

## **A Study on Impact of Demographic Variables on Emotional Intelligence Among Employees in Banking sector**

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### **Abstract**

*Emotional Intelligence is the territory of exploration since last twenty years. EI is a person's capacity to be socially powerful, research has been demonstrated that there is a connection between enthusiastic knowledge and significant business related results. The calculated underpinnings of EI predominantly incorporate three standards. The first is that feelings assume a significant place throughout everyday life. Second, individuals fluctuate in their capacity to see, get, use, and oversee feelings. And finally, these distinctions influence one's transformation in an assortment of settings, including the working environment. The objective of this study is to find out whether demographic variables like age, gender and educational qualification have any impact on emotional intelligence of an employee.*

**Keywords:** *Age ,Emotional intelligence, Educational qualifications,Gender*

### **Introduction**

The educational impulse and proneness of a person all over the world was generally given pre-eminent value in education. Since decades, Intelligence Quotient (IQ) is used for measuring mental capabilities and has been associated with the accomplishments in lifespan. As since 90's, the various researchers have determined that the average grade scorers usually extend to surpass E- Emotional I-Intelligence knowledge and complements the working enterprises. Diverse investigation indicates all through the preceding 25 years E Q i.e. "Emotional Quotient", E I it means "Feelings of brainpower" has been determined as the component in the performance and success of people each in personal and skilled lives. Feelings of brainpower are considered as capable for developing emotional statistics and for restraining feelings as cited by Mayer and Salovey in year 1993.

According to Goleman in year 1998, investigation in approximately 200 huge globalized companies, discovered the eminent leaders who were identified as have higher intensity of "Feelings of brainpower". EI has been determined as a prominent scope of evaluation and establishing efficient leadership proficiency.

### **Statement of the Problem**

The employee functioning atmosphere now days has gone through a significant revolutionary change, especially over the last few decades, considerably in relation to population within the pool of workers. The 3 enrage E- Emotional I-Intelligence on the workforce were Baby Boomers, Generation X and Y almost touching the range within 51-69 years, 35 – 50 years & 20 – 34 years age criteria. As mentioned 3 age groups are largely diversifies in thought process, ability, talents, knowledge, views, beliefs, and job pattern. There are several staff and workers working in Public and Private Sector

Banks, whose age must be ranging around 20- 60 years, which implicates an excellent association of 3 eras in banking sector. As banking sector represents a major economic growth of our country this emphasizes on the requirement for managing the necessity to manage varied generation working force efficiently. The current study is to undersatnad to what extent demographic variables like age and gender have a role on the emotional intelligence of the employees of banking sector.

### **Review of Literature**

The study conducted by Heffernan, O'NE- Emotional I-Intelligence II, Travaglione & Droulers in year 2008 investigated the prospective links among the financial performance of correlation with the managers and degree of Feelings of brainpower and faith. The specimen comprises of 129 branch heads (responsible for the daily working of the bank and responsible for the plan to link with private clients) and 92 relationship heads (managing day to day the financial prerequisites of SME business people) of a International Bank. The result of the evaluation involved that the more prominent the degree of level of E- Emotional I-Intelligence than a relationship manager holds, the greater advantage for the bank.

As per Mishra & Mohapatra in year 2010 prospected empirically the correlation among Feelings of brainpower and job performance , work execution between 90 heads occupied with various associations explicitly Govt. and from Delhi NCR private sectors. These results revealed a specific correlation ship among E- Emotional I-Intelligence and work presentation. While all the constituents of E-Emotional I-Intelligence , for example possibility, development and responsiveness, were found to give towards by and large work execution, enthusiastic probability was distinguished as the significant factor to comprehensive work execution in this research.

Deshmukh and Madhur in year 2014 inspected the connection between Feelings of brainpower and job performance of people working in IT sector specially in Pune city, in India, by aiming on the important features as attitude & behavior. The outcome suggested that Feelings of brainpower is specifically related with individual viewpoint and behavior and eventually job performance

As cited by Patnaik, Satpathy, and Pradhan in year 2010 explored the correlation of Feelings of brainpower with work representation of executives of Cooperative Banks and Gramina Banks of Odisha and results suggested that surprising EQ is basic for enhanced performance in the financial sectors.

### **Hypotheses**

H1. Age of the employees had specific correlation with E- Emotional I-Intelligence or Feelings of brainpower.

H2: Gender and educational qualifications of the employees had specific correlation with E- Emotional I-Intelligence or feelings of brainpower.

### **RESEARCH METHODOLOGY**

The current analysis is organized to look at the interrelation between the employees, Feelings of brainpower, and E- Emotional I-Intelligence age, gender and educational qualification. This analysis is essentially illustrative and also analytical in nature as it explains the Feelings of brainpower and fully differentiated age, gender and educational qualification of the workers and conjointly examines the correlation between the variables.

### **Variables**

For the study EI is considered as the main dependent variable. The measures used for finding (EI) had been analyzed in to three elements, to be specific, Emotional responsiveness (ES), Emotional

competency (EC), and Emotional Maturity (EM). Age, Sex and educational qualifications, were contemplated as independent variables.

### Sample

The sample consist of 261 employees from different private and public sector banks in Bhopal region

### Data Processing and Analysis

The statics gathered by carrying survey which had been organized and observed by the researcher with the support of SPSS 22.0 software package. expressive and inferential statistical tools were used to calculate various calculations of coefficients, and test implications. Q-Q plot was used to test the normality. ANOVA, Correlation, t-test, and the Post Hoc test were utilized for analyzing the relation among different independent and dependent variables contemplated in the analysis.

### Result & Discussion

#### Age of employees

The age of the samples selected ageing from twenty five to fifty nine. The average age was 41.48 (SD = 9.93). The range (34) between the highest age and the lowest age. The majority of the respondents (49.81%) were in the age group of 28 to 40 years and next range was of employees with age ranging of 49 to 59 years (31.80%)(Fig 1)

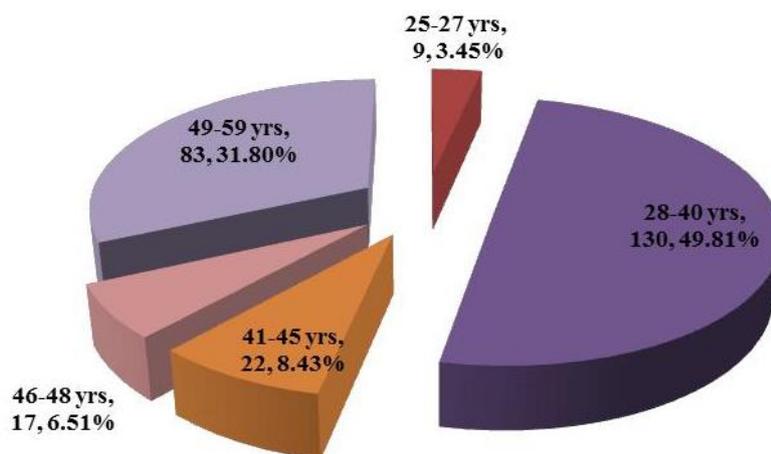


Figure 1.

The age of the people who had given response differed from 25 years to 59 years and the normal age was 41.48 years. Along these lines, the sample of 5 separated groups were taken into consideration, i.e., 25 - 27, 28- 40, 41- 45, 46 -48, and 49 - 60 years for the basis of study. To inspect whether Feelings of brainpower differs with age or not, the ANOVA test was used. The result of the equivalent are embroiled in the Table 1. The outcome of the same are implicated in the Table 1 represented below.

The result of ANOVA test shows that there was obvious difference among the mean E-Emotional I-Intelligence scores of these 5 groups ( $F = 2.51, p > 0.05$ ) with a  $\_p$ ' estimation of 0.04. The mean E-Emotional I-Intelligence clearly increased from the base age section (25- 27 ) to 41 -45 years age section and later it starts diminishing for the 46- 48 age section and again increased to next mean value of E- Emotional I-Intelligence for the maximum age group (49 to 60 years). Though there was a declination observed in the mean grade of E- Emotional I-Intelligence for the 46 to 48 years age

bracket, although E- Emotional I-Intelligence was found to increase with the age which assists the alternate hypothesis of age having specific correlation-ship with E- Emotional I-Intelligence.

**Distribution of the sample**

The specimen consists of 240 male and only 21 female employees. Figure 2 The inter-relationship among the gender of the workers and E- Emotional I-Intelligence level of thoughts of intelligence was analyzed by utilizing the independent sampling t-test as represented in the Table 2.

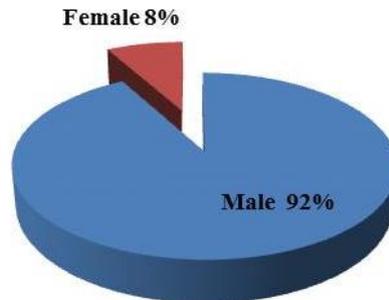
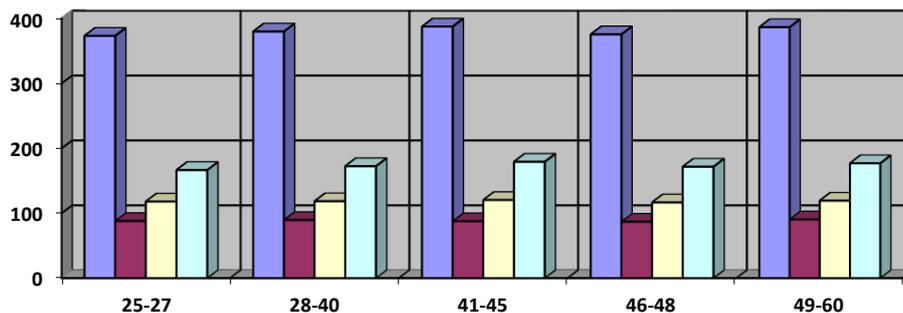


Figure 2

The mean of E- Emotional I-Intelligence for men was 383.0 and for women it was observed to be 378.3. The t-test shows no specific variation among the mean E-Emotional I-Intelligence of both gender , which made it clear that gender of the representatives has no specific relationship with E-Emotional I-Intelligence or Feelings of mental power ( t = 1.01, p = 0.30).

**Educational Qualifications of the sample**

The statistics on academic qualifications of the responding persons were gathered so as to analyze the distinction in academic background of respondents has any correlation-ship with the E- Emotional I-Intelligence r Feelings of brainpower. The specimen was categorized into 5 groups on basis of the E-Emotional I-Intelligence r academic backgrounds as shown in the Table.



The data implicates that the highest figure of respondents (36.4%) were E- Emotional I-Intelligence their Post graduation degree in Management or has Post Graduate Diploma in Business Management, proceeded by Post Graduates apart from MBA’s (33%). Post Graduates as well as MBA’s were 69.4% which is half more than feed backers. Employees with applied or masterly qualifications apart from M.B.A. were only 4.6%. The graduates were 25.3% and remaining 0.7% was Ph.Ds.

The correlation-ship of educational framework of employees with E- Emotional I-Intelligence was analyzed by applying ANOVA test yet no particular relation among the mean E-Emotional I-Intelligence of the representatives with these groups was noted (F = 0.79, p = 0.53). In this manner, there is no particular connection among the instructive capabilities of the workers and E-Emotional I-

Intelligence or Feelings of brainpower . The same results were found for EC ( $F = 0.53$ ,  $p = 0.70$ ), EM ( $F = 0.64$ ,  $p = 0.62$ ), and ES ( $F = 1.50$ ,  $p = 0.20$ ) and with respect to the instructive capabilities of the employees specifying no specific relation among them.

### Conclusion,

It can be seen that findings of the study strongly support and depicts that demographic variables like age had a significant influence on emotional intelligence. But this study shows no significant correlation-ship among Feelings of brainpower and other demographic fluctuations like gender and education. The limitation of the study is there could also be interfering variables like temperament facets which were not taken into account while organizing the analysis, which might impact or effect the connection between E- Emotional I-Intelligence and demographic variables.

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