

# A study on Emotional Intelligence and its Impact on Job Satisfaction of Women Employees in IT Sector

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## ABSTRACT

One of the most important factors in an organization's success is emotional intelligence (EI), which is one of the essential skills and abilities that leaders and followers need in the workplace to deal with changing conditions and do everything in their power to win the organization's commitments that could lead to success. Additionally, it is discovered that emotional intelligence and organisational commitment and job happiness are strongly correlated. Employee performance and dedication to the company are therefore positively correlated with their EI scores. Job satisfaction is also significantly influenced by emotional intelligence.

Thus, a review of emotional intelligence (EI) and how it affects job satisfaction is presented in this paper.

Thus, this paper's primary goal is to examine the connection between job happiness and emotional intelligence. According to the paper's findings, job happiness and emotional intelligence are strongly correlated in every company. Additionally, it has been discovered that higher employee EI scores correlate with better performance and greater dedication to the company.

**Key words:***Emotional intelligence, job satisfaction, Work place*

## 1. INTRODUCTION

Emotional intelligence (EI) refers to the ability to recognize, understand, and manage one's own emotions and the emotions of others. In the workplace, EI plays a critical role in shaping interpersonal relationships, communication, and conflict resolution. Its impact on job satisfaction is profound, as employees with high emotional intelligence are often better equipped to handle stress, collaborate effectively, and foster a positive work environment. This leads to increased job satisfaction by enhancing emotional well-being, promoting engagement, and improving overall

workplace dynamics, which in turn contributes to greater organizational productivity and employee retention.

## 2. PROBLEM STATEMENT

Emotional intelligence in women employees should be studied to see how it affects job satisfaction and performance. There is a significant positive relationship between EI, effective leadership, psychological empowerment, and work engagement (Alotaibi et al., 2020; Shahzad & Siddiqui, 2018). Even though EI is important, little research has been done to explore the impact of EI and job performance and job satisfaction of women employees in IT sector. Therefore, this research has been undertaken to examine employee views to determine and explain the influence of EI on their job performance and job satisfaction. So this paper aims to study the emotional intelligence and its impact of job satisfaction of women employees in IT sector

## OBJECTIVES OF THE STUDY

- To study the emotional intelligence of women employees in IT sector
- To analyse the emotional intelligence and job satisfaction of Women employees in IT Sector

## 3. REVIEW OF LITERATURE

Ms. Anns Mariya Charlin & Dr. Mohammad Imran (2023) in their study says that emotional intelligence is a significant predictor of both work performance and job satisfaction. The results showed that there is a moderate and positive linear relationship between emotional intelligence and work performance, as well as between emotional intelligence and job satisfaction among Indian working professionals.

**Syeda Tarum Abbas Naqvi & Ali Noman Siddiqui (2023)** in their study says that “self-awareness, self-regulation, emotional intelligence, and job satisfaction positively affect job performance.” Emotional intelligence “affects job satisfaction,” and job satisfaction mediates “emotional intelligence and job performance.” However, “social skills, motivation, and empathy” insignificantly affect job performance. Emotional intelligence helps understand and manage others’ emotions and solve problematic issues.

**Dr. Akshita Sharma, Mr. V. Suresh Pillai (2023)** in their study observed that If an employee scores high in EI then higher will be his / her performance and commitment towards organization. Employees with high Emotional Intelligence (EI) are proven to be more successful at workplace, because they are able to understand

their emotions and are able to behave in a particular situation in that way.

#### 4. RESEARCH METHODOLOGY

A descriptive and explanatory research design was employed in order to meet the goals of the study. The primary dataset used in this study was triangulated with secondary data. Testing theories was the main goal of this investigation. The most difficult aspect of the study was gathering the main data. The questionnaire and interview methods were employed to gather primary data. 57 responders were mailed the Google Docs-created questionnaire. The final sample set included 50 replies after excluding those that were not complete.

### TESTING HYPOTHESIS

- **H01: There is no significant relationship between Emotional intelligence and Job satisfaction.**

Chi – Square Test

Computation of emotional intelligence and Job satisfaction

Options	Yes	No	Total
Self-awareness	7	5	12
Empathy for others	13	11	24
Motivation	4	2	6
Social skills	3	5	8
<b>Total</b>	<b>36</b>	<b>14</b>	<b>50</b>

$$\text{Chi-square} = \sum (O-E)^2 / E$$

Where:

O = Observed frequencies

E = Expected frequencies

r = Number of rows c = Number of columns

Expected frequencies are obtained by the formula:

Row total  $\times$  Column total / Grand total

### Computation of Chi – square Value

O	E	O-E	(O-E) <sup>2</sup> /E
7	8.64	1.64	.311
13	17.28	4.28	1.06
4	4.32	.32	.442
3	5.76	2.76	1.3225
5	3.36	1.64	.800
11	6.72	4.28	2.72
2	1.68	.32	.06
5	2.24	2.76	3.400
<b>Total</b>			<b>10.1155</b>

$$\text{DOF} = (r-1)(c-1)$$

$$= (4-1)(2-1)$$

$$= 3 \times 1$$

$$= 3$$

$$\text{LOS} = 0.05$$

$$\text{Table Value} = 7.815$$

### Decision

Calculated value is more than table value so we reject the null hypothesis.

- **H02: There is no significant relationship between gender and factors influencing Job satisfaction**  
Computation of gender and Job satisfaction

Options	Male	Female	Total
Work environment	7	8	15
Competitive salary	7	2	9
Rewards	4	5	9
Workload	7	10	17
	<b>25</b>	<b>25</b>	<b>50</b>

$$\text{Chi-square} = \sum (O-E)^2 / E$$

Where:

O = Observed frequencies

E = Expected frequencies

r = Number of rows c = Number of columns

Expected frequencies are obtained by the formula:

### Computation of Chi- square test

O	E	O-E	(O-E) <sup>2</sup> /
7	7.5	.5	.33
7	4.5	2.5	1.38
4	4.5	2.5	1.38
7	8.5	1.5	.26
8	7.5	.5	.33
2	4.5	2.5	1.38
5	4.5	2.5	1.38
10	8.5	1.5	.26
<b>Total</b>			<b>6.7</b>

Row total × Column total / Grand total

DOF = (r-1) (c-1)

= (4-1) (2-1)

=3x1

=3

LOS = 0.05

Table Value = 7.815

### Decision

Here also the calculated value is less than the table value, so we conclude that there is some relation between gender and job satisfaction. So, we reject the hypothesis

### FINDINGS

- Emotional Intelligence is high in the age group 41-50
- Higher emotional intelligence will increase job satisfaction
- Women employees have more EI compared to male employees

### 5. CONCLUSION

We draw the conclusion that emotional intelligence affects the performance of female employees in the IT industry after reviewing the literature on the subject. Based on the aforementioned research, it is evident that all employees possess emotional intelligence, which is crucial for their overall work output. Studies have indicated that individuals with

higher emotional intelligence abilities outperform those with lower emotional intelligence competencies. It also helps an employee keep an eye on their own emotions as well as the emotions of those working in the firm. It has been observed that when a person is happy with their workplace because they are valued and rewarded, their social life will improve, which eventually will increase the productivity of the concern.

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