

IMPACT OF EMOTIONAL INTELLIGENCE ON OVERALL ORGANIZATIONAL EFFECTIVENESS

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ABSTRACT

This study aims to investigate the influence of emotional intelligence on various aspects of the overall functioning of an organization. Emotional intelligence, encompassing the ability to recognize, understand, and manage emotions, is increasingly recognized as a crucial factor in workplace dynamics. The study will explore how emotional intelligence among employees and leaders affects teamwork, communication, leadership effectiveness, job satisfaction, and overall organizational performance.

Keywords: Emotional Intelligence, Job Satisfaction, Public, Private, Banking Employees, and Correlation

INTRODUCTION

In today's competitive service sector business environment, organisations are facing multifaceted challenges like enhancing the productivity, coping with the pressure of setting, efficient, and effective human resources (HR) practices in the form of hiring, training, and retaining skilful employees. To do this, Human Resources (HR) managers are encumbered with the responsibility of attracting and retaining people who can communicate effectively, control their emotions, and demonstrate their technical abilities with the accurate knowledge, skills and attitudes that will optimise organisational performance and achieve the objectives of organisations. In organisations the HRD practices need to be well intertwined with Emotional intelligence (EI) factors, so that the human resource which is considered to be the most vital asset and life blood of an organisation can be well fostered. In this context banks are assumed as backbone of any economy. They play an important role in demand and supply for the money and funds in the financial system.

REVIEW OF LITERATUR

Emotional Intelligence in Sports Psychology (2010s):

The application of emotional intelligence in sports psychology during the 2010s gained traction, with athletes and coaches recognizing its role in enhancing performance, teamwork, and mental resilience. Research in this domain explores how emotional intelligence interventions can optimize athletes' emotional skills for competitive advantage, highlighting the relevance of emotional intelligence in the high-stakes and dynamic environment of sports.

Ethical Considerations in Emotional Intelligence Research (2010s - Present):

The emphasis on ethical considerations in emotional intelligence research, particularly since the 2010s, underscores the importance of responsible and respectful study of emotions. Addressing ethical concerns such as informed consent, participant well-being, and cultural

sensitivity ensures the integrity of emotional intelligence research. This ethical awareness reflects a commitment to conducting research that respects the dignity and rights of participants, contributing to the ethical foundation of the field.

Integration of Emotional Intelligence in Artificial Intelligence (AI) (2010s - Present):

As artificial intelligence (AI) advanced, researchers explored ways to integrate emotional intelligence into AI systems during the 2010s and beyond. This interdisciplinary endeavor aims to create machines capable of understanding and responding to human emotions in a more nuanced manner. The integration of emotional intelligence into AI interfaces has implications for fields such as affective computing, contributing to the development of more emotionally aware

machines that can interact with users in a socially intelligent and empathetic manner.

Digital Literacy and Emotional Intelligence (2010s - Present):

The 2010s marked a pivotal era where the integration of emotional intelligence into discussions on digital literacy became imperative. As digital communication became ubiquitous, researchers explored how emotional intelligence influences online interactions, recognizing the significance of emotional awareness and regulation in navigating the complexities of virtual relationships. This intersection highlights the evolving landscape of communication, emphasizing the need for individuals to possess emotional intelligence skills not only in face-to-face interactions but also in the dynamic realm of digital communication.

Emotional Intelligence and Mental Health (2010s):

In the 2010s, a prominent focus emerged on the link between emotional intelligence and mental health outcomes. Research during this period underscored that higher emotional intelligence is associated with lower levels of stress, improved emotional well-being, and enhanced psychological resilience. This connection has profound implications for mental health interventions, as it highlights the potential of developing and enhancing emotional intelligence as a preventative and therapeutic approach for promoting overall mental health.

OBJECTIVES:

- To Assess Emotional Intelligence Levels
- To investigate Impact on Team Dynamics
- To investigate Communication Effectiveness within the organization.
- To analyze Leadership Effectiveness among the employees.
- To assess Organizational Performance

SCOPE OF THE STUDY

- Define and conceptualize emotional intelligence, drawing upon established theoretical frameworks and models.
- Review empirical evidence from recent studies to explore the relationship between EI and organizational effectiveness indicators.
- Analyze the influence of EI on employee engagement, job satisfaction, performance, retention, and innovation within organizational contexts.
- Examine the role of emotional intelligence in leadership effectiveness, including its impact on leadership styles, decision-making, and team dynamics.

RESEARCH DESIGN AND METHODOLOGY

1. Primary Data: These are the data or information that is collected from other primary sources, i.e., the data's source of origin. In this project report primary data collected from a sample size of 105 respondents .

2. Secondary Data: Secondary data is a kind of data that already exist. In this project report, secondary data collected from existing literature, the internet, books.

1. Sample Size

The sample size chooses for this study is 105 respondents

2. Sampling Method

Convenient sampling method employed in this study.

3. Analysis of Data

- Simple Percentage Analysis

4. Limitation of The Study

- This study mainly focuses on the impact of emotional intelligence in the overall organization .
- In this study, the questionnaire based on Google form, so personal presence was not there.
- Another limitation of this study was that most of the respondents filled the questionnaire very poorly.

ANALYSIS & INTREPRETATIONS

Table showing the Gender of Respondents

Gender	Respondents	Percentage
Male	54	51.43%
Female	51	48.54%
Total	105	100%

Interpretation:

The above Table shows that out of the total 105 respondents, 48.54% of the participants were women and 51.43% were male.

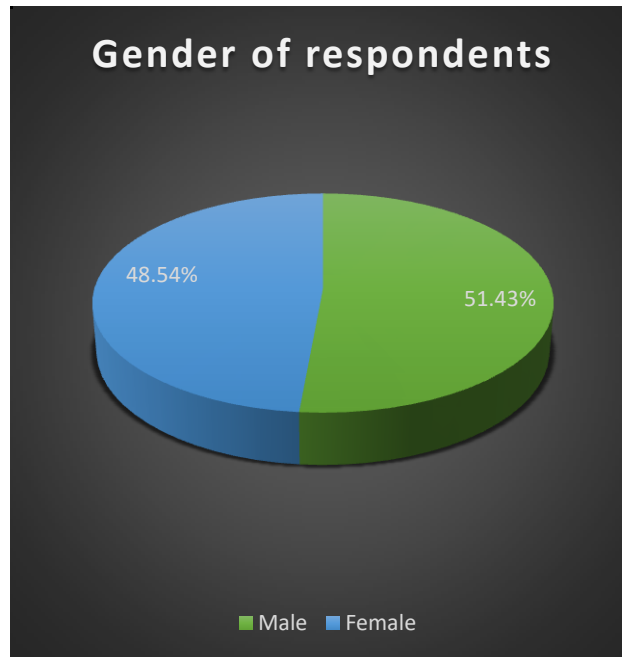


Table showing how important do you believe emotional intelligence in the workplace

Option	Respondents	Percentage
Very important	45	42.85%
Somewhat important	22	20.95%
Neutral	28	26.66%
Not important	10	9.52%
Total	105	100%

Interpretation:

The above table shows that 42.85% consider emotional intelligence as important , 26.66% consider as neutral , 20.95% consider as somewhat important, and 9.52% as not important .

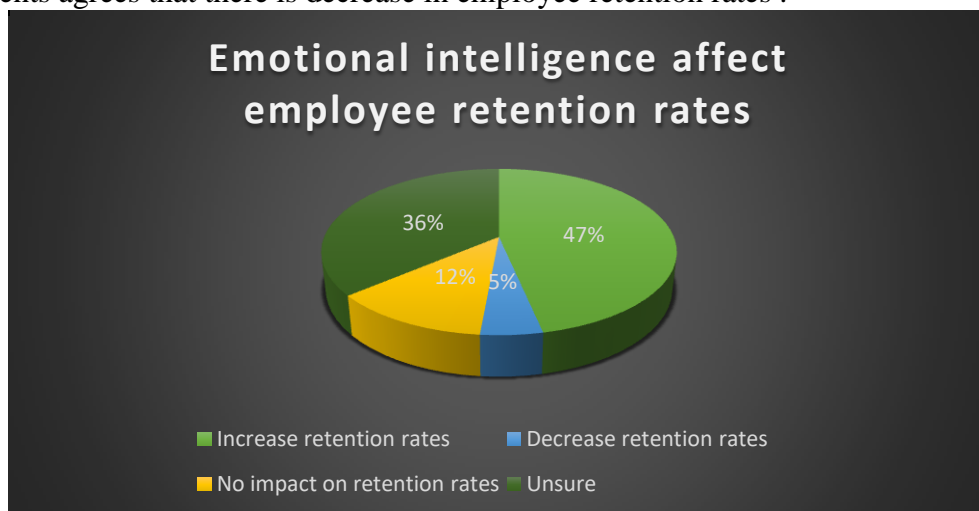


Table showing how does emotional intelligence affect employee retention

Option	Respondents	Percentage
Increase retention rates	49	46.6%
Decrease retention rates	5	4.76%
No impact on retention rates	13	12.38%
Unsure	38	36.19%
Total	105	100%

Interpretation:

The above table shows that 46.6% of respondents agrees that there is an increase in employee retention rates, 36.19% agrees that they are unsure about the employee retention rate, 12.38% of respondents agrees that there is no impact on the retention rate and 4.76% of respondents agrees that there is decrease in employee retention rates .



MAJOR FINDINGS

- The above study indicates that it is very important to believe emotional intelligence in the work place
- The respondents indicates not important in very less in the survey
- With the help of the survey it is considered that emotional intelligence affect the employee retention rate with a increased retention rates
- Emotional intelligence influence the overall function of the organisation
- A significant portion of employees expressed a desire for additional emotional intelligence training programs within the organisation to enhance their interpersonal skills and emotional awareness

SUGGESTIONS

Emotional intelligence is a considerable concept nowadays in organisations. Suggestions can be made that for major organisational issues such as employee satisfaction, creating a better employee relationship, organisational harmony, better relationship with customer and external persons, healthy work environment and ultimately for achievement of organisational objectives; emotional intelligence plays a vital role and efforts should be made to increase the emotional intelligence of banking organisations' employees. Based on findings of research it can be recommended that in banking organisations it is important to enhance the capability of employees to increase the emotional intelligence in terms of appraisal of other persons' emotion that would keep employee to maintain his emotions to make him understand of emotions of organisational staffs and customers as well. Further, it is suggested that the organisations should take necessary initiations to improve the employees' emotional capability that can direct them towards constructive actions, personal performance, encourage them to do continuously towards positive and productive direction.

CONCLUSION

The findings from this study are expected to shed light on the critical role of emotional intelligence in shaping the overall working environment within an organization. Understanding the impact of emotional intelligence on various organizational aspects can guide leaders and human resource professionals in developing strategies to foster emotional intelligence and create a more harmonious and effective workplace.

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