



Impact of Emotional Intelligence towards Leadership among IT/ITES employees in Coimbatore Region

Srividhya SEETHAPATHY^{1,2}, Venkatesh RADHAKRISHNAN³

1. Director of CUIC, Anna University of Technology, Coimbatore, Tamil Nadu, India

2. Department of management Studies, Anna University of Technology, Coimbatore, Tamil Nadu, India

3. Department of management Studies, SNT Global Academy, Anna University of Technology, Coimbatore, India

***Corresponding Author:** venkamath@yahoo.com

(Received 10 Apr 2013; accepted 28 Jun 2013)

Dear Editor in Chief

With the influence of proactive impact on the internal and external environment, the humans are changing on styles, culture in day to day activities. The human brain is providing a vast research and findings which led to explore the universe without limits. Till the modern days, Intelligent Quotient (IQ) was considered as the measure of excellence to determine the capacity of the human mind, analyzing the personality and expertise consider success in the job environment. Goleman (1) emphasizes that Emotional Intelligence (EI) matter more than IQ and technical expertise in determining Professional success in any discipline. The EI helps in understanding their own emotions and help in realizing other emotions. Intelligence was measured by Emotional Quotient (EQ) in Bar-On. R (2) model through Emotional Quotient Inventory (EQ-i). Primary data was gathered through questionnaires. The questionnaire consisted of 39 items. The WLEIS having 16 questions was designed as a short measure of EI for use in organizational research. It measures four dimensions: Self-Emotion Appraisal, Emotion Appraisal of Others, Use of Emotion, and Regulation of Emotion. The need for Leadership Skills is identified through selective Leadership Practices Inventory (LPI) by James M. Kouzes and Barry Z. Posner (1988) (3) questionnaire having 14 items.

All the items are rated in 5-point Likert scale (5 = Strongly Agree to 1 = Strongly Disagree).

The study examined the strength of EI and the need of leadership EI skills among the IT and ITES employees in Coimbatore region, Tamilnadu, India. From the study it is found that the Emotional factors are much in need in the IT and ITES Sector. Through the study we found that there is strong correlation between the gender and age. It state that the gender bias is there in understanding the other emotions and the age factor that young age people are unaware of others emotions and through experience they will be able to understand the emotions of others. The matured people are good in understanding the emotions since the way they use the emotions plays a vital role. From the study it is found there is strong relationship between the leadership styles with the year of experience. The experienced people value high in leadership skills comparing with the minimum experience people. From the study, it is found that there is strong relationship between the years of experience with understanding emotions of other people. When the year of experience increases the employees are able to understand other emotions whereas the fresher's are unable to find the other emotions and exhibit in their own pattern of behavior. From the study we could find

that there is very least significant variance on Other Emotion Appraisal (OEA) on the fact in sector and gender. The IT / ITES are in different with Goals and objectives to accomplish, the gender and Sector. The variable needs are same among the IT and ITES group which sound positive in need of OEA. Through the work environment analysis, the factors contribute least among the EI Intelligence offered by the Team.

The findings of the current study clearly imply the importance in need of emotional Intelligence among the IT / ITES organization which is the significant emerge in providing good work culture, team performance and attaining the goal.

References

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