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EMOTIONAL INTELLIGENCE AND ITS IMPACT ON IT PROFESSIONALS INSPECIAL ECONOMIC ZONE, COIMBATORE

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ABSTRACT

This study explores the role of emotional intelligence (EI) and its impact on the performance of IT professionals in Special Economic Zones (SEZ) in Coimbatore. It focuses on key EI factors such as self-awareness, self-regulation, motivation, empathy, and social skills. Through a structured questionnaire, data was collected and analyzed to understand how EI influences workplace behavior, job satisfaction, and productivity. The findings highlight that higher emotional intelligence contributes to better performance and professional growth in the IT sector.

INTRODUCTION

Emotional intelligence (EI) is a key factor in achieving professional success by effectively managing one's emotions and interpersonal relationships. It encompasses essential skills such as self-awareness, emotional regulation, motivation, empathy, and social competence, which contribute to better workplace interactions, stress management, and leadership abilities. In the IT industry, where high-pressure environments, strict deadlines, and continuous innovation are prevalent, emotional intelligence plays a critical role in maintaining productivity, fostering collaboration, and enhancing job performance.

[1]Goleman (1995) highlighted that emotional intelligence (EI) is more vital than IQ for success, focusing on traits like self-awareness and empathy**.**

[2] Salovey and Mayer (1997) defined EI as the ability to manage emotions effectively.

[3] Carmeli (2003) found a strong link between EI and job performance in public sector managers.

[4] Sy et al. (2006)

[5] O'Boyle et al. (2011) showed that EI boosts job satisfaction and overall performance, especially in high-pressure roles.

[6] Joseph and Newman (2010) proposed a cascading model where EI affects job outcomes through emotional regulation.

[7] Srivastava (2013) confirmed that EI enhances teamwork in IT professionals**.**

[8] Anitha and Velayutham (2016) found that EI helps manage stress in the IT sector.

[9] Sharma and Jain (2018) emphasized how EI training improves communication and decision-making. **Finally,**

[10] Karthikeyan and Lalitha (2020) revealed that EI is closely tied to performance, motivation, and job satisfaction among IT employees in Coimbatore.

OBJECTIVES OF THE STUDY

- To assess the awareness of emotional intelligence among IT professionals and its impact on job performance.
- To identify key challenges and influencing factors in applying emotional intelligence at the workplace.
- To evaluate the effectiveness of emotional intelligence training programs in the IT industry.

RESEARCH METHODOLOGY

The researcher adopted a descriptive research design to collect opinions from respondents regarding emotional intelligence and its impact on the performance of IT professionals. This research is used to describe the relationship between emotional intelligence and performance outcomes in the IT sector. The study aims to describe the level of

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awareness and application of emotional intelligence among IT professionals in Special Economic Zone, Coimbatore. Hence, descriptive research is employed for the study. A well-structured questionnaire was used as the tool for the collection of data.

DATA COLLECTION

Data collection is one of the most important aspects of research. The information research methodology must be accurate and relevant. The study is based on primary data and secondary data. Questionnaire method has been used as a tool for data collection in this research.

Secondary data for the study includes publications, unpublished research reports, doctoral theses of various institutions, books, journals, articles, and other relevant sources. These provided valuable background information to support the primary data collected.

SCOPE OF THE STUDY

This study focuses on IT professionals working in the KGISL SEZ Campus at Keeranatham, Coimbatore. It examines how emotional intelligence (EI) affects job performance, including decision-making, teamwork, stress handling, and productivity. The study includes employees from top companies like Cognizant, Wipro, HCL, Bosch, and others. Findings aim to help SEZ organizations adopt EI strategies to boost performance and workplace well-being.

TOOLS AND TECHNIQUES

- Likert Scale
- Henry Garret Ranking
- Chi – Square

STATEMENT OF THE PROBLEM

The IT industry needs more than technical skills—emotional intelligence (EI) is key for managing stress, teamwork, and performance. Many professionals lack EI awareness, leading to issues like poor communication and conflict. While research exists, there's limited focus on EI's impact in IT roles. This study explores current EI levels, challenges in applying it, and the effectiveness of training programs to help build a more productive and emotionally skilled IT workforce.

RESULT AND DISCUSSION

TABLE-1
FINDINGS OF DEMOGRAPHIC FEATURES

CHARACTERISTICS	CONDITION	NUMBER (%)
GENDER	Male	59 (55.7%)
	Female	47 (44.3%)
JOB ROLE	Technical development & design	33(31.1%)
	IT Support & Infrastructure management	50(47.1%)
	Leadership , security & data role	23 (21.7%)
MARITAL STATUS	Married	46(42.9%)
	Unmarried	60(57.1%)
ANNUAL INCOME	Below Rs 3,00,000	43(40.6%)
	Rs 3,00,000 – Rs 5,00,000	50(47.2%)
	Rs 5,00,000 – Rs 10,00,000	9(8.5%)
	Above Rs 10,00,000	4(3.8%)

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TABLE - 2
LIKERT SCALE - FACTOR FOR EMOTIONAL INTELLIGENCE CHALLENGES EXPERIENCEDTHE MOST IN ROLE AS AN IT PROFESSIONAL

FACTORS	MOST CHALLENGING	CHALLENGING	NEUTRAL	LEAST CHALLENGING	TOTAL
I understand the unspoken rules of the organization	51 (48.1%)	29 (27.4%)	20 (18.9%)	6 (5.7%)	**106**
I try to understand the historical reasons behind organizational issues.	14 (13.2%)	60 (56.6%)	27 (25.5%)	5 (4.7%)	**106**
I make myself available to customers or clients when they need help.	36 (34%)	25 (23.6%)	35 (33%)	10 (9.4%)	**106**
I take personal responsibility for meeting the expectations of the organization.	18 (17%)	49 (46.2%)	26 (24.5%)	13 (12.3%)	**106**
I match the needs of customers or clients to the right services or products.	32 (30.2%)	21 (19.8%)	33 (31.1%)	20 (18.9%)	**106**

INFERENCE
Majority (56.6%) of the respondents find challenging in understanding the historical reasons behind organizational issues.

TABLE – 3
GARRETT RANKING

FACTORS	1	2	3	4	5	TOTAL	RANK
Recognizing your emotions in different work situations	225	450	2625	2700	1950	7950	**1**
Managing your emotions effectively while working in IT	180	300	1920	2040	1920	6360	**2**
Emotional intelligence influence our motivation to perform at work	100	350	1350	2000	1500	5300	**3**
Understanding the emotions of your colleagues, and affects your performance in IT	160	400	1040	1360	1280	4240	**4**
Communicating and working with your colleagues in IT while managing emotions	25	150	900	750	825	2650	**5**

INFERENCE
The above table sources that Garret score value and ranking. Firstly, the Garret rank is calculated by using appropriate garret ranking formula. Then based on the Garret ranks the Garret table value is ascertained. The Garret value given in which are multiplied to record Garret scores in table. Finally, by adding each row the total garret score is obtained. Then the garret score is ranked according to their values:

The first ranking given to "**Recognizing your emotions in different work situations**" The second rank is given to "**Managing your emotions effectively while working in IT**"

The third rank is given to "**Emotional intelligence influence your motivation to perform at work**"

The fourth rank is given to "**Understanding the emotions of your colleagues, and affects your performance in IT**"

The fifth rank is given to "**Communicating and working with your colleagues in IT while managing emotions"**

The highest score is awarded to "Recognizing your emotions in different work situations", the least score is awarded to "Communicating and working with your colleagues in IT while managing emotions".

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TABLE - 4
CHI-SQUARE TABLE SHOWING THE RELATIONSHIP BETWEEN THE RESPONDENTS BASED ON MARTIAL STATUS AND WHEN MAKING A MISTAKE

OBSERVED FREQUENCY (O)	EXPECTED FREQUENCY (E)	O - E	$(O - E)^2$	$(O - E)^2/E$
12	14.8	-2.8	7.84	0.5297
13	10.8	2.2	4.84	0.4481
13	11.7	1.3	1.69	0.1444
8	8.7	-0.7	0.49	0.0563
22	19.2	2.8	7.84	0.4083
12	14.2	-2.2	4.84	0.3408
14	15.3	-1.3	1.69	0.1104
12	11.3	0.7	0.49	0.0433
TOTAL				**2.0813**

INFERENCE
Degree of Freedom, V = (r-1) (c-1)
= (2-1) (3-1)
= 2
Tabulation Chi-square at 5% for 9df = 5.991

Since, the calculated value of Chi-square is smaller than the tabulated value of Chi- square at 5%level of significance, it is not significant and null hypothesis is accepted. Hence, the study concluded that the martial status of the respondents has no significant effect on when making a mistake.

TABLE-5
CHI-SQUARE TABLE SHOWING THE RELATIONSHIP BETWEEN THE RESPONDENTS BASED ON GENDER AND TRYING THE BEST TO ADJUST TO NEW SITUATION AND PEOPLE

OBSERVED FREQUENCY (O)	EXPECTED FREQUENCY (E)	O - E	$(O - E)^2$	$(O - E)^2/E$
50	48.4	-1.6	2.56	0.0528
9	10.6	-1.6	2.56	0.2415
37	38.6	-1.6	2.56	0.0663
10	8.4	1.6	2.56	0.3047
TOTAL				**0.6653**

INFERENCE
Degree of Freedom, V = (r-1) (c-1)
= (2-1) (2-1)
= 3.841
Tabulation Chi-square at 5% for 1df = 3.841

Since, the calculated value of Chi-square is less than the tabulated value of Chi-square at 5%level of significance, it is not significant and null hypothesis is accepted. Hence, the study concluded that the gender of the respondents has no significant effect on trying the best to adjust to new situation and people.

RECOMMENDATION

- Implement EI training with mindfulness, emotional awareness, and role-play exercises to enhance self-awareness and regulation.
- Offer coaching to build resilience, improve feedback reception, and foster a positive feedback culture.
- Provide stress management resources like meditation, wellness programs, and time management workshops.
- Encourage creativity with brainstorming, innovation contests, and recognition programs to boost engagement

CONCLUSION

The study highlights that while IT professionals excel in adaptability and flexibility, they face challenges in emotional awareness, feedback handling, and self-confidence. By implementing targeted training programs, promoting a positive feedback culture, and encouraging innovation, organizations can enhance the emotional intelligence of their workforce. Strengthening these skills will not only improve individual performance but also foster a more resilient and productive work environment, ultimately contributing to the organization's long-term success.

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