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Emotional Intelligence and Efficient Utilization of Human Resources.

Dipti Ranjan Sahoo[1], Ashok Kumar Panigrahi[2]
[1]*Department of Basic Science & Humanities, Gandhi Engineering College, Odisha, India*
[2]*Department of Basic Science & Humanities ,Gandhi Institute For Technology ,Odisha ,India*

ABSTRACT: *Emotional maturity being one among the mental elements of Emotional insight implies the capacity to assess one's own feelings and of others; recognize and express sentiments; balance the condition of heart and brain; value others' perspective; create others and being versatile and adaptable anytime of time. Passionate development is one which makes a person to be adjusted consistently and does their exercises plainly and effectively. Henceforth the current examination was made to know the degree of Emotional development among the product experts and to look at the impact of individual segment factors on enthusiastic development among programming experts. Expressive research configuration was embraced for the current investigation and tests were chosen utilizing advantageous inspecting procedure and programming experts structure the objective examples for the current examination. Essential information was gathered by utilizing all around organized survey and to demonstrate the outcomes factually t-test was applied. With the showed up discoveries of the examination not many ramifications was determined and not many proposals were recorded as the extension for additional investigation.*
Keywords: *Emotional maturity, Emotional intelligence, Emotional development.*

I. INTRODUCTION

Emotional maturity is reflected in the behavioral pattern exhibited by individuals while dealing with the inner self and the immediate environment. Emotional maturity covers various aspects such as self-awareness, developing others, delaying gratification and being adaptable and flexible at various situations. These are some of the qualities demanded in today's corporate world professions as it requires interacting with people, working in teams etc. This is especially goes true with software professionals as their approach of work is both individualistic and group. Moreover they work in cross cultural environment and they work long hard hours to accomplish their targets within the stipulated time which makes to experience pressure and unbalanced at times resulting in emotional hijacking/harassment. For that reason their nature of job demands them not only with excellence in their technical side but also excellence in their emotional/behavioral side. Currently many organizations across the world have started to realize the significance of role of behavioral attitude among the individuals and in workplace. As a result they have started to learn about Emotional intelligence and its dimensions and stared with practical implementation of these skills among their employees in order to attain assured success both personally and professionally. As a result when software organizations take steps to impart Emotional intelligence and its dimensions skills among their employees, they would be able to handle and balance their emotions at all times and attain assured success continuously.

1.1 Objectives Of The study

The present study is carried out to know the behavioral attitude among the software professionals in the work place by listing the following objectives. The primary objective of the present study is to know the level of Emotional maturity among software professionals. The secondary objective is to examine whether any personal demographic variables influences the level of Emotional maturity or not.

II. REVIEW OFLITERATURE

Daniel Goleman and Richard Boyatzis (1999) has found that Software developers with high levels of Emotional Intelligence can develop effective software three times faster than others. Sales Consultants with high levels of Emotional Intelligence generate twice the revenue of their colleagues. A national furniture retailer found that sales people hired based on Emotional Intelligence has half the drop out rate during their first year. Experienced partners in a multi – national consulting firm who were assessed on their levels of Emotional Intelligence delivered $1.2 million more profit from their accounts than did other partners – a 139% incremental gain.

Richburg and Melanie (2002) saw that the intrigue of why some people become successful while others fail despite natural talents, gifts, of intelligence has provoked inquiry into qualities that determine success. While some people possess varying degrees of ability, oftentimes the most talented are not always the most

successful, happy, or wealthy, which goes against our rational way of thinking. Although it is premature to conclude that Emotional intelligence plays a key role in determining life success, it is proposed that there may be a significant relationship.

Manya Arnod Thomas (2004) in his research on Emotional Intelligence demonstrated that 80-90 percent of the difference between outstanding and average performers is linked with Emotional Intelligence.

Grewal et al (2005) found that there is psychological and practical value to understanding emotions of your own and others', managing them effectively and using them in thinking and reasoning. Experiments show that identifying and managing emotions help with cognition, task performance and social relationships. Emotional skills can be used for good (in work and family contexts) or for ill (by con artists, for example). Reliable psychological tests for emotional intelligence have been developed, allowing emotional skills to be correlated with life outcomes and distinguished from the dimensions ofpersonality.

Sharmira Malekar (2005) prepared a matrix of managing human capital from the perspective of Emotional intelligence. It is examined that superior's behavior is acceptable to subordinates when viewed as a source of satisfaction and motivation. Mainly this research focuses on three of the five parameters of Daniel Goleman's concept of Emotional intelligence and directs its applicability to the workplace that it becomes a more workable and enjoyableplace.

Shuhei Hiroi et al (2005) conducted an investigation at an IT company in order to confirm the effectiveness for management and evaluated the Competence and Emotional Intelligence of members in a software development project; found that the standard deviation of the project manager is higher than that of the programmer. It is supposed that the EI scores of project managers tend to be more variable than those of programmers. A project manager has a strong correlation in all items and an excellent project manager must have a high ability in all categories of EI scores.

Goldenberg I et al (2006) only self-reported EI scores showed a consistent pattern of relations with self-reported coping styles and depressive affect, whereas the performance-based measure demonstrated stronger relations with age, education, and receiving psychotherapy.

III. METHODOLOGY

Descriptive research design was adopted for the present study to accomplish the set objectives. Software professionals form the target samples and 120 samples were selected using convenient sampling technique. From these 120 respondents primary data was collected using well structured questionnaire that included variables such as dealing with Emotional upsets, self-esteem, sensitive response to emotional stimuli, handling egoism, self-awareness, developing others, delay in gratification, adaptability, knowing the threshold of emotional arousal, empathy, interpersonal relations and communicability of emotions. The questionnaire has a test retest reliability of 0.94 and validity of .89 and these questions relate about the behavior attitude and reactions in work and life related situations. Emotional maturity scores was measured based on the marked opinions for each questions where for each marked responses have its respective scores and scores of all the questions are added together and gives Emotional maturity score for the respondents.

IV. RESULTS AND DISCUSSIONS

The results were arrived on the basis of methodology proposed and to prove the results statistically t-test was adopted for the present study.

Emotional maturity level among Software Professionals

Research result – It is observed from Table 5.1 that out of 100% of the respondents, 50.8% of the software professionals have moderate level of Emotional maturity and 40% of the software professionals have high level of Emotional maturity. Whereas, only a very few number of software professionals were possessing low and extremely high level of Emotional maturity. But no one was with very low level of Emotional maturity which implies that each individual would be possessing emotional maturity to some level of extent. Therefore, it is inferred that software professionals are fairly able to evaluate their own and other's emotions and to some extent they are able to balance, manage the emotions and are flexible at times. It is proposed that Emotional maturity level can be increased through proper training on Emotional intelligence skill as it is one among the three psychological dimensions of Emotional intelligence that enables one to be emotionally matured and would be able to adapt at various situations.

Other research results on the basis of Statistical tool analysis

4.1 Influence of age on Emotional maturity among SoftwareProfessionals.

H_0: There is no significant difference between Emotional maturity levels among age groups of software professionals.

Research result: From Table 5.2 it is explored that the p-value for testing the significant difference between Emotional maturity level among age groups is less than 0.01 (t=2.923, N=120, p .004< .01) and hence null hypothesis is rejected. As a result there is significant difference between Emotional maturity level among various age groups of software professionals which infers that age of the software professionals influences their Emotional maturity level. Based on the mean scores it is also explored that software professionals who comes under the age group of above 30 years possess high Emotional maturitylevel.

4.2 Influence of gender on Emotional maturity among Software Professionals. H_0: There is no significant difference between Emotional Maturity levels among male and
female software professionals.

Research result: When Emotional Maturity levels of male and female software professionals assessed, it was tested that whether there is significant difference between emotional maturity levels among male and female software professionals. Table 5.3 shows that the p-value for testing the significant difference between male and female software professionals' Emotional maturity level is greater than .01 (t=.725, N=120, p
.470 > .01) and hence null hypothesis is accepted. Thus there is no significant difference between Emotional maturity level among male and female software professionals. This implies that both male and female software professionals are at the same level in evaluating emotions of oneself and others and balance the state of heart and mind by being adaptable and flexible in most of their situations.

4.3 Influence of qualification on Emotional maturity among Software Professionals. **H_0:** There is no significant difference between Emotional maturity levels based on qualification of softwareprofessionals.
Research result: Table 5.4 reveal that the p-value for testing the significant difference between Emotional maturity level based on the qualification of software professionals found to be less than .01 (t=3.098, N=120, p .002 < .01) and thus null hypothesis is rejected. Therefore it is explored that qualification that the software professionals hold influences their Emotional maturity level and moreover the mean scores disclose that the software professionals who hold PG degree possess high in their Emotional maturity level.

V. SUGGESTIONS AND CONCLUSION

Emotional maturity level among software professionals found to be moderate to high level which infers that they would be able to learn and acquire Emotional intelligence skills which in turn enhances their Emotional maturity skill. Though many organizations around the world had started to realize the significance of these skills they have not started to implement the intervention program on these skills among their employees. Hence as further scope of the study an investigation could be done to know the effectiveness of these skills' intervention program among their employees in their success. Moreover age and qualification of the software professionals found to be influencing their Emotional maturity level but gender wise their Emotional maturity level found to be almost equal. Hence to conclude, it is proposed that Emotional intelligence intervention program could be conducted to all software professionals irrespective of their gender as it helps them to evaluate and manage their emotions at all times. It is also recommended that organizations can include Emotional intelligence test as one among the selection criteria and also in induction program schedule that helps the organization and individual to work smoothly with an assurance of attaining continuoussuccess.

TABLES

Table 5.1 Emotional maturity level among software professionals

EM Score	No. of respondents	Percentage	Interpretation
133-140	3	2.5	Extremely High
113-132	48	40	High
88-112	61	50.8	Moderate
53-87	8	6.7	Low
<52	0	0	Very low
Total	120	100	

Table 5.2 Relationship between age and Emotional maturity among Software Professionals

Variable	Age	No. of Respondents	Mean	Standard deviation	Std. Error Mean	t Value	P Value
EM	< =30years	104	3.32	.643	.063	2.923*	.004*
	>30 years	16	3.81	.544	.136		

* Highly Significant at .01 level

Table 5.3 Relationship between gender and Emotional maturity among Software Professionals

Variable	Gender	No. of Respondents	Mean	Standard deviation	Std. Error Mean	t Value	P Value
EM	Male	68	107.7	14.82	1.79	.725*	.470*
	Female	52	109.7	15.03	2.08		

*Not Significant at .01 level

Table 5.4 Relationship between qualification and Emotional Intelligence among Software Professionals

Variabl e	Qualification	No. of Respondents	Mean	Standard deviation	Std. Error Mean	t Value	P Value
EM	UG	74	3.24	.637	.074	3.098 *	.002*
	PG	46	3.61	.614	.091		

*Highly Significant at .01 level

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