

A STUDY ON IMPACT OF EMOTIONAL INTELLIGENCE ON EMPLOYEE'S WORK ATTITUDE IN SOFTWARE INDUSTRY

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ABSTRACT- Intelligence is the ability to experience, recognize, and control emotions, which provide the foundation for virtually every job's social and emotional skills. Emotional intelligence supports people in their company to survive. It enables people to improve flexibility, handle conflicts and growth efficiently, empower people to work together, build teamwork, and encourage employee engagement and retention. A working attitude represents a collection of work assessments that make them feel, believe, and attach themselves to the job. The dynamic emotional reactions to the task are emotional intelligence and job satisfaction, and discontent. Concepting job satisfaction as 'feeling or affective reactions to facts indicates that job satisfaction is positively related to emotional intelligence construction. The study performed using descriptive research—the primary data collected through a well-structured questionnaire—the secondary data collected through different reviews, books, and papers. An organized literature review was conducted to investigate the relationship between software industry personnel's emotional intelligence and work actions. Essential and latest studies to assess the study variables of the proposed model investigated. The multiple regression analysis was used to analyse the data for this research.

Key Words: Emotional Intelligence, Employee Engagement, Job Satisfaction, Retention, Work Attitude.

I INTRODUCTION

Intelligence is the ability to experience, recognize, and control emotions, which provide the foundation for virtually every job's social and emotional skills. The extent to which people's cognitive abilities influence emotions and how cognitive emotions control emotional intelligence. According to Van Maanen and Kuuda (1989), 'emotions of their own are

indescribable and comprehensively described as 'self-referential feelings' regarding employee success (Caruso and Salovey, 2004; DeWall, Baumeister, Mead and Vohs, 2011). Emotional intelligence is the subdivision of social intelligence, according to the above, which comprises the gift of knowing the thoughts and emotions of one's own and other individuals, to discern and to use this knowledge to direct one's thought and behavior (Gayathri and Meenakshi; Goleman and Bayatzis, 2002).

Emotional intelligence (EI) is well-thought-out to include empathy, sensitivity to one's feelings and insight into them, accurate awareness of one's moods and the moods of others, mood regulation or emotional control; responsiveness to emotions and behaviors, and equilibrium of honest emotions against courtesy, thought and respect (Goleman, 2001; Mandell & Pherw). The emotions that workers exhibit in a work setting are the attitudes to work.

The engagement and happiness of employees are two principal attitudes most critical to employee work.

Attitudes establish a specific intention to act (Abrahams, 2007; Judge & Robbins, 2013). In developing a positive attitude to working, workers prevent an inappropriate workplace attitude, like deviance, absenteeism, lateness. An employee who develops optimistic job feelings is patriotic to safeguard the organization's interest and is driven through its learning process (Hazor and Masood, 2013). When workers lack emotional intelligence dimensions, developing a good work feeling can be difficult, and this behavior can influence the organization's competitiveness (Armstrong, 2006).

EMOTIONAL INTELLIGENCE ELEMENTS

Self-consciousness:

Auto-consciousness is the ability to understand and understand the moods, feelings, and drives and their effects on others.

Autonomy Regulation:

It can control or drive moods and impulses—the tendency to postpone judgment and consider before acting.

Motivation:

Motivation is a desire for work regardless of money and status—a desire to seek resources and persistence goals.

Empathy:

The ability to comprehend other people's emotional composition. Skill in emotionally treating people.

Social Skilfulness:

Expertise in relationship management and networking. The willingness to work together and develop ties.

MEASURES OF EMOTIONAL INTELLIGENCE

Emotional intelligence comprises four abilities to evaluate and communicate feelings (own and other), personal use, and control (own and other). Emotional intelligence.

Emotions evaluation and expression:

The first element of IE is the ability to decide, to express, and to consider and express one's own emotions. Every person's skill varies as he/she recognizes, assesses, and communicates his / her own emotions and emotions of others precisely.

Personal use:

The individual's ability to use emotions to help cognitive processes also is part of this aspect. Emotions and intelligence are strongly intertwined, and EI helps people use emotions to support effective cognitive information processing.

Emotional Regulation:

The fourth aspect of EI concerns people's emotions. Not only can people understand other people's feelings, but they are also trying to control them. Some people are competent for themselves and others to handle emotional control in contrast with others.

Emotional Management:

It allows a person in each situation to enter or unjoin from an emotion, depending on their usefulness at that moment. The person's capacity to monitor and delay his / her decision and express it deliberately and thoughtfully is evident.

SIGNIFICANCE OF EMOTIONS IN WORKPLACE

Above all, it is essential to ensure that people are more efficient and imaginative and interact well, especially with their colleagues, with the community members. It also makes workers smarter and more rational. They should think carefully, consider other stimuli, and control

their feelings through intense solutions before making decisions. They should be emotionally linked to their work to make people feel satisfied, motivated, shocked, and frustrated

Emotional intelligence supports people in their company to survive. It enables people to improve flexibility, handle conflicts and growth efficiently, empower people to work together, build teamwork, and encourage employee engagement and retention.

WORK ATTITUDE

A working attitude represents a collection of work assessments that make them feel, believe, and attach themselves to the job. There are two ways of conceptualizing the overall role. A significant job satisfaction constitutes a general or global subjectivity to the job or an objective composite of cognitive evaluations of some aspects of the work, such as wages, employment, prospects, and other aspects.

Work spirit refers to how the individual feels, thinks, or conducts himself in his work. Job Satisfaction is a dynamic emotional response to their job, whether their job will fulfill their physical and psychological needs. Job satisfaction is often viewed as an indicator of the well-being of an employee. Work and Family Conflict is an intergovernmental conflict that, in some ways, makes the press exercised by the work and family incompatible.

It is made more complicated by involvement in the work because of the family role and vice versa.

EMOTIONAL INTELLIGENCE AND WORK ATTITUDES

The dynamic emotional reactions to the task are emotional intelligence and job satisfaction, and discontent. Concepting job satisfaction as 'feeling or affective reactions to facts indicates that job satisfaction is positively related to emotional intelligence construction.

EMOTIONAL INTELLIGENCE AND WORK COMMITMENT

Job interaction is a multi-dimensional building that involves multiple types.

Three separate constructions include the idea of organizational engagement: affective, sustained, and normative involvement.

Emotional intelligence and work engagement are "a belief that defines the current job, and that appears to rely upon how well the job will fulfill the current needs.

II RESEARCH METHODOLOGY

This analysis performed using descriptive research. The primary data collected through a well-structured questionnaire. The secondary data collected through different reviews, books, and papers. An organized literature review was conducted to investigate the relationship between software industry personnel's emotional intelligence and work actions. Essential and latest studies to assess the study variables of the proposed model investigated. The multiple regression analysis was used to analyze the data for this research.

CONCEPTUAL AND THEORITICATIONAL BASIS OF EMOTIONAL INTELLIGENCE

There have been a lot of theoretical conversations on the relationship between the cognitive and noncognitive neurological systems and scientific evidence in the human brain as well as on how emotions influenced [Fischer, K. W., Martin, M., Höhlen, M. & Höhlenbach, A. (2010), A. W. E. [C.], [Izard, C. [1994]. E. (1993)]. No theory explicitly deals with EI's function and how it influences work performance. We research Gross's emotion control model (Gross, J) to understand the impact of EI on organizational performance. J. [Gross, J. (1998)]. J. (1998)] and the potential theories and ideas discussed.

Gross describes emotions as adaptive and physiological reaction tendencies directly brought on by circumstances of evolutionary significance [Gross, J. J. (2010)]. Emotions can be regulated and monitored as receptive patterns and modulated. Emotional control refers to how persons affect their emotions and how these emotions are perceived and communicated [Gross, J. J. (2010)].

Gross' emotional regulatory concept is consistent with our definition of emotional intelligence. They need a clear understanding of these emotions before people can Self Emotion Appraisal (SEA). As other people's feelings trigger many of our emotions, our perception of our own emotions affects our ability to perceive other people's emotions (the Other's Emotion Appraisal [OAA]). Gross' model of emotional control notes that we should modulate experience these feelings (Emotion of Emotion [ROE]) or how they are communicated (Use of Emotion [UOE]). Therefore, people with high EI should be subject to EI concepts and emotional control

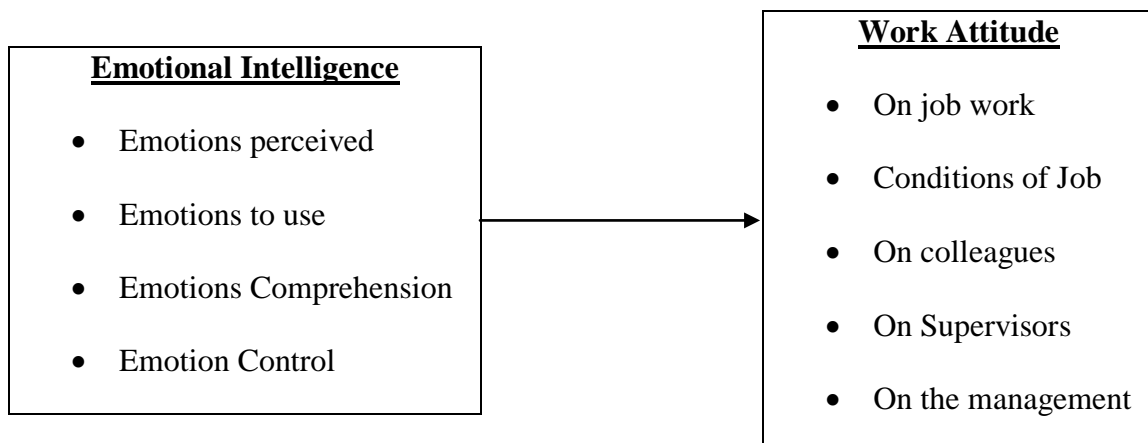
Capable of accurately modulating their reaction patterns and more efficient emotional processes. Consequently, Gross's emotional regulatory model seems to be an appropriate theoretical framework for research into the impact of emotional intelligence on the workplace.

Emotional response patterns, according to Gross, J. J. (1998) may be controlled by controlling either the input of the system (antecedent-focused emotional regulation) or its output".'

Four phases of a historical-focused emotional control performed: situation selection in which specific individuals or circumstances are approached or avoided based on their possible emotive impact; situation adjustment in which an atmosphere changed to alter its emotional impact; use of emphasis to concentrate or distort something to affect the emotional impact; Similarly, emotional control based on reaction also requires several measures. For purposes, it can strengthen, decrease, extend, or curtail ongoing emotional experiences [Kenneth S. Law (2002)].

Chi-Sum Wong, Kenneth S. Law (2002) said that workers, as this model relates to emotional intelligence within organizational settings, can change their perceived work environment, where such perception influences their emotions, by choosing a historical, emotional regulation through the modification of the work environment and the emphasis on people with whom they communicate. These people may also modulate, by intensifying, reducing, prolonging, or curtailing those emotions, the effect of emotional stimulation from the work environment. People with high can effectively use this emotional control mechanism IS levels to build positive feelings and encourage emotional and intellectual growth. Intellectual growth. However, people with low IE levels cannot effectively use precedent- and response-oriented emotional regulation, and Emotional development has been slower.

The conceptual structure was built based on the literature findings to demonstrate the independent and dependent variable's connection.



DISCUSSION

In various articles on emotional intelligence, feedback plays a crucial role in the everyday stresses and stress conditions of the company's employees. High pressure and tension result in emotional imbalances, contributing to people struggling to cope with the working atmosphere.

III DATA ANALYSIS AND INTERPRETATION

Multiple Regression Analysis

Multiple regression analysis is a strong method used for predicting the undetermined value of a variable from the well-known value of two or more variables also known as predictors. It is employed to derive the value of a measure from numerous other independent, or predictor, variables. It is the concurrent combination of multiple factors to assess how and to what extent they affect a specific outcome.

Hypothesis:

H₀: Emotional intelligence is not having an impact on employee's work attitude in the software industry.

H₁: Emotional intelligence is having an impact on employee's work attitude in the software industry.

TABLE 1 - MODEL SUMMARY

| R | R Square | Adjusted R Square | Std. Error of the Estimate |
|--------------------|-----------------|--------------------------|-----------------------------------|
| 0.174 ^a | 0.030 | -0.002 | 1.29315 |

a. Predictors: (Constant), Emotion Control, Emotions to use, Emotions Comprehension, Emotions perceived

Table 1 shows that the coefficient of determination is 0.030. Therefore, about 3% of the variation in the employee's work attitude in Software Industry data is explained by Emotion Control, Emotions to use, Emotions Comprehension, Emotions perceived. The regression equation seems to be very useful for making predictions since the value of r^2 is 0.030.

TABLE 2 - ANOVA^a

| | Sum of Squares | Df | Mean Square | F | Sig. |
|------------|-----------------------|-----------|--------------------|----------|--------------------|
| Regression | 6.295 | 4 | 1.574 | 0.941 | 0.443 ^b |
| Residual | 202.340 | 121 | 1.672 | | |

| | | | | | |
|-------|---------|-----|--|--|--|
| Total | 208.635 | 125 | | | |
|-------|---------|-----|--|--|--|

- a. Dependent Variable: Work Attitude
- b. Predictors: (Constant), Emotion Control, Emotions to use, Emotions Comprehension, Emotions perceived

Table 2 shows that the F value is 0.941, and the p-value is 0.443. At level of significance of 5%, there is enough evidence to conclude that Emotional Intelligence (Emotion Control, Emotions to use, Emotions Comprehension, Emotions perceived) are not impacting employee's work attitude in Software Industry. Since p-value > 0.05, we shall accept the null hypothesis and reject the alternative hypothesis.

TABLE 3 - COEFFICIENTS^a

| | Unstandardized Coefficients | | Standardized Coefficients | t |
|------------------------|-----------------------------|------------|---------------------------|--------|
| | B | Std. Error | Beta | |
| (Constant) | 2.609 | 0.748 | | 3.485 |
| Emotions perceived | 0.064 | 0.100 | 0.059 | 0.642 |
| Emotions to use | 0.158 | 0.102 | 0.141 | 1.549 |
| Emotions Comprehension | -0.081 | 0.121 | -0.061 | -0.671 |
| Emotion Control | 0.028 | 0.104 | 0.024 | 0.264 |

Table 3 indicates that the B values are used to identify the co-efficient of emotional intelligence towards the contribution to the factor employee's work attitude in the software industry.

Emotions perceived (0.064), Emotions to use (0.158), and Emotion Control (0.028) are influencing the employee's work attitude in the software industry positively.

Emotions Comprehension (-0.081) is negatively influencing the employee's work attitude in the software industry.

III CONCLUSION

In this study, the researcher has found that emotional intelligence does not impact an employee's work attitude in the software industry.

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