

Impact of demographic profile of IT Employees on their Emotional Intelligence – A study across select IT Companies in Bangalore City

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Abstract

It is becoming more accepted that an individual's level of productivity and performance may be used as a predictor of their emotional intelligence (EI). Many scholars believe that EI does have an influence on individual performance, despite the fact that assessment methodologies have been criticised. Self-efficacy is an essential component of psychological capital, and emotional intelligence has been shown to have a positive correlation with self-efficacy. As a consequence of this, the problem of EI is still significant as a result of the fact that businesses are always looking for ways to enhance their management of their human resources. Keeping your EI levels high is especially crucial in this context because of the direct connection between EI and an individual's capacity to adapt to different environments and circumstances. However, the degree of EI that a person possesses may be affected by a variety of different situations. EI levels are influenced by a variety of factors, including those that are biological, psychological, and social. Some academics are of the opinion that EI can be improved, most likely via the implementation of programmes emphasising education and awareness. In light of this, the current study investigated demographic (age, gender, educational attainment, marital status, and yearly income) factors as potential predictors of EI levels. Specifically, the study looked at age as a predictor of EI levels. The research is exploratory in nature, and there were 129 participants in the study. The Cochran formula for estimating unknown populations with a known population yields a confidence level of 95% and a margin of error of 10%; this method was used to the study of employees. We employed a questionnaire with good structure, which was developed from the Goleman EI Scale that was published in 2012. To test the hypothesis, an ANOVA and an independent t test were utilised, as well as the SPSS statistical software. According to the findings of a survey of demographic features, employees with an age more than 45 years old have higher levels of emotional intelligence. There is no significant correlation between emotional intelligence and either marital status or monthly income. The amount of self-awareness that women possess is far higher than that of men. It was shown that there were significant differences in the EI levels of IT professionals depending on a number of demographic and work-related characteristics. There is a possibility that demographic and occupational traits do in fact have an effect on EI. The findings suggest that further research is required before comparisons can be made between workers in the IT industry and those in other knowledge-based fields.

Keywords: Emotional Intelligence, work Profile, Demographic profile, IT employees

I. Introduction

According to research conducted by Bande, Fernández-Fernn, Varela, and Jaramillo (2015), emotional intelligence (EI) is increasingly being acknowledged as a factor that might predict

an individual's level of productivity and performance. Despite the fact that there has been criticism levelled at various assessment techniques, the majority of authors agree that EI has an effect on individual performance (Murphy, 2014). According to, an important component of psychological capital is self-efficacy, and there is a positive correlation between EI and self-efficacy (Pradhan, Jena, and Sing, 2017). As a consequence of this, the subject of EI is still very relevant since businesses are always seeking for new ways to ensure that their human resource management is consistent. Keeping your emotional intelligence (EI) at a high level is especially important in this regard due to the fact that it is highly connected to an individual's capacity to deal with variety and change (Kaufmann & Wagner, 2017).

Every profession comes with its own unique challenges, which can lead to increased levels of mental strain and throw off workers' attempts to maintain a healthy emotional equilibrium (Oatley & Johnson-Laird, 2014). However, the findings of this study suggest that those working in information technology may be experiencing a greater degree of emotional disharmony. The increased mobility of human capital across national and continental borders has also contributed to the increased competitiveness of the information technology sector. Because of this, the economy on a worldwide scale is becoming more knowledge-based, and research has emerged as an essential component of the academic world (Andrés, Asongu, & Amavilah, 2015).

The number of students who enrol in higher education programmes on a yearly basis has been growing steadily over the previous two decades (Coates et al., 2015). In addition, the professional jobs in the information technology sector require strong interpersonal relationships. All of these things have the potential to bring up negative feelings, and if those feelings aren't dealt with in the proper manner, an individual's productivity and effectiveness may suffer.

EI is used to increase communication effectiveness (Jorfi, Yaccob, & Shah, 2011), work and organisational psychology (Vratskikh et al., 2016), and individual psychological health. Given this, EI is utilised to improve communication effectiveness (Steyn, 2010). As a consequence of this, the extent to which an individual possesses EI becomes crucial since it has the potential to impact one's performance in a number of different domains.

However, the degree to which an individual possesses EI may be affected by a number of different factors. According to the study, differences in EI can be accounted for by a variety of biological, psychological, and social factors (Pooja and Kumar, 2016). There is a school of thought among academics that maintains EI can be enhanced, most likely through the implementation of enhancement programmes and awareness workshops (Ebrahimi, Khoshsima, & Zare Behtash, 2018). This study examined demographic (age, gender, qualification, marital status, and annual income) and work-related (job roles, experience, workshift, work hours, overtime, and flexitime) variables as potential predictors of EI levels. The findings of (Hemalatha, 2014) and (Kónya, Matic, and Pavlovic, 2016) served as the basis for this investigation.

II. Review of Literature

Samanta and S. Kallou (2020) Age has been shown to have an effect not just on effective work behaviour but also on emotional intelligence. The employees of the Chalkida Municipality have a high degree of emotional intelligence, which suggests that they are unlikely to participate in work behaviours that are unproductive. An investigation was

conducted to determine the impact that demographic profile has on emotional intelligence among Malaysian polytechnic teachers (Kumar & Muniandy, 2012). The researchers found that a person's emotional intelligence improved with age, years of teaching experience, level of responsibility, and level of education. On the other hand, the EI requirement did not take into consideration gender differences or previous work experience. According to research, there are no gender differences in emotional intelligence (Daniel Goleman, 1998, 2001). According to the findings of other pieces of study, women are more likely to score higher on emotional intelligence than men, both in terms of their personal lives and their professional lives. According to Cruz, women have more developed emotional skills both at home and in the workplace (2004). According to the findings of experts, the disparity in the activities that men and women engage in is related to aspects of society and human values that are associated with masculinity or femininity. In the study that was conducted by Petride, Furnham, and Frederickson (2004), a correlation sample of 261 participants was used to investigate gender differences in self-esteem in England. In the study, researchers discovered that gender was a major predictor of both actual and perceived levels of emotional intelligence.

According to research done by Austin, Erans, Goldwater, and Potter (2005), females are better at being attentive and compassionate, whereas males are better at being able to control their emotions. Researchers looked at if there was a correlation between gender, age, and ethnicity (Bar-On, 2000). According to the findings, there were no significant differences in EI between males and girls in terms of general emotional and social abilities; however, there were gender disparities in specific aspects of the construct. According to the findings of the study, females are more emotionally self-aware, have more concern for the feelings of others, and are more socially engaged than males. It would suggest that men have a stronger sense of self-worth, are better at solving issues, have more effective stress management strategies, and are more autonomous, agile, and confident than women. He observed that there are more similarities between the emotional intelligence of men and women than there are differences in their emotional intelligence when comparing the emotional intelligence of men and women in general. Because of this, there are no differences between the sexes in total EI. The findings of the literature research uncovered a diverse set of interpretations pertaining to the correlation between gender and emotional intelligence. The researcher believes that there should be more research done on EI and gender.

(Min, 2010) explored the association between demographic parameters such as age, marital status, education level of tour guides, and emotional intelligence and emotional intelligence. These factors included married status, age, and educational level. According to the findings, differences in EI can be attributed to a variety of characteristics, including gender and length of service. The results of certain studies suggested that emotional intelligence is positively related to service duration, but the findings of other studies failed to establish any such connection. According to the findings of Mustafa et al. (2014), there were no significant gender or age-related variations in the emotional intelligence of Malaysian teachers working in vocational and technical colleges.

According to the research, the emotional intelligence of employees in the Greek banking sector is affected by factors such as gender, age, marital status, and job title (Papathanasiou & Siati, 2014). Research conducted by Rahim and Malik (2010) looked at the relationship between demographic characteristics and emotional intelligence as well as the performance

of organisations. It was shown that female bank employees had a higher level of emotional intelligence than their male counterparts, and that age had an inverse association with emotional intelligence for both male and female bank employees. In addition, research have shown that a person's emotional intelligence increases in tandem with their degree of education. Researchers have shown that an employee's level of happiness correlates directly with how well they fulfil their job duties. It is believed that gender and age both play a part in the development of emotional intelligence (EI) (Mo & Dainty, 2007). Researchers found that the emotional intelligence ratings of managers varied significantly from one another (Mandell and Pherwani, 2003).

(Mishra & Mohapatra, 2010) The purpose of this study was to investigate how demographic characteristics such as gender, educational background, and length of service influenced emotional intelligence ratings. According to the findings, higher degrees of emotional maturity were positively connected with enhanced executive function. [Citation needed] [Citation needed] It was discovered that having more work experience was positively associated to having a higher intellectual ability. Executives with more years of experience tend to have communication skills that are somewhat more advanced than those of workers with less experience. According to Gani's (2013) research, there are no discernible gender variations in the levels of emotional intelligence possessed by male and female workers. According to the findings of the study, females score higher than males on tests measuring emotional recognition and speech factor. According to the findings of a recent study, female managers who exhibited transformational leadership behaviours were more likely than male managers to have higher degrees of emotional maturity and intuition (Downey et al., 2005). It has been demonstrated that evaluating a person's emotional intelligence (EI) in the workplace is a more accurate predictor of transformational leadership practises than evaluating EI in a more general setting.

Research Void: Nevertheless, the extent to which a person possesses EI can be impacted by a variety of situations. EI levels are influenced by a variety of factors, including those that are biological, psychological, and social. There is a school of thought among academics that holds the opinion that EI can be improved, most likely through education and awareness lectures. Based on the findings of (Hemalatha, 2014) and (Kónya, Matic, and Pavlovic, 2016), this study investigated demographic (age, gender, qualification, marital status, and annual income).

III. Objectives

To analyse the impact of demographic profile of IT Employees on their Emotional Intelligence

IV. Hypothesis

H1: There is a significant impact of demographic variables on Emotional intelligence of IT Employees

V. Research Methods

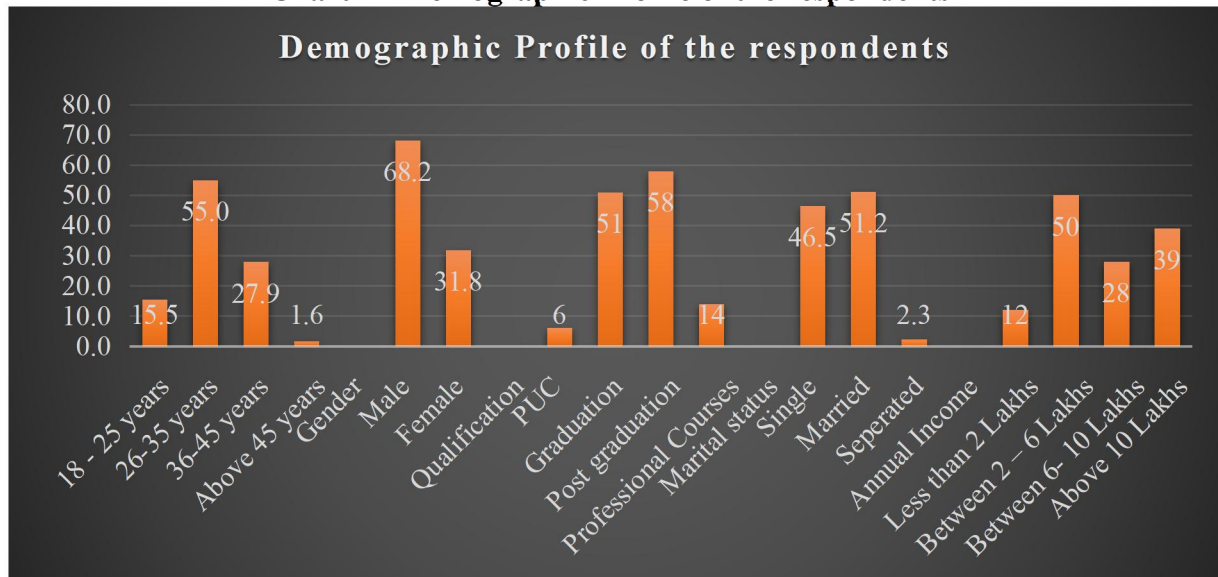
There were 129 people that took part in the study, and the type of the research being conducted is exploratory. The Cochran formula, which is used to estimate unknown populations based on a known population, produces a confidence level of 95% and an error margin of 10%; this approach was used to the study of workers. We utilised a well-structured questionnaire that was derived from the Goleman EI Scale that was released in the year 2012.

An analysis of variance (ANOVA) and an independent t test, in addition to the statistical programme SPSS, were utilised in order to examine the hypothesis.

VI. Results and Discussion

6.1 Demographic Profile of the respondents

Chart 1 – Demographic Profile of the respondents



A majority of 55% of the IT Employees are in the age group of 26-45 years, 27.9% respondents are in the age group of 36-45 years. A very percentage of respondents are in the range of 18-25 years and above 45 years. 68.2 % respondents are male and remaining 31.8% are Female. As per the IT Gender diversity, IT industry has 26% women employees, which is the same with the respondents under the study. A majority 58% of respondents have completed their Post-graduation, 51% have completed their graduation. As the study is carried out across IT Industry, A preponderance respondents are highly qualified. About half 51.2 % respondents are married, 46.5% respondents are single. Half of the respondents under study earn between 2-6 lakhs, 39% earn above 10 lakhs.

6.2 Descriptive statistics – Emotional Intelligence

Table 2- Descriptive statistics – Emotional Intelligence

Descriptive Statistics							
	N	Mean	Std. Deviation	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
Self-awareness	129	3.77	.593	.115	.213	-.436	.423
Self-Management	129	3.78	.696	-.386	.213	.287	.423
Social Awareness	129	3.81	.830	-.622	.213	.902	.423
Relationship Mgt	129	4.08	.740	-1.039	.213	2.882	.423

The descriptive statistics for 4 items under emotional intelligence are illustrated in the table above. Self-awareness has the least mean score of 3.77 indicating neutral to agreement range of responses. Relationship management has the highest mean score of 4.08 indicating agreement to strong agreement range of responses. The standard deviation is below 1.000

indicating that all the IT Employees under the current study have similar range of responses. Kurtosis is a measure of the shape of the current curve in relation to the normal distribution, while skewness is a measure of how the answers are distributed. The accepted range of Skewness is -1 to +1 and kurtosis is -3 to +3 according to (Hair and et al, 2007). More responses are placed to the right when the skewness is negative. Positive skewness also shows answers that are skewed to the left. The skewness values for emotional intelligence items are negative, fall inside the acceptable limit, and are tailed to the right, suggesting that more respondents agree. All emotional intelligence components have Kurtosis within acceptable bounds, suggesting that they are close to the Normal Distribution.

6.3 Testing of Hypothesis

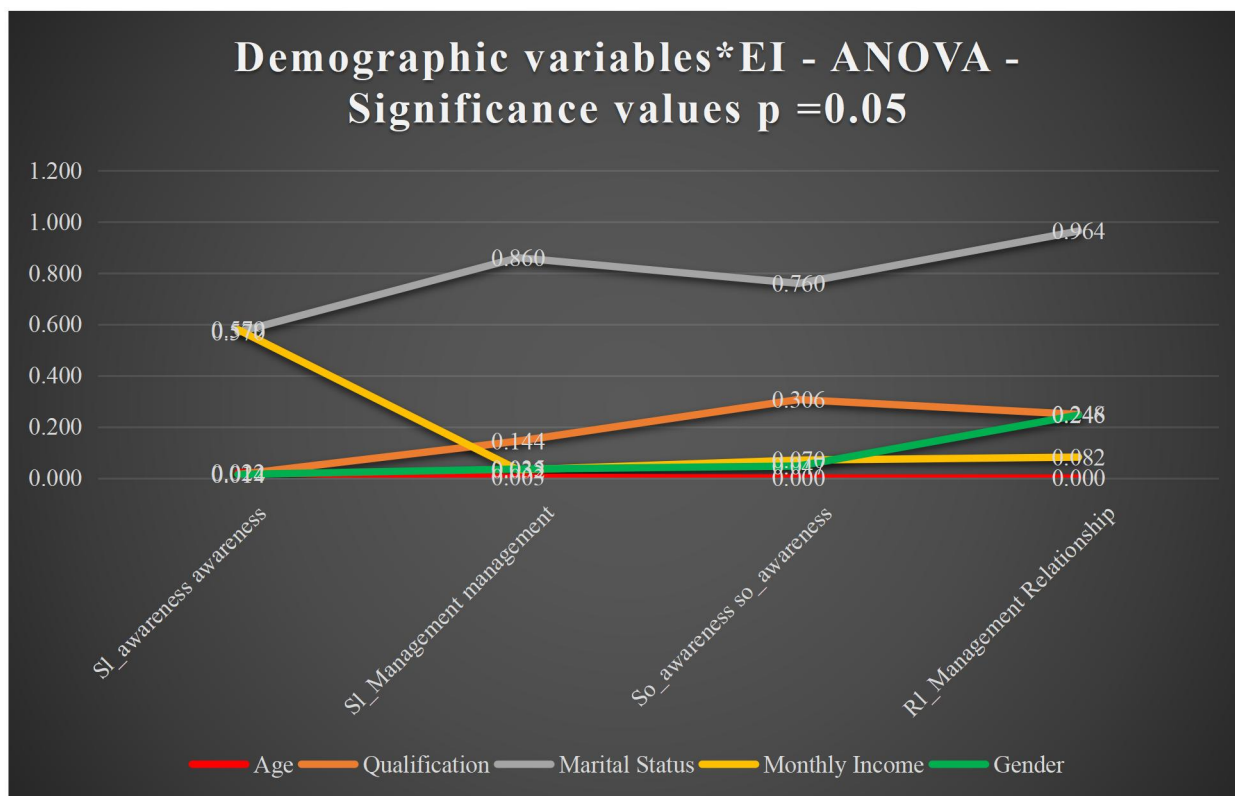
H1: There is a significant impact of demographic variables on Emotional intelligence of IT Employees

Table.3 – Statistical test Results for Hypothesis 1

Demographic Variables	ANOVA- F Statistics				Independent t test
	Age	Qualification	Marital Status	Monthly Income	Gender
Self-awareness	3.334*	3.687*	0.565	0.659	6.196*
Self-Management	4.922*	1.835	0.151	3.034	4.547
Social Awareness	9.827*	1.217	0.276	2.413	4.029
Relationship Mgt	13.678*	1.392	0.037	2.289	1.361
* Indicates significance – Which is also shown in Chart 3					

- Emotional intelligence items are statistically significant for atleast one of the Age groups at p value =.000. The scheffe post hoc results show that employees who are in age group of above 45 years have higher emotional intelligence. The findings of the current study are in line with previous findings that Emotional intelligence is positively related to age (Tsaousis & Kazi, 2013). As people become older, they may be more likely to understand their own and others' emotions as a result of their life experiences and learning (Kaufman et al., 2008).
- Self Awareness item is statistically significant for atleast one of the Qualification groups at p value =.000. All other Emotional intelligence items are insignificant. The study's findings are consistent with (Pooja P, Kumar P, 2016), which found that EI values varied by qualification, with non-technical personnel in the Indian service industry being more emotionally intelligent than their technical counterparts. Employees with professional degrees are more emotionally intelligent in the current study.
- Emotional intelligence items are insignificant for marital status and Monthly Income. (Farzana Bibi, 2015) This research also found no significant differences in emotional intelligence between married and single university professors.
- In case of gender, only self-awareness is statistically significant and female have higher self-awareness as compared to men. The findings of the study corroborate those of (Meshkat M, Nejati R, 2017), who found that genders differed in emotional self-awareness, interpersonal relationships, self-esteem, and empathy, with females scoring better than males.

Chart 3- Demographic variables*EI - ANOVA - Significance values p =0.05



Vii . Suggestions

- Employees who are below 45 years need to access their emotional intelligence through questionnaires and try to adopt to some of the techniques to improve Emotional intelligence. Organizations can take up activities and training programmes to enhance the EI of employees who are below 45 years
- IT Male employees can work on their self-awareness, Organizations can set up special programmes for men to enhance their self-awareness.
- Post graduates in technical field need to enhance their emotional skills to be equally competent with their non-technical counterparts. During the training sessions, importance has to be given to Technical employees so as to improve their emotional knowledge

Viii. Conclusion

This study adds to the body of knowledge on EI and IT employees. The study's findings have ramifications for IT employees seeking to grow and develop individually in their careers, as well as human resources operations and career counsellors. Based on different demographic and work-related factors, differences in EI levels among IT employees were discovered. Despite the fact that the bulk of these factors were statistically insignificant, it is possible that demographic and occupational factors have a genuine influence on EI. Further research is needed to make comparisons between IT personnel and Other Knowledge workers, according to the findings.

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