

A Study on Emotional Intelligence of Employees with Reference to Nalvinai HRs

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ABSTRACT

In today's dynamic and competitive business environment, emotional intelligence (EI) has emerged as a vital component influencing employee performance, workplace relationships, and organizational success. This study aims to assess the emotional intelligence levels of employees at Nalvinai HRs and examine its impact on various organizational outcomes such as job performance, leadership effectiveness, employee well-being, and interpersonal communication. The research adopts a descriptive design and utilizes primary data collected from 105 respondents through structured questionnaires. Statistical tools such as Mann-Whitney U-Test, Kruskal-Wallis H-Test, Correlation, and Chi-Square tests were employed to analyze the relationship between emotional intelligence and demographic factors such as gender, age, and qualification. The findings suggest that while emotional intelligence significantly contributes to individual adaptability, confidence, and decision-making, it remains largely independent of demographic variables. The study concludes that fostering emotional intelligence among employees can lead to improved teamwork, reduced stress, enhanced leadership, and a more emotionally resilient workforce. Recommendations have been provided for integrating EI development into HR strategies, leadership programs, and organizational culture to strengthen Nalvinai HRs' position as a forward-thinking, people-centric organization.

INTRODUCTION

In the rapidly evolving world of human resource management, organizations are increasingly recognizing the value of emotional intelligence (EI) as a critical determinant of employee performance, workplace harmony, and organizational success. Emotional intelligence, which refers to the ability to recognize, understand, manage, and influence emotions in oneself and others, has emerged as a pivotal factor influencing not just individual effectiveness but also team dynamics and corporate culture. In the context of a competitive business environment, organizations like Nalvinai HRs are emphasizing emotional intelligence as a strategic tool to foster a resilient, adaptive, and high-performing workforce. Traditional cognitive measures of intelligence, such as IQ, have long been considered predictors of job success; however, in recent decades, a growing body of research has illuminated the profound impact that emotional intelligence has on leadership, decision-making, conflict resolution, motivation, and interpersonal relations within the workplace.

OBJECTIVES OF THE STUDY

- To assess employees' emotional intelligence levels, focusing on key dimensions such as self-awareness, empathy, and social skills.
- To examine the impact of emotional intelligence on job performance, analyzing its influence on productivity and overall work effectiveness.

- To explore the role of emotional intelligence in leadership, particularly in relation to decision-making, team management, and leadership effectiveness.

SCOPE OF THE STUDY

The study on employees' emotional intelligence at Nalvinai HRs focuses on analyzing various components such as self-awareness, emotional regulation, empathy, motivation, and social skills among employees across different departments and job levels. The scope encompasses evaluating how emotional intelligence influences individual performance, team dynamics, leadership capabilities, and organizational commitment. It also aims to explore the relationship between emotional intelligence and employee satisfaction, retention, and overall organizational effectiveness. The findings of this study will assist Nalvinai HRs in designing emotional intelligence development programs, enhancing HR policies, and creating a more supportive and emotionally intelligent workplace environment.

REVIEW OF LITERATURE

Lather, A. S., Jain, S., & Bajaj, B. (2024)

This research analyzes the distinct and overlapping effects of EI and social intelligence on employee performance in India. Findings reveal that both intelligences contribute significantly to performance, with a notable overlap suggesting the need for integrated development programs.

Sharma, S., & Tiwari, V. (2023)

In the study the Impact of Emotional Intelligence, Career Success, and Happiness on Turnover Intention Among Managerial-level Employees in the Information Technology Industry Utilizing affective event theory and conservation of resources theory, this study explores how EI influences turnover intentions in India's IT industry. Results show that higher EI is associated with reduced turnover intentions through increased career satisfaction and happiness at work

RESEARCH METHODOLOGY

RESEARCH DESIGN

The research design used for this study is descriptive study. Descriptive study is a fact finding investigation with an adequate interpretation. The sampling method used in this study is PROBABILITY SAMPLING. 103 sample size has been chosen using Morgan's table.

Percentage analysis

Categories	Sub categories	No of respondents	Percentage%
Age	Less than 24 years	61	58.1%
	25-35 years	32	30.5%
	36-45 years	8	7.6%
	46-55 years	4	3.8%
Gender	Male	52	49.5%
	Female	53	50.5%
Qualification	Under graduate	27	25.7%
	Post graduate	46	43.8%
	Others	32	30.5%
Total	All categories	105	100%

FINDINGS:

From the above table, it is found that 58.1% of respondents are less than 24 years old. 30.5% are between 25–35 years, 7.6% are between 36–45 years, and 3.8% are between 46–55 years. The data shows that 49.5% of the respondents are male and 50.5% are female, indicating an almost equal gender distribution. According to the data, 43.8% of respondents are postgraduates, 30.5% have other qualifications, and 25.7% are undergraduates.

INFERENCE:

It is inferred that the majority of respondents belong to the younger age group of less than 24 years, indicating a predominantly early-career demographic.

It is observed that the number of female respondents is slightly higher than that of male respondents, showing balanced participation from both genders.

It is clear that the majority of respondents hold postgraduate qualifications, reflecting a well-educated participant group.

1.MANN-WHITNEY U-TEST

HYPOTHESIS

Null Hypothesis (H₀): There is no significant difference between gender groups regarding the belief that emotional reflection improves decision-making.

Alternative Hypothesis (H₁): There is a significant difference between gender groups regarding the belief that emotional reflection improves decision-making.

Test Statistics

	Regularly
Mann-Whitney U	1374.500
Wilcoxon W	2752.500
Z	-.023
Asymp. Sig. (2-tailed)	.982

a. Grouping Variable: Gender

Interpretation:

Since the calculated Mann-Whitney U value is greater than the critical value (or the p-value is greater than 0.05), the null hypothesis is accepted. Therefore, it is concluded that the respondents' perception of emotional reflection improving decision-making is independent of gender.

2.KRUSKAL-WALLI'S H-TEST

HYPOTHESIS

Null Hypothesis (H₀): There is no significant difference in respondents' views on efficiency based on their age group.

Alternative Hypothesis (H₁): There is a significant difference in respondents' views on efficiency based on their age group.

3.2.27 Table showing the productivity under stress ensures work efficiency

Test Statistics

	Efficiently
Kruskal-Wallis H	2.716
df	3
Asymp. Sig.	.438
a. Kruskal Wallis Test	
b. Grouping Variable: Age	

Interpretation

Since the calculated Kruskal-Wallis H value is 2.716 and the p-value (Asymp. Sig.) is 0.438, which is greater than 0.05, the null hypothesis is accepted. Therefore, it is concluded that the respondents' perception of efficiency is independent of age group. There is no statistically significant difference in how different age groups perceive efficiency.

SUMMARY OF FINDINGS

- The majority of the respondents are at the age of less than 24 (58.1%)
- The majority of the respondents are female (50.5%)
- The majority of the respondents are at the educational qualification of post graduate (43.8%)
- Mann-Whitney U value is greater than the critical value (or the p-value is greater than 0.05), the null hypothesis is accepted.
- Kruskal-Wallis H value is 2.716 and the p-value (Asymp. Sig.) is 0.438, which is greater than 0.05, the null hypothesis is accepted.



CONCLUSION

To conduct regular emotional intelligence training programs that enhance self-awareness, empathy, and interpersonal skills. To integrate emotional intelligence assessment tools in recruitment and performance appraisal systems. To promote emotionally intelligent leadership through coaching on empathy, decision-making, and conflict resolution. To provide mental health and well-being support through counseling, stress management sessions, and emotional wellness initiatives. To create a feedback-friendly work environment that encourages open communication and emotional transparency.

Websites

1. <https://www.shrm.org>
2. <https://hbr.org>
3. <https://www.nasscom.in>
4. <https://www.mckinsey.com>
5. <https://www.gartner.com>