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The Impact of Emotional Intelligence Factors Using TOPSIS

Telinge Anil Kaluram

SST College of Arts and commerce, Maharashtra, India.

aniltelinge@sstcollege.edu.in

Abstract

The capacity to recognize, regulate, and comprehend one's own emotions as well as those of others is known as emotional intelligence. A high EQ aids in connection development, team stress reduction, conflict resolution, and job satisfaction. According to the study's findings, emotional intelligence and job performance differ significantly between men and women. The research also demonstrates that women perform superior to men. Emotional intelligence (EI) has grown in prominence over the past few decades on a global scale. In today's world, skill development cannot be successfully accomplished through intelligence alone. The importance of EI as a reaction to a person's experiences and emotions is highlighted by the fields of psychology and neuroscience. Studying the variables influencing the productivity of the IT workforce is crucial because the IT sector significantly contributes to the GDP and employment of India. TOPSIS (Technique for Order of Preference by Similarity to Ideal Solution) analysis using Self-awareness, Self-regulation, Motivation, Social Awareness, Social skills and Strategy, Knowledge, Motivation, and Behavior. Self-awareness, Self-regulation, Motivation, Social Awareness, and Social skills. Strategy, Knowledge, Motivation, Behavior. Social awareness has the highest rank whereas Social skills have the lowest rank.

Keywords: Emotional intelligence, Attributes of emotional intelligence, Cultural intelligence, Cultural intelligence, TOPSIS Method.

1. Introduction

The IT industry has an impact on people's lives by influencing a number of socioeconomic factors, including employment and quality of life. Studying the growth and contributions of the IT industry is crucial, especially when it comes to raising employee productivity and choosing the best candidates for key positions. More than 60% is predicted for the value in 2014–2015. Sectoral issues can therefore be solved by gaining various advantages for both economies. As a result, although personality and emotional intelligence seem to be linked variables that predict personality pleasure, some studies contend that it is a methodology that makes this distinction. The test best represents their relationship in a latent model as direct indicators of emotional intelligence and personality. In addition to the personnel, intelligence, and reconnaissance aspects, emphasis is placed on the emotional side. Successful leadership depends on having strong social skills, which are increasingly important as people develop their organizational hierarchy intelligence.

2. Emotional Intelligence

Researchers and trainers in the fields of psychology, education, and management are increasingly interested in emotional intelligence. The realization that performance can be assessed by factors other than cognitive capacity offers lessons for social theory. There are multiple theories of intelligence, and they have distinguished between interpersonal and intra-individual intelligence. General intelligence was defined in the 1940s to incorporate emotive, psychological, and social variables in addition to cognitive components. Later, the phrase "EI" was adopted to describe those who contributed significantly to the discipline. He described EIs as a group of identifying skills. EI, according to him, is a useful measure of both one's personal and professional success. Then, individuals improve their emotional intelligence (EI), perceive and access emotions, create emotions to support thought, comprehend feelings, and control emotions through knowledge and introspection. evolution of the mind. According to this theory, pure emotion involves "no time" and a "total lack of brain control." "Emotional Goal."

3. Attributes Of Emotional Intelligence

The term "EI" refers to thinking-improving skills and emotions that are associated with intelligence. Emotional intelligence is one of the skills listed in the "Emotional Intelligence" box. Particular abilities, such as recognizing

emotions and identifying aptitudes that can be categorized as an integrated, global EI, are constrained. Emotional self-management is another connected skill area. This field has advanced clinically. Reframing one's emotions, for instance, might result in more positive assessments of situations as well as when working, frequently requiring a great deal of emotional restraint from the perspective of individuals. The ability-knowledge continuum is a topic that psychologists discuss frequently. This continuum's aptitude reasoning and learning skills are at one end.

4. Cultural Intelligence

Multinational firms have just recently begun to value cultural intelligence. According to some academics, there are facets of cultural intelligence that can result in cross-cultural competency and have an impact on the success of international trade. Based on a survey of the literature in the areas of intercultural communication, social cognition, and intelligence, we define cultural intelligence in this article. We further create a nomological web or theory of relationships between related conceptions by talking about dimensionality, level of consistency analysis, and cultural intelligence as centrally important measures. The aforementioned topics will each be covered. Compared to one sort of intelligence, intercultural competency, global mentality, or any other number, synonyms have two benefits. According to the forward-looking definition of intelligence, which is multidimensional in nature, social and emotional intelligence has some similarities to cultural intelligence. For instance, in one country, censorship and acquired social skills may be useless, whereas, in another, social norms may be questioned. These concepts are developed by cultural intelligence; nevertheless, contrary to what other definitions may imply, it does not only give rise to a new application of an already-existing field of applied intelligence. outside of the cultural contexts in which these talents are produced, the distinctive building of communication skills.

5. Indian Service Sector

Portions of industry, agriculture, and services in the GDP. The industry's share has stalled since the early 1990s boom, which was a result of the first wave of deregulation. In the meantime, the proportion of services to GDP increased from 30% in 1950 to 57% in 2008–09. As time goes on, the tempo quickens. Industry makes it abundantly evident how these decades saw a fall in the average growth rates of agriculture, services, and related industries. It employs talented young programmers from India and distributes updated or patched software to cutting-edge Western businesses. The business entered into large-scale projects like software development and the computerized Indian Railways reservation system. TCS was one of many Indian IT service providers that prioritized export business. TCS's market position in India was thereby strengthened by the acquisition. Compared to TCS, the domestic sales market is weak. TCS and Infosys are its two primary clients, however, Wipro's product generates more noteworthy sales in the financial services sector than the other two do in the engineering and technology industries.

6. TOPSIS Method

TOPSIS method of ranking is evaluated based on enhanced ambiguity comparison with a weighted average. One of the typical approaches is Multiple responses in the process used in TOPSIS to improve problems, reduce uncertainty by determining the weight of each response, and manageable at the same time A global approach continuously. The TOPSIS process is an advanced and simple ranking engine used. The state-of-the-art TOPSIS technique tries to simultaneously choose alternatives with very short of the best-correct solution far and far from the worst-case-scenario solution. A better superior response increases the benefit criteria and lowers the price criterion, while a worse superior response raises the price Criterion and Advantage Reduces criteria TOPSIS makes full use of the attribute records. TOPSIS method, two fuzzy Member Respectively Activities, and a census sheet. of this title Basic attributes of FMCDM Motivations for use, open challenges and constraints to its use, and recommendations for researchers to increase FMCDM acceptance and use. Topics are another mead because of their characteristics More effective than heuristics Fewer parameters, more stability, and have multiple response values when the value changes contain The TOPSIS algorithm was developed. TOPSIS rankings are given by five distance measurements, and different Random problems of sizes are created and calculated in the numerical example. We conduct a comprehensive comparative study of preference ranking orders, including consistency ratio, the odds ratio of best alternatives, and mean Spearman correlation coefficients. Finally, the Spearman Correlation is The number of alternatives over the mean of the coefficients Number, and distance of attributes The second is to realize the influence of measurements Row regression will be implemented. Proximity to an ideal is developed by a compromise programming system. It is the majority and the minimum Provides maximum " group utility for the individual grievance to the opponent. TOPSIS method for ideal solution Short range and negative-optimal Determines the solution with these distances Not considered significant. The Topics (of the optimal solution Order by unity technique for option) technique offered to indicate TOPSIS, a multi-criteria technique for identifying selected opportunities needed to most from the grand perfect solution Shorter distances worse at best Stay away from the solution.

TOPSIS may also seem reasonable however it's far undoubtedly now not. One complaint is that the relative significance of the 2 separations is not considered, the hassle is taken into consideration, and they amplify TOPSIS to solve the multi-goal selection-making (MODM) hassle. PIS Short distance from and NIS longest distance), then a "satisfiability condition" for each criterion is delivered, followed through max-min operator for those criteria Eliminate conflict between uses Ultimately "harmony is a solution where the satisfaction. TOPSIS (A Technique for Optimal Solution-like Regulatory Performance) is effective. Perform analysis, comparisons, and rating of options. Accordingly, this takes look will amplify TOPSIS to actual assignment-oriented group decision-making surroundings. A whole and efficient selection-making procedure is then supplied. TOPSIS has been carried out. First, based on a big range of statistics and theoretical evaluation, the consequences of EW in the system of attribution in decision-making or assessment are analyzed. Then from the perspective of specific and bilateral stage selection-making or assessment effects, the consequences of EW on TOPSIS are similarly analyzed. E-TOPSIS is used to regulate the function of EW in selection-making or assessment.

TABLE 1. The Impact Of Emotional Intelligence Factor

	Strategy	Knowledge	Motivation	Behavior
Self-awareness	30.07	125.98	235.76	124.87
Self-regulation	35.09	135.87	134.76	342.76
Motivation	34.67	133.67	456.98	342.9
Social awareness	45.76	157.98	321.45	546.67
Social skills	31.00	63.00	94.00	236.23

Table 1 shows The Impact of Emotional Intelligence Factor for Analysis using the TOPSIS Method. Self-awareness, Self-regulation, Motivation, Social awareness, Social skills and Strategy, Knowledge, Motivation, Behavior.

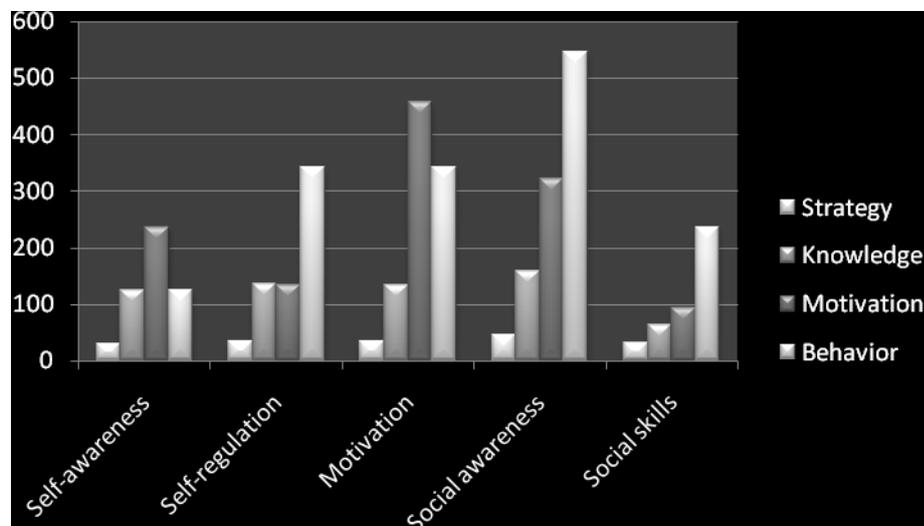


FIGURE 1. The Impact Of Emotional Intelligence Factor

Figure1 shows The Impact of Emotional Intelligence Factor for Analysis using the TOPSIS Method. Self-awareness, Self-regulation, Motivation, Social awareness, Social skills and Strategy, Knowledge, Motivation, Behavior.

TABLE 2. Normalized Data

Normalized Data			
Strategy	Knowledge	Motivation	Behavior
0.3761	1.5757	2.9487	1.5618
0.4389	1.6994	1.6855	4.2870
0.4336	1.6719	5.7156	4.2888
0.5723	1.9759	4.0205	6.8374
0.3877	0.7880	1.1757	2.9546

Table 2 shows the various Normalized Data for Strategy, Knowledge, Motivation, Behavior. Normalized value is obtained by using the formula (1).Table 3 shows Weightages used for the analysis. We taken same weights for all the parameters for the analysis.

TABLE 3. Weight

Weight			
0.25	0.25	0.25	0.25
0.25	0.25	0.25	0.25
0.25	0.25	0.25	0.25
0.25	0.25	0.25	0.25
0.25	0.25	0.25	0.25

TABLE 4. Weighted Normalized Decision Matrix

Weighted normalized decision matrix				
Self-awareness	0.0940	0.3939	0.7372	0.3904
Self-regulation	0.1097	0.4248	0.4214	1.0718
Motivation	0.1084	0.4180	1.4289	1.0722
Social awareness	0.1431	0.4940	1.0051	1.7093
Social skills	0.0969	0.1970	0.2939	0.7387

Table 4 shows weighted normalized decision matrix for Self-awareness, Self-regulation, Motivation, Social awareness, Social skills. To figure out the weighted normalized decision matrix, we used the formula (2).

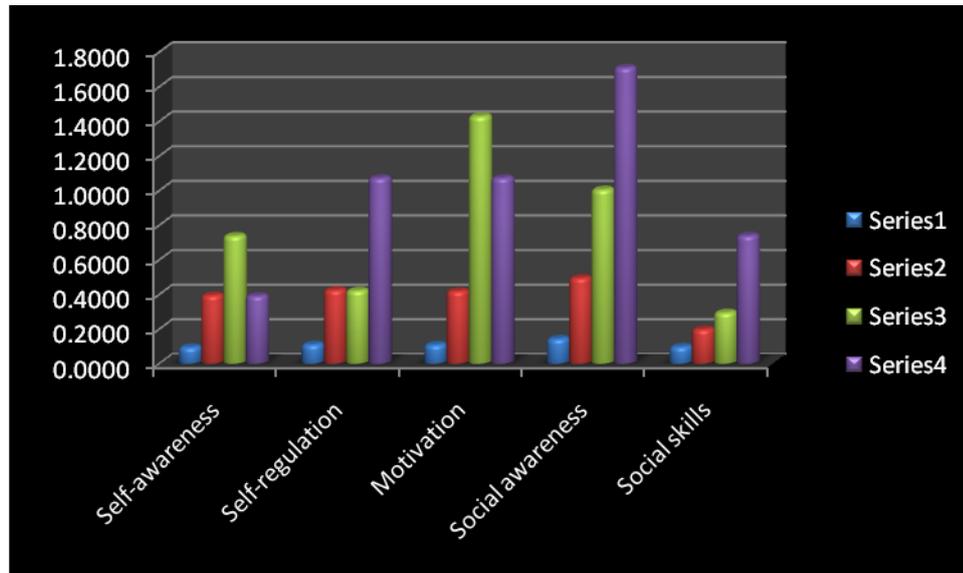


FIGURE 2. Weighted Normalized Decision Matrix

Figure 2 shows weighted normalized decision matrix for Self-awareness, Self-regulation, Motivation, Social awareness, Social skills. To figure out the weighted normalized decision matrix, we used the formula (2).

TABLE 5. Positive Matrix

	Positive Matrix			
Self-awareness	0.1431	0.4940	1.4289	1.7093
Self-regulation	0.1431	0.4940	1.4289	1.7093
Motivation	0.1431	0.4940	1.4289	1.7093
Social awareness	0.1431	0.4940	1.4289	1.7093
Social skills	0.1431	0.4940	1.4289	1.7093

Table 5 shows Positive matrix for Self-awareness, Self-regulation, Motivation, Social awareness, Social skills. In various Positive Matrix in Maximum value 1.7093, 1.4289, Minimum value is 0.4940, 0.1431 taken.

TABLE 6. Negative Matrix

	Negative matrix			
Self-awareness	0.0940	0.1970	0.2939	0.3904
Self-regulation	0.0940	0.1970	0.2939	0.3904

Motivation	0.0940	0.1970	0.2939	0.3904
Social awareness	0.0940	0.1970	0.2939	0.3904
Social skills	0.0940	0.1970	0.2939	0.3904

Table 6 shows negative matrix for Self-awareness, Self-regulation, Motivation, Social awareness, Social skills. In various Positive Matrix in Maximum value 0.3904, 0.2939, Minimum value is 0.1970, 0.0940.

TABLE 7. Final Result Of The Impact Of Emotional Intelligence Factor

	SI Plus	Si Negative	Ci	Rank
Self-awareness	1.4934	0.4850	0.2452	4
Self-regulation	1.1948	0.7298	0.3792	3
Motivation	0.6426	1.3424	0.6763	2
Social awareness	0.4238	1.5284	0.7829	1
Social skills	1.5234	0.3482	0.1861	5

Table 7 shows the final result of TOPSIS for The Impact of Emotional Intelligence Factor Social awareness has the highest rank whereas Social skills has the lowest rank.

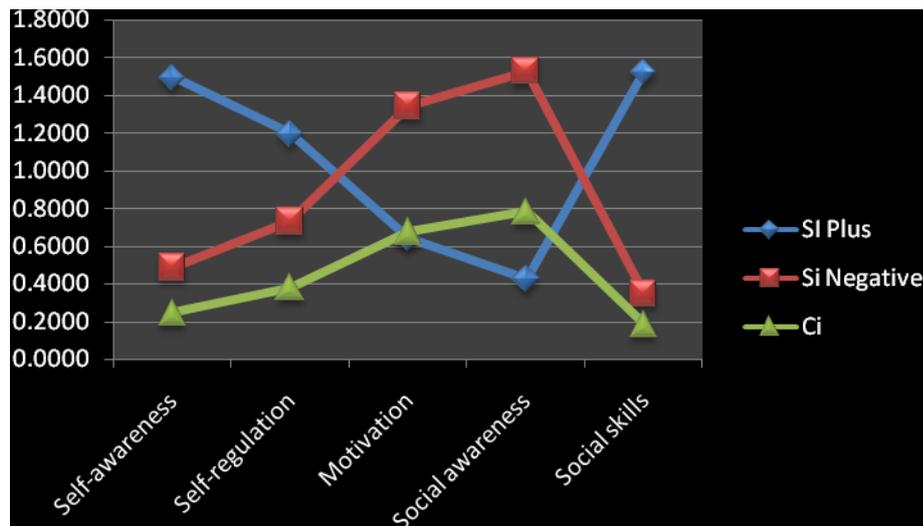


FIGURE 3. Result Of Si Plus, Si Negative And Ci

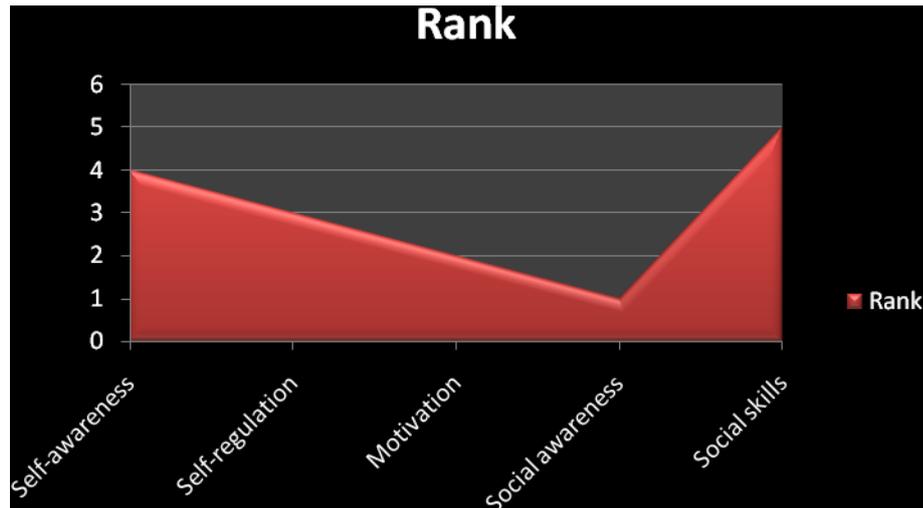


FIGURE 4. Result Of Rank

Figure 4 Shows the Ranking of The Impact of Emotional Intelligence Factor. Social awareness has the highest rank whereas Social skills has the lowest rank.

7. Conclusion And Recommendations

The two giants viz, LIC of India and SBI Life are serving the people of the country and have developed faith among far flung areas of the country. The statistical test showed that there is a significant difference in surrender value ($p < 0.05$) before and after pandemic in LIC of India where during pre-Covid-19 pandemic there had been 32.18 % increase in claim value paid to policy holders in the event of surrender of policy than 18.67 % during post-covid-19 pandemic showing that the people had become more health conscious and increased faith in LIC of India due to pandemic (2019-20) as compared to SBI Life. It is a comparative study. There is scope for further improvement in policies so that the claim value paid to policy holders in the event of surrender of policy can be reduced and the policy holder can maintain faith in policies until maturity.

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