

AWARENESS AND IMPLEMENTATION OF EMOTIONAL INTELLIGENCE AS A TOOL IN MANAGING EMPLOYEE PERFORMANCE: Study on 5 Star hotels of Delhi NCR

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ABSTRACT:-

The main goal of this study is to demonstrate the advantages that businesses can gain by promoting the emotional intelligence of their employees. The data was collected through a survey that participants completed at their convenience. The results indicate a positive and statistically significant correlation between emotional intelligence and job performance. The findings indicate that EI's five aspects, namely self-awareness, self-control, drive, compassion, and social abilities, have a notable impact on work efficiency.

The study indicates that promoting the development of emotional intelligence among individuals is advantageous for companies as it enhances productivity and results. It is advisable to have training and development programmes that enhance the emotional intelligence skills of employees as they can positively affect the company's performance and workplace environment.

KEYWORDS

Work output, employee motivation, social skills, self-awareness, self-control, and awareness of others' emotions.

1. INTRODUCTION:-

Lately, there has been a notable increase in attention towards researching emotional intelligence (EI) and its correlation with workplace efficiency. Emotional intelligence refers to the ability to 33tilized33, examine, and manage personal and others' emotions. The implementation of EI is believed to have a significant positive impact on workplace results such as employee performance, productivity, and well-being.

To thrive, enterprises are constantly seeking novel approaches to improve their functioning. There has been a notable increase in studies regarding the significance of emotional intelligence in achieving success in the business world. Numerous enterprises presently incorporate Emotional Intelligence (EI) in their staff training and growth programmes following its recognition.

The objective of this study is to unravel the correlation between emotional intelligence and efficiency in the work environment. This study will examine how worker productivity is affected by the five elements of emotional intelligence, which include self-awareness, self-regulation, motivation, empathy, and social skills. The primary objective of the research is to shed light on the benefits of promoting the development of emotional intelligence among employees in the work environment.

Present research work will contribute to the existing information about emotional intelligence and its impact on work efficiency. Companies that prioritise workplace productivity and employee satisfaction can reap significant advantages from the findings of the research.

Attaining triumph in one's personal and occupational domains can be credited to a considerable degree of emotional quotient (EQ). The 33tilized33io of emotional intelligence can significantly enhance the job performance, productivity, and job satisfaction of workers. As its importance gains more recognition, an increasing number of businesses are incorporating EI into their training and development programmes.

Lately, there has been significant discourse regarding the impact of emotional intelligence on work efficiency. Numerous researches have analysed the correlation between Emotional Intelligence (EI) and consequences such as work efficiency, loyalty towards the organization, and job satisfaction at the workplace.

Certain studies indicate that the emotional intelligence of females is generally more robust than that of males. However, some studies have shown that there are no notable distinctions between genders in regards to emotional intelligence. Developing emotional intelligence requires utilization and dedication, just like any other skill. Thus, individuals of all genders could gain advantages by enhancing their emotional quotient and elevating it in their profession.

In general, enterprises seeking to enhance productivity and motivation are intrigued by the insights gained on the correlation between emotional quotient and staff effectiveness. With increasing research and growing recognition of emotional intelligence's significance in achieving objectives, this domain is continuously evolving.

Enhancing individuals' emotional intelligence in the workplace yields multiple benefits. Enhanced emotional intelligence in employees leads to better work productivity, job satisfaction, and allegiance towards the organization. Encouraging the development of emotional intelligence among employees can improve their stress management, communication skills, and ability to build strong relationships with colleagues.

In general, researching emotional intelligence and its impact on employee productivity is a significant area of investigation that has practical applications for companies seeking to increase efficiency while maintaining positive employee morale. Businesses will increasingly appreciate the significance of emotional intelligence as more research is conducted on its impact on achievement.

2. RESEARCH METHODOLOGY:-

This research employed a numerical approach for its enquiry. Information was collected from 100 employees in non-governmental organization utilized through a self-reported survey. The survey assessed emotional intelligence and productivity, and the statistical analysis was conducted on the findings.

The examination's survey was adapted to include gauges of affective acumen and worker output. The assessment for emotional intelligence measures a person's comprehension and regulation of their emotions, along with their motivation, capacity for compassion, and social proficiency. The employee assessment comprised of inquiries regarding productivity, contentment, and allegiance to the utilized organisation.

The information was analysed using descriptive statistics, correlation, and multiple regression analyses. SPSS was utilized for data analysis.

The exhaustive inquiry technique enabled a thorough examination of the association between affective acumen and productivity in the professional sphere. Through the utilisation of a quantitative methodology and advanced mathematical methodologies, we scrutinised vast quantities of data and detected noteworthy correlations. However, the results may not be applicable to various demographics or previous time periods due to the study's cross-sectional methodology and sampling technique.

3. OBJECTIVE OF THE STUDY:-

The objective of the section named " Awareness and Implementation of Emotional Intelligence as a Tool in Managing Employee Performance: Study on 5 Star Hotels of Delhi NCR " is to explore the association between emotional intelligence and job effectiveness. The aim is to create a correlation between heightened emotional quotient and improved work output among employees. The objective of this discourse is to ascertain the impact of emotional intelligence on factors like efficiency, contentment in one's occupation, collaborative efforts, and aptitude

for effective communication. Augmenting affective acumen and implementing methodologies to attain it can amplify the efficiency of staff and the holistic triumph of corporations.

Objectives:

1. To explore awareness of Emotional Intelligence as a tool to manage employee performance among managers of hotel industry.
2. To explore the extent of implementation of Emotional Intelligence as a tool in the hotel industry to manage employee performance.

4. HYPOTHESIS OF THE STUDY:-

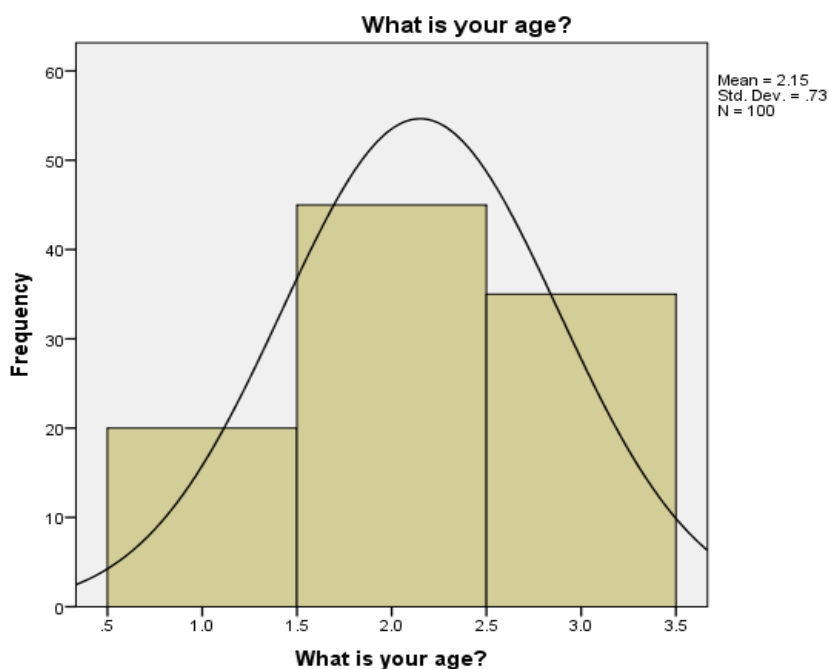
Individuals with higher emotional intelligence tend to achieve greater success in their professional lives.

5. DATA ANALYSIS:-

TABLE:- 5.1:- AGE

What is your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-30	20	20.0	20.0	20.0
	31-42	45	45.0	45.0	65.0
	43-54	35	35.0	35.0	100.0
	Total	100	100.0	100.0	

GRAPH:- 5.1



The subsequent chart presents a categorisation of the example populace based on their age range. The age categories consist of individuals aged 18-30, 31-42, and 43-54.

30 individuals, which is equivalent to 25% of the participants, belong to the age group of 18 to 30. 45 individuals, which is equivalent to 45%, belong to the age group of 40s. 35 individuals, which is equivalent to 35%, belong to the age group of 50s.

The "Valid Percent" category displays the proportion of the information following the elimination of invalid or absent inputs. As there were no erroneous or absent data points, the accurate proportion is the same as the overall proportion.

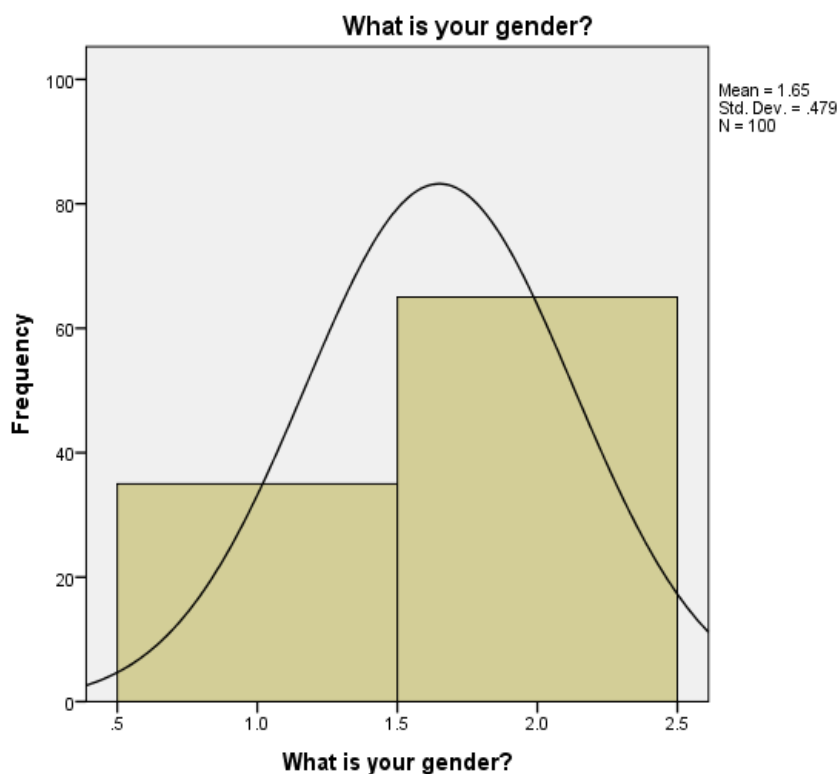
The cumulative percentage of respondents up to that moment is displayed in the "Cumulative Percent" column. The entire percentage for the age bracket of 18-30 is 20% as only that age group gave a response. As the age group of 31-42 encompasses individuals aged between 31 and 42 years as well as those aged between 18 and 30 years, the combined percentage for this category is 65%.

The respondents' ages are condensed in the subsequent table.

TABLE:- 5.2:-GENDER

What is your gender?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	35	35.0	35.0	35.0
	FEMALE	65	65.0	65.0	100.0
	Total	100	100.0	100.0	

GRAPH:- 5.2



The chart presented underneath showcases the quantity and ratio of answers from individuals who identify as male and female. Man and woman are the two binary gender categories.

The survey had 100 respondents, with 35% identifying as male and 65% identifying as female. The "Valid Percent" category displays the proportion of the information once any missing or invalid inputs have been eliminated. As there were no erroneous or absent data points, the accurate proportion is the same as the overall proportion.

The cumulative percentage of individuals who responded to the survey until that moment is displayed in the "Cumulative Percent" category. In the case of males, only individuals who

identified themselves as male were considered, leading to a combined percentage of 35%. The total percentage for the female gender is 100% as it encompasses responses from both genders. This chart provides a summary of the number of respondents categorised by their gender.

TABLE:- 5.3:- DESCRIPTIVE STATISTICS FOR THE EMOTIONAL INTELLIGENCE

Descriptive Statistics			
	N	Mean	Std. Deviation
Emotional Intelligence is a set of skills that allows individuals to recognize and manage their own emotions, as well as understand and influence the emotions of others.	100	2.71	1.438
The use of Emotional Intelligence as a tool for managing employee performance involves leveraging these skills to create a positive and productive work environment.	100	3.11	1.483
Effective management of employee performance using Emotional Intelligence involves providing constructive feedback, setting clear expectations, and creating opportunities for growth and development.	100	3.68	1.413
Hotel industry managers who are aware of Emotional Intelligence as a tool for managing employee performance are better equipped to create a positive workplace culture and improve employee engagement and retention.	100	2.84	1.293
The use of Emotional Intelligence as a tool for managing employee performance has been linked to improved organizational performance and increased profitability in the hotel industry.	100	3.48	1.474
Valid N (listwise)	100		

The above tables present descriptive statistics for five different statements related to the use of Emotional Intelligence as a tool for managing employee performance in the hotel industry.

Each statement has been rated by 100 respondents, and the table provides the mean (average) score and standard deviation for each statement.

The initial assertion exhibits an average rating of 2.71 and a deviation from the norm of 1.438. This suggests that, on average, participants moderately assessed their concurrence with the assertion, and there was a significant diversity in reactions.

The subsequent declaration exhibits a greater average rating of 3.11 and a commensurate standard deviation of 1.483. This implies that the participants predominantly concurred with the latter assertion, and there was a noteworthy diversity in their reactions.

The tertiary declaration boasts the most elevated average rating of 3.68, signifying that participants ardently concurred with this assertion on average, and there was a comparatively scant fluctuation in reactions (standard deviation = 1.413).

The fourth statement has a lower mean score of 2.84, suggesting that respondents were less likely to agree with this statement on average, and there was again considerable variation in responses.

The fifth statement has a mean score of 3.48, indicating that respondents tended to agree with this statement more than the first and fourth statements, and there was also significant variation in responses.

Overall, these descriptive statistics provide insight into how respondents perceived the use of Emotional Intelligence as a tool for managing employee performance in the hotel industry. The standard deviation values show that there was a considerable variation in responses, which suggests that different respondents had different opinions and experiences.

TABLE:- 5.4:- DESCRIPTIVE STATISTICS FOR EMPLOYEE PERFORMANCE

Descriptive Statistics			
	N	Mean	Std. Deviation
Emotional intelligence is a crucial tool in the hotel industry for managing employee performance effectively.	100	3.10	1.439
The implementation of emotional intelligence helps hotel management to develop a better understanding of employee emotions and needs.	100	3.08	1.542
By utilizing emotional intelligence, hotel managers can improve communication with employees and build stronger working relationships.	100	2.85	1.513
Emotional intelligence implementation can lead to increased employee satisfaction and motivation in the hotel industry.	100	2.93	1.465
Emotional intelligence can help to reduce employee turnover by creating a positive work environment that fosters employee loyalty and commitment.	100	2.80	1.421
Emotional intelligence can assist in identifying areas where employee performance can be improved and provide insights into how to address them.	100	2.96	1.205
Hotel managers who use emotional intelligence are better equipped to manage employee conflicts and maintain a productive work environment.	100	3.21	1.578

By fostering emotional intelligence, hotel management can create a culture of trust, respect, and accountability in the workplace.	100	2.86	1.378
The integration of emotional intelligence as a tool in the hotel industry can lead to improved customer service, as employees are better equipped to handle difficult customer interactions.	100	2.43	1.289
Valid N (listwise)	100		

The chart showcases the statistical analysis of a questionnaire carried out on the significance of emotional quotient in the hospitality sector. The poll gathered feedback from a hundred respondents, and the table displays the average and deviation of the answers for each of the nine statements.

The statements focus on the benefits of implementing emotional intelligence in the hotel industry, such as improving employee performance, communication, satisfaction, motivation, and reducing turnover. They also highlight how emotional intelligence can help identify areas for improvement, manage conflicts, and create a positive work culture. The last statement suggests that emotional intelligence can even lead to improved customer service.

The average scores vary between 2.43 and 3.21, with a greater score indicating a more robust concurrence with the assertion. The deviation values of the norm span from 1.205 to 1.578, with an elevated value signifying augmented variability in the reactions. In general, the average values suggest a decent degree of concurrence with the assertions, whereas the deviation values suggest that there is some diversity in the reactions.

It is crucial to acknowledge that the tabular data does not furnish details regarding the dispersion of the reactions or the precise numerical values of the reactions. Henceforth, it is unfeasible to ascertain the proportion of participants who concurred or dissented with every assertion or to carry out deductive analytics examinations.

TABLE:- 5.5 :- COORELATION ANALYSIS

Descriptive Statistics			
	Mean	Std. Deviation	N
EMOTIONAL INTELLIGENCE	15.8200	5.79338	100
EMPLOYEE PERFORMANCE	26.2200	9.54371	100

TABLE:- 5.5,A

Correlations		
	EMOTIONAL INTELLIGENCE	EMPLOYEE PERFORMANCE
Pearson Correlation	1	.867**

EMOTIONAL INTELLIGENCE	Sig. (2-tailed)		.000
	N	100	100
EMPLOYEE PERFORMANCE	Pearson Correlation	.867**	1
	Sig. (2-tailed)	.000	
	N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).			

The chart presents a synopsis of results from a study on the correlation between emotional intelligence and job effectiveness.

The average rating for performance is 26.22 with a deviation of 9.54371, whereas the average rating for emotional intelligence is 15.82 with a deviation of 5.79338.

Examining the connections uncovers a robust positive link between emotional intelligence and productivity in the workplace. The Pearson correlation coefficient of 0.867** indicates a robust and dependable association between them. This data suggests that workers with higher emotional quotient ratings demonstrate better job proficiency.

Broadly speaking, the results corroborate the idea that workers possessing greater emotional quotient demonstrate better job efficacy. The robust association amidst the dual variables proposes that emotional quotient (EQ) exerts a noteworthy influence on predicting job productivity.

The statistical report showcases information such as the average and variance of emotional quotient and employee output. The stability of emotional intelligence scores is quite significant, with an average of 15.82 and a standard deviation of 5.79338. The average result is 26.22 over a total of 100, and the deviation from the norm is 9.54371. These numerals furnish us with a synopsis of the typical emotional quotient and productivity of the relevant staff.

Studying the links between emotional intelligence and professional achievement reveals a significant and strong connection between them. The two factors exhibit a strong correlation with a Pearson coefficient of 0.867**. Consequently, it can be inferred that an increase in emotional quotient generally leads to an increase in work efficiency. At the 0.01 significance level, this correlation is highly significant. Consequently, it can be stated that having high emotional intelligence significantly enhances one's career achievements.

This data reinforces the idea that people who possess elevated emotional intelligence are more probable to attain heightened levels of accomplishment in their vocational endeavours. The capacity to identify and handle individual emotions and the emotions of others is a pivotal component of emotional quotient, which is a dependable predictor of career success. Workers who exhibit superior emotional quotient and self-management abilities are likelier to attain triumph in their professional endeavours. Employees who possess exceptional emotional quotient scores frequently demonstrate superior interpersonal skills and heightened communication aptitude.

To sum up, the significant affirmative correlation between emotional quotient and worker output emphasises the importance of emotional intelligence in this aspect. The findings support the notion that individuals with higher emotional intelligence tend to achieve greater success in their careers.

6. CONCLUSION

To sum up, the investigation on the influence of emotional quotient on worker productivity has demonstrated a positive and statistically noteworthy correlation amid them. The quintessential aspects of emotional intelligence, which include recognising one's emotions, managing them, being driven, understanding others' feelings, and having good communication abilities, were demonstrated to significantly impact employee efficiency.

The findings of this study indicate that enterprises should promote the development of employees' emotional quotient. Enhanced efficiency, output, and job satisfaction could be achieved by implementing training and development initiatives that focus on the emotional intelligence of staff members.

The findings of this study hold great importance for companies that aim to enhance the efficiency and motivation of their staff. It highlights the importance of incorporating emotional intelligence into company training and development initiatives and underscores its role in achieving organisational achievements.

In general, the research contributes to the understanding of emotional intelligence and job performance, and it provides valuable insights for upcoming researchers and professionals. Upcoming studies are expected to further explore the correlation between emotional intelligence and various work-related results, as businesses recognise the significance of emotional intelligence in achieving their goals.

7. SUGGESTIONS

The subsequent suggestions could be proposed based on the findings of the study regarding the influence of emotional intelligence on employee efficiency:

1. Effective training and development programmes can enhance the emotional intelligence of your employees. This category includes training sessions, guidance from experienced individuals, and personalised instruction programmes.
2. Incorporating emotional intelligence assessments into the hiring and advancement procedures is crucial to ensure that individuals with exceptional emotional intelligence are selected for roles that demand such abilities.
3. Create a positive work environment that values and promotes the development of emotional intelligence. Encouraging collaboration, empathy, and transparent communication among employees can be an effective approach.
4. Promote a mentality of continuous learning. Continuous education and enhancement in emotional quotient skills ought to be provided to employees.
5. Assess the efficiency of programmes that teach emotional intelligence by regularly evaluating the results of those who participate. Enterprises could utilise the outcomes of these evaluations to improve their tactics and tackle problematic zones.
6. The primary objective of the suggestions is to promote the development of emotional intelligence and cultivate an efficient work environment. Companies can enhance their achievement and durability by dedicating resources to enhance their workers' emotional intelligence. This, in turn, boosts output, efficiency, and job satisfaction.

8. RECCONMENDATION

The subsequent concepts are derived from the outcomes and feedback.

1. Businesses should integrate emotional intelligence into their core values. Educational, guidance, and apprenticeship schemes that promote the development of emotional quotient are efficient methods to achieve this.
2. People who possess exceptional emotional intelligence should be evaluated for jobs that demand such abilities. Therefore, it is crucial to administer emotional intelligence assessments during the hiring and advancement procedures.
3. Corporations ought to regularly evaluate the outcomes of their emotional quotient education initiatives to ensure they are achieving the desired effect.
4. Employers should offer continuous opportunities for their staff to enhance and exercise their emotional intelligence skills.
5. Supervisors and executives ought to exhibit emotional intelligence as a model for others in the professional environment.
6. Further exploration is needed to examine the correlation between emotional intelligence and results such as staff involvement, attrition, and operational efficiency.
7. These recommendations could aid enterprises in cultivating a setting that motivates employees to enhance their emotional intelligence. Worker efficiency, contentment at work, and team spirit could potentially enhance due to this outcome.

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