International Journal for Multidisciplinary Research (IJFMR)
E-ISSN: 2582-2160 • Website: www.ijfmr.com • Email: editor@ijfmr.com

Impact of Emotional Intelligence on the Performance of Women Employees in Textile Industry in Karur District, Tamilnadu

Meenaloshini. P[1], Dr. K. Subramaniam[2]

[1]Ph.D Scholar, Department of Management, Kamban College of Arts and Science, Sulthanpet, Coimbatore – 641 669.
[2]Associate Professor of Commerce and Management, Kamban College of Arts and Science, Sulthanpet, Coimbatore – 641 669.

Abstract
An attempt is made in this paper to examine the impact of Emotional Intelligence on the Performance of Women employees working in Textile Industry in Karur District of Tamilnadu. For this purpose, data has been collected from 271 women employees by using Purposive Sampling technique through pretested interview schedule. Secondary data has also been used in this research. Statistical tools for analysis include Percentage Analysis, Chi-square test, Factor Analysis, Correlation and Multiple Regression. The study suggests and concludes that the textile industry could offer more training programmes and practice win-win conflict resolution strategies to combat negative emotions to facilitate the improvement of individual performance which in turn would increase the overall performance of the textile industry.

Keywords: *Emotional Intelligence, Performance, Textile industry and Women employees.*

INTRODUCTION

Emotional intelligence (EI) is the ability to understand, use and manages one's own emotions in positive ways to know oneself, know others, identifying and overcoming challenges and avoid conflict. It helps a person to build relationships thereby achieving success everywhere. EI can be defined with four attributes like self-management self-awareness Social awareness and Relationship management. The performance of its employees is enhanced when they are emotionally intelligent.According to John D. Mayer and Peter Salovey (1993), EI is a subset of social intelligence that includes the capacity to keep track of one's own emotions as well as those of others, to distinguish between them, and to use this knowledge to inform one's decisions and behaviour.

STATEMENT OF THE RESEARCH PROBLEM

Individual and organisational performance can be increased with the aid of emotional intelligence. Organizations focus on their employees' emotional intelligence nowadays because they understand how important it is. The organisation that has employees that have emotional intelligence thrives extremely quickly. The researcher's goal in this situation is to examine how emotional intelligence affects the performance of female workers in the textile sector.

OBJECTIVES OF THE RESEARCH

To investigate the variables affecting women employees' emotional intelligence

To determine how emotional intelligence affects women employees' performance.

LITERATURE REVIEW

Goleman's (1998) Model of EI, Shailendra Singh (2004) made an effort to gauge the EI components of self-awareness, self-regulation, motivation, social awareness, and social skill. According to the study's findings, people rated their interpersonal competencies—namely empathy and social skills, organisational commitment, and quality of life—as being lower than their intrapersonal competencies, such as motivation, self-awareness, and self-regulation. These interpersonal competencies are also positively correlated with all of the EI dimensions.

Jadhav SG and Havalappanavar NB (2009) examined the emotional intelligence of 200 aspiring police constables, both men and women. The study discovered that female police constable (WPC) trainees fared better on emotional intelligence tests than male police constable training (MPC). Women gain social skills and emotional regulation as a result of spending the majority of their early years at home and with relatives.

Akhtar W et al. (2017) investigated the moderating effect of perceived organisational support in the link between EI and job performance. The study's findings indicated that emotional intelligence positively affects job performance and that there will be a stronger correlation between emotional intelligence and job performance in the future.

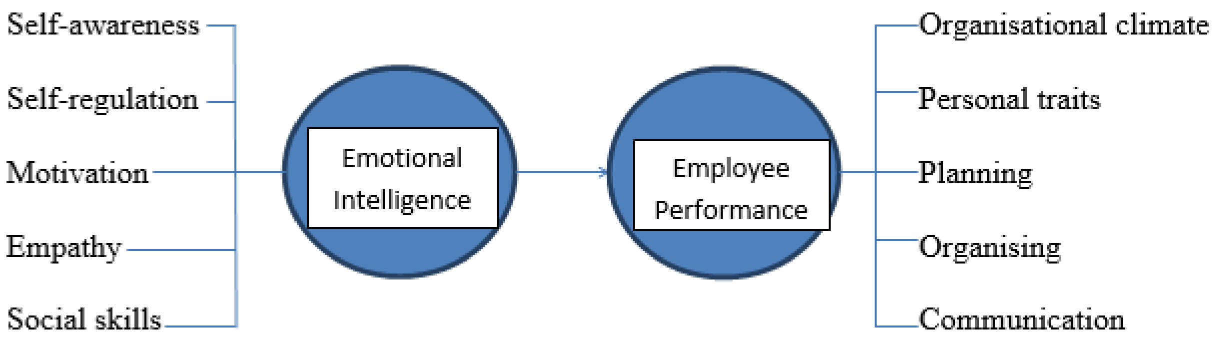
Research Gap

Studies on EQ and performance have been conducted. However, there is little research that shows how Emotional Intelligence and performance are related to women employees. By looking at the effect of emotional intelligence on performance among women employees in the textile industry, the researcher aimed to close the gap in this study.

Development of Model

The conceptual framework depicted in the imae was developed in response to the theoretical model.

Figure 1



In Figure 1, Employee performance is the model's endogenous variable, whereas Emotional Intelligence is its exogenous variable. Employee productivity is assessed using criteria such as organisational climate, individual characteristics, planning, organising, and communication, whereas emotional intelligence is assessed using criteria such as self-awareness, self-regulation, motivation, empathy, and social skills. The effect of EI on employee performance is then assessed.

RESEARCH METHODOLOGY

The goal of the current study is to determine how EI affects the performance of women working in the textile industry in the Karur District. For this study, the researcher used a descriptive research approach. The link between the variables is assessed using this research methodology. Data from 271 female employees were gathered for this purpose utilising the Purposive Sampling technique and a pretested interview schedule. This study also made use of secondary data. The Percentage Analysis, Chi-Square test, Factor Analysis, Correlation, and Multiple Regression are statistical methods for analysis.

The interview schedule includes three sections. Section I exhibits the demographic profile of the respondents which includes the age, marital status, education, size of the family, income level, distance they travel and mode of transport. Section II includes the constructs with related items of EI and section III contains the constructs and items of Employee performance. The data was analysed using SPSS software.

DATA ANALYSIS AND RESULTS

Table 1: Demographic Profile of the Respondents

FACTORS	CLASSIFICATION	FREQUENCY	PERCENTAGE
Age	Up to 30	132	48.7
	35 to 45	41	15.1
	Above 45	98	36.2
Marital Status	Single	198	73.1
	Married	73	26.9
Education	Up to School	112	41.3
	Diploma	57	21.0
	Degree	102	37.7
Size of Family	Upto 3	58	21.4
	4 to 6	121	44.6
	Above 6	92	33.9
Monthly Income	Up to Rs.3,500	42	15.5
	RS.3,501 to Rs.7,000	72	26.6
	Above Rs.7,000	157	57.9
Distance travel	0 to 5 kms	144	53.1
	6 kms to10 kms	91	33.6
	Above 10 kms	36	13.3
Mode of Transport	Private Transport	29	10.7
	Two Wheeler	44	16.2
	Company bus	142	52.4
	By Walk	56	20.7
TOTAL (N)		**271**	**100**

Source : Primary Data

Table 1 shows that most of the respondents (48.7 per cent) belong to the age group of up to 30. Majority of the respondents (73.1 per cent) are unmarried. 41.3 per cent of the respondents have their education up to school level. The size of the family of the respondents holds 44.6 per cent on 4 to 6 members. Majority(57.9 per cent) of the respondents gets more than Rs.7,000 as their monthly salary. More than half of the respondents (53.1 per cent) travel within 5 kms for work and 52.4 per cent of the respondents uses company bus.

Factors affecting EI

Table 2: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.753
Bartlett's Test of Sphericity	Approx. Chi-Square	2935.613
	Df	136
	Sig.	.000

Table 2 reveals that the KMO test yields a result of 0.753 which indicates that factor analysis can be carried out appropriately for the seventeen variables that are taken for the study.

Table 3: Rotated Component Matrix

Factors affecting EI	Component				
	1	2	3	4	5
Aware of situations that cause me to think negatively	.970	**Social Awareness**			
Able to express my emotions in an appropriate manner	.961				
Do not lose my control when I'm angry	.951				
Able to recognise my emotions	.942				
Keep up promises		.877	**Self-Regulation**		
See opportunities rather than threats		.869			
Try to continue to develop those things that bring happiness		.818			
Able to think clearly and stay focussed under pressure		.812			
Able to calculate risks to attain challenging goals	**Motivation**		.878		
Clean negative thoughts before sleeping			.874		
Operate from hope of success rather than fear of failure			.844		
Acknowledge and reward people's strengths & accomplishments	**Empathy**			.795	
Respect others				.775	
It is hard to see people suffer				.688	
Help people based on their needs and feelings				.665	
Register the emotional cue of others	**Social Skills**				.901
Create model team qualities like helpfulness &					.900

cooperation					
Total	3.802	2.919	2.364	2.181	1.719
% of Variance	22.362	17.169	13.907	12.831	10.114
Cumulative %	22.362	39.530	53.437	66.268	76.382
Extraction Method: Principal Component Analysis Rotation Method: Varimax with Kaiser Normalization					
Rotation converged in 4 iterations					

Table 3 illustrate that the total per cent of variation in Factor I is 22.362, Factor II is 17.169, Factor III is 13.907, Factor IV is 12.831 and Factor V is 10.114. The five factors formed explain a total variance of 76.382.

Factors impacting Employee Performance

Table 4: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.777
Bartlett's Test of Sphericity	Approx. Chi-Square	3783.721
	Df	190
	Sig.	.000

Table 4 reveals that the KMO test yields a result of 0.777 which indicates that factor analysis can be carried out appropriately for the twenty variables that are taken for the study.

Table 5: Rotated Component Matrix

Factors impacting Employee Performance	**Component**				
	1	**2**	**3**	**4**	**5**
Women employees not discriminated in the work	.912	**Organisation Climate**			
Opportunities given to develop the skills	.911				
Grievances handled properly	.899				
Promotions are given strictly on the basis of merit	.867				
Handle the problem in the work independently		.904	**Personal Traits**		
Extend help to colleagues		.884			
Learn the work quickly		.879			
Self-motivated to achieve the goals		.834			
Follow the instructions given by the superiors			.920	**Planning**	
Prepare a time schedule for completing the task assigned			.895		
Adhere to the rules & procedures while performing duty			.893		
Punctual to the duty			.792		
Take prompt actions when unplanned deviations				.874	

occur	**Organising**				
Find improved methods of doing jobs				.857	
Able to contribute more than the job assigned				.756	
Delegate work with proportionate responsibility				.710	
Exhibit courtesy	**Communication**				.793
Able to get the work done from the subordinates					.770
Express well orally					.764
Ability to express well in writing					.627
Total					
% of Variance	24.985	16.672	13.365	10.800	8.940
Cumulative %	24.985	41.658	55.023	65.822	74.763
Extraction Method: Principal Component Analysis Rotation Method: Varimax with Kaiser Normalization					
Rotation converged in 5 iterations					

Table 5 reveals that the total per cent of Factor I is 24.985, Factor II is 16.672, Factor III is 13.365, Factor IV is 10.800 and Factor V is 8.940. The five factors formed explain a total variance of 74.763.

Table 6: Model summary for the multiple regression model to estimate the impact of EI on the Employee Performance

R	**R^2**	**Adj. R^2**	**S.E of the estimate**	**F**	**Sig.**
.940	.884	.882	0.50619	405.622	.000

The multiple regression analysisshows the dimensions of EI and employee performance. The dimensions of EI such as social awareness, self-regulation, motivation, empathy and social skills are shown below. These variables are exogenous variables and employee performance is considered to be the endogenous variable. The R value is 0.940 and this indicates a good level of prediction. The R^2 value is 0.884 which shows that the independent variable explain 88.4% of the variability of the dependent variable impact of EI on the employee performance. The F ratio F is 405.622; $p < .05$shows that the independent variables statistically significantly predict the dependent variable.

Table 7: Multiple regression model to estimate the impact of EI on the Employee Performance.

Predictors	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
(Constant)	2.067	.222		9.294	.000
Social Awareness	.406	.047	.396	8.711	.000
Self-Regulation	.427	.047	.407	9.016	.000
Motivation	.100	.029	.073	3.423	.001

Empathy	.071	.024	.064	2.971	.003
Social Skills	.802	.036	.468	22.306	.000

(*=significant at 5%)

As seen in Table 7, all the five factors factored analysis namely Social awareness, Self-regulation, Motivation, Empathy and Social skills are significant in the estimation of impact of EI on the employee performance. Of these factors, social skills of the employees highly influence their performance.

Hypothesis of the study

H_0 : There is no association between the demographic factors of the respondents and employee performance.

H_a : There is association between the demographic factors of the respondents and employee performance.

Table 8: Association between the demographic factors of the respondents and employee performance.

Demographic Factors	χ^2 Value	Df	H_0 Accepted / Rejected	Significance
Age	8.410	2	Rejected	Significant
Education	8.705	2	Rejected	Significant
Marital Status	0.412	1	Accepted	Not Significant
Size of Family	2.440	2	Accepted	Not Significant
Monthly Income	7.842	2	Rejected	Significant

(*5% Level of Significance)

From the table 8, it can be concluded that the demographic factors like age, education and monthly income of the respondents have a significant impact on the employee performance. Marital status and size of the family does not hold significant impact on employee performance.

Table 9: Results of Pearson Correlations Analysis

		SA	SR	MO	EM	SK	EP
SA	Pearson Correlation	1					
SR	Pearson Correlation	.152*	1				
MO	Pearson Correlation	.237*	.627**	1			
EM	Pearson Correlation	.325**	.431**	.526**	1		
SK	Pearson Correlation	.206*	.499**	.433**	.540**	1	
EP	Pearson Correlation	.418**	.452**	.426**	.383**	.440**	1

***. Correlation is significant at the 0.05 level**

Table 9 results of Pearson Correlation demonstrated the relationship between Employee Performance (EP) which is a dependent variable and factors affecting EP (five independent variables) like Social awareness (SA), Self-regulation (SR), Motivation (MO), Empathy (EM), and Social skills (SK). Based on the value of 'r', there was positive correlation between SA, SR, MO, EM and SK with EP at the 0.05 level of significance.

Implications

The study found that 48.7 per cent of the respondents belong to the age group of up to 30 and 73.1%of the respondents are unmarried. The respondents who have their education up to school level is 41.3 per cent. The size of the family of the respondents holds 44.6 per cent on 4 to 6 members. 57.9 per cent of the respondents gets more than Rs.7,000 as monthly salary. More than half of the respondents (53.1 per cent) travel within 5 kms for work and 52.4 per cent of the respondents use company bus.

Social skills of the employees hold high level of influence on their performance. The demographic factors like age, education and monthly income of the respondents have a significant impact on the employee performance. There was a positive correlation between Employee performance and Social Awareness, Self-regulation, Motivation, Empathy and Social skills.

SUGGESTIONS

The study makes recommendations to the textile industry to stabilise Emotional Intelligence at work, including providing an efficient grievance handling system, balanced workloads, an open communication climate, the ability to express disagreements with supervisors, and stress reduction programmes like social gatherings, organisational focus, and celebrations at work. The industry can provide more training programmes to improve employees' knowledge of their jobs and advance them by providing more incentives for improving work output. Promoting fairness in the management of rewards is thought to be crucial in this situation.

CONCLUSION

This study analysed the emotional intelligence of the women employees in the textile industry in Karur. Social awareness, self-regulation, motivation, empathy, and social skills were the five characteristics evaluated. Of these, social skills were found to have a greater impact on employees' performance than the other three. An employee's performance will improve if he or she is emotionally stable. Therefore, the management should prioritise solving the many issues they face and ensuring the psychological stability of the staff. It can be inferred that the textile industry should focus more on employee work-related aspects in order to manage employee emotions at work efficiently and increase employee productivity. The study also emphasises the value of funding training for emotional intelligence.

REFERENCES

Journals

1. Mayer, John D., and Peter Salovey (1993). "The Intelligence of Emotional Intelligence." 17.4: pp. 433-442.
2. Shailendra Singh (2004). "Development of a measure of Emotional Intelligence" National Academy of Psychology, India Vol.49, pp.2-3.

3. Mayer, D. J., P. Salovey, and R. D. Caruso.(2004). "Emotional Intelligence: Theory, Findings, and Implications. Department of Psychology, University of New Hampshire; Yale University. Psychological Inquiry 15.3, pp. 197-215
4. Jadhav SG and Havalappanavar NB (2009). “Emotional intelligence and self-efficacy of police constable trainees” Indian Psychological Review, Vol. 73, pp.307–314.
5. Ra’ed Masa’deh (2016). “The Role of Emotional Intelligence in Enhancing Organizational Effectiveness: The Case of Information Technology Managers in Jordan” Int. J. Communications, Network and System Sciences, Vol. 9, pp. 234-249.
6. Akhtar W et. al., (2017). “The Effect of Emotional Intelligence on Employee’s Job Performance: the Moderating Role of Perceived Organizational Support” Journal of Accounting & Marketing, Vol. 6, Issue-3

Books

1. Daniel Goleman (2009). Emotional Intelligence – Why it can matter more than EQ? Electronic Edition, Bloomsbury Publishing Plc, 36 Soho Square, London, eISBN: 978-0-747-52830-2
2. Daniel Goleman(2011) Leadership: The power of Emotional Intelligence , 1st Edition, More Than Sound LLC, Northampton MA, ISBN 978-1-934441-17-6

Website

1. www.bloomsbury.com