

# A Study on Emotional Intelligence and Employee Engagement in IT Sector During COVID-19 at Chennai

M. Rizwana<sup>1</sup>, Dr. S. Vidhya<sup>2</sup>

<sup>1</sup>Ph.D., Scholar, P.K.R Arts College for Women - Bharathiar University Tamil Nadu, India

<sup>2</sup>Associate Professor, P.K.R Arts College for Women - Bharathiar University Tamil Nadu, India

## Abstract:

Emotional intelligence in a workplace setting refers to individuals' capacity to effectively recognize, comprehend, and handle both their own emotions and those of others while navigating work-related scenarios. This paper focuses on emotional intelligence and employee engagement of IT employees in Chennai. Data were collected from 45 employees working in the IT sector within Chennai using questionnaire. The sample was selected using a simple random sampling method. Findings revealed that majority of employees are satisfied on human resources policies. They stated that the environment is more supportive to engage into their work. Majority of employees are able to manage emotions fully in workplace and believes that favorable working environment is the cause for increasing employee engagement. The COVID-19 pandemic has underscored the importance of emotional intelligence among employees. Those who possess a high level of emotional intelligence can navigate the challenges brought about by the pandemic more effectively, fostering a positive work environment, supporting their colleagues, and contributing to the overall resilience and success of the organization.

**Keywords:** Emotional Intelligence, Employee Engagement.

## 1. INTRODUCTION

Emotional intelligence (EI) has attained considerable attention from both industry experts and scholars alike in the past few years. Having a strong emotional intelligence quotient in the workplace offers numerous advantages. It allows employees to manage stress effectively, communicate more efficiently, collaborate seamlessly in teams, diplomatically resolve conflicts, and adapt adeptly to evolving work conditions. Moreover, it nurtures robust leadership attributes, as leaders with high emotional intelligence tend to inspire and motivate their teams more effectively. Companies highly esteem emotional intelligence in their workforce as it fosters a more positive work atmosphere, boosts productivity, and improves overall job performance. Enhancing emotional intelligence involves practices such as self-awareness, self-regulation, empathy, and proficient communication, all of which contribute significantly to fostering a positive and successful work environment. Efforts to stimulate emotional intelligence through training programs or fostering a supportive workplace culture can significantly benefit both individuals and organizations.

Employee Engagement involves a commitment to the organization's goals and values. Employees who are engaged are more likely to align their personal values with the mission of the company and actively work towards its success. Employee engagement is fostered through positive work environments, effective leadership, open communication, and opportunities for growth and development. The capacity to manage one's emotions and the skill to positively influence the emotions of others are pivotal in driving employee engagement.

## 2. OBJECTIVE OF THE STUDY

- 1 To examine the individual backgrounds employed in information technology companies in Chennai.
- 2 To evaluate the extent of employee understanding regarding the routine business operations within IT companies.
- 3 To scrutinize the causes for employee engagement in work and to suggest measures to enhance engagement in their work.

## 3. REVIEW OF LITERATURE

Ms. Andrea Karen Rodrigues, Dr. M. Lavanya(2021), analysed the Impact Of Emotional Intelligence On The Performance Of Employees In It Sectors, Chennai City - A Study. The significance of emotional intelligence (EI) in enhancing employee task performance and communication is substantial and definitive. This study seeks to assess how emotional intelligence influences employees within Chennai's IT sector across different demographic profiles. The research focuses on five core facets of emotional intelligence: self-awareness, self-regulation, self-motivation, social awareness, and social skills. Using a Convenience sampling method, data were collected from IT sector employees representing diverse age groups in Chennai. A questionnaire distributed via Google Forms garnered 120 responses. Various analytical methods such as Descriptive Analysis, Regression, Correlation, ANOVA, and T-test were employed to analyze the gathered data. The results highlight a significant correlation between Emotional Intelligence and employee performance in the IT sector. Additionally, the components of Emotional Intelligence demonstrate positive interrelations among themselves.

V.Karthikeyan, Shweta Lalwani (2019) analysed about Effect of demographic variables on emotional intelligence level in banking sector. he research aimed to explore how emotional intelligence levels varied concerning demographic factors—age, gender, education level, and length of service—among bank employees in India. The study involved a sample of 500 bank employees. To collect data, the Geno's Emotional Intelligence Inventory (Genos-EI) tool was employed, and subsequent analysis was conducted using SPSS-16. Analytical methods such as One-way ANOVA and t-tests were utilized. Interestingly, the findings revealed no significant differences in emotional intelligence levels concerning age, gender, education level, or length of service among the respondents. However, the study underscores the importance of consistent emotional intelligence training for employees in the banking sector. Such training is suggested to enhance their abilities in customer interactions, ultimately benefiting both the organization and its customers.

Priyam Dhani, Tanu Sharma(2017) explained the Effect of Emotional Intelligence on Job Performance of IT employees: A gender study. The IT industry's substantial contributions to India's GDP and employment underscore the importance of investigating factors influencing the performance of IT

professionals. This study aims to explore the correlation between Emotional Intelligence (EI) and job performance concerning respondents' gender. The sample comprises 157 middle-level IT managers from Delhi-NCR. Results demonstrate marked gender disparities in Emotional Intelligence and Job Performance, indicating higher EI scores among female employees compared to their male counterparts. The findings indicate that EI accounts for a 31.9% difference in men's job performance and a 26.7% difference in women's job performance. While women exhibit higher Emotional Intelligence, other factors like age, salary, capabilities, and identity traits may contribute more significantly to their work performance. Furthermore, incorporating EI into training and development programs for existing employees is proposed to elevate individual performance, ultimately fostering organizational growth.

#### 4. RESEARCH METHODOLOGY

Research is a systematic and methodical investigation undertaken to discover, interpret, or revise facts, theories, applications, and relationships within a specific field of study. Research methodology serves as a structured approach or framework designed to methodically address and resolve the research problem. The data collection method involved in this study is a simple random sampling. A sample size of 50 employees was selected and questionnaires were distributed to employees across various IT companies. Among these, 45 questionnaires were included in the study, while 5 were excluded due to incomplete fillings in the questionnaire. For analysis Simple percentage analysis is used.

#### 5. ANALYSIS AND INTERPRETATION

**Table 5.1. Personal Background of Employees**

Category	Variable	Respondents	Percent
Gender	Male	24	53.30%
	Female	21	46.70%
	Total	45	100.00%
Age	within 30 years	29	64.40%
	31 – 40 years	11	24.40%
	Above 40 years	5	11.10%
	Total	45	100.00%
Designation	Entry level	12	26.70%
	Intermediate Level	24	53.30%
	Senior Level	9	20.00%
	Total	45	100.00%
Experience	Below 5 years	19	42.20%
	5 – 10 years	17	37.80%
	Above 10 years	9	20.00%
	Total	45	100.00%

**Interpretation:** Out of 45 respondents 53.30% were male and 46.70% respondents were female. 64.40% employees were belonging to age level within 30 years, 24.40% were 31-40 years, and 11.10% employees were above 40 years of age group. Based on their designations, 26.70% were in entry level, 53.30% employees were in intermediate level and 20% of employees are at senior level. 42.20% employees were having experience of below 5 years, 37.80% employees having 5-10 years of experience and 20% were having above 10 years of experience.

**Table 5.2.: Aware on HR Policies**

Aware on Human Resource Policies	Frequency	Percent
Fully aware	16	35.60%
Partially aware	22	48.90%
Not aware	7	15.50%
Total	45	100.00%

**Interpretation** : Out of 45 respondents 35.60% of employees are fully aware on HR policies, 48.90% of employees are partially aware on HR policies, and 15.50% of employees are not aware on HR policies.

**Table 5.3: Satisfaction on HR Policies**

Satisfaction on HR Policies	Frequency	Percent
Highly dissatisfied	1	02.20%
Dissatisfied	3	06.70%
Neutral	5	11.10%
Satisfied	23	51.10%
Highly satisfied	13	28.90%
Total	45	100.00%

**Interpretation** : Out of 45 respondents, 2.20% of employees are highly dissatisfied on HR policies, 6.70% of employees are dissatisfied on HR policies, 11.10% of employees are either satisfied or dissatisfied on HR policies, 51.10% of employees are satisfied on HR policies, and 28.90% of employees are highly satisfied on HR policies.

**Table 5.4: Supportive Environment for Engaging into the work**

Supportive Environment for Engaging into the work	Frequency	Percent
More supportive	21	46.70%
Partially supportive	21	46.70%
Not supportive	3	06.60%
Total	45	100.00%

**Interpretation** : The environment is more supportive to engage into the work to 46.70% of employees, the environment is partially supportive to engage into the work to 46.70% of employees, and the environment is not supportive to engage into the work to 06.60% of employees.

**Table 5.5 : Efficiency to Manage Emotions in Workplace**

Efficiency to Manage Emotions in Workplace	Frequency	Percent
Fully manageable	23	51.10%
Moderately manageable	20	44.40%
Not manageable	2	04.40%
Total	45	100.00%

**Interpretation** : Out of 45 respondents, 51.10% of employees are able to manage emotions fully in workplace, 44.40% of employees are able to manage emotions moderately in workplace, and 04.40% of employees are not able to manage emotions in workplace.

**Table 5.6: Factors influencing Increasing Employee Engagement**

Factors influencing Increasing Employee Engagement	Frequency	Percent
Trust on individuals	13	28.80%
Adjustable working schedules	8	17.80%
Favorable work environment	17	37.80%
Effective compensation and benefits	7	15.60%
Total	45	100.00%

**Interpretation** : Trust on individuals is the cause for increasing employee engagement to 28.80% of employees, adjustable working schedule is the cause for increasing employee engagement to 17.80% of employees, favorable work environment is the cause for increasing employee engagement to 37.80% of employees, and effective compensation and benefits is the cause for increasing employee engagement to 15.60% of employees.

## 6. FINDINGS

- It is inferred that majority of the respondents are male.
- Majority of the employee’s belong to age level within 30 years.
- The majority of employees are belonging to senior level cadres and have Below 5 years of working experience.
- The majority of employees are partially aware on human resources policies.
- The majority of employees are satisfied on human resources policies.
- The majority of employees are stated that the environment is more supportive and partially supportive to engage in job.
- The majority of employees are able to manage emotions fully in workplace.
- The majority of employees believes that favorable working environment is the factor for increasing employee engagement.

## 7. SUGGESTIONS

- Foster transparent communication channels between supervisors and staff members, enabling conversations about personal goals to be aligned with the overall objectives of the company.
- Information technology companies ought to promote transparent communication pathways, ensuring that team members comprehend both the shared objectives and their individual contributions.
- Similarly, organizations must support a culture that values constructive feedback, addressing any deviations about their works.
- Introducing regular project reviews to compare initial projections against actual outcomes is essential which will help employees to improve their performance.
- Establishing a stress-free environment in the IT sector can greatly enhance the well-being of professionals also gives better satisfaction in their work and as to achieve organizations objective.

## 8. CONCLUSION

Emotional intelligence is an innate ability through which an individual can comprehend and interpret their own emotions as well as the emotions of others. Meanwhile, engaged employees exhibit increased

dedication and focus, leading to higher-quality work output. Moreover, the link between emotional intelligence and employee engagement highlights how enhanced self-awareness, empathy, and communication skills contribute to fostering positive relationships and, consequently, higher engagement levels within the workplace.

## References

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