

Importance Of Emotional Intelligence In Textile Employees With Reference To Tamil Nadu

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ABSTRACT: Emotional Intelligence is an essential factor responsible for determining success in life and psychological well being. It seems to play an important role in shaping the interaction between individuals and their work environment. This paper critically reviews the concepts and empirical evidence in support of Emotional Intelligence (EI) and its claimed role in the occupational environment. The purpose of this study is to identify the variables that influence the EI of employee's in Tamil Nadu Textile industry. This paper explores the ways in which EI contributes all round individual development and improvement in organizational efficiencies. The Emotional Intelligence (hence forth mentioned as EI) is one, which has been taken into consideration in order to make the workers work more effectively.

[G. Vanitha, G. Barani. **Importance Of Emotional Intelligence In Textile Employees With Reference To Tamil Nadu.** *Life Sci J* 2013;10(7s):1066-1070]. (ISSN: 1097-8135). <http://www.lifesciencesite.com>.
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KEY WORDS: Emotional intelligence, Textile industry, Productivity of employees, Determinants.

1. INTRODUCTION

A study on integral, Emotional Intelligence was conducted with the employees of textile industry in Tamil Nadu. The study aims to identify the factors influencing EI. Textile industry of Tamil Nadu includes weaving, dying, knitting, spinning finishing, cutting, transportation, warehousing, packing, printing, etc. Indian Textile industry is one of the leading textile industries in the world because its employment generation capacity. Indian textile industry largely depends upon the textile manufacturing and export. This industry employs about 35 million people and contributes to approximately 4% of the GDP of India and 17% of the country's export earnings. Indian textile industry can be divided in to several segments like cotton textiles, silk textiles, woolen textiles, readymade garments, hand-crafted textiles, jute and coir. Emotion refers to a state of feeling that conveys information about relationships. Emotions are intense feelings that are directed towards someone or something, and are considered to be critical factors in employee behavior. Emotional intelligence represents an ability to reason with emotions and to use emotions to enhance thought. Emotional intelligence is the innate potential to feel use communicate recognize, learn from manage and understand emotions.

2. REVIEW OF LITERATURE

In the past twenty years, much has been written and explored about Emotional Intelligence and its role in the workplace. The experts in this field of Emotional Intelligence have contributed many definitions and models to understand the concept of EI, created awareness on EI and its impact on employee's life and work in particular.

Parminder Walla and Paramjitkaur Tuls (2008) found that, EI determines an individuals' success at workplace and has been realized that, it is more important. EI is the ability to manage and use emotions in positive and constructive ways. When it comes to satisfaction and success at work, EI is considered as an intellectual ability. EI is about communicating with others in ways that draw people, overcome differences, repair wounded feelings, and defuse tension and stress. EI in the workplace has four major components viz.a.viz, self-awareness, self-management, social awareness, and relationship management.

Mayer, J.D. and Salovey. P. (2004) identified four different factors of EI, the perception of emotion, the ability to reason using emotions, the ability to understand emotion, and the ability to manage emotions. Emotional intelligence is termed as subset of social intelligence that involves the ability to monitor one's own and other's feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions. EI can arrange from more basic psychological processes to higher, more psychologically integrated processes.

Mathews, Zeidner and Roberts (2002) explained EI as, abilities such as being able to motivate one set and persist in the vent of frustrations, to control impulse, delay gratification, to regulate one's moods and keep distress from swamping the ability to think, to empathize and to hope. EI is known as mixed model in that, it captures adverse array of psychological phenomena, such as EI having a higher predictive validity for performance in the work place than traditional measures of intelligence.

R.J. Strenberg (2000) explained, the ability, capacity skill or, in the case of the trait EI model, a self-perceived ability to identify, controls and assesses it. The emotion of one's set includes others and those of groups. Different models have been proposed for this purpose. However disagreement exists as to how the term should be used, EI can be used for good/bad. A good person with an open honest character will draw more people to them, and keep most of those people either as friends or acquaintances.

Barling, Slater, and Kelloway (2000) say that, EI comprises live characteristics, namely, understanding one's emotions, knowing how to manage them, emotional self-control, which includes the ability to delay gratification, understanding other's emotions, or empathy and managing relationships. With these concepts derived from some of the previous studies, this study was conducted with the following objectives.

3. OBJECTIVES OF THE STUDY

- To study the factors influencing Emotional Intelligence (EI) of employees in textile industry.
- To find out the level of association between demographic variables and other factors of EI.
- To measure the impact of EI on productivity of employees.

4. THE METHODOLOGY

The study was conducted in the textile industries in Tamil Nadu. A descriptive research was undertaken in Tamil Nadu. Interview schedule was adopted to collect the data regarding EI of the employees in the textile industry. A structured questionnaire focused on variables like; self-esteem, self-awareness, emotional resilience, self motivation,

self control, employee inter relationship, work efficiency, emotional self knowledge, emotional expression, conflict resolution, personal in adequacy, resource-adequacy, work to family spill over, empathy, supervisor, relationship, peers relationship, patterns of organization, and grievance handling procedures, was adopted to collect primary data

The secondary data was collected from journals, books, web references and other available sources. As it is difficult to plan the study without adequate knowledge of its subject matter, the population to cover, and so on, a pilot study was conducted and the questionnaire was reconstructed based on the respondents' suggestions. Tamil Nadu ranks second Textile Industry in the country with 5 lakh textile units. Considering the paucity of time, the sample was restricted to 100 respondents. Population included the employees of in Tamil Nadu convenience sampling was used.

5. FRAMEWORK OF ANALYSIS

The data has been analysed by using appropriate techniques such as simple percentage analysis and chi-square test.

Simple Percentage Analysis on Emotional Intelligence (EI)

Simple percentage is used for calculating percentage level of employee's opinion towards their EI. It is measured by aggregate ratio perceived by selected EI variables. For measurement of ratio percentages are used. Percentages are describes comparison between variables. Selected Emotional Intelligence variables were taken into consideration such as self-esteem self-awareness, empathy, self motivation and emotional self knowledge. Based on these above mentioned variables, simple percentage analysis was used for calculating the opinion of the respondents.

TABLE 1: ASSOCIATED WITH EI REGARDING VARIABLES

S. No.	Variables	No.	SA	A	NA/DA	DA	SDA
I.	SELF ESTEEM						
1	I feel controlled by people	100	6	19	75	-	-
2	I find it difficult to hear criticism about myself	100	-	71	29	-	-
II.	SELF AWARENESS						
1	I am aware of the impact of my moods on other people.	100	-	34	51	15	-
2	I am aware of situations that cause me to think negatively.	100		13	41	34	12
III.	SELF MOTIVATION						
1	I am able to complete assigned task in time frames.	100	3	27	70	-	-
2	I have sufficient levels of energy to ensure the completion of talks and projects.	100	-	23	51	20	6
IV.	EMOTIONAL SELF KNOWLEDGE						
1	I know when I am thinking negatively.	100	6	15	76	3	-
2	I know when I am becoming angry.	100	-	74	19	7	-
V.	EMPATHY						
1	I built trust in my fellow employees.	100	-	19	81	-	-
2	I exhibit effective inter personal communicational skill.	100	9	68	10	13	-

6. RESULT:

Table 1 shows the aggregate percentage of respondents' opinion towards emotional intelligence. On examining the above table, most of the respondents' falls under agree and neither agree or disagree with the factors for the first category self esteem. For the second variable self awareness, most of the respondents' agree with not the factor contributing to it. For the third variable self motivation, most of the respondent's falls under neither agree nor agree. For the fourth variable emotional self knowledge, most of the respondents' falls under neither agree and agree. For the fifth variable empathy, most of the respondents' falls under neither agree and agree. On analyzing the above said five variables, the second variable Self awareness is lacking among the employees of the textile industry. Most of the employees only have a fundamental educational background due to their family conditions. Employees lack good relationship with their co – workers and they also suffer from over work – load which all in turn reduces their self – awareness. The other reasons for employees lacking self awareness include communication problem, health issues and low self confidence. In order to increase the self awareness among the employees of textile industry the Management should take necessary steps in building back the self awareness. By recovering their personal will power, personal counseling to every employee and meditation are some of the ways to improve the self – awareness among the employees.

CHI-SQUARE TEST

Chi-square was adopted to identify the relationship of various demographic variables which links gender, age, marital status, educational status, family members, residential area, income level, travelled to work, status of residence, mode of transport, company offered residence, nature of the work, years of experience, working shift, normal working hours, overtime, loss of pay, number of loss of pay, physiological symptoms, and their opinion concerning EI, with the employees of textile industry in Tamil Nadu.

H₀: There is no association between socio-economic characteristics of the respondents and level of opinion about EI among the employees of textile industry in Tamil Nadu.

**TABLE 2: CHI-SQUARE TEST OF EI
(i) EMPLOYESS PERSONAL FACTORS**

Category of all respondents opinion with factors	Calculated value	χ^2	DF	Table value at 0.05 percent	Significant level
Gender	12.960		1	3.841	Significant
Age	60.740		2	5.991	Significant
Marital Status	93.860		2	5.991	Significant
Educational Status	64.320		3	7.815	Significant
No. of Members in the family	78.860		2	5.991	Significant
Area of Residence	74.960		2	5.991	Significant
Income Level	42.620		2	5.991	Significant
Distance traveled to Work	26.800		3	7.815	Significant
Status of Residence	21.160		1	3.841	Significant

(ii) EMPLOYESS JOB RELATED FACTORS

Category of all respondents opinion with factors	Calculated value	χ^2	DF	Table value at 0.05 percent	Significant level
Mode of Transport	30.640		3	7.815	Significant
Whether availing company offered residence	16.000		1	3.841	Significant
Nature of the Work	46.400		9	16.919	Significant
Years of Experience	43.480		16	26.296	Significant
Working shift	13.580		2	5.991	Significant
Normal working hours	71.120		2	5.991	Significant
No. of overtime per week	39.080		5	11.070	Significant
Loss of pay	54.760		1	3.841	Significant
Number of loss of pay	130.340		2	5.991	Significant
Physiological symptoms	40.160		7	14.067	Significant

Chi-square is a statistical test commonly used to compare observed data with data we would expect to obtain according to a specific hypothesis. Table No.2 shows the relationship that exists between socio-economic characteristics and EI.

Table No 2(i) shows that among nine personal factors, Marital status has a high significance over EI, i.e. 79% of them are married. The next higher significance falls for Number of family members, i.e. 75% of the employees have 4 – 6 members in their family. It denotes the level of burden on the employees. The next factor with high significance is Area of Residence, where 74% of the employees come from rural area. The first two issues i.e. Marital status and Number of family members, indicate that the employees are forced to work effectively for the betterment of their family. The third factor with high significance is Area of residence, (74% of employees come from rural area) this shows that employees coming from rural area have a peaceful mind which supports them emotionally.

Table No. 2(ii) shows that among ten working factors Number of loss of pay (87% of employees undergone loss of pay even once) and loss of pay has a high significance over EI. This reveals that employees come to work as they are forced to come because of their financial need. The next factor with high significance is Normal working hours (72% of employees work 9 – 10 hours per day) which reveals that they are satisfied with their amount of time spent on work.

It is observed that, the calculated chi-square value (at given degree of freedom) is higher than the critical value at 0.05 percent level. Therefore, the null hypothesis is rejected. Hence, it is inferred that, there is a significant relationship between the socio-economic characteristics for certain categories among the respondents, and their opinion about EI. Therefore, this test infers that, there is certain significant relationship between the socio-economic characteristics of respondents, and their opinion about EI.

7. SUGGESTIONS

Employees of the textile industry at Tamil Nadu should be improved in a greater extent and for this various training and counseling programs has to be conducted to build the psychological stability and Emotional Intelligence for an employee. These training programs has to be conducted in a such a way that it helps an employee to work in a team, with integrity, should initiate self – mastering skills, and should bring personal clarity that values a person in workplace. Such trainings will assist the employees to initiate in taking up responsibilities at work. Training in emotional intelligence increase managerial skills,

team building and employee competence at all levels and the inevitably improves the bottom line. Employees will be aware of their own emotional problems and learn to control them, workplace will become not only more pleasant, but more productive. Performance appraisal can be an effective roof to measure the employee productivity and make the employees emotionally strong.

Effective grievance handling system, balanced workloads, an open communication climate, chance for expressing conflicts on the supervisors and stress reduction programmes like social gathering, organizational focus and celebrations at work place is also considered effective in stabilizing EI at work place.

8. CONCLUSION

EI is a major aspect of health and well being. It is widely accepted around the world as a key element in our success, family life, physical fitness, self esteem and creativity. This study was done at textile industry in Tamil Nadu to learn the level of EI of the employees. EI is on increasingly relevant to industrial development and developing people. EI can make a big difference for both individual and industrial effectiveness. Among all the variables examined self awareness lacks among the employees. Thus the managements should take initiatives to increase the self awareness among employees. On measuring the level of association of demographic variables over EI, Marital status, Number of family members and area of residence have a higher significance over EI. Finally when an employee is emotionally strong, it reflects in his productivity. Thus the organization should give priority in sorting out various problems faced by them and make the employees psychological stable.

However, EI is a necessary component of any successful workplace, it can be concluded that, the Textile Industry should concentrate more on their work related factors to reduce the emotions at work place and thereby improving level of productivity of the employees.

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2/12/2013