

EI and WLB Effects in Performance of Women Employees in IT Companies at Chennai

M. Theboral Victoriya, R. Angayarkanni

Abstract: Emotional Intelligence is a lot of delicate aptitudes or else the bury and intra-individual abilities of a person which thinks about one's feelings, oversee feelings, inspires one, perceive feelings in others, and to deal with the connections.. Emotional intelligence assumes an imperative job in improving the exhibition of an individual and an Organization. Work Life Balance is a provocative subject for IT officials and has likewise esplanade the specialists to do investigate in this theme. This study was led to discover the effect of Emotional Intelligence and Work life Balance on Organizational Performance with Special reference to ladies IT representatives in Chennai. Survey was conducted among 386 women IT representatives working in the IT organizations of Chennai. In this descriptive research, the convenience sampling method was used. The analysis was done by SPSS 21.0. Statistical tests such as One Way ANOVA, Chi Square Test, Correlation and Regression analysis are incorporated. The discoveries uncovered that there is a noteworthy effect of enthusiastic knowledge and work life balance on Organizational Performance of ladies IT experts in Chennai.

Keywords : Work life balance, Work stress, Work issues, individual causes, Emotional intelligence, etc..

I. INTRODUCTION

Emotional Intelligence (EI) is defined as the skill to observe, govern, and appraise feelings. Some analysis earlier recommends that emotional intelligence can be educated and reinforced, some others states that it is a natural characteristic feature of an individual. The increased growth and change made Indian women to enter into the IT jobs. Balancing the Emotions and work & life is an important concept in the dual earning family.

Emotional Intelligence helps the staff to extend their knowingness, expression, creativity, tolerance, trust and integrity and improves relation within the organization that paves manner for the rise within the performance of every worker and also the organization. This article focuses on the contact of Emotional Intelligence and Work life Balance on Organisational Performance with Special relevance ladies IT staff in Chennai.

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II. REVIEW OF LITERATURE

Goleman (1998) found that Emotional Intelligence is the quality which separate successful executives from unsuccessful executives who are having poorer emotional control. Carmeli (2003) identified that senior managers having highly emotional intelligent can handle work family conflict in a careful manner than the low emotional intelligent managers. Vittal (2003) pointed out that the failure rates of women in their job gets increased due to their marriage and childbirth because childcare and housework remains as women's tasks whatever may be her income, educational level and employment. Today's Organisations face lot of external obstacles in its way as competition through technological, ethical, political changes, and liberalisation, privatisation and globalisation, this can be strategically handled only through its internal positive and satisfied human resources (Avgar et al., 2011; Singh and Kassa, 2016). Most of the organisations rely heavily on their competent human resources to achieve their objectives with strategic proposition (Dessler, 2014; Kaliannan et al., 2016).

Sharma et al (2016) noted in his research that work life balance initiatives uphold the employee satisfaction when they experiencing hard working conditions in the organisation. Research by Goodwin and Richards (2017) shows that when the employees are not supported with work life balance drive by their organisation tend to leave their organisations.

III. RESEARCH OBJECTIVES

1. To observe relation between emotional intelligence and Work life balance of women IT workers in Chennai with reverence to Demographic and Work factors.
2. To discover the part of emotional intelligence and Work life balance on Organisational Performance of women IT employees in Chennai
3. To discover the relationships among Demographic influences such as Age, Qualification, Marital status, Number of Children, Income and the Number of dependants with the Emotional Intelligence of IT women employees with respect to Chennai.
4. To determine the relationships among work influences such as Skill and Work experience, Emotional stability, Motivation, Management Support, Work environment, Training and Development, Team support with the Organisational



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performance of IT women employees with reference to Chennai.

IV. HYPOTHESIS OF THE STUDY

The subsequent are the hypothesis framed for this research.

Null Hypothesis 1: Demographic factors have no influence on Age, Qualification, and Marital status, Number of Children, Income and the Number of dependants with the Emotional Intelligence of IT women employees with respect to Chennai.

Null Hypothesis 2: Work factors have no influence on Employees Skill and Work experience, Emotional stability, Motivation, Management Support, Work environment, Training and Development, Team support with the organisational performance of IT women employees with respect to Chennai.

Null Hypothesis 3: Emotional intelligence & Work life balance have no influence on Organisational Performance of women IT employees in Chennai.

V. RESEARCH METHODOLOGY

In this descriptive research, the convenience sampling method was used. The Survey was conducted among 386 IT women employees working in the IT companies of Chennai. The analysis was done by SPSS 17.0. Statistical tests such as One Way Anova, Chi Square Test, Correlation and

Regression analysis was used to test the Influence of Emotional Intelligence and Work life Balance on Organisational Performance and how the Demographic influences such as Age, Qualification, Marital status, Sum of Children, Income and the Sum of dependants of the respondents are having an impact with the Emotional Intelligence and the work factors such as Employees Skill and Work experience, Emotional stability, Motivation, Management Support, Work environment, Training and Development, Team support are having an impact with the organisational performance of IT women employees with respect to Chennai.

VI. RESULTS AND DISCUSSION

A. Reliability test

Table 6.1 Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	Number of Items
0.88	20

The reliability test was conducted and the Cronbach's Alpha value is 0.88, which proves that the collected data was consistent. Using Likerts scale 20 Questions were framed which is used as the questionnaires.

Table 6.2 Demographic factors on Emotional Intelligence tested using One Way Anova

Factors	Details	Frequency	Mean Value	F	P	Result
Age	Less than 30 Years	140	2.134	5.162	0.003**	Significant
	21-40Years	136	2.256			
	Above 40 Years	110	2.547			
Qualification	Under Graduate	175	2.358	0.374	0.585**	Not Significant
	Post Graduate	211	2.342			
Marital status	Married	186	2.307	0.764	0.645*	Not Significant
	Unmarried	200	2.304			
Number of Children	Single Child	272	2.473	3.876	0.63**	Not Significant
	2 and More children	114	2.142			
Income	Less than 5 Lakhs per annum	276	2.765	4.864	0.002**	Significant
	Above 5 Lakhs per annum	110	2.466			
Number of dependants	Up to 2 members	151	2.347	0.351	0.843**	Not Significant
	More than 2 members	235	2.332			

Source: Primary Data

Inference:

For this study, 386 women IT Workers selected from different IT firms all over Chennai. How the Demographic influences such as Age, Qualification, and Marital status, Number of Children, Income and the Number of dependants of the respondents have impact with the Emotional Intelligence was tested using One Way Anova and it is found that, among the demographic factors age and Income are significant. There is an influence between the age and Income level with emotional Intelligence and proved that Emotional Intelligence of the IT women employees differ on the basis of Age and Income. The remaining demographic

influences such as Qualification, Marital status, Number of Children and the Number of dependants were not having the significant difference which shows that the Emotional Intelligence of the IT women employees will not differ on the source of Qualification, Marital status, Number of Children and the Number of dependants. Above 40 Years of Age are having High Emotional Intelligence based on the mean value 2.547. While compared with the Income of the respondents Less than 5 Lakhs per annum income employees are having higher emotional intelligence based on the mean value 2.765.

Table 6.3 Influence of the work issues on the organisational performance verified by Chi square test

Work issues	Level of Significance
Employees Skill and Work experience	0.000**
Emotional stability	0.000**
Motivation	0.002**
Management Support	0.000**
Work environment	0.000**
Training and Development	0.002**
Team support	0.001**

Source: Primary Data ** significant by 5%

Inference:

The relations between the work factors such as Employees Skill and Work experience, Emotional stability, Motivation, Management Support, Work environment, Training and Development, Team support on the organisational performance were tested using Chi square test. The standards are noteworthy with all the effort issues then henceforth reject the null hypothesis and verified that there is a substantial association among the work factors of the IT

women employees of Chennai on the organisational performance of IT women employees with reverence to Chennai. All the Work aspects are having an impact on organisational Performance.

Table 6.4 showing relationship between the emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai verified by Regression analysis

Table 6.4 i) Descriptive statistics of the Emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai

S.N	Descriptive Statistics			
		Mean	Std. Deviation	N
1.	Emotional intelligence & Work life balance	8.34	1.652	386
2.	Organisational Performance	6.753	.342	386

Table 6.4 ii) the associations of the Emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai

S.N	Correlations			
			Emotional intelligence & Work life balance	Organisational Performance
1.	Pearson Correlation	Emotional intelligence & Work life balance	1.000	0.875
		Organisational Performance	0.875	1.000
2.	Sig. (1-tailed)	Emotional intelligence & Work life balance	.	.002
		Organisational Performance	.002	.
3.	N	Emotional intelligence & Work life balance	386	386
		Organisational Performance	386	386

Table 6.4 iii) Regression Value of the Emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai

Regression	R ²	Adj R ²	Standard Error of the Estimate
.804a	.653	.652	0.48651

Table 6.4 iv) Analysis of variance of the Emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai.

Anov ^{ab}						
Model		Sum of squares	Degrees of freedom	Mean Sum Square	F	Sig.
1	Regression	164.341	1	164.341	687.043	.000 ^b
	Residual	96.171	385	0.246		
	Total	260.512	386			

Source: Computed Data

a. Predictors: (Constant), Emotional intelligence & Work life balance

b. Dependent Variable: Organisational Performance

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Table 6.4 v) Showing the Coefficients of the Emotional intelligence & Work life balance on Organisational Performance of women IT employees in Chennai.

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	T value	Significance
		B	Standard Error	Beta		
1	(Constant)	0.342	.086		4.247	.000
	Emotional intelligence & Work life balance	0.876	.022	0.861	27.243	.000

a. Dependent Variable: Organisational Performance

Interpretation

The table 6.4 i-v) depicts that Emotional intelligence & Work life balance which are independent variable, and the dependent variable such as Organisational Performance among IT women employees in Chennai. The collected data were tested using the t-test multiple regressive model. The results depict that the Emotional intelligence & Work life balance has significant effect in Organisational Performance. Complete multiple regression models taking Organisational Performance as a dependent variable came out to be substantial. As depicted, the coefficient of determination came out to be .653 which means this model has explanatory power of 65.3% with respect to Emotional intelligence & Work life balance. The minimum variance or F ratio (687.043) came out to be significant at 1%. The situation remained initiated to a positive substantial impression of these independent variables on the dependent variable (F=687.043) (0.000). The values of Beta Factors for all the independent variables show a confident suggestion inside the model. The value of (R. Square=.653) and (R=.804) predict a goodness of fit between the set of independent variable Emotional intelligence & Work life balance and the dependent variable Organisational Performance. When we examine the regression analysis value, Significant value obtained is 0.000 which is smaller than the P value (P<0.01) and hence the null hypothesis there is no significant relationship between the Emotional intelligence & Work life balance on the Organisational Performance gets rejected at 1% significance level and proved that, Emotional intelligence & Work life balance have an impact on the Organisational Performance in respect of IT women employees in Chennai.

VII. CONCLUSION

In this inspection was focussed to determine the Influence of Emotional Intelligence and Work life Balance on Organizational Performance with Special reference to Women IT representatives in Chennai. The Cronbach's Alpha value obtained was 0.88, which proves that the collected data was consistent. Among the statistic variables age and Income are huge. There is a noteworthy distinction between the age and Income with the passionate Intelligence and demonstrated that Emotional Intelligence of the IT ladies representatives vary based on Age and Income. The staying statistic factors, for example, Qualification, Marital status, Number of Children and the Number of dependants were not having the huge contrast which demonstrates that

the Emotional Intelligence of the IT ladies workers won't vary based on Qualification, Marital status, Number of Children and the Number of dependants. Over 40 Years of Age are having High Emotional Intelligence dependent on the mean worth 2.547. While contrasted and the Income of the respondents Less than 5 Lakhs for each annum salary representatives are having higher passionate insight dependent on the mean worth 2.765. The work factors, for example, Employees Skill and Work involvement, Emotional soundness, Motivation, Management Support, Work condition, Training and Development, Team backing are affecting authoritative Performance. It is proved that Emotional insight and Work life equalization affect the Organizational Performance among IT women representatives in Chennai.

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