



## A STUDY ON EMOTIONAL INTELLIGENCE AMONG EMPLOYEES OF INDIA AND SINGAPORE

Mrs. Vijayageetha.M\* Dr.Esther Rani\*\*

\*Research Scholar (Ph.D), Bharathiar University, Coimbatore.

\*\*Head, Department of Social Work, Bishop Appasamy College of Arts and Science, Coimbatore.

### Abstract

Emotions are associated with everything individuals do: each activity, choice and judgment. Emotionally wise individuals perceive this and utilize their reasoning to deal with their emotions as opposed to being overseen by them. Over the span of most recent two decades, Emotional Intelligence (EI) idea has turned into an imperative marker of a man's information, aptitudes and capacities in working environment, school and individual life. The present examination along these lines presumes that direct to abnormal state of emotional intelligence was found among the employees and there is a critical distinction in emotional intelligence among the employees of India and Singapore.

**Key Words:** Emotional Intelligence, Employee, India, Singapore.

### Introduction

An individual encounters fluctuated emotions. Bliss, fear, outrage, warmth, disgrace, nausea, amaze, desire, bitterness, happiness, cherish, dissatisfaction, tension, disappointment, accomplishment, and so forth are simply a couple of emotions that influence our everyday action. Fulfillment with the introduction of good work, invigoration on accomplishing a honor, the pride in helping a partner, outrage with not being perceived, disappointment with the tarrying of proposals recommended, tension about gathering due dates are only a couple of emotions an individual feels at work. The human mind is modified to react to such emotions. This is the point at which a person's emotional intelligence becomes an integral factor, which encourages them to recognize their emotional sense and aides them in acting in a very good way.

Emotions are associated with everything individuals do: each activity, choice and judgment. Emotionally insightful individuals perceive this and utilize their reasoning to deal with their emotions instead of being overseen by them. Throughout most recent two decades, Emotional Intelligence (EI) idea has turned into a vital marker of a man's knowledge, aptitudes and capacities in work environment, school and individual life. The general consequence of inquires about propose that EI assumes a critical part in the activity execution, inspiration, basic leadership, effective administration and authority. Accordingly applying EI approach in advanced education can have loads of advantages for understudies. It satisfies their want as well as makes them more productive in their field. Everybody encounters and relates their sentiments and emotions in everyday life. Emotions have profitable data about connections, conduct and each part of the human life around us. The latest research demonstrates that emotions are helpful and do add to improve execution and better basic leadership both at work and in private life.

The ability to know about one's emotions, and express them in an adjusted way by directing those emotions and to deal with relational connections reasonably and sympathetically is named as 'Emotional Intelligence'. The idea of 'Emotional Intelligence' incorporates segments like mindfulness, capacity to oversee dispositions, inspiration, sympathy and social aptitudes, for example, collaboration and administration. Understanding the significance of emotional intelligence the present examination accordingly centers on the emotional intelligence of the employees who are working in India and Singapore.

### Review of literature

Nelis, Quoidbach, Mikolajczak and Hansenne (2009) the researchers found a noteworthy increment in emotion identification and emotion administration capacities in the gathering. Follow-up measures following a half year uncovered that these progressions were constant. No noteworthy change was seen in the gathering. These discoveries propose that EI can be enhanced and open new treatment roads.

Velmurugan and M. Syed Zafar (2009) have done the exploration on hospitality industry at Trichy on impact of Emotional intelligence on Organizational responsibility in Tamilnadu. They have gathered the information from 50 samples. The outcomes demonstrated that Emotional intelligence fundamentally affected the Organizational responsibility of the employees.

Asad Khan, Mohamad Noorman Masrek, Fuziah Mohd Nadzar (2014) has done the investigation on The Relationship Between Emotional Intelligence and Organizational Commitment of Pakistani University Librarians. The outcomes demonstrated that the three segments of emotional intelligence, to be specific self evaluation, optimism and service



orientation fundamentally foresee hierarchical duty. It likewise featured the significance and commitments of emotional intelligence on organizational commitment.

Maryam, Zeinab Seyed, Reza, Roozbeh(2012) has done the research on The connection between Emotional Intelligence and Organizational Commitment: The mediating role of Job Satisfaction in healthcare corporation. The results suggest that job satisfaction is the mediating segment between emotional intelligence and organizational commitment.

Janis Maria Antony (2013) has done the research on The Influence of Emotional Intelligence on Organizational Commitment and Organizational Citizenship Behavior at FCI OEN connectors, Cochin. She utilized standard deviation and Pearson relationship. The investigation comes about demonstrated that there is a positive relationship between emotional intelligence and organizational commitment.

**Objectives**

1. To study the demographic profile of the respondents.
2. To assess the level of emotional intelligence of the respondents.
3. To examine the impact of demographic variables on the level of emotional intelligence of the respondents.
4. To study the difference in the level of emotional intelligence among the employees of India and Singapore.

**Hypothesis:** There is no significant difference in the level of emotional intelligence among the employees of India and Singapore

**Methodology**

The study is descriptive in nature. The universe of the study is the employees working in India and Singapore. Snowball sampling technique was adopted for selecting the samples for the study. The data was collected from the respondents using the questionnaires which consists of two sections namely 1.Demographic profile and 2. Emotional intelligence scale. The scale was subjected to reliability and validity. The reliability score was found to be 0.78 and face validity was adopted. The statistical tolls namely mean, standard deviation, T-test, correlation, was used to analyze the data.

**Analysis and Interpretation**

**Table 1: Demographic Profile of the Respondents**

Variables	Particulars	Place of Living		Total
		India	Singapore	
Sex	Male	107	191	298
	Female	42.8%	76.4%	59.6%
Educational qualification	UG	185	74	259
	PG	64.0%	29.6%	51.8%
Experience	Below 5	161	140	301
	6 - 10	64.4%	56.0%	60.2%
	11 - 15	48	47	95
	16 - 20	19.2%	18.8%	19.0%
	21 and above	18	21	39
		.8%	4.8%	2.8%
Monthly Income	Below 1,00,000	250	22	272
	1,00,001-1,50,000	100.0%	8.8%	54.4%
	0	4	4	
	.0%	19.2%	9.6%	



1,50,001-2,00,000	0	8	4	8	4
	. 0 %	3 3 . 6 %		1 6 . 8 %	
2,00,001-2,50,000	0	3	9	3	9
	. 0 %	1 5 . 6 %		7 . 8 %	
2,50,001 and above	0	5	7	5	7
	. 0 %	2 2 . 8 %		1 1 . 4 %	

The table 1 depicts that, of the 250 Indian employees, 57.2% of them are female and 42.8% of them are male and of the total 250 Singapore employee is 76.4% of them are male and 23.6% of them are female.

Of the total Indian employees 74% of them have completed their under graduation and 26% of them have completed their post graduation and of the total Singapore employees 29.6% of them have completed the under graduation and 70.4% of them have completed their post graduation.

Of the total Indian employees majority (64.4%) of them had an experience below 5 years and of the total Singapore employees 56% of them had an experience below 5 years.

Of the total Indian employees 100 percent of them were earning an income below Rupees 100000 and of the total Singapore employees 33.6% of them were earning an income between Rs.1,50,001 to 2,00,000.

**Table 2: Distribution of the Respondents based on Level of Emotional Intelligence**

Level of Emotional Intelligence	L i v i n g p l a c e		T o t a l
	I n d i a	S i n g a p o r e	
V e r y H i g h ( 2 1 4 - 3 2 0 )	1	8	4
	7 . 2 %	1 1 . 2 %	9 . 2 %
H i g h ( 2 0 3 - 2 1 3 )	1	2	4
	4 8 . 8 %	1 6 . 0 %	3 2 . 4 %
M o d e r a t e ( 1 9 0 - 2 0 2 )	1	0	2
	4 0 . 8 %	4 8 . 4 %	4 4 . 6 %
L o w ( 1 2 8 - 1 8 9 )	8	6	1
	3 . 2 %	2 4 . 4 %	1 3 . 8 %
T o t a l	2	5	0
	1 0 0 . 0 %	1 0 0 . 0 %	1 0 0 . 0 %

The level of emotional intelligence of the respondents is depicted in the above table. It shows that of the total Indian employees 48.8% of them had high level of emotional intelligence, 40.8% of them had moderate level of emotional intelligence, 7.2% of them had a very high level of emotional intelligence and 3.2% of them had low level of emotional intelligence. Of the total Singapore employees, 48.4% of them had moderate level of emotional intelligence 24.4% of them had low level of emotional intelligence 16% of them had high level of emotional intelligence and 11.2% of them had very high level of emotional intelligence. The overall distribution of the respondents based on their level of emotional intelligence reveals that 44.6% of them had moderate level of emotional intelligence, 32.4% of them had a level of emotional intelligence, 13.8% of them had low level of emotional intelligence and 9.2% of them had a very high level of emotional intelligence.

**Table 3: Influence of Demographic Variables on the Level of Emotional Intelligence**

V a r i a b l e s	T e s t	V a l u e	
		I n d i a	S i n g a p o r e
S e x	t - t e s t	0.862 (p>0.05) - NS	1.745 (p>0.05) - NS
E d u c a t i o n a l q u a l i f i c a t i o n	t - t e s t	0.800 (p>0.05) - NS	4.851 (p>0.05) - NS
E x p e r i e n c e	C o r r e l a t i o n	0.020 (p>0.05) - NS	0.493 (p<0.01) - S
M o n t h l y i n c o m e	C o r r e l a t i o n	0.043 (p>0.05) - NS	0.077 (p>0.05) - NS



Table 3 depicts that demographic variables namely sex, education, qualification, experience and monthly income does not influence the level of emotional intelligence of the Indian employees. The table reveals that of the selected four demographic variables namely age, educational qualification, experience and monthly income experience influence the level of emotional intelligence of the Singapore employees.

**Table 4: Significance T-Test for Emotional Intelligence Based On Employees in India and Singapore**

Living place	N	Mean	Std. Deviation
India	250	202.0960	13.00937
Singapore	250	197.3520	19.26428

t - test	d	f	sig	Result
3.227	498	0.001	Significant	

Table 4 depicts the difference in emotional intelligence based on the living place of the respondent. The T-test value ( $t=3.227$ ;  $p<0.01$ ) shows that there is a significant difference in the emotional intelligence among the employees in India and Singapore at 0.01 level of significance. The mean value (202.9) shows that employees who belong to India had higher emotional intelligence compared to the employees of Singapore. Thus the null hypothesis is rejected and Research hypothesis is accepted.

### Salient Findings

1. 48.8% of the Indian employees had a level of emotional intelligence
2. 48.4% of the Singapore employees had moderate level of emotional intelligence
3. Demographic variables do not influence the level of emotional intelligence of the Indian employees
4. Experience of the employees influence the level of emotional intelligence of the Singapore employees
5. There is a significant difference in the emotional intelligence among the people in India and Singapore

### Conclusion

In today's era of scenario EI is being perceived as the most important element in a person success. It describes a concept that involves the ability, capacity, skill or (in the class of trait EI model) a self-perceived ability, to identify, assess and manage the emotions of oneself, of others and of groups. The present study does concludes that moderate to high level of emotional intelligence was found among the employees and there is a significant difference and emotional intelligence among the employees of India and Singapore

### Reference

1. Velmurugan and M. Syed Zafar (2009) Influence of emotional intelligence on organizational commitment, international journal of commerce and business management, vol. 2 issues 2 (October 2009 to research article march 2010), Pp: 107-109.
2. Asad khan, (2013) the influence of emotional intelligence on organizational commitment and organizational citizenship behavior, international journal of social science & interdisciplinary research, vol. 2 (3), march (2013).
3. Mohamad zaid Mustafa, farah najwa ismail, yahya buntat (2014) Emotional intelligence and organizational commitment among polytechnic lecturers: a case study on Malaysia northern zone polytechnic, journal of education and practice, vol.5, no.20, 2014.
4. Maryam, (2012) the relationship between emotional intelligence and organizational commitment: the mediating role of job satisfaction, IRACST- international journal of research in management & technology (ijrmt), issn: 2249-9563, vol. 2, no. 5, october 2012.
5. Janis maria antony (2013). The influence of emotional intelligence on organizational commitment and organizational citizenship behavior, International Journal of Social Science & Interdisciplinary Research, vol. 2 (3), march (2013).