

A Study On Emotional Intelligence Of Employees Of Milk Marketing Federation At Kalady.

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Abstract

Emotional Intelligence (EI) is important for professional and personal achievement. It may be the most essential attribute of all, but it is rather abstract, making it impossible to deal with and difficult to demonstrate. Equivalent represents a person's capacity to detect and react to feelings appropriately. This level of emotional vulnerability and compassion is important for high levels of cooperation and efficiency. All accomplished leaders and top performers share a range of highly established comparable skills. Their glorious counterpart is essential for working successfully with a diverse group of people. It is also important for preserving equilibrium and responsiveness in today's corporate world, which is marked by strict competitive situations. As a result, employees' emotional maturity is critical to a company's success. The emotional intelligence of staff at the Milk Marketing Federation project in Kalady is the problem area of this study. The research was completed in order to determine the emotional maturity of organizational employees, as well as to examine the relationship between perception and self-regulation, self-motivation and self-regulation, and compassion and relationship management.

Keywords: Emotional Intelligence, emotional quotient, perception, self-regulation, self-motivation, emotional maturity.

INTRODUCTION

Certain facets of knowledge, such as spatial abilities, math skills, analytical thinking, linguistic skills, learning analogies, and so on, have been heavily emphasized for years. The idea that the intelligence quotient could forecast academic achievement and, in turn, personal and professional success to a large extent was a cause of consternation for researchers. Many individuals that scored well on intelligence tests performed badly in practice, and someone might claim that they were squandering their ability through dreaming, participating in human interaction, and acting in ways that restricted their prospects.

Emotional intelligence (EI) is the capacity to recognize and control your own feelings, as well as the emotions of those around you, on the other hand. People with high emotional intelligence understand what they're doing, what their feelings mean, and how their emotions can affect others.

The capacity to comprehend, regulate, and value emotions is known as emotional intelligence.

Some scholars agree that emotional intelligence can be taught and enhanced, although others believe it is an inborn quality. To measure emotional intelligence, a variety of testing instruments have been developed, but the content and method of each check differs. Emotional Intelligence has nothing to do with being a soft hearted person. It's a rare means of being sensible – the ability to use one's impulses to help them make choices in the moment, and have more control over oneself and one's effect on others.

Emotional Intelligence allows one to think more creatively and overcome problems by using our emotions. Emotional intelligence is likely to correlate with general intelligence to a degree. Characteristic emotions, victimization emotions, knowing emotions, and control emotions are all skills that an individual with emotional intelligence possesses.

Emotional intelligence (also known as “emotional quotient” or “EQ”) was ranked sixth in the top ten qualities that workers need to excel in the long term by the World Economic Forum.³

Although general intelligence is rarely harmed by life experience, the emotional intelligence level or capacity of one's emotional intelligence can be developed or destroyed based on the kinds of environmental interactions one has in the future.

Emotional intelligence is a modern measure that is constantly being used to determine a person's general well-being. Emotional Intelligence is nurtured and strengthened during maturity, with direct benefits to our fitness, relationships, and employment. It is shaped by childhood expertise. Intelligent people will sympathize, can sustain, control emotions, articulate clearly, and build by expressing emotion.

Emotional intelligence, according to **Goleman**, does not always imply being pleasant or allowing emotions to be free; rather, it entails manipulating feelings so that they are communicated appropriately and affectively, allowing individuals to work together smoothly against a shared purpose (**Goleman** 1998, p 7).

REVIEW OF LITERATURE

Jose, Carlos, Prez-Gonzlez, Petride Sánchez-Ruiz are all members of the family Sánchez-Ruiz(2010) who have looked at the profiles of 512 students in five universities: technology studies, natural sciences, social sciences, arts and humanities. The study is "Traits EI or attributes the emotional self-efficiency profiles of scholars from completely different university faculties." Researchers assumed that (a) the social sciences ranking would be higher than technical studies, (b) the arts scored higher than technical studies, (c) the arts would score lower than the technical studies in self-management. The new yardstick for measuring a person's well-being in life is intellect. Emotional Intelligence is nurtured and strengthened during maturity, with direct benefits to our fitness, relationships, and employment. It is shaped by childhood expertise. Intelligent people who display emotion have the ability to perceive, handle, and control emotions, speak effectively, make thoughtful decisions, solve challenges, and cooperate with others, all of which contribute to their performance. Emotional intelligence, according to **Goleman**, does not always imply "being sweet" or "playing with emotions," but rather managing feelings in such a way that they are conveyed appropriately and affectively.

Hopkins and Bilimoria (2008) looked at the relationship between mental and mental intelligence competencies and organizational achievement in their research "Social and Moral Competencies Predicting Success for Male and Female Executives."

"Emotional intelligence competencies within the team and team leader: A multi-level analysis of the effect of emotional intelligence on team performance," **Koman, E.S and Wolff, S. B. (2008)**. The association between team leader EI competencies and team success is investigated in this report. A total of 349 air crew and maintenance military team members from 81 air crew and maintenance groups took part in the report. The results reveal that team leader EI is closely related to the existence of emotion capable cluster norms (ECGN) in the groups they lead, with ECGN being linked to team success.

Luskin et al. (2005) chose four teams from two financial institutions to attend an emotional intelligence coaching course. Prior to and after coaching, their success and quality of life were evaluated. Their production was hyperbolic twenty-fifth, and their tension level was bated twenty-ninth, according to the findings. Adaptive feelings, according to **Sporrle and Whelp (2006)**, are the product of rational awareness.

OBJECTIVES OF THE STUDY

- To grasp the amount of emotional intelligence existing with the staff of Kerala Milk Marketing Federation.
- To assess the connection between knowingness and self-regulation of staff
- To assess the connection between self-motivation and self-regulation of staff
- To assess the connection between fellow feeling and relationship management of staff

HYPOTHESIS

1. H0: There's no vital relationship between awareness and self-regulation of workers
Ha: There's vital relationship between awareness and self-regulation of workers
2. H0: There's no vital relationship between self-motivation and self-Regulation of workers
Ha: There's vital relationship between self-motivation and self-Regulation of workers
3. H0: There's no vital relationship between fellow feeling and Relationship management of workers
Ha: There's vital relationship between fellow feeling and relationship Management of workers

RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify select, process and analyze information about a topic.

RESEARCH DESIGN

The research design intended to provide an appropriate framework for a study.

Hence, this study employs a descriptive research design with causative approach style enabled the researchers to gather data from a wide range of respondents on the emotional intelligence factors.

POPULATION

Employees (total number of employees): incalculable

SAMPLING DESIGN

Lottery Method: To create the sample, a scientist chooses numbers in various ways, with each selection resembling an associate worker.

The sample size (the number of people in a study) is 100

METHODS OF DATA COLLECTION

In this research the researcher has been chosen both primary and secondary data sources.

The primary data source for this analysis was data obtained from the manager via interview and from the workers via questionnaire. Books, web portals, and journals were chosen as secondary data sources by the researcher.

TOOLS

The researcher has chosen mean analysis, and chi-square checking as tools for data analysis.

Mean Analysis: The value of a series of data separated by the number of data equals the mean.

For measuring relationships between categorical variables, the Chi-Square statistic is widely used.

Emotions are biological states caused by changes in the brain that affect emotions, perceptions, behavioural responses, and a sense of pleasure or irritation. Emotions are complex to comprehend. They're states of feeling that contribute to physical and psychological changes that affect our actions, according to some hypotheses. Happy, sad, furious, frightened, delicate, and excited are the basic emotions.

ANALYSIS OF THE MEAN

The researcher made further analysis about the level of self-awareness, self-regulation, self-motivation, and empathy and relationship management. For this she utilised mean analysis.

MEAN OF SELF AWARENESS

Self-Awareness Variables	SA	A	N	D	SD
Personality Traits	28	52	20	0	0
Personal Values	42	48	10	0	0
Habits	20	46	28	6	0
Emotions	26	52	22	0	0
Psychological Needs	18	32	46	4	0
TOTAL	134	230	126	10	0
MEAN	27	46	25	2	0

Interpretation: From this analysis it is clear that most of the employees possess self-awareness and only a few employees lack it.

MEAN OF SELF REGULATION

Self- Regulation Variables	SA	A	N	D	SD
Knowledge about self-regulation	22	36	30	12	0
Being motivated	6	36	44	14	0
High self esteem	38	46	16	0	0
High self-efficacy	24	30	36	10	0
Personal desire	56	44	0	0	0
Positive attitude	24	40	22	14	0
Confidence	8	38	44	10	0
Religious beliefs	30	50	20	0	0

TOTAL	208	320	212	60	0
MEAN	26	40	26	8	0

Interpretation: From this analysis it is clear that there are some employees who lack self-regulation.

MEAN OF SELF MOTIVATION

Self-Motivation Variables	SA	A	N	D	SD
Confidence	8	38	44	10	0
High self-efficacy	24	30	36	10	0
Positive thinking	32	46	22	0	0
Focus and strong goals	14	56	20	10	0
Motivating environment	48	34	18	0	0
TOTAL	126	204	140	30	0
MEAN	25	41	28	6	0

Interpretation: From this analysis it is clear that more than half of the employees possess self-motivation and a few employees lack it.

MEAN OF EMPATHY

Empathy Variables	SA	A	N	D	SD
Self esteem	38	46	16	0	0
Interpersonal relationship	16	54	30	0	0
Self-efficacy	24	30	36	10	0
Satisfaction	34	58	8	0	0
TOTAL	112	188	90	10	0
MEAN	28	47	22	3	0

Interpretation: From this analysis it is clear that majority of the employees possess empathy and a few employees lack it.

MEAN OF

RELATIONSHIP MANAGEMENT

Relationship Management Variables	SA	A	N	D	SD
Compatibility	32	54	14	0	0
Communication	52	48	0	0	0
Honesty	78	22	0	0	0
Stay calm	12	38	28	22	0
Forgiving	34	56	10	0	0

Smile	16	42	30	12	0
Time	26	62	12	0	0
TOTAL	250	322	94	34	0
MEAN	36	46	13	5	0

Interpretation: From this analysis it is clear that more than half of the employees possess relationship management and a few employees lack it.

CHI-SQUARE is an acronym that stands for "Chi Square." Have a look at how the investigator is reluctant to conclude the study purely on the basis of the mean analysis. She uses a chi-square test to look at the many interactions between perception and self-regulation, self-motivation and self-regulation, compassion and relationship management. Chi-square analysis Consider one H0: there is no essential connection between perception and self-regulation.

Chi-square test 1

H0: There's no vital relationship between awareness and self-regulation of workers

PAIRED OBSERVATION	SAMPLE SIZE	Calculated value	Table value	Degrees freedom	Level significance
Self-Awareness and Self-Regulation	100	4.058	9.488	4	5%

TABLE VALUE d. PAIRED OBSERVATION SAMPLE SIZE CALCULATED VALUE d. f. THE SIGNIFICANCE LEVEL

Self-Awareness and Self-Regulation 100 4.058 9.488 4 5% The higher table indicates that the estimated chi-square price is four.058 which is less than the table price of nine.488 at the five-hitter level of four degrees of freedom. The null hypothesis is supported by this research. As a result, we always opt for the null hypothesis (H0). Assuming there is no substantial interaction between worker perception and self-regulation. Chi-square study of two H0: there is no significant relationship between self-motivation and self-regulation.

Chi-square test 2

H0: There's no vital relationship between self-motivation and self-Regulation of workers

PAIRED OBSERVATION	SAMPLE SIZE	Calculated value	Table value	Degrees freedom	Level significance
Self-Motivaion and Self-Regulation	100	0.386	9.488	4	5%

Interpretation: The higher than table shows that the calculated price of chi-square is 0.386 that is a smaller amount than the table price of nine.488 at five-hitter level with degrees of freedom four. The null hypothesis is supported by this research. As a result, we always opt for the null hypothesis (H0). Meaning there's no vital relationship between self-motivation and self-regulation of workers. A form was prepared and circulated to one hundred employees with the aim of gathering information for the project. The research method used was causative analysis design, and the information was analysed using share analysis, mean analysis, and chi-square checking.

Chi-square test 3

H0: There's no vital relationship between fellow feeling and Relationship management of workers

PAIRED OBSERVATION	SAMPLE SIZE	Calculated value	Table value	Degrees freedom	Level significance
Empathy and Relationship Management	100	3.381	9.488	4	5%

Interpretation: The above table shows that the calculated value of chi-square is 3.831 which is less than the table value of 9.488 at 5% level with d.f. 4. This analysis supports the null hypothesis. Thus we accept null hypothesis (H0). That means there is no significant relationship between empathy and relationship management of employees.

FINAL REMARKS: CONCLUSION

According to the findings of this report, staffs in the milk selling federation have a satisfactory degree of Emotional Intelligence. In addition, the research indicates that there is no significant association between worker comprehension and self-regulation, self-motivation and self-regulation, compassion, and relationship management. Emotional maturity is a prerequisite for all levels in the military. This can make it easier to increase employee commitment, increase productivity and performance, attract top talent, and encourage employees to give it their all.

The awareness about one’s psychological needs must be clear since it is having the same importance that of physical needs and the organization must ensure employees are aware of their psychological needs and also need to provide awareness sections to enhance it.

The employees need to be positive in both their personal and professional life. Positive mind gives positive vibes and in turn gives positive life. Positive attitude can be enhanced by developing a positive perception about everything around you even towards the problems and failures in your life.

Higher capacity, compassion for staff, leadership skills, participative management, a higher cognitive mechanism, and comprehension of colleagues are all signs of emotional intelligence. Most companies these days are hiring employees who are emotionally knowledgeable, so they can easily deal with regional point problems and become more profitable for the company. According to the findings, emotional maturity is needed in every area of an employee's life and is of utmost importance these days. As a result, emotional maturity plays an important role in achieving life achievement.

- The consciousness of the psychological needs of the individual must be explicit as it is important to be mindful of their psychological needs and to include knowledge parts to increase the level of physical needs of the organization.
- Self-control in particular on the job is a necessary behaviour. And the company must be aware of the value of self-regulation for the life of its employees. The organization need to make employees motivated to self-regulate their behaviour by giving rewards or appreciation.

- By motivating them, workers' self-efficacy may be improved. This means the employer; even with a minor good act or performance, coworkers and colleagues must inspire one another. Personal and working life should be productive for the staff. Strong mind gives optimistic vibrations and gives pleasant life in exchange. Strong outlook will be strengthened, along with the challenges and fails in your life, by having a positive view of those around you.
- The workers must create faith in them. Trust is not only the courage to prevail but also the courage to stand up to defeat. Trust can be built easily by being able to consider any condition. Focus and setting goals are essential for success. Focus can be enhanced by yoga, meditation etc. which makes your mind to concentrate. Set priorities in life so that your goals and path to success will be clear.
- Employees need to be trained to stay calm in their workplace in certain situations to avoid problems. It can be done by making them to follow the rules and regulations of the organization and also make them aware of their behaviors' impact towards others and organization.
- Emotional intelligence must be promoted among the employees and managers by regularly conducting 'Emotional Competence' training programme.
 - Corporate leaders must cultivate personal wellbeing in order to ensure the self and serving organizations' physical and mental health.

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