and traits, Goleman's original model. A trait model was introduced by Konstantinos V. Petrides in 2001 with self-knowledge as the focus, while a model of ability was developed by Peter Salovey and John Mayer in 2004 stressing interpersonal relationships.

Positive emotional expression is a factor that develops motivation and trust among employees and leaders. This is also an element that can raise the cultivation of EI in public organizations, enhance interpersonal relationships, improve leadership effectiveness and resilience, promote a positive culture,

and ultimately drive improved performance and goal achievement (Desta, 2020; Yohannes & Lemma, 2021). EI development fosters better decision making, calculated risk-taking, interpersonal relationships, commitment, prioritizing, problem-solving--just some of the behavioural characteristics common with performing well. The employee as well as the organization should benefit when the development of EI capability is put in focus.

Research Objective

- To understand the level of performance of the employees and managers.
- To understand the level of emotional intelligence of employees and managers.
- To study the impact of emotional intelligence on the level of performance and their ability to take higher level jobs in the organization.

Background and Statement of Problem

Beginning in the early 1970s, the more popular theories of intelligence came into being following the discovery of limitations of the Intelligence Quotient (I.Q). Gardner's multiple intelligences and Sternberg's triarchic theory were thus birthed. By that time, researchers had begun looking into how emotions and moods affect cognitive processes, leading to the birth of the concept emotional intelligence (EI). EI is the ability to identify, comprehend, and regulate one's emotions as well as those of others. This, in turn, has been linked to greater employee performance, job satisfaction, communication, and teamwork.

Despite much research on the impact of EI on employee performance, organizations today support hiring, training, and evaluation practices that commonly rest on traditional intelligent testing methods. The study of the specific EI competencies- namely self-awareness, self-regulation, motivation, empathy, and social skills--and how these influence certain dimensions of employee performance, namely productivity, job satisfaction, and leadership effectiveness is, therefore, still lacking. The purpose of this research is to look at ways that EI can be utilized to improve employee performance across various industries, job roles, and cultural environments, hence allowing organizations to use EI effectively toward improved business impact.

Hypothesis

Hypothesis 1:

Null Hypothesis (H₀): Emotional intelligence has no significant impact on employee performance.

Alternative Hypothesis (H₁): Emotional intelligence has a significant positive impact on employee performance.

Hypothesis 2:

Null Hypothesis (H₀): There is no significant difference in emotional intelligence levels across different job roles.

Alternative Hypothesis (H₁): Employees in senior-level and managerial positions have higher emotional intelligence compared to entry-level employees.

Research Methodology

A) Type of research

- This minor research will be qualitative as well as quantitative. Exploratory research design is used.

B) Method of study

- Secondary and primary data collection methods used to collect the data.

C) Research Design

- Secondary data is collected through websites, research papers and websites.
- Primary data is done by collecting information by circulating online survey with appropriate questionnaire. The key objectives of the questionnaire were assess emotional intelligence levels, understand social awareness and relationship management, evaluate self-reflection and emotional growth, and examine the impact on job performance.
- Data Analysis is done by sorting maximum component required, minimum component required and by taking their difference. We will make the kits for maximum component required.

D) Data collection methods and instruments

- The questionnaire will be divided into two main sections:

Section 1: Demographic Information

Section 2: Employee Performance and Emotional Intelligence (EI)

The data collection instrument involved a structured questionnaire designed to provide valid and reliable data on the relationship between emotional intelligence and employee performance. By capturing key elements of emotional intelligence through thoughtfully crafted questions, the present study aims to shed valuable light on how emotional intelligence may shape workplace behavior, productivity, and interpersonal relationships.

5. Data Analysis

The data analysis was done by performing some tools such as:

Hypothesis 1:

To analyze the Impact of Emotional Intelligence on Employee Performance we formulated following Hypothesis:

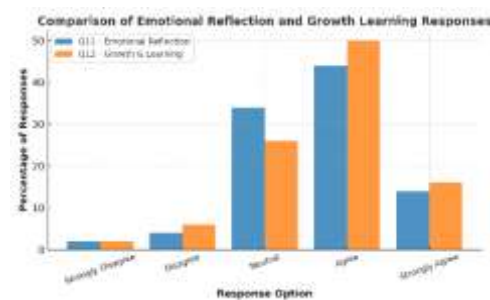
Null Hypothesis (H_0): Emotional intelligence has no significant impact on employee performance.

Alternative Hypothesis (H_1): Emotional intelligence has a significant positive impact on employee performance.

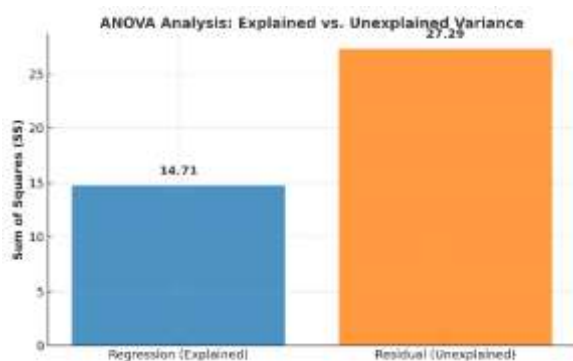
1. Regression Analysis



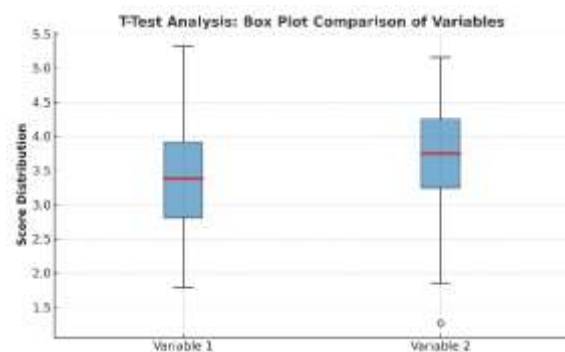
2. Correlation Coefficient



3. ANOVA



4. T-Test (Two-Sample Assuming Equal Variances)



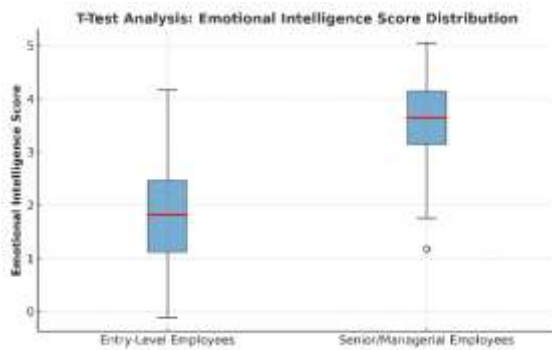
Hypothesis 2:

To analyze the Impact of Emotional Intelligence on Employee Performance we formulated following Hypothesis:

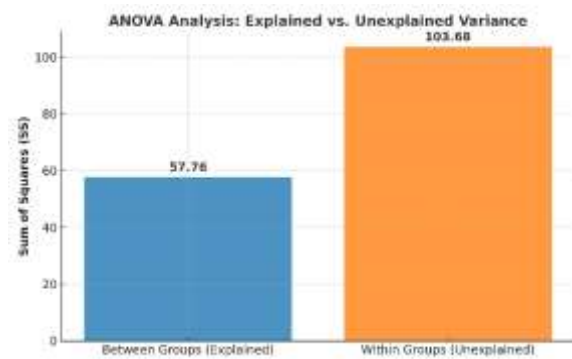
Null Hypothesis (H_0): There is no significant difference in emotional intelligence levels across different job roles.

Alternative Hypothesis (H_1): Employees in senior-level and managerial positions have higher emotional intelligence compared to entry-level employees.

1. T-Test: Two-Sample Assuming Equal Variances



2. ANOVA



4. Conclusion

The study on the Impact of Emotional Intelligence on Employee Performance greatly provides insights into how emotional intelligence (EI) impacts workplace efficiency, employee engagement, and overall organizational success. The study result reveals that employees with higher emotional intelligence demonstrate better job performance, communication, and leadership. These employees are better equipped to face challenges in the workplace, stress, and constructively build interpersonal relationships, leading to better teamwork and work atmospheres. Emotional intelligence as a differentiator is now inevitable. In a fast-paced and competitive business environment, the adaptability of employees in their work lives and an emotional balance during high-pressure times is largely dependent on what they have been able to engender and cultivate in themselves. Organizations would derive collusion and could then stimulate innovation through an emotional infusion into their employee base, which could lead to a work culture not only favourable to employee retention but to bottom-line growth as well.

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