

# A Study on Role of Emotional Intelligence in Employee Performance Enhancement at Onwords Automation Private Limited at Coimbatore

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## ABSTRACT

This study examines the role of emotional intelligence in enhancing employee performance at Onwords Automation Private Limited, Coimbatore. It focuses on how employees' ability to understand and manage emotions influences their productivity, teamwork, and workplace behaviour. The study identifies key dimensions of emotional intelligence such as self-awareness, self-regulation, motivation, empathy, and social skills. Data collected from employees highlights a positive relationship between emotional intelligence and overall job performance. The findings suggest that improving emotional intelligence through training can significantly enhance organizational effectiveness and employee efficiency.

**Keywords:** Emotional Intelligence, Employee Performance, Workplace Behaviour

## INTRODUCTON OF THE STUDY

### EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) describes a person's ability to identify, understand, manage, and harness their own emotions and those of the people around them. EI is a vital skill for interpersonal communication and has become an area of interest across multiple disciplines, including the workplace.

Employees acting with EI generally produce advantages in their career development and provide benefits for the organization. A workforce made up of emotionally intelligent individuals improves relationships within the team and helps to generate a positive work culture.

Emotional intelligence can help an employee improve their work performance by helping them to Use their mental capacity to do their job rather than being influenced by their emotional interactions. – Deal diligently with situations where a conflict is likely to occur leading to non-productive behaviour.

### Impact of EI on Work Performance

According to team learning, effective team harmony and work culture is the result of effective use of emphasised on the role of EI in building inquisitive leaders to manage workforce by understanding emotions of employees in decision making. Further, he emphasised on the role of emotionally intelligent leaders in enhancing employee's morale thereby positively impacting on work performance

## STATEMENT OF THE PROBLEM

Employees are the assets of organization. No operation is successful without the best employees in the right positions. The satisfied and loyal employees can only provide productivity to the concern. Conflicts must be removed among the employees. If there is satisfaction in the company only can avoid such above problems. To attain the loyal and satisfied employees is difficult task to the companies.

The study is conducted to identify the level of satisfaction of the employees, need and importance of the desire in the organization, favourable working conditions to the employees, satisfaction level in existing employee's welfare schemes and the suggestions to improve the welfare activities.

## OBJECTIVES OF THE STUDY

### Primary objectives:

A Study on Role of Emotional Intelligence in Employee Performance Enhancement at Onwords Automation Private Limited at Coimbatore

### Secondary objectives:

- To study the impact of emotional intelligence on the level of performance of the employees in Onwords Automation Private Limited at Coimbatore.
- To study the basic elements of the emotional intelligence for the improvement of organizational effectiveness through employee performance
- To study the positively reframe our perspective of people and situations in order to operate and adapt more positively
- To evaluate the emotional factors level of employee satisfaction among the workers
- To examine the determinants of emotional intelligence of employees at work place

## SCOPE OF THE STUDY

- The study is helpful to the organization. For reason that it is useful to find out the opinion of the employees about the satisfaction
- The study will predict the need of the guidance for employee satisfaction. Through the guidance we can improve the employee's job is satisfying to the Onwords Automation Private Limited at Coimbatore.
- Research has given information about the emotional intelligence and job satisfaction prevailing in the organization
- Study will suggest some recommendations to improve the work environment, employee motivation and all other things in the work environment

## LIMITATIONS OF THE STUDY

- Emotional intelligence of employees may change in future so relevance to the study can't be assured
- Reliability of the study depends greatly on the reliability of information provided by the respondents
- The personal basic of the respondents is another limiting factor
- The result obtained from the analysis would not be applicable to similar organization in the industry.

## REVIEW OF LITERATURE

**Orme (2021)** stated in his study that emotional intelligence does not mean that a man should cope with life experiences more effectively, but it also means to deal with life problems such as divorce, disputes, child loss, job problems etc. the basic purpose of emotional intelligence is to use the emotions for solving the problems which can enhance the effectiveness of workplace as well as life.

**Cooper and Sawaf (2021)** the answer of the question that why our emotions matter a lot was examined and explained with elaborated research. stated that emotions contain our historical backgrounds and experiences of lives, while our bodies and minds have no idea of such experiences of life. They explained the role of emotional intelligence in workplace and general life by stating that it will improve the workplace environment and our mutual relationships

**Kleiner (2023)** recommended quality of work, punctuality, performance and end-productivity to be accurate parameters to measure pointed out effective training, productivity and human resource judgment as other important aspects to measure. Robbins elucidated how job outcomes, actions, and personal traits acts as the main components to measure WP holistically.

**Roberts and Zeidner (2024)** explained mixed trait ability model to deal with personality-like traits along with emotional abilities. Identified five factors including Intra personal Ability, Interpersonal ability, Stress Management, Adaptability EI helps in recognizing the emotions of others, thus, nurturing leader with virtues of empathy, supportiveness, understanding and receptiveness towards team.

**Rotman (2025)** acknowledged use of WP by educators, the government, businesses and society as one of the leading dependent variables as it depicts employee's behavior that significantly contribute to accomplishment of organizational goals in their work confirmed the effects of constructive HR practices on the concluded WP to be the end-result in human resource studies. Further, revealed that employee's motivation can enhance their performance by deploying ways including capacity building, increasing responsibility level, initiating positive attitude and introducing incentives

## RESEARCH METHODOLOGY

Methodology is a way to systematically solving the research problems by applying the various techniques along with the logic behind the problem. According to the John Best research is defined as "A systematic analysis regarding a controlled observation that may lead to generalization and principles of theories resulting in product as control of many events that of consequence".

## RESEARCH DESIGN

It is the design of study connected with technique for collection of data and analysis of data in a manner that aims to have relevance purpose.

## TYPES OF RESEARCH

**Descriptive research:** Descriptive research designs include surveys and fault finding enquires of different kinds. It deals with the state of affairs and is an exposit-facto research.

## SAMPLE SIZE

Sample size was chosen as 120, which is expected to reveal the exact facts regarding the perception of subscribers.

## METHOD OF DATA COLLECTION

Data collection through the questionnaire is quite popular. Pilot study has been conducted to find the effectiveness of the questionnaire. Then, the questionnaire has been revised. It is well designed and structured in order to enable collection of appropriate data. Revised questionnaire consists of closed ended, multiple choice, dichotomous/multiple rating scale questions.

## SOURCE OF DATA

**Primary Data:** Primary data is collected through a well-structured questionnaire. The data is collected by administering, the questionnaire to the consumer directly and collecting the information immediately.

**Secondary Data:** Data regarding company profile and product profile are collected from company records.

## SAMPLING METHOD

Stratified random sampling has been chosen for selecting samples for the study. The entire Coimbatore was classified into different strata based on their geographical locations. Then from each stratum samples were selected in proportion to the size of the strata to make up a sample of 120.

## STATISTICAL TOOLS USED

1. Simple Percentage analysis
2. Correlation Analysis

3. Chi-square analysis
4. Anova analysis

**EMOTION PLAYS A KEY ROLE IN MY EVERYDAY TASKS**

EMOTION PLAYS	NO. OF RESPONDENTS	PERCENTAGE
Strongly Agree	31	25.8%
Agree	35	29.2%
Neutral	7	5.8%
Disagree	21	17.5%
Strongly Disagree	26	21.7%
<b>Total</b>	<b>120</b>	<b>100.0%</b>

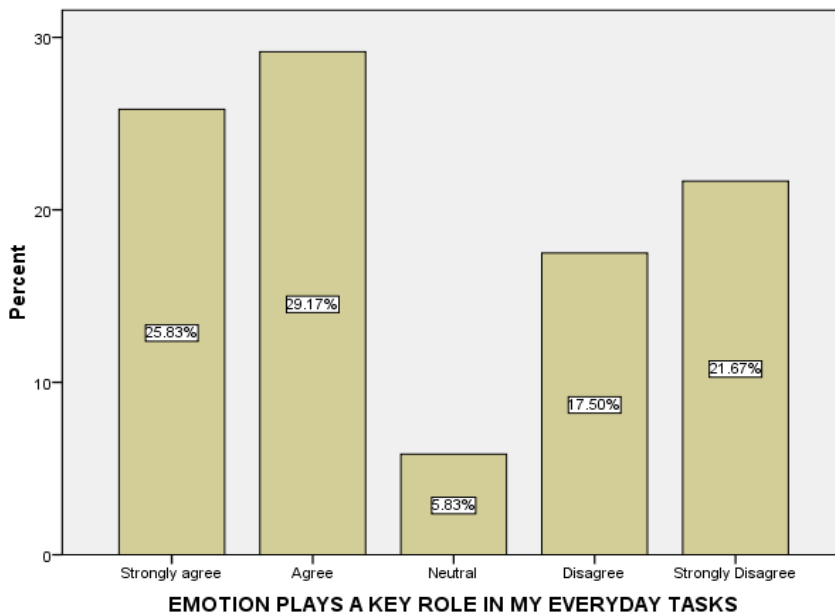
Source: Primary data

**INTERPRETATION:**

From the above table it is inferred that emotion plays a key role in my everyday tasks, 25.8% of the respondents are strongly agree, 29.2% of respondents are agree, 5.8% of the respondents are neutral, 17.5% of the respondents are disagree and remaining 21.7% of the respondents are strongly disagree.

It is Majority 29.2% of respondents are agree with emotion plays a key role in my everyday tasks

**EMOTION PLAYS A KEY ROLE IN MY EVERYDAY TASKS**



**ALWAYS HAVE A TRACK ON MY MOOD SWINGS DURING MY WORK HOURS**

TRACK MOOD SWINGS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	35	29.2%
Agree	39	32.5%
Neutral	15	12.5%
Disagree	12	10.0%

Strongly disagree	19	15.8%
<b>Total</b>	<b>120</b>	<b>100.0%</b>

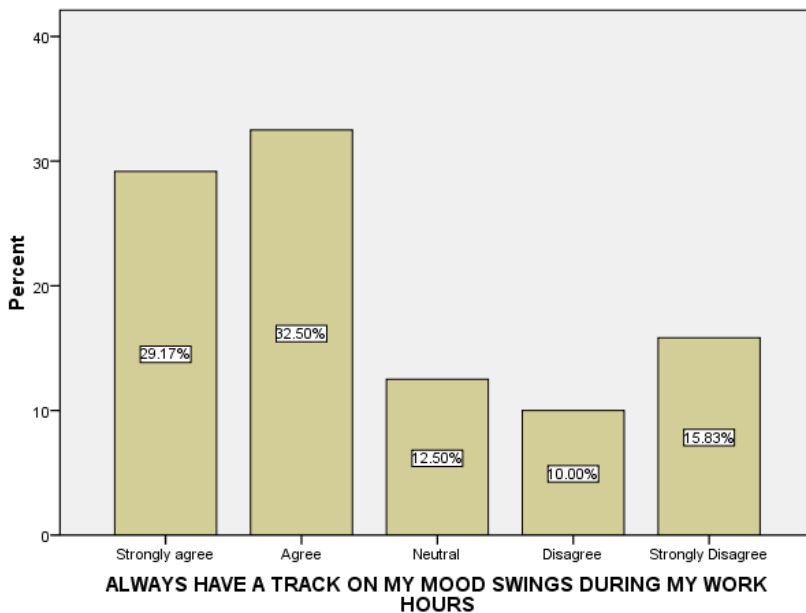
Source: Primary data

**INTERPRETATION:**

From the above table it is inferred that always have a track on my mood swings during my work hours, 29.2% of respondents are strongly agree, 32.5% of the respondents are agree, 12.5% of the respondents are neutral, 10.0% of the respondents are disagree and 15.8% of the respondents are strongly disagree

It is Majority 32.5% of the respondents are agree with always have a track on my mood swings during my work hours

**ALWAYS HAVE A TRACK ON MY MOOD SWINGS DURING MY WORK HOURS**



**CHI SQUARE ANALYSIS**

**NULL HYPOTHESIS: H<sub>0</sub>:** There is no significance between the age group of the respondents and emotion plays a key role in my everyday tasks.

**ALTERNATIVE HYPOTHESIS H<sub>1</sub>:** There is significance between the between the age group of the respondents and emotion plays a key role in my everyday tasks.

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.234E2 <sup>a</sup>	12	.000
Likelihood Ratio	223.366	12	.000
Linear-by-Linear Association	98.458	1	.000
N of Valid Cases	120		

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.234E2 <sup>a</sup>	12	.000
Likelihood Ratio	223.366	12	.000
Linear-by-Linear Association	98.458	1	.000

a. 10 cells (50.0%) have expected count less than 5. The minimum expected count is .82.

**RESULT:** Since the calculated value is less than 0.05. So we accept the null hypothesis. There is no relationship between the age group of the respondents and emotion plays a key role in my everyday tasks.

**CORRELATION**

The table shows that the relationship between educational qualification of the respondents and emotional balance has an influence on my performance

**Correlations**

	Educational qualification of the respondents	Emotional balance has an influence on my performance
EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	1	.925**
Pearson Correlation		.000
Sig. (2-tailed)		120
N	120	120
EMOTIONAL BALANCE HAS AN INFLUENCE ON MY PERFORMANCE	.925**	1
Pearson Correlation	.000	
Sig. (2-tailed)	120	
N	120	120

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**RESULT:** This is a positive correlation 0.01 level. There are relationships between educational qualification of the respondents and emotional balance has an influence on my performance.

**SUGGESTIONS**

- Arising from the findings of this study and the conclusion thereof, it is here recommended that managers need a radical paradigm shift as follows:
- Managers must shift more attention to, and be more concerned with drivers of performance rather than performance itself, for; a team does not win a match by focusing on the score board, but by focusing on what needs to be done to score the points.
- Management of corporate organizations should include the teaching of emotional intelligence in its core training agenda to get the best out of their work force.
- There should be recognition of self-motivation since it puts more drive into any accomplishment than money
- When the employees show lower level of performance in the organization. Proper measures have to be taken to enhance their operational skills on the job.

- Effective training methodologies and on the job training methods will also supports an employee to perform better than prior
- Employees are to be educated about their key performing indicators and key result areas to know the real time impact of those KRA's and KPIs for better developments on the performance they rely on their jobs
- Management and team leaders have to take initiative for updating the roles and responsibilities of the employee in the organization

## CONCLUSION

Now-a-days job satisfaction is a key aspect for employees. Due to high Stress employees shows his intellectual, physical and social resources to meet the needs of the situation like work over loading stress, clash with colleagues etc. Emotional intelligence constraints are also an important factor for organization that they provide their employees e.g. self-awareness, social awareness and self-management association with higher management, improve the employee confidence level so that they work more efficiently. If the employees knowing their own emotion and they are able to manage them they work more efficiently and productively.

The study also shows that employees with high Emotional Intelligence competencies have better job performance than employees with low Emotional Intelligence competencies. It has been commonly notice that in any industry job satisfaction factor enhances the employee's social life and also productivity of organization, due to appreciation and reward. Manager plays a key role for organizational development, and also has emotional competences about the management of employees and their work life. It is found that high emotional intelligence of employees leads to better work performance and thereby increasing the organization commitment, which in-turn leads to decrease in turnover intention. The research studies leads us to believe that employees react positively and take a devoted importance to contribute and ready to search capabilities and efficient learning for personal Emotional Intelligence.

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