



Short Communication

Age and Gender Differences in Emotional Intelligences: A Study of Bank Employees in Indore, India

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Abstract

In this modern era of management, emotional intelligence (EI) is considered as one of the well-accepted topics to discuss. The present study investigated the effects of two context variables, such as age and gender on Emotional Intelligences of bank employees. The current study postulated that age plays an important role for the development aspect of Emotional Intelligences. Are female executives more emotionally intelligent than male executives? Is this belief acceptable or yet another stereotype? To answer these questions, t-test was applied to assess gender differences. The findings of the revealed that: there was no significant difference between male and female employees' on Emotional Intelligences. Further, ANNOVA findings showed that age did not produce significant effect on EI.

Keywords: Emotional Intelligence, Gender differences, Bank employees etc.

Introduction

Emotional intelligence is one of the important subsets of social intelligence which involves the ability to examine not only one's own but also other's feeling and emotions, to differentiate them and use this information to guide one's thinking and action¹. This is the concept initially, presented by Mayer and Salovey. They asserted that emotional intelligence is not just major attribute; rather it consists of practical and emotional ability with social intelligence. Employees who are more emotionally sound have more satisfaction with life, involve oneself in others emotion, and usually are more planned, controlled, warm, successful, confident, positive and hopeful².

Now a day's organizations contribute a lot in the development of society. So these organizations, both in public and private sector have to manage themselves effectively to bring change in the society. The Emotional Intelligence (EI), an important concept in management, can help the superiors and subordinates to survive in this dynamic business environment and bring change effectively and efficiently³.

To become a star performer, one should be good not only at social functioning, educational, personal and professional level but also have a good Emotional intelligence (EI)⁴⁻⁷. To perform effectively in the current business environment, Emotional intelligence can help people to remain balanced in their personal and professional life. Increased number of women with higher decision making authorities encourages researchers to investigate the possible effects of age and gender differences on Emotional intelligence of bank employees in Indore.

Literature Review

Traditionally, different lessons have been taught to boys and girls to manage their emotions. Parents, especially mothers counsel their daughters in terms of their emotions more than sons, especially how to control anger. In addition to this they also provide a very good amount of information about emotions, feelings and sentiments to their girls than boys. Males are most likely unaware of their own and others' emotional states⁸⁻⁹.

A broad review of available literature on emotions and EI gives a reasonable idea of the considerable differences between men and women in terms of their emotional intellectual level. Grossman and Wood¹⁰ opined that, to a greater extent female executives can understand helpful and unhelpful emotions more easily as compared to male executives. Still people have stereotype that female employees are more emotionally¹¹. One of the studies indicated that women EI is significantly higher than the EI of men¹². In contrast, some other studies found reverse results that male employees are better at adjustment than female employees. However, Sanchez-Ruiz, Perez-Gonzales, and Petrides¹³ reported different levels of emotional intelligence between males and females employees. Further, gender and emotional intelligence, Petrides and Furnham¹⁴ studied this relationship and found women employees are more sound at "social skills". Furthermore, it was also reported that, at general emotional intelligence men are better than the women.

Some researchers have also examined demographic variable such as the relationship between age and EI and provided different findings. It is believed that senior and experienced employees are more aware of their emotional balance, rational,

controlled and restrained. But Mishra P.S.¹⁵ found no connection between age and EI. On the other hand, Lorenzo, Massimiliano, Joshua and Stein reported a low correlation between emotional intelligence and age and found young employees scored high EQ than older employees. Shahzad and Bagum¹⁶ reported no difference between men and women in terms of their EI; however, their scores vary on different elements of EI.

Mayer et al.¹⁷ identified age as one of the socio-demographic variables which is not only relevant to the evolution of EI but other types of intelligence as well. Mayer and Salovey¹⁸ argues that EI is a true intellect which increases with experience, time and age. In literature review on EI, Extremera et al.¹⁹ and Kafetsios²⁰, reported that elder individuals perform significantly better than younger ones, in contrast, Farrelly and Austin²¹ found insignificant relations between MSCEIT dimensions and age. Further, Day and Carroll²² found an inverse relationship between age and emotional perception; Palmer et al.²³, performed meta-analysis and reported consistent results that senior employees may have some problems to recognize emotions²⁴.

Research Methods

The study is descriptive in nature. Statistical tools like t-test and ANNOVA were applied.

Sample: Questionnaire, a survey tool was used for collecting the primary information for the current study. The research was made on 100 personnel working in different banks Indore, who were selected on random basis. Of the total number of participants 50% were male and 50% were female and 52% were between the ages of 20-30 years, 28% were 30-40 years, 18% were between 40-50 years and 2% were between 50-60 years. The respondent belonged to the different levels in the organizations.

Tools for data collection: The questionnaire composed of 2 halves. The first half deals with the demographic information of the respondents and the second half deals with the level Emotional Intelligence. High score represents high level of EI. This measure comprised of 15-items. Participants were requested to assess themselves on each one of the 15-statements with response rates ranging from 1= strongly disagree to 5= strongly agree. In this study, the Cronbach α value of scale was satisfactory; (0.776).

Results and Discussion

Hypotheses: H₀₁ there is no significant difference between male and female executives in their emotional intelligence in banks of Indore.

**Table-1
 Group Statistics**

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Emotional intelligence	1.0	50	60.260	10.2992	1.4565
	2.0	50	63.020	10.7883	1.5257

Table-2 showed that result of t-test did not reveal significant differences between males and female employees in terms of their emotional intelligence and therefore, above mentioned hypothesis namely H₀₂-there is no significant effect of gender on emotional intelligence, is not rejected. Mean score (Table-2) for male is 60.260 and female is 63.020. Therefore, it may be concluded that both male and female executive in banks are equally sound in EI.

H₀₂ there is no significant effect of age on emotional intelligence of employees working in banks in Indore city.

**Table-2
 Independent Samples Test**

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Total	Equal variances assumed	.080	.778	-1.308	98	.194	-2.7600	2.1093	-6.9459	1.4259
	Equal variances not assumed			-1.308	97.790	.194	-2.7600	2.1093	-6.9460	1.4260

Table-3

Tests of Between-Subjects Effects					
Dependent Variable: Emotional Intelligence					
Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	1.720 ^a	3	.573	2.365	.076
Intercept	47.838	1	47.838	197.349	.000
Age	1.720	3	.573	2.365	.076
Error	23.270	96	.242		
Total	247.000	100			
Corrected Total	24.990	99			
a. R Squared = .069 (Adjusted R Squared = .040)					

Result of ANNOVA (Table-3) indicated that value of F for age is 2.365 which is insignificant at 0.05 levels. It means, age produced insignificant effect on emotional intelligence and for that reason, null hypothesis that there is no significant effect of age on emotional intelligence is accepted. So it can be concluded that emotional intelligence of young age group is as good as the emotional intelligence of middle and old age group.

Discussion: The current study was planned to determine the relative impact of age and gender on emotional intelligence of bank executives of Indore city. On the whole, the findings of the study showed that sex did not produce significant effect on emotional intelligence of employees working in banks in Indore city. It has challenged the major findings who reported that women are better at emotional awareness, they can exhibit their emotions, positive or negative more easily, smoothly and are more capable and skillful in public^{8,25-28}. Further, insignificant relationship was found between age and emotional intelligence. This finding is supported by the results of Farrelly and Austin²¹, who reported insignificant relations between age and MSCEIT dimensions. Similarly Day and Carroll²² and Palmer et al.²³, reported the negative relationship between age and emotional perception, which is not inconsistent with a meta-analysis that reported that elder executives have some difficulties at understanding emotions²⁴.

Limitations: The current study is not free from some limitations: i. First, size of sample studied was not large enough for generalization of the findings and to arrive at some clear-cut conclusions. ii. Second, the study has been done in Indore city only and hence it still needs to be explored in different geographical areas for further generality. iii. Third, respondents may have chosen moderate options on the questionnaires especially if they lacked interest in the study.

Conclusion

In this competitive business environment, Emotional Intelligence is considered as a new direction, a new trend in the field of management. The study reveals that both male and female executive in banks are equally sound in EI. It means Male employees can have female boss, as women are also occupying higher positions in job hierarchy in banks. On the basis of the current finding it is concluded that, ‘one should remain emotionally balanced’ has become the need of the day. One of the findings of the study has challenged the conventional view that EI develops with age. Even though, Van Rooy et al.²⁹ reported a positive relationship between emotional intelligence and age; and age produced significant impact on emotional intelligence but this study observed that the level of emotional intelligence does not increases with the age. So it can be concluded that emotional intelligence of young age group is as good as the emotional intelligence of middle and old age group employees working in banks.

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