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A STUDY ON IMPACT ON EMOTIONAL INTELLIGENCE ON EMPLOYEE PRODUCTIVITY

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ABSTRACT: This study investigates how emotional intelligence (EI) can improve productivity. Using basic random sampling, structured questionnaires were used to collect data from 184 employees on key emotional intelligence (EI) components, including self-awareness, self-regulation, motivation, empathy, and social skills. A descriptive research design was used, and non-parametric tools were used because the results of the normality tests (Kolmogorov-Smirnov and Shapiro-Wilk) indicated a non-normal distribution. This included percentage analysis, correlation, the Kruskal-Wallis H test, the Mann-Whitney U test, and the Chi-square test. The findings showed that emotional intelligence (EI) and important workplace outcomes like conflict resolution, teamwork, and change management were significantly positively correlated. The study suggests strategic emotional intelligence training for organizational development and comes to the conclusion that raising employees' emotional intelligence can greatly increase productivity.

INTRODUCTION: Emotional intelligence (EQ) is the ability to recognize, understand, manage, and express emotions effectively. In the workplace, EQ enhances communication, teamwork, leadership, and conflict resolution. It involves self-awareness, self-regulation, motivation, empathy, and social skills. High EQ helps individuals build strong relationships, adapt to change, and remain calm under pressure. It fosters positive work environments where employees feel heard and respected. Improving EQ involves active listening, clear communication, self-reflection, openness to feedback, and maintaining a positive mindset. Leaders with strong EQ can inspire and guide teams effectively. Overall, emotional intelligence is crucial for personal success and organizational growth, often playing a more significant role than IQ in workplace performance and collaboration.

OBJECTIVES OF THE STUDY:

- To Find out the awareness towards emotional intelligence.
- To Examine the Impact of emotional intelligence on Organisation productivity.
- To Identify the role of emotional intelligence in managing Organization change.
- To Identify the challenges in applying emotional in the workplace

SCOPE OF THE STUDY:

- The study looks at how employee productivity in a corporate or industrial setting is affected by emotional intelligence (EI).
- It covers workers at all levels of the hierarchy, including managers, supervisors, and employees.
- In order to identify important trends, the study compares the productivity levels of employees with high and low EI. It also examines the relationship between productivity and self-awareness, self-regulation, motivation, empathy, and social skills.
- The study sheds light on how EI-driven policies can promote long-term organizational expansion and employee engagement.

LITERATURE REVIEW:

1. **Kumari, R. (2024) studied the influence of emotional intelligence on employee engagement and productivity in the manufacturing sector..** The study found that emotionally intelligent employees were more adaptable, motivated, and collaborative, all of which directly impacted productivity. The study emphasized the need for emotional intelligence training programs to increase employee satisfaction and organizational success. It came to the conclusion that in high-stress settings like manufacturing, emotional intelligence (EI) is a key predictor of workplace productivity.
2. **Ravi, T. & Nair, S. (2021) analyzed emotional intelligence as a tool for improving team dynamics and output in industrial firms.** The study found that emotionally intelligent leaders were more adept at managing conflict and organizing their groups. It demonstrated that communication skills fueled by emotional intelligence (EI) lead to fewer misunderstandings and more effective workflow processes. The authors concluded that leadership training in emotional intelligence is necessary to increase team efficiency in manufacturing environments.
3. **Sharma, D. (2020) examined the impact of emotional intelligence on job satisfaction and work efficiency in Indian private sector companies..** The study found that employees with higher EI scores were less likely to miss work, were more focused, and produced more work per hour. It highlighted the connection between emotional well-being and cognitive performance at work. According to the study's findings, increasing emotional intelligence enhances performance at the individual and organizational levels.

RESEARCH METHODOLOGY:

In order to increase knowledge and create new applications, research entails methodical investigation. Asking a question, gathering information, and presenting the results are the three steps involved. An organized method for organizing and carrying out research is offered by research methodology. Using a descriptive design, this study combined primary data and secondary data (from online sources) to examine the relationship between emotional intelligence and workplace productivity. A Likert scale with five points was used. Simple random and non-probability sampling techniques were used, and the final sample size, according to Morgan's table, was 184. Since the data was not normally distributed, the association between emotional intelligence and productivity outcomes was examined using non-parametric tests such as correlation, chi-square analysis, Mann-Whitney U, Kruskal-Wallis H, and percentage analysis.

DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

Table 1: Demographic profile of respondents

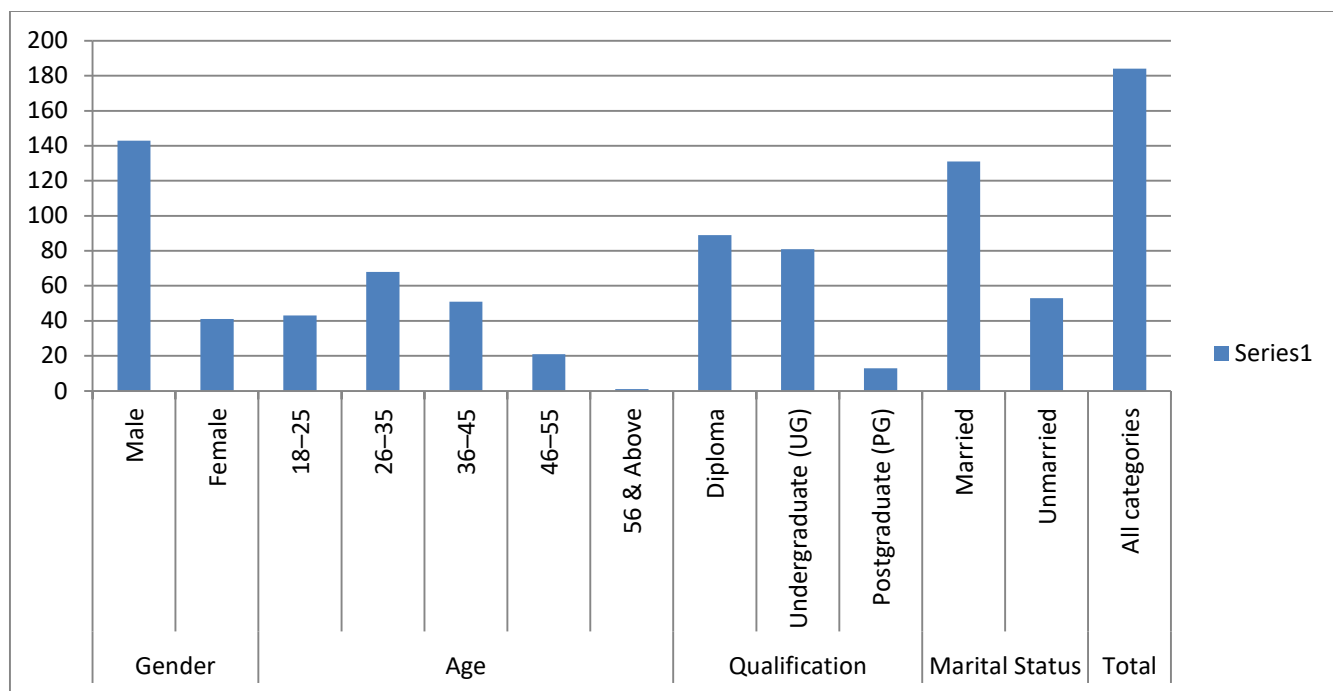
Categories	Sub categories	No. of Respondents	Percentage (%)
Gender	Male	143	78%
	Female	41	22%
Age	18–25	43	23%
	26–35	68	36%
	36–45	51	27%
	46–55	21	11%
	56 & Above	1	0.54%
Qualification	Diploma	89	48%
	Undergraduate (UG)	81	44%
	Postgraduate (PG)	13	7%
Marital Status	Married	131	71%
	Unmarried	53	28%

FINDINGS

The study surveyed 184 employees. Most respondents were male (78%) and married (71%). The largest age group was 26–35 years (36%), indicating a relatively young workforce. In terms of education, Diploma holders (48%) were the majority, followed by Undergraduates (44%). This demographic overview helps in understanding the context for analyzing emotional intelligence and productivity.

INFERENCE

The workforce is largely male, young (26–35 years), and diploma-qualified, with most being married. This suggests a stable, skilled employee base where emotional intelligence programs can be effectively targeted for improving productivity and engagement.



MANN WHITNEY ANALYSIS:

Null Hypothesis (H0): There is no significant difference between mean ranks of gender with respect to Emotional intelligence Awareness, Productivity Impact, Change Management and Application Challenges.

Alternative Hypothesis (H1): There is significant difference between mean ranks of gender with respect to Emotional intelligence Awareness, Productivity Impact, Change Management and Application Challenges..

gender	N	Mean Rank	Sum of Ranks
Emotional intelligence 1	143	94.16	13465.50
awareness 2	41	86.70	3554.50
Total	184		
Productivity impact 1	143	95.84	13705.50
2	41	80.84	3314.50
Total	184		
Change management 1	143	94.87	13567.00
2	41	84.22	3453.00
Total	184		
Application challenges 1	143	95.63	13674.50
2	41	81.60	3345.50
Total	184		

INTERPRETATION:

The null hypothesis is accepted since the p value is greater than 0.05. Regarding Emotional Intelligence Awareness, Productivity Impact, Change Management, and Application Challenges, there is no discernible difference between the mean rankings of the sexes.

KRUSKAL WALLIS H – TEST:

Null Hypothesis (H0): There is no significant difference between mean ranks of categories of age with respect to Emotional intelligence Awareness, Productivity Impact, Change Management and Application Challenges.

Alternative Hypothesis (H1): There is significant difference between mean ranks of categories of age with respect to Emotional intelligence Awareness, Productivity Impact, Change Management and Application Challenge

Ranks

age	N	Mean Rank
Emotional intelligence awareness	44	97.86
2	68	99.18
3	51	85.56
4	21	76.50
Total	184	
Productivity impact	44	104.72
2	68	90.39
3	51	91.74
4	21	75.60
Total	184	
Change management	44	103.72
2	68	88.52
3	51	89.99
4	21	87.98
Total	184	
Application challenges	44	95.38
2	68	97.32
3	51	88.18
4	21	81.36
Total	184	

Test Statistics

	Emotional intelligence awareness	Productivity impact	Change management	Application challenges
Chi-Square	4.360	4.648	2.636	1.986
df	3	3	3	3
Asymp. Sig.	.225	.199	.451	.575

INTERPRETATION:

The null hypothesis is rejected if the p value is less than 0.05. Regarding Emotional Intelligence Awareness, Productivity Impact, Change Management, and Application Challenges, the mean rankings of age groups differ significantly.

SUMMARY OF FINDINGS:

- The workforce is skilled and experienced, as evidenced by the fact that the majority of respondents are married (71.31%), male (77.7%), between the ages of 26 and 35 (36.06%), and have a diploma (48.63%).
- 30.98% strongly agree that goal achievement is linked to emotional intelligence, and over 45% agree that emotional intelligence awareness is important. Additionally, 47.83% of respondents say they struggle in emotionally charged situations• Of those surveyed, the majority (32%) have earned a diploma.
- Strong consensus (above 70%) suggests that emotional intelligence promotes employee trust, teamwork, conflict resolution, and organizational change.
- A sizable majority (35%) strongly concur that training raises emotional intelligence, and 46% concur that it results in better performance and lower absenteeism.

SUGGESTIONS:

- To increase gender diversity, the study suggests developing training programs that are inclusive of all genders by fostering a secure and encouraging atmosphere, providing flexible training schedules, and aggressively promoting female involvement.
- The study recommends continuous development programs for trainers, focusing on modern teaching methods and learner engagement strategies, to sustain the high effectiveness of training delivery.
- The study suggests offering advanced skill certifications and structured career progression tracks linked to wage enhancement to support career growth among diploma holders and those earning ₹20,000 to ₹25,000.

CONCLUSION:

Employee performance and skill levels have increased significantly as a result of the training programs provided by the Skill Development Center. Most trainees expressed satisfaction with the training's content, delivery, and relevance to their jobs. Notable improvements were observed in technical proficiency, teamwork, communication, and tool usage. Practical, hands-on learning received overwhelmingly positive feedback. Overall engagement was high, despite a few minor gaps in safety reinforcement and trainee interaction. There are opportunities to make these areas better. Trainees expressed feeling more self-assured and ready for the workforce after training, demonstrating a strong commitment to continuous skill development. Regular curriculum updates and feedback are recommended to maintain efficacy.

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