

A Study on Emotional Intelligence Among Employees at Vitae International Accounting Services Pvt. Ltd

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ABSTRACT - This study investigates the impact of emotional intelligence (EI) on the workplace behavior of the employees in the Vitae International Accounting Services Private Limited. Vitae company was chosen for this research owing to the dynamic nature of this sector propelling a heightened need for compatibility and resilience of employees. The purpose of the study was examining the Emotional Awareness, Accurate self-assessment, Self-confidence, Empathy, Service orientation, Developing others, Leveraging diversity, Political awareness, Self – control, Trustworthiness, Conscientiousness, Adaptability, Innovativeness, Conflict management, Team capabilities, Building bonds, Collaboration and co-operation towards emotional intelligence in their organization. 60 respondents from Vitae International Accounting Services Private Limited were selected for this study. The findings of the study revealed that there is a significant relationship between the gender and aware of self-emotions and feelings and also there exists significant relationship between the designation and Customer Needs.

Keywords: Emotional Intelligence, Vitae International Accounting Services

I. INTRODUCTION

Emotional Intelligence (Emotional Quotient or EQ) is the ability to use emotions effectively and it's the foundation for high-performing relationships. More than ever, organizations need true leaders who restore trust, hope, ethics, and direction: leaders who know how to engage their people. Gain an introduction to emotional intelligence, the key competencies of EQ, ways of identifying the impact of EQ in your workplace, tools for self-management, and for improving the quality of relationships, accountability and customer retention.

In the 1900s, even though traditional definitions of intelligence emphasized cognitive aspects such as memory and problem-solving, several influential researchers in the intelligence field of study had begun to recognize the importance of going beyond traditional types of intelligence (IQ). As early as 1920, for instance, E.L. Thorndike described "social intelligence" as the skill of understanding and managing others. Howard Gardner in 1983 described the idea of multiple intelligences, in which interpersonal intelligence (the capacity to understand the intentions, motivations, and desires of other people) and intrapersonal intelligence (the capacity to understand oneself, to appreciate one's feelings, fears and motivations) helped explain performance outcomes.

1.1 EMOTIONAL INTELLIGENCE FRAMEWORK

Self Awareness

- Emotional self-awareness: attuned to inner signals and guiding values. Able to be candid and authentic about own emotions and guiding vision.
- Accurate self-assessment: knows own limitations and strengths. Exhibits a sense of humor about themselves. Graceful in learning and in receiving feedback. Knows when to ask for help.
- Self-confidence: knows own abilities and can play to own strengths. Self-assured and happy to take on difficult assignments.

Self Management

- Self Control: Can manage disturbing emotions and impulses. Calm and clear under stress.
- Transparency: an authentic openness to others about one's feelings, beliefs and actions.
- Adaptability: flexible in adapting to new challenges. Can juggle multiple demands without losing focus or energy.
- Achievement: High personal standards, continually seeks ways to improve.
- Initiative: controls own destiny. Cuts through red tape or bends the rules in order to achieve better outcomes.
- Optimism: Sees situations as an opportunity rather than a threat.

Social Awareness

- Empathy: able to attune to a wide range of emotional signals.
- Organizational Awareness: politically astute. Able to network and read the key power relationships.
- Service: delivers high-level service to clients and customers

Relationship Management

- Inspiration: creates a compelling vision that inspires others to follow.
- Influence: is persuasive, influential and engaging.
- Develop others: cultivates other’s abilities through feedback, coaching, and opportunities.
- Change catalyst: recognizes and drives change.
- Conflict Management: is able to manage conflict by understanding different perspectives and finding common ground.
- Teamwork and collaboration is an able team player and team builder.

1.2 OBJECTIVES OF THE STUDY

1. To evaluate the emotional intelligence level among the employees working in Vitae International.
2. To study the personal details of the employees working in Vitae International.
3. To examine the emotional intelligence level in various dimensions among the selected employees.
4. To find out the factors that influence the emotional intelligence level of the employees in the company.

1.3 NEED FOR THE STUDY

1. The scope of the study is to increase the employee's emotional intelligence at Vitae International and to help in future
2. Emotional Intelligence calls for recognizing and understanding of the issues in the Vitae International on the basis of the results organization can choose a strategy and actions to improve the performance of their employees

3. Emotional Intelligence helps the employees to increase their emotional self-awareness, emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole.
4. Emotional intelligence plays a significant role in the organization and becomes an important criterion of evaluation for judgment of an effective employee, increases productivity and trust within and across the organization.

II. RESEARCH METHODOLOGY

The current research demonstrates various stage of a study on Emotional intelligence among employees at Vitae International Accounting Services Private Limited. The layers placed inside the questionnaire describes in examining the Emotional Awareness, Accurate self-assessment, Self-confidence, Empathy, Service orientation, Developing others, Leveraging diversity, Political awareness, Self – control, Trustworthiness, Conscientiousness, Adaptability, Innovativeness, Conflict management, Team capabilities, Building bonds, Collaboration and co-operation towards emotional intelligence in their organization.

2.1 DATA COLLECTION

Primary data of 60 respondents have been collected through a field survey by using well-defined questionnaire. The respondents chosen were of demographic variables like Gender, Designation, Salary, and Education. The secondary data has also been added by referring various Emotional Intelligence data from Vitae International Accounting Services Private Limited.

2.2 SAMPLE SIZE

A sample size of 60 respondents has been taken from the following companies by using Convenience sampling method.

III. DATA ANALYSIS

3.1.PERCENTAGE ANALYSIS

Table 1: Distribution of Samples based on Variables

S.No.	Category	Subgroups	Number	%	Total
1.	Gender	Male	38	63.3	60
		Female	22	36.7	
2.	Designation	Auditor	7	11.7	60
		Accountants	16	26.7	
		Assistant	6	10.0	
		Supervisor	31	51.7	
3.	Monthly Salary	Below Rs.20000	2	3.3	60
		Rs.20000-Rs.40000	12	20.0	

		Rs.40001-Rs.60000	31	51.7	
		Above Rs.60000	15	25.0	
4.	Education	Diploma	1	1.7	60
		Graduate	13	21.7	
		Post Graduate	46	76.7	

3.2 WEIGHTED AVERAGE SCORE

TABLE 2: WEIGHTED AVERAGE SCORE - EMOTIONAL AWARENESS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I am always aware of my emotions and feelings	21	35	4	0	0	257	4.28
I can understand the links between my feelings and what I think, do and say	19	35	6	0	0	253	4.22
I recognize how my feelings affect my performance	21	33	6	0	0	255	4.25
I am guided by my values and goals	25	30	4	1	0	259	4.32

INTERPRETATION

The weighted average score has been carried out in this study to know about the level of opinion towards emotional awareness among the employees. In the above table, '*I am guided by my values and goals*' has been ranked with the highest score of 4.32; '*I am always aware of my emotions and feelings*' has been ranked second with the score of 4.28; '*I recognize how my feelings affect my performance*' has been ranked third with the score of 4.25 and finally '*I can understand the links between my feelings and what I think, do and say*' ranked last with the score of 4.22.

TABLE 3 : WEIGHTED AVERAGE SCORE – ACCURATE SELF ASSESSMENT

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I am aware of my strengths and weaknesses	22	32	6	0	0	256	4.27
I reflect on the past and try to learn from experience	29	27	4	0	0	265	4.42
I am open to feedback, new ideas, opinions, continuous learning and self-development	34	22	4	0	0	270	4.50
I am able to show a sense of humor and opinions about myself	12	35	12	1	0	238	3.97

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Accurate Self-Assessment among the employees. In the above table, '*I am open to feedback, new ideas, opinions, continuous learning and self-development*' has been ranked with the highest score of 4.50; '*I reflect on the past and try to learn from experience*' has been ranked second with a score of 4.42; '*I am aware of my strengths and weaknesses*' has been ranked third with the score of 4.27 and finally '*I am able to show a sense of humor and opinions about myself*' ranked last with the score of 3.97.

TABLE 4: WEIGHTED AVERAGE SCORE – SELF CONFIDENCE

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I present myself with self confidence	21	33	5	0	1	253	4.22
I can voice views that are unpopular and voice for what is right	17	33	9	0	1	245	4.08
I am decisive and able to make sound decisions despite uncertainties and pressures	16	34	10	0	0	246	4.10

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Self Confidence among the employees. In the above table, *‘I present myself with self confidence’* has been ranked with the highest score of 4.22; *‘I am decisive and able to make sound decisions despite uncertainties and pressures’* has been ranked second with the score of 4.10 and finally *‘I can voice views that are unpopular and voice for what is right’* ranked last with the score of 4.08.

TABLE 5: WEIGHTED AVERAGE SCORE – EMPATHY

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I am attentive to other’s feelings and I am a good listener	25	28	6	1	0	257	4.28
I show sensitivity and understand others views	14	37	8	1	0	244	4.07
I help out based on understanding other people’s needs and feelings	25	26	9	0	0	256	4.27

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Empathy among the employees. In the above table, *‘I am attentive to other’s feelings and I am a good listener’* has been ranked with the highest score of 4.28; *‘I help out based on understanding other people’s needs and feelings’* has been ranked second with the score of 4.27 and finally *‘I show sensitivity and understand others views’* ranked last with the score of 4.07.

TABLE 6: WEIGHTED AVERAGE SCORE – SERVICE ORIENTATION

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I understand customer’s needs and match them to services or products	28	29	3	0	0	265	4.42
I seek ways to increase customers satisfaction and loyalty	35	21	4	0	0	271	4.52
I gladly offer needed assistance	27	28	5	0	0	262	4.37
I grasp customers need acting as a trusted advisor	23	32	5	0	0	258	4.30

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Service orientation among the employees. In the above table, *‘I seek ways to increase customers satisfaction and loyalty’* has been ranked with the highest score of 4.52; *‘I understand customer’s needs and match them to services or products’* has been ranked second with the score of 4.42, *‘I gladly offer needed assistance’* has been ranked third with the score of 4.37 and finally *‘I grasp customers need acting as a trusted advisor’* ranked last with the score of 4.30.

TABLE 7: WEIGHTED AVERAGE SCORE – DEVELOPING OTHERS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I acknowledge and reward people’s strength, accomplishment and development	25	31	4	0	0	261	4.35
I offer useful feedback and identify people’s need for development	24	30	6	0	0	258	4.30
I council, give timely coaching and offer assignments that challenge and grow a person’s skill	18	30	12	0	0	246	4.10

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards developing others among the employees. In the above table, *‘I acknowledge and reward people’s strength, accomplishment and development’* has been ranked with the highest score of 4.35; *‘I offer useful feedback and identify people’s need for development’* has been ranked second with the score of 4.30 and finally *‘I council, give timely coaching and offer assignments that challenge and grow a person’s skill’* ranked last with the score of 4.10.

TABLE 8: WEIGHTED AVERAGE SCORE – LEVERAGING DIVERSITY

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I respect and relate well to people from varied backgrounds	23	28	9	0	0	254	4.23
I try to understand various worldviews and be sensitive to group differences	18	30	11	1	0	245	4.08
I see diversity as opportunity, creating an environment where different people can grow	18	35	7	0	0	251	4.18
I always oppose favoritism and intolerance	23	25	11	1	0	250	4.17

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards leveraging diversity among the employees. In the above table, *‘I respect and relate well to people from varied backgrounds’* has been ranked with the highest score of 4.23; *‘I see diversity as opportunity, creating an environment where different people can grow’* has been ranked second with the score of 4.18, *‘I always oppose favoritism and intolerance’* has been ranked third with the score of 4.17 and finally *‘I try to understand various worldviews and be sensitive to group differences’* ranked last with the score of 4.08.

TABLE 9: WEIGHTED AVERAGE SCORE – POLITICAL AWARENESS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I am good at understanding important key power relationships	9	39	12	0	0	237	3.95
I can usually find out vital social networks	5	31	23	1	0	220	3.67
I have a good understanding of the forces that shape the view and action of clients, customer or competitors	9	32	18	1	0	229	3.82
I am good at reading situations and organization and external facts	14	30	13	3	0	235	3.92

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Political awareness among the employees. In the above table, *‘I am good at understanding important key power relationships’* has been ranked with the highest score of 3.95; *‘I am good at reading situations and organization and external facts’* has been ranked second with a score of 3.92, *‘I have a good understanding of the forces that shape the view and action of clients, customer or competitors’* has been ranked third with a score of 3.82 and finally *‘I can usually find out vital social networks’* ranked last with the score of 3.67.

TABLE 10: WEIGHTED AVERAGE SCORE – SELF CONTROL

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I manage my impulsive feelings and distressing emotions well	10	37	11	2	0	235	3.92
I stay composed, positive and calm even in difficult situations	14	28	16	2	0	234	3.90
I think clearly and stay focused under pressure	14	30	14	2	0	236	3.93

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Self-control among the employees. In the above table, *‘I think clearly and stay focused under pressure’* has been ranked with the highest score of 3.93; *‘I manage my impulsive feelings and distressing emotions well’* has been ranked second with the score of 3.92 and finally *‘I stay composed, positive and calm even in difficult situations’* ranked last with a score of 3.90.

TABLE 11: WEIGHTED AVERAGE SCORE – TRUSTWORTHINESS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I always act ethically and considered to be above blame	21	32	6	1	0	253	4.22
I build trust by being reliable and genuine	27	32	1	0	0	266	4.43
I admit my own mistakes and confront unethical actions in others	24	33	3	0	0	261	4.35
I take tough and just stands even if they are unpopular	9	38	12	1	0	235	3.92

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards trustworthiness among the employees. In the above table, *‘I build trust by being reliable and genuine’* has been ranked with the highest score of 4.43; *‘I admit my own mistakes and confront unethical actions in others’* has been ranked second with a score of 4.35, *‘I always act ethically and considered to be above blame’* has been ranked third with the score of 4.22 and finally *‘I take tough and just stands even if they are unpopular’* ranked last with the score of 3.92.

TABLE 12: WEIGHTED AVERAGE SCORE – CONSCIENTIOUSNESS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I meet commitments and keep promises	28	29	3	0	0	265	4.42
I hold myself accountable for meeting my goals	33	24	3	0	0	270	4.50
I am organized and careful in my work	31	24	5	0	0	266	4.43

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Conscientiousness among the employees. In the above table, *‘I hold myself accountable for meeting my goals’* has been ranked with the highest score of 4.50; *‘I am organized and careful in my work’* has been ranked second with the score of 4.43 and finally *‘I meet commitments and keep promises’* ranked last with the score of 4.42.

TABLE 13: WEIGHTED AVERAGE SCORE – ADAPTABILITY

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I smoothly handle multiple demands, shifting priorities and rapid change	21	31	8	0	0	253	4.22
I adapt my responses to fit any circumstances	20	29	11	0	0	249	4.15
I am adjustable in how I see events	19	31	9	1	0	248	4.13

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Adaptability among the employees. In the above table, *‘I smoothly handle multiple demands, shifting priorities and rapid change’* has been ranked with the highest score of 4.22; *‘I adapt my responses to fit any circumstances’* has been ranked second with a score of 4.15 and finally *‘I am adjustable in how I see events’* ranked last with a score of 4.13.

TABLE 14: WEIGHTED AVERAGE SCORE – INNOVATIVENESS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I seek out fresh ideas from a wide variety of sources	18	33	9	0	0	249	4.15
I entertain original solutions to problems	16	32	12	0	0	244	4.07
I generate new ideas	20	30	10	0	0	250	4.17
I am open to fresh ideas and risks in my thinking	21	32	7	0	0	254	4.23

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards innovativeness among the employees. In the above table, *‘I am open to fresh ideas and risks in my thinking’* has been ranked with the highest score of 4.23; *‘I generate new ideas’* has been ranked second with the score of 4.17, *‘I seek out fresh ideas from a wide variety of sources’* has been ranked third with the score 4.15 and finally *‘I entertain original solutions to problems’* ranked last with the score of 4.07.

TABLE 15: WEIGHTED AVERAGE SCORE – CONFLICT MANAGEMENT

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I handle difficult peoples, situations tactfully and diplomatically	18	26	14	2	0	240	4.00
I spot potential conflict, disagreements and diffuse the situation	10	31	17	2	0	229	3.82
I encourage debate and open discussion	14	33	12	1	0	240	4.00
I try to bring out win-win solution	27	21	10	2	0	253	4.22

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards conflict management among the employees. In the above table, *‘I try to bring out win-win solution’* has been ranked with the highest score of 4.22; *‘I handle difficult peoples, situations tactfully and diplomatically’* and *‘I encourage debate and open discussion’* have been ranked second with the score of 4 and finally *‘I spot potential conflict, disagreements and diffuse the situation’* ranked last with the score of 3.82.

TABLE 16: WEIGHTED AVERAGE SCORE – TEAM CAPABILITIES

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I display team qualities like respect, helpfulness and co-operation	31	27	2	0	0	269	4.48
I draw all members into active and enthusiastic participation	26	32	2	0	0	264	4.40
I protect the groups reputation, and share credit with the team	33	24	3	0	0	270	4.50
I build team identity, commitments and co-operation	30	28	2	0	0	268	4.47

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards team capabilities among the employees. In the above table, *‘I protect the groups reputation, and share credit with the team’* has been ranked with the highest score of 4.50; *‘I display team qualities like respect, helpfulness, and co-operation’* has been ranked second with a score of 4.48, *‘I build team identity, commitments and co-operation’* has been ranked third with a score of 4.47 and finally *‘I draw all members into active and enthusiastic participation’* ranked last with the score of 4.40.

TABLE17: WEIGHTED AVERAGE SCORE – BUILDING BONDS

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I cultivate and maintain extensive informal networks	14	25	19	2	0	231	3.85
I seek our relationships that are mutually beneficial	15	29	15	1	0	238	3.97
I build rapport and keep others informed	21	31	8	0	0	253	4.22
I make and maintain personal friendships among colleagues	18	30	12	0	0	246	4.10

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards Building Bonds among the employees. In the above table, *‘I build rapport and keep others informed’* has been ranked with the highest score of 4.22; *‘I make and maintain personal friendships among colleagues’* has been ranked second with the score of 4.10, *‘I seek*

our relationships that are mutually beneficial’ has been ranked third with the score of 3.97 and finally ‘I cultivate and maintain extensive informal networks’ ranked last with the score of 3.85.

TABLE 18: WEIGHTED AVERAGE SCORE – COLLABORATION AND CO-OPERATION

Factors	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average Score
I balance, focus on the task and attention to relationships	16	36	7	0	1	246	4.10
I collaborate by sharing plans information and resources	12	40	8	0	0	244	4.07
I promote a friendly and a co-operative atmosphere	28	29	2	1	0	264	4.40
I spot and nurture opportunities for collaboration	22	31	6	1	0	254	4.23

INTERPRETATION:

The weighted average score has been carried out in this study to know about the level of opinion towards collaboration and co-operation among the employees. In the above table, ‘I promote a friendly and a co-operative atmosphere’ has been ranked with the highest score of 4.40; ‘I spot and nurture opportunities for collaboration’ has been ranked second with the score of 4.23, ‘I balance, focus on the task and attention to relationships’ has been ranked third with the score of 4.10 and finally ‘I collaborate by sharing plans information and resources’ ranked last with the score of 4.07.

3.3 CHI-SQUARE ANALYSIS

A.RELATIONSHIP BETWEEN GENDER AND AWARE OF SELF EMOTIONS AND FEELINGS

Null Hypothesis H₀: There is no significant relationship between gender and aware of self-emotions and feelings

TABLE 19: CROSS TABULATION - GENDER AND AWARE OF SELF EMOTIONS AND FEELINGS

Gender	Strongly Agree	Agree	Neutral	Total
Male	13	23	2	38
Female	8	12	2	22
Total	21	35	4	60

Assistant	0	4	2	6
Supervisor	17	14	0	31
Total	28	29	3	60

Calculated Value	Table Value	Degrees of Freedom
45.805	12.592	6

Calculated Value	Table Value	Degrees of Freedom
16.684	5.991	2

INFERENCE:

From the above table, it is inferred that the calculated chi-square value 16.684 is greater than the chi-square table value 5.991. Hence the null hypothesis is rejected. The result shows that there is a significant relationship between gender and aware of self-emotions and feelings.

B. RELATIONSHIP BETWEEN THE DESIGNATION AND UNDERSTANDING CUSTOMER NEEDS

Null Hypothesis H₀: There is no significant relationship between the designation and Customer Needs

TABLE 20: CROSS TABULATION - DESIGNATION AND UNDERSTANDING CUSTOMER NEEDS

Designation	Strongly Agree	Agree	Neutral	Total
Auditor	4	2	1	7
Accountants	7	9	0	16

INFERENCE:

From the above table, it is inferred that the calculated chi-square value 45.805 is greater than the chi-square table value 12.592. Hence the null hypothesis is rejected. The result shows that there is a significant relationship between the designation and Customer Needs.

IV. FINDINGS

- Majority 63.3% of the respondents are ‘Male’.
- Majority 51.7% of the respondents are ‘Supervisor’.
- Majority 51.7% of the respondents’ monthly salary is between ‘Rs.40000 to Rs.60000’.
- Majority 76.7% of the respondents are educated as ‘Post Graduate’.
- Majority 88.3% of the respondents have working experience of ‘Above 5 years’.
- There is a significant relationship between gender and aware of self-emotions and feelings.
- There is a significant relationship between the designation and Customer Needs.

V. SUGGESTIONS

- From the analysis, it was noted that the employees have proper links between the feelings and what they do. Hence it is suggested to the company that they could offer the necessary training like 'role-playing' that could increase their productivity with their own feelings.
- It was noted that the self-confidence among the employees was very high and they were able to voice their views although they were unpopular and voice for what was right. The company could continue providing motivational training to their employees to sustain their creed in their job.
- As the empathy of the employees, they were able to understand and recognize other employee ideas. It is recommended to the company that they may offer outdoor training and group discussions more to their employees that may help to increase the bond between the employees.
- From the findings, it was noted that the employees at VITAE are self-aware of their feelings and are able to understand other staffs feeling and are able to empathize. Thus, the recommendation to the company would be to continue making effort to develop the skills like communication skills, logical skills, comprehension skills, creative skills, and management skills to face the challenges faced by the employees.
- From the study, most of the respondents were having positive thoughts and peaceful while in difficult situations. It is recommended to the company that they may continue to create a peaceful environment and a good culture in the company, it may increase the performance of the employees and productivity.

VI. CONCLUSION

Employees work life and career are hugely affected by emotional intelligence. Workplaces are the rational environment, typically a melting pot of different personalities, skills, strengths, and emotions. Therefore, emotional intelligence is intricately melded into each and every decision and action within the workplace. It creates a mass organizational change. Therefore, those with higher emotional intelligence typically successfully navigate the workplace more effectively. Emotional intelligence enables an employee to build and drive successful team work and to be agile and responsive as needed. So, the employees become successful.

The findings of the present investigation suggested that emotional intelligence and self-esteem were positively significant. Male employees have more emotional intelligence than female. The main purpose of this research was to explore the impact of emotional

intelligence and its indicators among the employees working in VITAE International. Emotional intelligence and their commitment were psychological factors which influence the employee behavior in the workplace. Hence, in India, every organization must support and also pave the way for every employee to analyze their emotions so that it could help in increasing the self-confidence and be focused on achieving the goals. Thus, it was important to note that from the study emotional intelligence influences employee commitment towards the organizations. Emotional intelligence has a direct positive effect on job satisfaction of the employees. This means that the increase of emotional intelligence resulted to increase job satisfaction otherwise vice versa.

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