



Short Communication

The Impact of Experience on Emotional Intelligence among Private Bank Managers in Bangalore City

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Abstract

In this competitive world effective human resource management is possible with the help of emotional intelligence. In this present scenario technologies are growing like anything due to that stress, tension and pressure also increasing. People should be emotionally competent to balance work life and personal life. So in this balancing process emotional intelligence plays a vital role. This article discussing the relationship between experience and emotional intelligence using Kruskal Wallis test. The result shows that significance values of the self-awareness variable is (H_0) rejected, but it is accepted for all other variables of emotional intelligence like self-control, social skill & empathy.

Keywords: Emotional Intelligence, Experience, Competent, Self awareness, Self control, Social skill, Empathy.

Introduction

Goleman, the father of emotional intelligence defines emotional intelligence as 'a potential for mastering the skills of self-awareness, self-management, social awareness, and relationship management'¹. The very central beliefs of emotional intelligence make clear that individuals are a complex combination of emotion and reason.

The great impact of leader's emotional style is not an extensive going away from any research into emotional intelligence. It represents a deeper analysis of a leader's emotional intelligence, which creates a confident work environment or work culture. As it is felt by researchers of different period that 'human resource is the largely significant assert of any organization, for this reason truly care should be taken while getting use of person for money and undergoing growth in them. Today, the rules of work-place are rapidly changing and a new point of comparison is being used to judge persons in general. This is not merely in terms of how quick, sharp mind are you or what your high level teacher and expert qualifications are or what your expert knowledge is, but also how well you are able to put one's hands on yourself and others. That is the reason recruitment and other functions of human resource management are usually done only after accurate tests of intelligence and intellectual capabilities.

Emotional intelligence consists of four attributes: Self-Awareness: This is how one aware of themselves and how accurately one can assess their own emotions. Most of us are so busy with the daily chores of life that we are rarely thinking, how we are reacting in different situations that we come across. The other source of knowing self awareness is the ability to

recognise how others respond to us. This is quite challenging because we have a tendency to see, what we want to see. And normal human tendency is that to avoid of asking others for feedback.

Self-Management: Self-management is one's ability to control their own emotions. This part is also includes one's condition of being clear, power to adjust, good things done, and optimism. A key factor is whether one to react or to respond based on the situations.

Social Awareness: It is nothing but one concerns for other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

Relationship Management: Developing others, serving as an inspiring leader and catalyst for change, collaborating with a high-performing team, and managing conflict are part of relationship management.

Objective of the study: To find out the relationship between Experience and Emotional Intelligence factors.

Limitations of the Study: Time, sample size and research area were the major limitations of this study.

Review of the Literature

Anurag Pahuja & Anu Sahi (2012)² in their study they attempt to find out the perception of bank employees towards emotional quotient, factors affecting their emotional intelligence and its effect on their performance. Their study reveal that employees

of selected banks were completely aware of this moderately new concept and also expose the fact that there is significant difference between male and female on various EI traits. However, females scored better on overall emotional intelligence than males.

Bahdor Ganjeh Khosravi et al. (2011)³ they aims to investigate the impact of emotional intelligence competences, such as Awareness, emotional control, empathy and emotional response on conduction effective delegation in banking industry. Their study revealed that there is positive and significant correlation between emotional intelligence level of bank managers and the ability to conduct effective delegation. And also emotional intelligence competences found to have positive and significant impact on effective delegation.

Jain Jyoti (2016)⁴ in her study reveals that employees working in private sector banks possess moderate level of emotional intelligence. In addition, age and experience significantly influence the employee's level of emotional intelligence. On the other hand, no significant difference exists between male and female's level of emotional intelligence.

Sapna Premchandani (2016)⁵ her study aims to investigate 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.

Monoshree Mahanta (2015)⁶ in her analysis she did not find any significant relationship between demographic variables (age and gender) and emotional intelligence. One-way ANOVA has been used to find out whether the dimensions of work-life balance vary with different levels of EI. The findings of the study indicates that there exist significant difference amongst employees with high, moderate and low emotional intelligence on two dimensions of work-life balance and on overall work-life balance. The t-tests conducted also gave similar results. The results imply that employees with high EI have got a higher overall work-life balance compared to employees with low.

Methodology

Research Design: This research is descriptive in nature as the research is conducted to analyze the emotional intelligence and leadership effectiveness among banking employees⁷.

Study Universe & Sample size: The study has been conducted in Bangalore city in Karnataka with sample size 328.

Sources and Collection of Data: Primary Data: The primary data were collected through structured pre-tested questionnaire through survey method. The data was related to the emotional intelligence and leadership effectiveness of employee's .Their demographic profile was also recorded.

Secondary Source: The secondary source of information was collected from online websites namely Journals, Magazines, Newspapers, Government Report and Libraries etc.

Tools used: Chi-square & Kruskal Wallis test.

Hypotheses: i. H_0 : There is no significance relationship between experience and Dimensions of Emotional intelligence.
ii. H_1 : There is significance relationship between experience and Dimensions of Emotional intelligence.

Results and Discussion

H_0 . There is no significance difference between experience and the dimensions of Emotional intelligence (Empathy, Self-awareness, Social skill, Self-control).

Table-1
Kruskal Wallis Test

Emotional Intelligence				
	Self-Awareness	Self-control	Social skill	Empathy
Chi-Square	10.808	3.120	1.972	4.420
Df	3	3	3	3
Asymp. Sig.	.013	.374	.578	.220

a. Kruskal Wallis Test, b. Grouping Variable: Experience.

From the above table, since the significance values of the self-awareness variable is less than 0.05, H_0 is rejected but is accepted for all other variables in emotional intelligence.

Table-2
Shows mean rank of the respondents

Experience		N	Mean Rank
Self-Awareness	Less than 10 years	73	134.70
	10-20 years	127	171.17
	21 to 30 years	113	172.89
	more than 30 years	15	189.87
	Total	328	

The above table, it is inferred that the there is a significant gap between experience of the respondents on self-awareness score, were more than 30 years had scored high mean rank of 189.87. And 21-30 years had scored next highest of 172.89 and 10-20 years have scored 171.17 and less than 10 years had scored 134.70.

Findings: Out of the four factors, self-awareness, alone has a significant difference between the experiences of the respondents, since the significance value is less than the 'P' value (0.05). i. Compare to other experience level ,more than 30 years of experience had scored high mean rank of 189.87.

Discussions: Kruskal Wallis Test was worked out to find the differences between the experience of the respondents and a variable of emotional intelligence .It was found that the self – awareness has significant difference between experiences of the respondents. Since the tests were significant, the tests of between subject's effects were examined by mean rank. From which it is inferred that the there is a significant gap between experience of the respondents.

The role of an administrative executive is that of a mediator's role between the customers and the junior level employees. To learn the skill of managing the situation, it takes years for an individual to exhibit a sense of determination in all the activities carried out.

The findings of this research also support the view that as individual experience, he/she becomes more experienced and it brings about an emotional maturity in them. Goleman, (1998) this could happen because over the years, at the work place, people may come across various uncompromising situations helping them demanding, that reveal the emotional effort irrespective of the true emotions that they feel.

Conclusion

The present study concludes that managers should be emotionally intelligent to manage all stakeholders of the bank

very well. The experience levels differentiate people on their scores on emotional intelligence. However, the study did not consider other criteria such as occupational, marital status that may differentiate people on their scores on emotional intelligence.

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