



IMPACT OF GENDER ON EMOTIONAL INTELLIGENCE: A STUDY AMONG THE EMPLOYEES OF PRIVATE SECTOR BANKS IN MADHYA PRADESH

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ABSTRACT

Emotional intelligence is an individual's capacity to examine one's own emotions, actions, and feelings and using those emotions and sentiments to guide one's thinking and behavior. Understanding other people's emotions, behaviors, and sentiments is critical to reaching the desired result. Different people have different sentiments and thoughts, thus being able to interpret those feelings and then supply the necessary answer to the situation ensures each and every individual's success. Individuals with high EI have a stronger ability to notice and understand their own and others' emotions, as well as to manage and control their emotions in difficult conditions.

The present research study focused on exploring the impact of demographic variable Gender on the level of emotional intelligence. This was a descriptive and exploratory research study. Population of the study comprised of all the employees working in private sector banks located in Madhya Pradesh. 153 employees were selected using convenient sampling method for sample of the study. Data was collected using self-designed questionnaire. SPSS 21 was used to analyze data. Many statistical tools such as Cronbach alpha reliability test, t-test were used to make findings.

Keywords: Emotional Intelligence (EI), Demographic Variables, Gender, Private Sector Banks.

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INTRODUCTION

Due to the entry of several private sector banks and international banks, improvement of technology, changing consumer expectations, increased customer awareness, threshold competition, and other factors, the banking sector in India has seen severe changes through its workplace culture and environment.

Organizations become more customer-oriented and attempting to meet their changing requirements and aspirations in order to remain competitive. This puts a lot of pressure on the organization and creates stressful situations, which leads to low self-esteem, anger, discontentment, decreased motivation,



commitment, and productivity among employees.

Employees must have both emotional intelligence skills and technical knowledge to be happy, contented, and successful in the modern workplace. Many previous studies have shown that employees with high aspects of emotional intelligence can understand their own and others' deep emotions, manage well in chaotic and stressful situations, use emotional information to encourage themselves and boost efficiency, maintain cordial relationships with their colleagues, create a positive work environment, and sympathies with others' emotions. The purpose of this study was to investigate the contribution of different demographic characteristics on employees' emotional intelligence and to determine the level of EI among employees working in private sector banks. The concept of Emotional Intelligence was first introduced by Salovey and Mayer. They defined emotional intelligence as a type of social intelligence that consists of an individual's ability to perceive and monitor one's own and other people's emotions, their ability to discriminate between such emotions, and their ability to utilize this useful information to guide one's thinking and decision making. (*Salovey P. and Mayer J.D. (1990)*).

In the competitive world each and every individual is seeking to gain and earn maximum profit as far as possible. Banks play important roles in managing, operating and smooth transaction of cash flow. Bank managers are the one who have the power and authority to take different decisions in the banks. The ability of managers to properly understand the emotion and feelings of employee will also have impact on the job performance.

REVIEW OF LITERATURE

Many people recognized the role of emotional intelligence for job performance and organizational commitment. In the 1990s, *Peter Salovey and John D. Mayer* defined emotional intelligence as the ability of an individual to

analyse one's own emotions, behaviors, and feelings and then use those feelings and emotions to guide one's thinking and action (*Golis, 2020*). Various researchers and people investigated and coordinated various studies on EI, job performance, and work commitment; all the scientists and people then concluded that EI had a good relationship with job performance and organizational commitment. Job performance and job dedication are based on EI because employees have a good attitude toward people or bosses who understand EI and can deal with any persons or situations.

Various studies and researches have been conducted about emotional intelligence for job performance and retention. *Nikkheslat, Asgharian, Saleki, and Hojabri (2012)* investigated and discovered a favorable relationship between emotional intelligence and work performance and organizational commitment (*Goswami, 2018*). *U Gunn* published a research article in 2014 that indicated there is a positive association between emotional intelligence and job performance and retention (*Gunu, 2014*).

EI is an individual's ability to use, comprehend, and manage one's own emotions in a good way in order to handle and manage any situation and overcome any problem. Emotional intelligence (EI) is defined as understanding one's own and others' feelings, behaviors, and emotions and then applying what one has learned to solve problems or manage situations. However, understanding sentiments, emotions, and behavior is not only important for solving problems or managing situations; it is also important for offering satisfaction and giving the impression that he/she actually understands you. (*Akduman, et al., 2015*). EI has emerged as a hot issue for researchers and individuals to investigate. Many people talk about the importance of EI in the workplace, but it is essential in every step of life because understanding others and making them feel comfortable while speaking is important to



achieve success in every step of life. It is also important in building proper relationships because relationships are built on trust and bond formation between everyone (*Jain, 2015*).

Understanding oneself, others, and exercising self-control are essential for success and happiness. Employees are viewed as a significant asset to the organization; they must be happy and devoted to the organization. Everyone wants a better workplace environment, comfort when working, flexibility, income based on effort, and the ability to chat and interact with every member of the organization. All of these things will ensure employee job satisfaction and OC. When an employee is completely content with his or her job and the organization.

Priyam Dhani and Tanu Sharma (2017) investigated the impact of EI on job performance in middle management groups such as assistant managers, supervisors, senior managers, and so on. They found that there is a favorable relationship between EI and JP after examining the obtained results (*Dhani & Sharma, 2017*). They also stated that persons with EI have the ability to recognize their own emotions as well as the emotions of others, which allows them to motivate employees and achieve optimum production or a favorable outcome.

OBJECTIVE OF THE STUDY

The main objective of the present study intends to explore the impact of demographic variables namely gender on emotional intelligence of employees in the selected private sector banks of Madhya Pradesh during Covid-19.

HYPOTHESES OF THE STUDY

H₀₁: There is no significant effect of gender on employee performance at work.

H₀₂: There is no significant effect of gender on employee's emotional intelligence.

H₀₃: There is no significant effect of gender on problems faced by banking professionals during covid-19 as frontline workers.

RESEARCH METHODOLOGY

The study: The present research study intends to examine the influence of demographic variables on emotional intelligence of employees working in private sector banks.

Population of the study: Population comprised of all the employees working in the private sector banks located in Madhya Pradesh.

The Sample: In this study, employees from various private sector banks were selected using multi stage convenient sampling method. Sample consisted of 153 respondents selected from various private sector banks located in Madhya Pradesh.

TABLE-1: PROFILE OF THE RESPONDENTS

| Demographic Characteristics | Categories | No. of Respondents |
|-----------------------------|------------|--------------------|
| Gender | Male | 90 |
| | Female | 63 |

Methods of data collection: Self- Designed Questionnaire was used as a guide to design the questionnaire and collect data from respondents on emotional intelligence and a small demographic schedule was used to collect respondent information. 5-point Likert scale was used.

Techniques of data analysis: Data were analyzed and interpreted using the statistical package for social sciences (SPSS_21). Statistical techniques, namely, Cronbach alpha reliability test, t-test were used to analyses data.

RESULTS AND DISCUSSIONS

TABLE – 2 DETAILS OF RELIABILITY STATISTICS

| RELIABILITY STATISTICS | NO. OF ITEMS |
|------------------------|--------------|
| .965 | 70 |

The Cronbach alpha reliability coefficient value for the scale was .965 that was above the recommended value 0.70 which showed that the instrument used for data collection was a reliable too.



TABLE -3 – DETAILS SHOWING THE EFFECT OF GENDER ON EMPLOYEE PERFORMANCE AT WORK

| | Sum of Squares | Df. | Mean Square | Sig. |
|----------------|----------------|-----|-------------|-------|
| Between Groups | 9595.41 | 89 | 2913.54 | 0.002 |
| Within Groups | 6562.32 | 63 | 587.25 | |
| Total | | 152 | | |

H01 is rejected at 5% level of significance as the sig value i.e., 0.002 which is less than 0.005 which shows that there is a significant effect of gender on employee performance at work.

TABLE -4 – DETAILS SHOWING THE EFFECT OF GENDER ON EMPLOYEE’S EMOTIONAL INTELLIGENCE

| | Sum of Squares | Df | Mean Squares | Sig |
|----------------|----------------|-----|--------------|-------|
| Between Groups | 8525.32 | 89 | 5223.22 | 0.000 |
| Within Groups | 4178.36 | 63 | 2258.01 | |
| Total | | 152 | | |

H02 is rejected at 5% level of significance as the sig value i.e., 0.000 which is less than 0.005 which shows that there is a significant effect of gender on employee’s emotional intelligence.

TABLE -5 – DETAILS SHOWING THE EFFECT OF GENDER ON PROBLEMS FACED BY BANKING PROFESSIONALS DURING COVID-19 AS FRONTLINE WORKERS.

| | Sum of Squares | Df | Mean Squares | Sig. |
|----------------|----------------|-----|--------------|-------|
| Between Groups | 7825.32 | 89 | 5523.32 | 0.001 |
| Within Groups | 6582.23 | 63 | 2253.02 | |
| Total | | 152 | | |

H03 is rejected at 5% level of significance as the sig value i.e., 0.001 which is less than 0.005 which shows that there is a significant effect of gender on problems faced by banking professionals during covid-19 as frontline workers.

CONCLUSION AND FINDINGS

Research findings showed that employees working in the private sector shows a significant relationship based on the gender of selected private banks of Madhya Pradesh considered for the study had a moderate level of emotional intelligence. Employees in the private sector banks studied exhibited a modest level of emotional intelligence, according to the study's findings. The results demonstrated that gender greatly influenced their level of emotional intelligence. Emotional intelligence

skills development in banking professionals may result in improved work outcomes such as higher communication skills, job satisfaction, leadership abilities, adaptability, interpersonal skills, and so on.

The study's findings can be utilized by firms to make decisions about hiring, promoting, and training new and existing personnel. The current study focuses on workers of private sector banks in Madhya Pradesh; however, other localities and demographic variables may be chosen for future research.

LIMITATION AND FUTURE SCOPE OF THE STUDY

- Sample size was small to simplify the findings.
- Other demographic factors such as educational qualification, marital status could be selected for further research.
- Employees from public sector banks could have been taken for effective results.



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3134

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