A Study on Emotional Intelligence with Reference to Goodrich Gasket Private Limited

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1.1 INRODUCTION EMOTIONAL INTELLIGENCE:

Emotional intelligence is defined as the ability to understand and manage your own emotions, as well as recognize and influence the emotions of those around you.

THE ROLE OF EMOTIONAL INTELLIGENCE IN HR MANAGEMENT

Emotional intelligence plays a crucial role in HR management. HR professionals are responsible for managing and supporting the employees of an organization, and emotional intelligence enables them to effectively navigate the complex dynamics of human interactions.

1.1 INDUSTRY PROFILE

An industrial gasket is a mechanical seal that fills the space between two or more mating surfaces. Gaskets are used to prevent leakage of fluids, gases, or other materials from the joint. They also help to absorb vibration and shock, and to ensure proper alignment of the mating surfaces.

While the exact origin of gasket manufacturing is difficult to pinpoint, its history can be traced back to the early stages of industrialization. Here's an overview of the industry's establishment:

1.2 NEED FOR THE STUDY

Emotional Intelligence helps the employees to increase their emotional self-awareness, emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole. "Emotional intelligence is one of the few key characteristics that gives rise to strategic leaders in organizations". Emotional intelligence plays a significant role in the organization and becomes an important criterion of evaluation for judgment of an effective employee, increases productivity and trust within and across the organization.

1.3 OBJECTIVES OF THE STUDY: PRIMARY OBJECTIVE:

- To study the determinants of Emotional Intelligence among the employees with reference to Goodrich Gasket Private Limited.

SECONDARY OBJECTIVES:

- To understand the attributes of emotional intelligence based on their emotion state.

- To understand and suggest ways to motivate the employees emotionally.

- To suggest the organization on improving the attributes of Emotional Intelligence among employees

1.4 SCOPE OF THE STUDY

The scope of the study is to increase the employee's emotional intelligence at work place and to help in future why some employees are outstanding performers while others are not. Emotional Intelligence calls for recognizing and understanding of the issues in the organizations on the basis of the results organization can choose a strategy and actions to improve the performance of their employees. The scope of the study is to analyse the personal emotions in the place of work that helps to gain the goals by managing and balancing the emotions. This study helps the organization to resolve conflict easily and suggest some ways to improve emotional intelligence by helping the employees to manage their emotions in better manner that organization can enhance their productivity effectively and efficiently.

1.5 LITERATURE REVIEW

Goleman, D. (2023):

Emotional Intelligence: Why It Can Matter More Than IQ. This seminal work introduced the concept of emotional intelligence and its potential impact on workplace success, focusing on leadership qualities and team dynamics.

Stefano Ardenghi (2023)

This study shows that emotional intelligence completely mediated the relationship between attachment security and empathy dimensions in the study population. Since EI is a dispositional characteristic malleable to modification, this construct should be considered when designing educational interventions and programs to promote empathy and well-being in interpersonal situations

Dr. P. Anuradha (2022)

This study confirms that both emotional intelligence and work life balance together create organizational success and develop competitive advantage for organizations. The researcher from the study concludes that emotional intelligence is linked at every point of workplace performance and it is of utmost important nowadays.

Mayer, J. D., & Salovey, P. (2022):

What is emotional intelligence? This foundational article laid the groundwork for the theoretical framework of emotional intelligence, emphasizing the ability to perceive, understand, manage, and use emotions effectively.

Cherniss, C. (2021):

Emotional intelligence: Toward clarification of a concept. This review addresses the conceptual challenges and debates surrounding emotional intelligence, offering insights into its measurement and application in organizational settings.

1.6 RESEARCH METHODOLOGY RESEARCH METHODOLOGY:

Research methodology has the way to systematically solve the research problem. It may be understood as a science of studying how research has been done scientifically. Research methodology typically involves a full breakdown of all the options that have been chosen by a

company in order to investigate something. This would include the procedure and techniques used to perform the research; as well as any of the terminology and explanations of how these methods will be applied effectively.

RESEARCH DESIGN:

A research design has been knowns as the blueprint of the research. Descriptive research has been used in this study, as descriptive studies attempt to obtain a complete and accurate description of this situation. So, in this study full description of the attitudes of the employees regarding the benefits provided to them will be known so it has a descriptive study.

SAMPLE DESIGN:

The sample design is used in this study is simple random sampling. is a special case of a simple random sample.

SAMPLE SIZE:

Number of the sampling units selected from the population called the size of the sample. A sample is simply a subset of the population. The concept of the sample arises from the inability of the researchers to test all the individuals in a given population. The sample must be representative of the population from which it was drawn and it must have good size to warrant statistical analyses. The sample size is 210

STATISTICAL TOOLS:

SPSS (STATISTICAL PACKAGE FOR SOCIAL SCIENCE):

Statistical package for social sciences (SPSS) is mean for statistical analysis of data. It has got tools to obtain accurate result. SPSS is a computer program used for survey authoring and deployment, data mining, text analytics, statistical analysis, and collaboration & deployment.

The following statistical tools were used in this study:

- Simple Percentage
- Chi- square
- Correlation
- Regression
- Anova

PERCENTAGE ANALYSIS:

In case Percentage refers to a special kind of ratio. Percentage is used in making comparison between two or more series of data. In this study, the number of people who responded in a particular manner is interpreted in the form of percentages

Percentage = (No of respondents/Total no of respondents) *100

CHI –SQUARE TEST:

The chi – square test is also known as non-parametric test or distribution free test is used when it is impossible to make any assumptions about population or when the researcher is unable to estimate the population's parameters. The main advantages of using non parametric test are that, the researcher can

analyse qualitative data. It is used to determine whether the two variables are associated with each other or not. It helps in finding the association between two or more attributes.

It has been worked out as follows:$\sum \frac{(O_i - E_i)^2}{E_i}$

Where,

O = Observed

The calculated value of X^2 is compared with the table value, for given degree of freedom at a specified level of significance (5% and 10%). If the calculated value of X^2 is more than the table value, then difference between the variables is considered to be significant or otherwise insignificant

CORRELATION

Correlation analysis is made to determine the degree of relationship between two or more variables. It does not talk about cause-and-effect relationship. The values of coefficient of

correlation lie between +1 to –1. When r = +1, it means there is a perfect positive correlation 28 between the variables. When r = –1, it means there is a perfect negative correlation between the variables. When r = 0, it means no relationship between the two variables.

REGRESSION

Linear regression is a statistical procedure for calculating the value of a dependent variable from an independent variable. Linear regression measures the association between two variables. It is a modelling technique where a dependent variable is predicted based on one or more independent variables. Linear regression analysis is the most widely used of all statistical techniques.

Y= mX+b

Where, endent variable X=   Independent variable m=Slope

b=y-intercept (point where line crosses y-axis at x=0

ANOVA

Analysis of variance (ANOVA) is an analysis tool used in statistics that splits an observed aggregate variability found inside a data set into two parts: systematic factors and random factors. The systematic factors have a statistical influence on the given data set, while the random factors do not. Analysts use the ANOVA test to determine the influence that independent variables have on the

dependent variable in a regression study.

F=MSE

1.7 LIMITATIONS OF THE STUDY

- The study was made depending on the primary and secondary data collected which may even go wrong in some cases.
- It is difficult to understand the different opinion of the employees
- It is difficult to conclude whether the employees genuinely answered all the questions without any fear.

DATA ANALYSIS AND INTERPRETATIONS

Table No: 2.1 showing that respondents can recognize the correct time to speak about their troubles to others

S.NO	OPINION	NUMBER OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly agree	60	29
2	Agree	93	44
3	Neutral	45	21
4	Disagree	6	4
5	Strongly disagree	6	2
	Total	210	100

Interpretation:

From the above table it is observed that 44% of the respondents are agreed that they can recognize the correct time to speak about their troubles and 29% of them strongly agree and 21% of them are neutral and 4% of them are disagree and 2% of them respondents strongly disagree to that they find correct time to speak about their trouble to others.
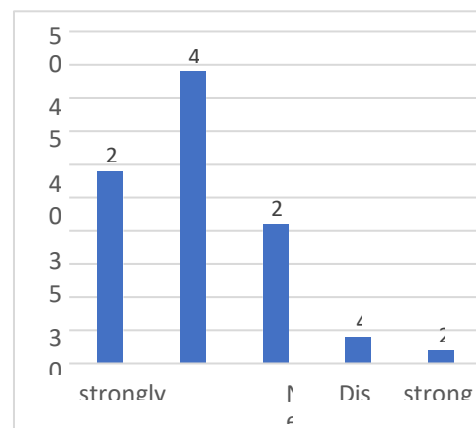
Table 2.2 showing that respondents have capacity to recognize and admire their own potential

S.NO	OPINION	NUMBER OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly agree	75	36
2	Agree	60	28
3	Neutral	53	25
4	Disagree	10	5
5	Strongly disagree	12	6
	Total	210	100

Interpretation:

From the above table it is observed that 36% of them strongly agree to capacity to recognize and admire their own potential and 28% of them agree and 25% of them are neutral and 6% of them are strongly disagree and 5% of them are disagree to have capacity to recognize and admire their own potential.
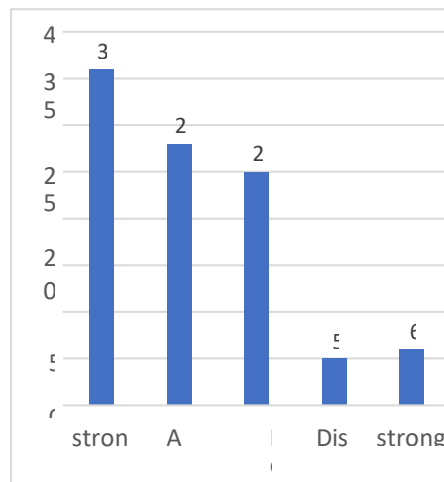
Table 2.3 showing while going through a subtle problem respondent can generate right emotion to assist them to resolve it.

S.NO	OPINION	NUMBER OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly agree	60	29
2	Agree	58	28
3	Neutral	63	30
4	Disagree	13	6
5	Strongly disagree	16	7
	Total	210	100

Interpretation:

From the above table, it is observed that 30% of the respondents are neutral that they generate right emotion for subtle problem and 29% of them are strongly agree and 28% of them are agree and 7% of them are strongly disagree and 6% of the respondents are disagree to they generate a right emotion to a subtle problem.

Chart No 2.3(a) showing while going through a subtle problem respondent can generate right emotion to assist them to solve it
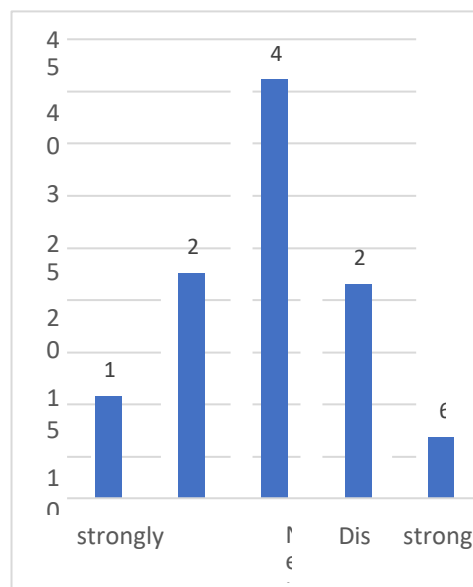
S.NO	OPINION	NUMBER OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly agree	22	10
2	Agree	46	22
3	Neutral	86	41
4	Disagree	45	21
5	Strongly disagree	11	6
	Total	210	100

Interpretation:

From the above table it is observed that 41% of the respondents are neutral that admit their personal mistake and oppose unethical move in others, and 22% of them agree and 21% of them disagree and 10% of them strongly agree and 6% of them are strongly disagree for admit about their personal mistake and oppose unethical move in others.

Table 2.5 showing that respondents smoothly take care of a couple of demands, moving priorities and rapid change.

S.NO	OPINION	NUMBER OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly agree	36	17
2	Agree	59	28
3	Neutral	63	30
4	Disagree	18	9
5	Strongly disagree	34	16
	Total	210	100

Interpretation:

From the above table it is observed that 30% of the respondents says neutral smoothly take care of a couple of demands, moving priorities and rapid change and 28% of them agree and 17% of them strongly agree and 16% of them strongly disagree and 9% of the respondents disagree to respondents smoothly take care of a couple of demands, moving priorities and rapid change

Chart No 2.5(a) showing that respondents smoothly take care of a couple of demands, moving priorities and rapid change
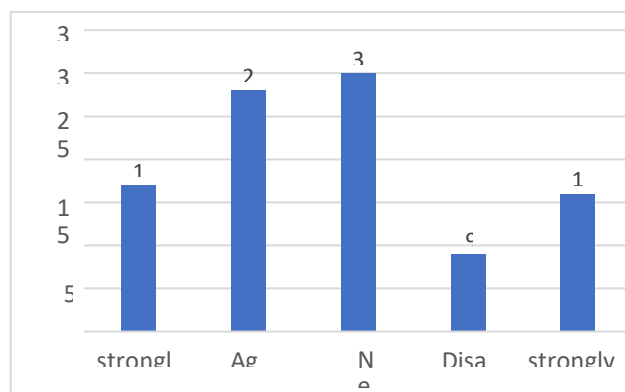
CORRELATION DIFFERENCE BETWEEN THE WILLING TO MAKE PERSONAL AND GROUP ADJUSTMENT AND POSSIBILITIES TO FULFILL THE GROUP MISSION.

AIM: To find out the relationship between personal and group adjustment and possibilities on fulfilling group's mission.

NULL HYPOTHESIS (H0):

There is no significant association between willing to make personal and group adjustments and possibilities to fulfil the group mission.

ALTERNATIVE HYPOTHESIS (H1):

There is significant association between willing to make personal and group adjustments and possibilities to fulfill the group mission.

STATISTICAL TEST:

Correlation used for above hypothesis.

2.26 Table showing the correlation difference between the willing to make personal and group adjustment and possibilities to fulfill the group mission.

CORRELATIONS:

Descriptive Statistics

	Mean	Std. Deviation	N
Willing_to_make_personal_and_group_adjustments	2.21	.986	210
Possibilities_to_fulfill_the_group_mission	2.20	1.074	210

Correlations

		Willing_to_make_personal_and_group_adjustments	Possibilities_to_fulfill_the_group_mission
Willing_to_make_personal_and_group_adjustments	Pearson Correlation	1	.159*
	Sig. (2-tailed)		.021
	N	210	210
Possibilities_to_fulfill_the_group_mission	Pearson Correlation	.159*	1
	Sig. (2-tailed)	.021	
	N	210	210

*. Correlation is significant at the 0.05 level (2-tailed).

Hence the significant occurs .021 so H1 is accepted (i.e) There is a significant relationship between willing to make personal and group adjustments and possibilities to fulfill the group mission.

RESULT:

The above table there is a Pearson correlation value is 1. So, it is a perfect positive correlation.

CHI-SQUARE DIFFERENCE BETWEEN AGE AND EMOTIONS FOR SUBTLE PROBLEMS.

NULL HYPOTHESIS (H0):

There is no significant association between Age and generating right emotions to subtle problems ALTERNATIVE HYPOTHESIS (H1):

There is significant association between Age and generating right emotions to subtle problems.

STATISTICAL TEST:

Chi-square was used for above hypothesis.

2.27 Table showing the correlation difference between Age and Emotions for subtle problems.

Age

	Observed N	Expected N	Residual
18 - 25	51	52.5	-1.5
25 - 35	124	52.5	71.5
35 - 45	26	52.5	-26.5
>50	9	52.5	-43.5
Total	210		

Test Statistics

	Age	Emotions_for _subtle_probl ems
Chi-Square	146.838[a]	106.619[b]
df	3	4
Asymp. Sig.	<.001	<.001

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 52.5.

b. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 42.0.

Emotions_for_subtle_problems

	Observed N	Expected N	Residual
Strongly Agree	64	42.0	22.0
Agree	69	42.0	27.0
Neutral	66	42.0	24.0
Disagree	9	42.0	-33.0
Strongly Disagree	2	42.0	-40.0
Total	210		

INTERPRETATION:

Here the significance occurs and has a value 0.001 is less than 0.01. Hence H0 is accepted.

3.1 FINDINGS

- It is found that 44% of the respondents agreed that they can recognize the correct time to speak about their troubles.
- It is found that 36% of the respondents strongly agree to capacity to recognize and admire their own potential.
- It is found that 30% of the respondents either generate right nor generate right emotion to assist them to resolve it.
- It is found that 41% of the respondents are in neutral to admit their personal mistake and oppose unethical moves inn others.
- It is found that 30% of the respondents says neutral in smoothly take care of a couple of demands, moving priorities and rapid change.

3.2 SUGGESTIONS

- The organisation is following music therapy in the morning to avoid sleepy in the work time and the organization can improve that by playing music in the afternoon and night time.
- The organization may conduct Yoga and Meditation program once in a week to the employees to reduce pressure at work.
  They may conduct periodic awareness program about controlling emotions and anxiet

CONCLUSION

Emotional Intelligence plays an essential role for employees in the organization. This paper has made a better understanding about number of reasons for emotion and better manage over the emotion. Handling feelings is vital requirement for a HR and among the personnel as well. This will help to extend organizational commitment, improve productivity, efficiency, preserve best brain and motivate the personnel to give their best. Emotionally wise enterprise can be made via organizational strategies, leadership skills, improvement programs, self-recognition and self-administration tools.be successful in existence emotional intelligence plays a vital

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