

## ROLE OF EMOTIONAL INTELLIGENCE OF BPO EMPLOYEES IN MYSORE CITY

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*Article History: Received 12<sup>th</sup> April, 2014, Accepted 5<sup>th</sup> April, 2014, Published 29<sup>th</sup> April, 2014*

### ABSTRACT

The present study investigated in a sample of 130 BPO Employees whether emotional intelligence regulates their attitude towards their work. They were selected through the convenient sampling method with emotional intelligence quotient inventory. The present results of the study reveals that, the 26 to 30 years old BPO Employees were high in problem solving, reality testing and empathy dimensions of emotional intelligence. In sum, our analyses provided converging evidence that there is significant positive role with their emotional intelligence.

**Keywords:** Emotional Intelligence, Mysore, and BPO Employees

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### 1. INTRODUCTION

Emotional Intelligence is the capacity to effectively perceive, express, understand, and manage your emotions and the emotions of others in a positive and productive manner. According to the Bar-On (1997) emotional intelligence is an emotional competencies, skills and facilitators that determine how well we understand and express ourselves, understand others and relate with them, and cope with daily demands, challenges, and pressures.

The Bar-On (1997) describes emotional intelligence as an array of interrelated emotional and social competencies, skills, and facilitators that impact intelligent behaviour. Identifying and logically clustering various emotional and social competencies, skills, and facilitators thought to impact human effectiveness and well-being; defining the individual clusters of competencies, skills, and facilitators that emerged.

It considers the potential association of emotional intelligence with demographic factors of BPO Employees. In the present study author has focused on the role of emotional intelligence with demographic (age, length of service, marital status, salary, and occupational level) antecedents.

### Hypotheses

The following hypotheses are framed to study the role of emotional intelligence among the BPO Employees

1. There is a significant difference in emotional intelligence of BPO Employees on the basis of their age.
2. BPO Employees differ significantly in their emotional intelligence on the basis of their length of service.
3. There is a significant difference in emotional intelligence of BPO Employees in accordance to their marital status.
4. There is a significant difference in emotional intelligence of BPO Employees on the basis of their occupational level.

### 2. METHOD

The sample comprises of 130 BPO Employees who working full time and resides in the Mysore area completed self-report surveys containing items assessing the variables described follows.

The emotional intelligence of the BPO Employees was measured by Bar-On (1997) Emotional Quotient Inventory in ten dimensions viz., empathy, assertiveness, flexibility, reality testing, stress management, problem solving, interpersonal relationship, impulse control, emotional self awareness and self-regard by sixty six items. There are five response categories for each item ranging from not true (zero point) to true (four point) for positive item and true (zero

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point) to not true (four point) for negative items. The average Cronbach's alpha coefficients were high for all of the sub-scales, ranging from 0.69 to 0.89, with an overall average internal consistency coefficient of 0.76. Bar-On (1997) established the validity of the tool by conducting studies in six different countries (India is one among the six countries). This tool possesses content and face validity. Moreover, the criterion group validity was established as 0.82.

### 3. ANALYSIS AND DISCUSSION

From the Table 1, it is found that 'F' values are significant with problem solving, stress management, emotional self awareness, reality testing, flexibility, and empathy dimensions along with the total and hence the hypothesis is accepted. It is concluded that the BPO Employees differ significantly in problem solving, stress management, emotional self awareness, reality testing, flexibility, and empathy dimensions of emotional intelligence along with its total.

And 31 to 35 years old BPO Employees were high in stress management and emotional self awareness as well as emotional intelligence total. Adulthood and aging introduce increased needs and opportunities to connect with others makes the 31 to 35 years old BPO Employees to develop the ability to monitor and modulate own emotional reactions, and manage the mental processes makes them to seek the positive side of the stressful situation. This awareness of emotional patterns helps them to recognize the situational nature of distress, and over time, to modulate their reactions to stressful events.

The 26 to 30 years old BPO Employees were high in problem solving, reality testing and empathy dimensions of emotional intelligence. The information processing style and working environment makes them to choose the right method handling the issues and hurdles by 26 to 30 years old BPO Employees in this digital age, emphasis on technologies that not only promote problem-solving, but also address new problems created by rapidly changing technology.

This age group of BPO Employees were completed their college education recently and little work experience makes them understand the real life situation intended their capacity to control over life events. The perceptual factors and individual cognitive ability enables this group of engineers to read the external physical and social environment enables their relationship with others which makes them high in the empathy dimension of emotional intelligence.

The BPO Employees above 35 years were high in flexibility dimension of emotional intelligence. The years of experience behind their age makes this group of people to gain knowledge to about, how to handle the high degree of stress involved in the information technology field. BPO Employees encountered many different challenges in diverse situations that vary in complexity levels that are not only demanding but also stressful. To avoid unpleasant criticism, it is imperative that aged BPO Employees possess a superior level of flexibility. It is concluded that the BPO Employees differ significantly in problem solving, stress management, emotional self awareness, reality testing, flexibility, and empathy dimensions of emotional intelligence along with its total with respect to their age.

From the Table 2, it is found that 'F' values are significant with stress management, emotional self awareness dimensions along with the emotional intelligence total and hence the hypothesis is rejected for emotional intelligence.

More than 5 years of service BPO Employees were high in the emotional self awareness dimension of emotional intelligence. This group of BPO Employees were developed the ability to recognize their own emotions and how they affect own thoughts and behaviour makes them to stand high in the emotional self awareness dimension of emotional intelligence. This happens because of understanding their strengths and weaknesses ultimately which increases their self-confidence. It is concluded that the BPO Employees differ significantly in stress management, emotional self awareness dimensions of emotional intelligence along with the emotional intelligence total.

The married BPO Employees were high in emotional intelligence total, this was due to both wife and husband are keenly aware of their individual emotions, they manage those emotions in a healthy way, and then they are intentionally aware and attentive to the emotions of their mate. This imperatively promotes the genuine care about the problem or issues and they approach it step by step. More over this group of people are open and respond to things required from them which give them clear picture about the task assigned to them. It is concluded that the BPO Employees differ significantly in work enjoyment and feeling driven to work dimensions of workaholism and emotional intelligence total based on their marital status.

In the all significant values of the emotional intelligence dimensions and emotional intelligence total were dominated by the middle BPO Employees. And the respective significant dimensions are stress management, emotional self-awareness and emotional intelligence total. The better handling of stress management than the other occupational level may be due to the urge in the life such as getting marriage or to settle.

The BPO Employees are the entrant form in the information technology sector they are under pressure to confirm their jobs by proving their skill set. Whereas the software architect are in the position of delegating the task. The senior BPO Employees are in the position to get the things from the BPO Employees by assigning as according to their convenient. This happens because they understand their strength and limits which gives them confident about what they can and cannot do.

The challenge faced by the software architect on the daily basis provided the opportunity to use their emotional competencies. To develop and maintain the talent management i.e. developing talent – both internally and through finding and attracting good people – and equipping them for successful implementation of the task assigned to their team. It is concluded that the BPO Employees differ significantly in stress management, emotional self awareness dimensions of emotional intelligence along with the emotional intelligence total with respect to their occupational level in the information technology sector.

From the table 5, it is found that the correlation co-efficient are significant for most all the emotional intelligence dimensions. Hence, the hypothesis is accepted. It is concluded that the emotional intelligence of BPO Employees have significant impact on their workaholsim.

**Table: 1. EMOTIONAL INTELLIGENCE BPO EMPLOYEES BASED ON THEIR AGE**

Emotional Intelligence dimensions	AGE				F – value	Posthoc
	1 Mean (S.D)	2 Mean (S.D)	3 Mean (S.D)	4 Mean (S.D)		
Problem Solving	17.27 (2.08)	18.86 (2.29)	18.77 (2.58)	18.22 (1.63)	3.37*	2 vs 3 vs 4 vs 1
Stress Management	23.07 (3.23)	25.03 (2.54)	25.77 (2.20)	25.06 (1.66)	7.23*	3 vs 4 vs 2 vs 1
Emotional Self Awareness	17.13 (1.74)	18.37 (2.07)	18.91 (1.73)	18.56 (2.12)	5.62*	3 vs 4 vs 2 vs 1
Reality	17.80 (2.33)	19.40 (2.26)	19.17 (1.98)	17.72 (2.24)	4.85*	2 vs 3 vs 1 vs 4
Self Regard	26.03 (2.80)	27.49 (3.00)	27.45 (2.83)	27.55 (2.00)	2.10 <sup>NS</sup>	----
Impulse Control	14.43 (2.47)	15.26 (2.23)	15.60 (1.78)	15.44 (1.92)	1.98 <sup>NS</sup>	----
Flexibility	22.27 (3.07)	24.71 (2.84)	24.77 (2.22)	25.06 (2.53)	7.10*	4 vs 3 vs 2 vs 1
Assertiveness	17.47 (2.24)	18.37 (2.00)	18.55 (2.04)	25.06 (2.53)	1.87 <sup>NS</sup>	----
Empathy	14.20 (2.35)	15.69 (2.15)	15.43 (1.87)	14.67 (2.06)	3.40*	2 vs 3 vs 4 vs 1
Inter Personal Relationship	20.33 (2.89)	21.00 (2.25)	21.77 (2.58)	21.72 (1.99)	2.33 <sup>NS</sup>	----
EI_Total	190.00 (14.40)	204.17 (7.06)	206.17 (6.29)	202.11 (6.90)	21.31*	3 vs 2 vs 4 vs 1

- 1. Less than 25 years
  - 2. 26 to 30 years
  - 3. 31 to 35 years
  - 4. Above 35 years
- \* Significant at 0.05 level  
<sup>NS</sup> Not Significant

**Table: 2. EMOTIONAL INTELLIGENCE WITH RESPECT TO THEIR LENGTH OF SERVICE**

Emotional Intelligence dimensions	LENGTH OF SERVICE			F – value	Posthoc
	1 Mean (S.D)	2 Mean (S.D)	3 Mean (S.D)		
Problem Solving	18.15 (2.31)	18.70 (2.55)	18.30 (1.99)	0.725 <sup>NS</sup>	----
Stress Management	23.95 (3.04)	25.80 (2.16)	25.30 (1.73)	7.333*	2 vs 3 vs 1
Emotional Self Awareness	17.80 (2.02)	18.74 (1.73)	18.78 (2.13)	3.885*	3 vs 2 vs 1
Reality	18.59 (2.46)	19.21 (1.95)	18.04 (2.22)	2.263 <sup>NS</sup>	----
Self Regard	26.79 (3.03)	27.37 (2.88)	27.65 (1.900)	1.018 <sup>NS</sup>	----
Impulse Control	14.85 (2.30)	15.52 (2.00)	15.56 (1.75)	1.705 <sup>NS</sup>	----
Flexibility	23.59 (3.13)	24.74 (2.43)	24.82 (2.50)	2.892 <sup>NS</sup>	----
Assertiveness	18.00 (2.13)	18.39 (2.03)	18.30 (1.91)	0.516 <sup>NS</sup>	----
Empathy	14.97 (2.44)	15.37 (1.70)	14.96 (2.160)	0.524 <sup>NS</sup>	----
Inter Personal Relationship	20.82 (2.66)	21.33 (2.44)	22.09 (2.25)	2.176 <sup>NS</sup>	----
EI_Total	197.51 (13.40)	205.17 (6.35)	203.83 (7.65)	7.847*	2 vs 3 vs 1

- 3. Less than 3 years
  - 4. 3 to 5 years
  - 5. Above 5 years
- \* Significant at 0.05 level  
<sup>NS</sup> Not significant

**Table: 3. EMOTIONAL INTELLIGENCE BASED ON THEIR MARITAL STATUS**

Emotional Intelligence dimensions	MARITAL STATUS		t value
	MARRIED Mean (S.D)	UNMARRIED Mean (S.D)	
Problem Solving	18.63 (2.40)	17.96 (2.22)	0.794 <sup>NS</sup>
Stress Management	25.38 (2.42)	24.01 (2.87)	1.279 <sup>NS</sup>
Emotional Self Awareness	18.82 (1.89)	17.51 (1.87)	0.652 <sup>NS</sup>
Reality	18.85 (2.15)	18.51 (2.46)	0.673 <sup>NS</sup>
Self Regard	27.56 (2.76)	26.51 (2.80)	0.207 <sup>NS</sup>
Impulse Control	15.58 (1.92)	14.65 (2.31)	2.778 <sup>NS</sup>
Flexibility	24.57 (2.46)	23.67 (3.28)	2.399 <sup>NS</sup>
Assertiveness	18.32 (1.83)	18.00 (2.36)	1.226 <sup>NS</sup>
Empathy	15.28 (1.97)	14.84 (2.39)	1.355 <sup>NS</sup>
Inter Personal Relationship	21.51 (2.38)	20.78 (2.74)	0.376 <sup>NS</sup>
EI_Total	204.49 (7.56)	196.45 (13.50)	26.700*

\* Significant at 0.05 level

<sup>NS</sup> Not significant**Table 4 EMOTIONAL INTELLIGENCE BASED ON THEIR OCCUPATIONAL LEVEL**

Emotional Intelligence dimensions	OCCUPATIONAL LEVEL			F – value	Posthoc
	1	2	3		
Problem Solving	18.17 (2.33)	18.72 (2.59)	18.22 (1.63)	0.787	----
Stress Management	24.08 (3.02)	25.87 (2.100)	25.06 (1.66)	6.673*	2 vs 3 vs 1
Emotional Self Awareness	17.83 (2.01)	18.89 (1.74)	18.56 (2.12)	4.218*	2 vs 3 vs 1
Reality	18.67 (2.39)	19.17 (2.00)	17.72 (2.24)	2.741	----
Self Regard	26.83 (2.96)	27.43 (2.86)	27.56 (2.00)	0.841	----
Impulse Control	14.88 (2.34)	15.61 (1.79)	15.44 (1.92)	1.748	----
Flexibility	23.59 (1.35)	24.78 (2.24)	25.06 (2.53)	3.447	----
Assertiveness	18.03 (2.22)	18.46 (1.95)	18.11 (1.64)	0.598	----
Empathy	15.06 (2.39)	15.35 (1.82)	14.67 (2.06)	0.678	----
Inter Personal Relationship	20.74 (2.58)	21.72 (2.59)	21.72 (1.99)	2.454	----
EI_Total	197.88 (13.13)	206.00 (6.25)	202.11 (6.90)	8.294*	2 vs 3 vs 1

1. Junior BPO

2. Middle BPO

\* Significant at 0.05 level

<sup>NS</sup> Not significant Senior BPO

#### 4. CONCLUSION

The emotional intelligence is the two most prominent measure in the behavioural research. The emotional intelligence criteria and personal demographic of the BPO employees were studied. In conclusion, emotional intelligence shows the relationship with the age of the BPO Employees in the information technology

sector. Therefore, future research should examine employees of a particular project or a company this would increase our understanding.

#### 5. REFERENCES

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