

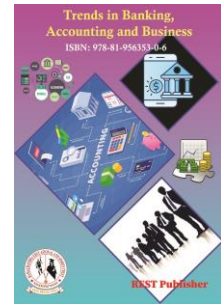


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A Study on Emotional Intelligence and Its Impact on Employees in Kansai Nerolac Paints Limited

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Abstract: *This study delves into the critical role of emotional intelligence (EI) at Kansai Nerolac Paints Limited. It investigates how EI influences employee performance, job satisfaction, and overall organizational success. Through a comprehensive analysis of existing literature and empirical research, the study aims to provide insights into the significance of fostering emotional intelligence among HR professionals and employees. By understanding the impact of EI, organizations can develop strategies to enhance workplace dynamics, nurture talent, and promote a positive organizational culture. The components of emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and social skills, and examines how these elements contribute to improved job performance, enhanced leadership capabilities, and better team dynamics. Through a comprehensive review of existing literature and empirical research, the paper highlights the correlation between high levels of emotional intelligence and increased job satisfaction, reduced stress levels, and greater overall productivity among employees.*

Keywords: *Emotional Intelligence, HR Management, Employee Performance, Job Satisfaction, Organizational Success, Workplace Dynamics, Talent Development, Organizational Culture.*

1. INTRODUCTION

Emotional Intelligence (EI) refers to the ability to recognize, understand, manage, and utilize emotions effectively in oneself and in others. It encompasses skills such as emotional awareness, emotional regulation, social awareness, and relationship management. The concept of EI was popularized by Daniel Goleman in the 1990s and has since become a critical area of study within psychology, organizational behaviour, and human resource management. In the contemporary workplace, the significance of EI cannot be overstated. Organizations are increasingly recognizing that technical skills and cognitive intelligence (IQ) alone are not sufficient for employee success and organizational effectiveness. EI contributes to improved communication, better teamwork, effective leadership, conflict resolution, and overall job satisfaction. Employees with high EI are often better equipped to handle stress, adapt to change, and maintain a positive work environment.

2. OBJECTIVES OF STUDY

- To study that emotional intelligence is affected by demographic variables.
- To find on the level of employees self-awareness and self-regulation.
- To find out how employees' emotions affect their nature of work.
- To study employees how they are being socialize with their colleagues.

3. SCOPE OF THE STUDY

The task of this work is to improve the thinking of workers at work and help in the future because some people work badly and some do not well. Intelligence requires the ability to recognize and understand problems in an organization based on the organization's consequences and to choose strategies and actions to improve employees. Emotional intelligence is essential for success in many professions. Employees only. Emotional Intelligence enables middle managers and senior managers to understand their own emotions and the emotions of others, manage emotions, and motivate themselves to improve their relationships with others. This study also focuses on the relationship between the emotions of employees in a region and the performance of employees in that region.

4. REVIEW OF LITERATURE

Thomas Sy, Susanna Tram, Linda A, O'hara (2006): "Relation of employee and manager emotional intelligence to job satisfaction and performance" The study examined the relationship between employees' emotional intelligence, their boss's emotional intelligence, employee satisfaction, and the performance of 187 food service personnel from nine different restaurants at the same restaurant. We predicted and found that employees' emotional intelligence is positively correlated with job satisfaction and performance. In addition, the emotional intelligence of a supervisor has a much better relationship with job satisfaction for employees with less emotional intelligence than those with greater emotional intelligence. These findings remain relevant after controlling personality traits. A similar pattern of work performance was found; however, the result did not meet the traditional standards of importance. Discusses the applied effects of the results.

Hummayoun naeem, m. Iqbal saif, wajeeha khalil (2008): "Emotional Intelligence and Its Impact on Service Quality Empirical Evidence from The Pakistani Banking Sector" Emotional intelligence and service quality - this study is designed to examine the relationship between the two variables mentioned. While using teacher- made tools from the information board, the data was collected through a self- administered questionnaire from the leaders of two leading banks in Pakistan; one foreign bank that focused on improving service quality and another that was very popular, the fastest growing local bank, did not spend as much on quality issues as it did on foreign banks. Version 12 of the SPSS was used for data analysis. Strong analysis reveals that emotional intelligence is a strong predictor of service quality in the event of a dispute with foreign banks in Pakistan.

Gadaf Rdxhpi And Besar Berisha (2017): "The effects of emotional intelligence in employee's performance" The purpose of the study was to identify the impact of emotional intelligence on their work. Through this study we would like to prove that success in performance and overall performance depends not only on the professional knowledge and level of IQ of employees and managers, but also the most important factor in having a level of emotional intelligence. Based on the results of a study from 265 respondents divided into 215 non-executive positions and 51 respondents with a managerial / director position from various private and public institutions we concluded that even in Macedonia the success of change management depends on the level of emotional intelligence. There is an important correlation between the EQ level and the change management indicator.

Peter Wood (2020): "Emotional Intelligence and Social and Emotional Learning" Using sample research data collected from a list of administrative, teaching, and non-teaching staff in all four British primary schools, the article focuses on activities used to develop the social, emotional, and behavioral skills of children within these institutions. The data showed how staff hoped to improve student intelligence (EI) levels through social and emotional learning (SEL) models. Although differences and similarities are reported both within and between schools, the findings suggest that employees' EI interpretation as a theoretical and psychological framework has had a significant impact on their social and emotional functioning in children. I make the point that (incorrect) theoretical interpretation has led to situations where certain behaviors, respected in certain societies, have been underestimated and there have been problems with the beating of schools in the SEL practice.

Deepika pandita asst. Professor sibm (2012): “Emotional Intelligence for Workplace Leaders” This paper aims to look at models based on emotional intelligence research and explores the role of emotional intelligence in organizational leaders. A growing body of research supporting the importance of emotional intelligence in today’s companies is presented in this paper. The role and importance of emotional intelligence in today’s world of corporate profitability is discussed. In order to achieve the high goals and expectations of the industry in the 21st century, the deliberate inclusion and development of emotional intelligence in the leaders of the organization today is of paramount importance.

Abdul Azez Badir Alnidawy (2015): “The Effect of Emotional Intelligence on Job Satisfaction” Employees are one of the most important assets of the organization. The place has a fundamental truth in their satisfaction in work, this study to measure the impact of the intellectual sensitivity of artists and employees on their work satisfaction. The questionnaire is designed to collect data and include () questions. Staffresearch sample (300). After the data was collected the appropriate statistical analysis was used. The result was that emotional intelligence played a significant role in the satisfaction of work in the organization. The study also recommended a set of conclusions and recommendations that served the purpose of the study.

5. RESEARCH METHODOLOGY

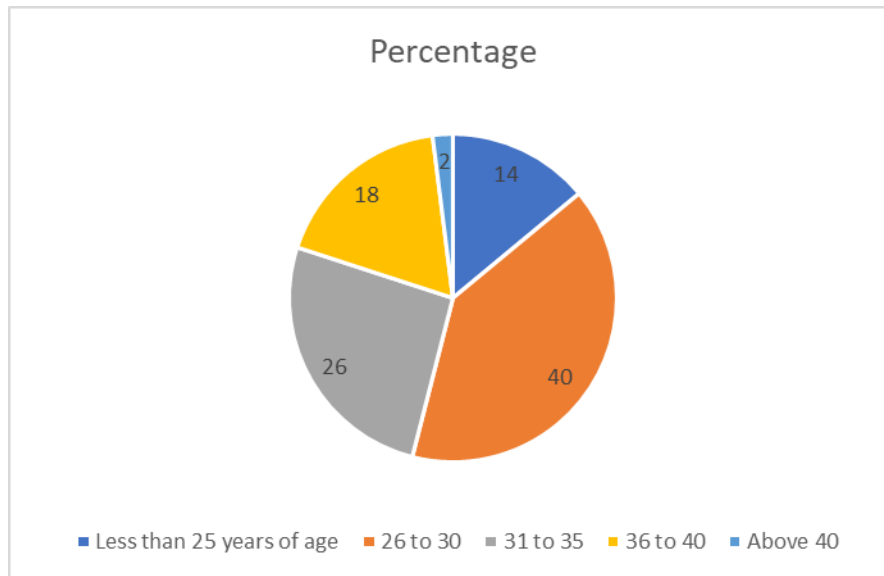
This study on emotional intelligence and its impact on employees at Kansai Nerolac Paints Limited will employ a mixed-methods approach, integrating both quantitative and qualitative research techniques. Initially, a structured survey will be administered to a representative sample of employees across various departments to measure their levels of emotional intelligence using a standardized EI assessment tool, such as the Emotional Quotient Inventory (EQ-i). The survey will also include questions related to job performance, job satisfaction, and interpersonal relationships at work, designed to quantitatively assess the impact of emotional intelligence on these variables

6. ANALYSIS AND INTERPRITATION

Age is one of the important variables in research. This variable is used to find out different age group of the employees working in the industry. In this researcher will find out how many employees are youngest in the industry and how many employees are adults in the industry and also find out how many employees are older.

DISTRIBUTION OF RESPONDENTS BASED ON THEIR AGE

S. No	Age of the respondents	Frequency	Percentage
1	Less than 25 years of age	7	14.0
2	26 to 30	20	40.0
3	31 to 35	13	26.0
4	36 to 40	9	18.0
5	Above 40	1	2.0
Total		50	100.0



From the presented chart it is revealed that two-fifth (40.0%) of the respondents are between the age group of 26 to 30 and a little more than one-fourth (26.0%) of the respondents are between the age group of 31 to 35 and also inferred that almost two-tenth (18.0%) of the respondents are between the age group of 36 to 40 years, and a little more than one-tenth (14.0%) of the respondents are less than 25 years of age. And a very meager (2.0%) of the respondents are more than 40 years old.

7. FINDINGS

1. Majority 70.4 % of the respondents are aged between 21-30 years.
2. Majority (53.3%) of the respondents are Female.
3. Majority 62.5% of the respondent's educational qualification is bachelor Degree.
4. Majority 48 % of the respondents have work experience between 1-5 Years.
5. Majority 42.1% of Respondents work in the IT Department.

8. SUGGESTIONS

Self-awareness, self-regulation, empathy can be improvised as an individual. As emotional intelligence is corresponding to organizational behaviour there can be some steps taken by the management to make employees work in a stress-free environment. An anonymous survey can be taken within the employees on a monthly basis to know their interest in the workplace. Opinions on not only the rules and regulations to be adapted can be discussed among all, issues relating to discomfort due to stress or difficulty in balancing the emotions can also be discussed without judging on their behaviour. The emotions differ from different age categories of people. When two different age group people are meant to be in a team there will be opposite opinions. So, there can be a social environment within the organization where the opinions are welcomed.

9. CONCLUSION

The study deals with the analysis of emotional intelligence of employees in relation to organizational citizenship behaviour. This is done by collecting information from the employees. The data is collected through primary

sources. The primary data is collected by using questionnaires from the employees. Through this study different views of respondents were collected. The study reveals that there is a relationship between the organizational citizenship behaviour and factors influencing emotional intelligence. The emotional intelligence can be maintained by indulging the employees in stress relieving activities and taking care of individuals.

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