

A Study on emotional intelligence of the employee in petroleum industry in Chennai (CPCL)

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

KEERTHIGA .M
Register No.40410214



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **KEERTHIGA.M 40410214** who carried out the project entitled "**A Study on emotional intelligence of the employee in petroleum industry in Chennai (CPCL)**" under my supervision from January 2022 to March 2022.

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Submitted for Viva voce Examination held on_____

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DECLARATION

I **M.KEERTHIGA (40410214)** hereby declare that the Project Report entitled “**A Study on emotional intelligence of the employee in petroleum industry in Chennai(CPCL)**” done by me under the guidance of **DR.M.THINESH KUMAR** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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KEERTHIGA.M

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ABSTRACT

The pressure of performance in petroleum industry has lead to emotional disturbances affecting the productivity of the employees. In the concept of Emotional Intelligence, relationship management has emerged as an important aspect in petroleum industry. Still, it is relatively understudied element of employees work performance. Because, organisations require interpersonal interactions to accomplish their goals and most of the jobs require the ability to manage emotions. Thus, it is not surprising that empirical research has established a relationship between Emotional Intelligence (EI) and work performance of the employees. EI is a major criterion when it comes to promotion, performance and hiring of individuals. Therefore, EI should be given high priority when it comes to hiring and development of employees productivity in petroleum industry. With this background, the following research objectives were framed.

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CHAPTER – 1

1.1 INTRODUCTION

Emotional Intelligence (EI) is a vital component of any successful workplace in petroleum industry. Studies report that, people who operate with a high level of EI have more successful work relationships with colleagues and superiors. They have greater work success and higher work satisfaction. In the past, when hiring new employees, Human Resource managers have focused on the work output skill of prospective hires or years of training and experience related to the position available. While those qualifications are important for performing work-related tasks, it is equally necessary that the person joining the workplace is emotionally intelligent and mature as self-manager.

Emotional Intelligence in the workplace promotes an environment in which employees exhibit an equal amount of concern for their interpersonal relationships. Those persons who are self aware examine their thoughts, motives and behaviors to discover how others they work with, will be affected by them. They approach their employment as more than simply completing projects and assignments, and consider more deeply how to assist in the achievement of group and task success. As emotionally intelligent individual operates from a relational point-of-view, stronger bonds are built between themselves and their colleagues.

Emotionally intelligent people are efficient self-managers and also have greater success in the workplace. They are able to effectively gauge their possible work output, and complete tasks accordingly. They realize when assistance is needed from sources outside of themselves and are confident enough to secure those resources. They have also built sufficient relationships with others who may need to provide the resources or assist in completing a project.

A peaceful work environment is based on the extent of emotionally matured employees who are working to help each other succeed while simultaneously meeting production goals. When positive work relationships exist and there is project success, overall work satisfaction is naturally higher.

Emotional Intelligence is a crucial skill that companies desire their employees to have, but have not always articulated this fact. As the relevance of EI becomes more apparent, acquiring employees with high level of emotional maturity will grow as important as academic qualifications. Emotionally intelligent organisations maximize potential for business success and increase productivity. Because, people in these organisations share more powerful connections. Emotional Intelligence also serves as a self motivator. It gives self motivation for the employees to reduce the occupational stress. The relationship between the

employees and management of the petroleum industry is considered to have an impact on the industrial relations. Thus, EI has been proven to be an important tool for every employees in both work and life.

Based on a number of studies, EI at work was found to have many benefits including the ability to:

Manage stress better at work

Improve relationships with co-workers

Deal more effectively with supervisor

Improve employee productivity

Exhibit better leadership

Bring better team performance.

1.2 COMPANY PROFILE

Chennai Petroleum Corporation Limited (CPCL) is a world class Refining Company with dominant presence in South India. CPCL, formerly known as Madras Refineries Limited (MRL), was formed in 1965 as a joint venture between the Government of India (GOI), AMOCO and National Iranian Oil Company (NIOC). Subsequent to AMOCO's and GOI's disinvestment in 1985 and 2001 respectively, CPCL became a group company of Indian Oil Corporation Limited (IOCL).

In 1969, CPCL set up its first Refinery in Manali, Chennai with an installed capacity of 2.5 MMTPA in a record time of 27 months. CPCL now has two refineries with a combined refining capacity of 10.5 MMTPA. The Manali Refinery has progressively increased its refining capacity to the current level of 9.5 MMTPA and is one of the most complex refineries in India and produces Fuels, Lubes, Wax and Petrochemical feed stocks. CPCL's second Refinery is located at Cauvery Basin in Nagapattinam. This unit was initially set up with a capacity of 0.5 MMTPA in 1993 and later enhanced to 1.0 MMTPA with its own captive Jetty. The turnover of CPCL for the year 2008-09 was Rs. 36,490 crore .

CPCL plays the role of a Mother Industry supplying feed stocks to the neighbouring industries in Manali. CPCL's products are marketed through IOCL. CPCL's products are mostly consumed domestically except Naphtha, Fuel Oil and Lubes which are partly exported.

CPCL has also made pioneering efforts in the field of Energy and Water Conservation by setting up a Wind Farm and Sewage Reclamation and Sea Water Desalination Plants.

1.3 STATEMENT OF PROBLEM

Every industry has its own goal and programs. The success or failure of any industry in implementing its plans and program to teach it goal depend to a great extent upon it employee. To identify that can predict individual emotional intelligence in the workplace has long been a goal of schedule and practice in the field of in behaviours. The study of emotional intelligence as a significant became an assist in explaining employee Self Motivation, self awareness, self

manner, empathy, social skills, emotion are employee discrete and consists responses to in extent feeling and moods which have a particular significant in their workplace.

1.4 OBJECTIVES OF STUDY

The main aim of the study is to examine the impact of Emotional Intelligence of employees in petroleum industry in Chennai (CPCL)

- 1.To study the impact of Emotional Intelligence on productivity of the employees.
- 2.To study the impact of Emotional Intelligence on Industrial Relations, and
3. To study the stress of the employee.

1.5 NEEDS OF STUDY

This study is an attempt to identify the key factor which can be used by the Management of an organisation, so that the organisational performance can be increased in petroleum industry. In petroleum industry, employees have to work in group with different opinions and ideas. At this juncture, Emotional Intelligence plays a vital role to increase the employees productivity and industrial relations. The petroleum industry employees have to manage their emotions and overcome the occupational stress and increase the organisational commitment. In this context, arises the need to study the importance of EI at workplace.

1.6 SCOPE OF STUDY

The study will bring to light the factors influencing the Emotional Intelligence of employees regarding Emotional Intelligence and its impact on productivity, organisational commitment and stress level in the study area. It will also identify the physiological and psychological impact of stress and training offered by the petroleum industry in Chennai Hence, an attempt has been made to study the impact of Emotional Intelligence on employee productivity in the study area. This project to identify the EI level of employees in petroleum Industry.

CHAPTER - 2

2.1 REVIEW OF LITERATURE.

Subramaniam (2020) claimed that feelings are connected to all human experiences and the emotional engagement of members is important in social and developmental relationship. Emotional Intelligence is the ability to effectively use emotions and emotional knowledge in reasoning and behaviour. EI refers to a set of abilities, the ability to perceive accurately, appraise, and express emotions; the ability to access and generate feelings when they facilitate thought; the ability to understand emotion and knowledge; and the ability to regulate emotions to promote emotional and intellectual growth.

Lokeswaran (2019) stated that Emotional Intelligence is often referred also as Emotional Quotient which is the ability of an individual to capability and requires tools to assess this capability.

Nidhi Yadev (2018) EI is the capacity to reason out emotions and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth. EI refers to the ability to recognize the meanings of emotion and their relationships and to reason and solve problems on the basis of them. EI is involved in the capacity to perceive emotions, assimilate emotion-related feelings, understand the information of those emotions, and manage them.

Vanmathy Anbarasan & Mehta Nikhil (2017) presented that the pressure for performance in the industries has certainly led to emotional disturbances affecting the quality of work life of the employees. An Emotional Intelligent employee can better contribute to the humanization of work atmosphere and democratization of work relations. Emotional Intelligence is the most recent reform on an ancient philosophical debate about the place of emotions and the reasons in human affair.

Sánchez-Ruiz, Jose, Carlos, Prez-Gonzlez and Petride (2016) "Trait emotional intelligence profiles of students from different university faculties" had examined that the trait emotional intelligence (trait EI or trait emotional self-efficacy) profiles of 512 students from five university faculties: technical studies, natural sciences, social sciences, arts, and humanities. Using the Trait Emotional Intelligence Questionnaire, researchers hypothesised that (a) social sciences would score higher than technical studies in Emotionality, (b) arts

would score higher than technical studies in Emotionality, (c) arts would score lower than technical studies in Selfcontrol, and (d) there would be an interaction between gender and faculty, whereby female students would score higher than male students within the social sciences only. Several other exploratory comparisons were also performed. Results supported hypotheses (a), (b), and (d), but not hypothesis (c), although the differences were in the predicted direction.

Suzy Fox & Lamont Stallworth (2015) stated that stress and emotion are part of life and emotions may be intensely positive or intensely negative. Stress is often created when environmental factors pose a potential threat to our safety or well-being. Negative emotions are often generated by stressful situations, stress in a manner that will harness its energy and minimize its potential to produce disease or distress. Therefore it is concluded that, any HRD program intended for improving the employee perception on quality of working life in the organisational setting should focus on their Emotional Intelligence training, for the appraisal of emotional connection to the content and context of their work.

Lee Gardenswartz et al (2012) explained that human beings function at both rational and emotional levels. But, emotions are at the heart of their energy, commitment and motivation. Feelings are also fundamental in forming reactions to the differences people observe and perceive among themselves and others. Emotions determine whether people accept, reject, approach, avoid, or engage with others. The more one understands and manages emotional responses, the more one enjoys greater comfort in relationships, effectiveness in interactions and inner peace.

Charniss Grimm & Liautaud (2011) stated that, Emotional Intelligence is involved in the capacity to perceive emotions, assimilate emotional related feelings, understand the information of those emotions, and manage them. EI is a part of human personality, and personality provides the context in which Emotional Intelligence operates. EI improves an individual psychosocial adjustment with effective group living. Higher EI, indicates a better social and group living. EI is a master aptitude, a capacity that profoundly affects all other abilities, either facilitating or interfering.

Amit Kants & Richa Saros (2010) stated that the construct of Emotional Intelligence is relatively new and it has enjoyed unprecedented attention from experts. The credit for its increasing importance in the organisational behaviour theories goes through his work on Emotional Intelligence. Though with time the definition of Emotional Intelligence changed, there is now a better understanding about EI. It is referred to a skill, an aptitude. EI has the ability to perceive emotions, to access and generate emotions so as to assist thought to

understand emotions and emotional knowledge, and to reflectively regulate emotions, to promote emotional and intellectual growth. EI is quite important as it enables human beings to respond appropriately to a variety of situations. It provides a critical edge in work, family, social and even spiritual settings, and brings awareness. It also acts as a preventive measure against bad behaviour, anxiety, frustration, boredom and depression collectively taken as stress.

Azman Ismail & Amy Yao (2010) stated that occupational stress with or match their work demands and pressures in organisations. It may increase the ability of employees to manage their physiological and psychological stresses. EI components may be divided in the two major dimensions, firstly intrapersonal competencies like how well individuals manage themselves consists of three elements, i.e. self awareness, self regulation, and motivation, secondly interpersonal competencies like how well individuals interact with others includes two elements i.e. empathy and social skills.

Mourad Ali Eissa (2008) stated that, Emotional Intelligence has become one of the most important parameters for success in the world today. EI is known people can work together smoothly and fulfill personal as well organizational goals. In an organizational set-up individual has to work in groups along with people having different ideas, suggestions and opinions. EI plays a significant role at such juncture. The person has to learn to control and manage his moods and impulse because effective use of his skill and knowledge depends largely on the effective regulation of emotions.

Jerrell Cassady (2008) stated that stress is an unavoidable characteristic of life and work. It is a generalized non-specific response of the body to any demand placed on it. Job stress can be physical, mental and emotional. The aspects of Emotional Intelligence were found to impact psychological health and the ability to manage emotion and cope with stress, the drive to accomplish personal goals in order to manage and lead a more meaningful life.

Lamont Stall Worth (2007) stated that emotion refers to intense feelings that are directed at someone or something. EI in the innate potential to feel, use, communicate, recognize, learn from manage and understand emotions. There are six major categories of emotions. They are anger, fear joy, love, sadness, and surprise to express the same emotions in the same manner. The branch model of EI describes areas like capacities or skills that collectively describe any area of Emotional Intelligence more specifically, this model defines Emotional Intelligence as involving the abilities to accurately perceive emotions in one self and others, use emotions to facilitate thinking, understand emotional meanings and manage emotions. EI is required in any environment where individuals interact, but especially in the workplace, differences such as values, language, behaviours, preference, and norms.

Kafetsios & Loumakou (2007) compared the effects of trait EI, as measured by the EQ-i and emotion regulation on positive and negative effect at work and job satisfaction in Greece. Among the trait EI branches, only general mood had consistent predictive value for positive and negative effect at work. The interpersonal branch of EI was a predictor of job satisfaction and positive effect for the older age group, whereas regulation of emotion was a predictor of effect and job satisfaction for the younger age group. There was minimal evidence for emotion regulation being a mediator between EI and effect at work in either age group suggesting that, EI and emotion regulation may refer to individual processes.

Radha Sharma (2007) in this study examined the utility of EI, as measured by the work group for predicting individual performance, team performance, and conflict resolution styles. Results revealed that EI predicted performance at the group level, but not at the individual level. This finding suggested that EI competencies predicted successful problem solving of cognitive tasks in teams. The study also found that emotions are important in conflict resolution and contribute directly to team performance.

According to Jorden (2007) the key fact that must be considered in order to make interactions more positive is Emotional Intelligence. Humans are emotional creatures and this is the first key towards understanding EI. EI is equal or greater in importance to IQ simply because people who work for organizations must be expected to get along with the people they work with. If they are managers, they must be effective in working with and managing the employees.

Zapf & Holz (2006) examined the following aspects of emotion work, requirements to display positive and negative emotions and to be sensitive to clients emotions, and to express emotions that are not felt. Results showed that emotional dissonance was a very stressful aspect of emotion work. The requirement to express negative emotions had little effect on burnout. Aspects of emotion work had both positive and negative effects on employees with varying degrees of Emotional Intelligence.

Ahmad Youssefi (2005) explained that, EI is a necessary component of any successful workplace. People who operate with a high level of EI have more successful work relationships with colleagues and superiors, have greater work success and higher work satisfaction. Their ability to self manage affords them a heightened self awareness that is utilized to govern their actions, personally and in relation to others, which leads to reduced stress and maximized skills. EI in the workplace promotes an environment in which employees exhibit an equal interest for interpersonal relationships as for their work duties.

Turner (2004) stated that EI is the component of total intelligence, and that it contributes to both professional and personal lives. Traditional IQ is the ability to learn, understand, and reason. It is now thought to contribute success, whereas Emotional Quotient (EQ), which is the ability to understand oneself and interact with people, contributes 80%. EQ is critical to effective leadership. IQ has been linked to job performance and is a 29 key element in recruitment. However, EQ is evident in the leaders or /managers ability to retain their positions and be successful in their roles.

Moshe Zeidner et al (2004) explained that, EI skills include emotional self awareness, emotional expression, emotional awareness of others, emotional reasoning, emotional self management, emotional management of others, and emotional self control. EI is an essential factor responsible for determining success in life and psychological well-being.

Soosai Michael Raj (2003) introduced the concept of EI as a type of social intelligence, different separable from general intelligence. Research shows that EI is the common element that influences the different ways in which people develop their lives, jobs, social skills, the way they handle frustration, control their emotions and get along with other people. It is found that the difference between a simply brilliant person and a brilliant manager is with one another and understand emotions. Hence, EI is considered important for business leaders because if they are insensitive to the mood of their staff or team, it can create frustration and therefore not get the best out of people.

Slaski & Cartwright (2003) aimed to investigate whether EI can be developed in managers and if so, whether increased EI has a beneficial impact on health and well-being .The authors suggest that EI training may be useful in reducing stress and improving health, well-being, and performance.

Robert Cooper (2002) Emotional Intelligence is the clever use of makes emotions work is by using them to help guide his behaviour, mannerism and thought process. Some characteristics that are relied upon and believed to be part of Emotional Intelligence are emotional understanding, self confidence, self discipline and will power, conservation and empathy, political awareness, communication, management and leadership, dissent management, teamwork and mutual support and team potential by adapting and putting into practice the characteristics of Emotional Intelligence. Thus, Emotional Intelligence plays a very important and major role in an organization. The purpose of this work is not just for the benefit of an individual but for the benefit of the entire management.

Nikolaou & Tsaousis (2002) in their study explored the relationship between EI, as measured by the questionnaire and sources of occupational stress and outcome in a sample of professionals in mental health institutions. A positive correlation was found between EI and organizational commitment suggesting a new role for EI as a d organizations. The authors propose that EI and organizational commitment may work together to reduce occupational stress. They also suggest that 27 employees might benefit from EI training as part of an organized stress management programme.

Feyerherm & Rice (2002) investigated the relationship among a in workplace namely: understanding emotion, managing emotion, and identifying emotions. The study assessed the EI and performance levels of customer service teams and their leaders. The three components of EI studied only understanding emotion and managing emotion positively correlated with some measure of team performance.

World Health Organisation (2001) defines mental health as overall psychological well-being and balance between all aspects of life: social, physical, spiritual and emotional. This includes handling stress, relating to other people and making decisions. Emotions are related to psychological adjustment. It is desirable to manage feelings well, learning to express feeling effectively, involves a suitable balance between spontaneous expression and deliberate, rational control. The areas needing improvement vary somewhat from one person to another, on the one hand, people who are overtly emotional and impulsive may reveal their feeling without much excitement though they need to develop better control.

Daniel Goleman (2001) proposed four main Emotional Intelligence constructs: first, selfrecognize their impact while using gut feelings to guide decisions. Self managem and impulses and adapting to changing circumstances. The third construct, emotions while comprehending social networks. Finally, relationship management, the fourth construct, entails the ability to inspire, influence, and develop others while managing conflict. Goleman points out those individuals are born with a general Emotional Intelligence that determines their potential for learning emotional competencies.

Strenberg (2000) explained EI as a self-perceived ability to identify assess and control the emotions of oneself and of groups. Different models have been proposed for there is no agreement as to how the term should be used. EI can be used for good or bad. A good person with an open honest character and outgoing attitude will draw more people to him and keep most of those people either as friends or acquaintances.

Cary Cherniss (1998) stated that, an employee with high EI can manage impulse, communicate with others effectively, manage change well, solve problems and use humour to build rapport in tense situations. These employees also have empathy and remain optimistic. Emotions have the potential to get in the way of the most important business and personal relations

CHAPTER – 3

RESEARCH METHODOLOGY

3.1 METHODOLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose.

3.2 RESEARCH DESIGN

Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.3. SAMPLING TECHNIQUE

Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.4. SOURCES OF DATA

Data collection is the term used to describe a process of preparing and collecting data.

Primary Data – Questionnaire given to 175 respondents.

3.5 STRUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections. First part was designed to know the general information about employee 's and the second part contained the respondent opinions about employee intelligence.

3.6 SAMPLE SIZE

Sample size of this study is 175.

3.7 PERIOD OF STUDY

The duration of study is from December 2021 to April 2022 which is a 6 months of study.

3.8 PROFILE AREA OF THE STUDY

Area of this study is **Chennai Petroleum Corporation Limited in Chennai.**

3.9 STATISTICAL HYPOTHESIS

Null Hypothesis H0 : There is no negative influence in empathy.

Alternative hypothesis H1 : There is negative influence in empathy.

Null Hypothesis H0 : There is no significant difference between employees realize immediately when I lose my temper and employee stay calm even in difficult situation.

Alternative Hypothesis : There is significant difference between employees realize immediately when I lose my temper and employee stay calm even in difficult situation.

Null hypothesis : There is no relationship between employees Able to relax in pressure situation and Employee work assignment are not over loading.

Alternative hypothesis : : There is relationship between employees Able to relax in pressure situation and Employee work assignment are not over loading.

CHAPTER – 4

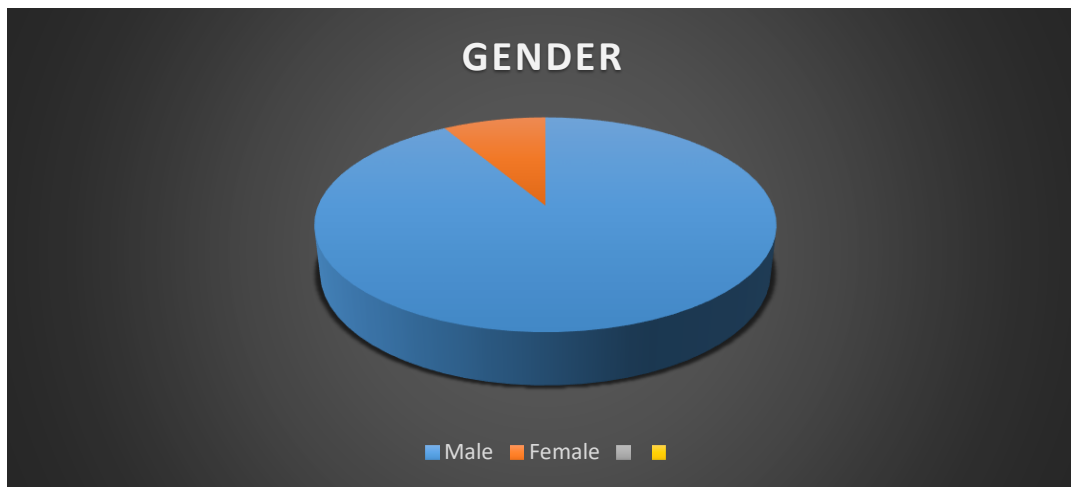
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 GENDER OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
Male	160	91.4%
Female	15	8.6%
Total	175	100%

CHART 4.1.1 GENDER OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 91.4% of respondent are in the male category and 8.6% of respondent are in the female category.

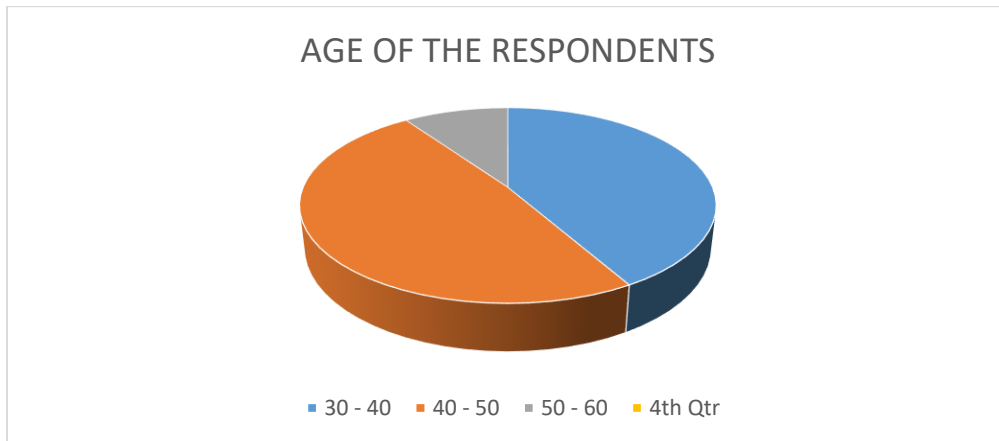
INFERENCE

Majority (91.4%) respondent are in the gender category of male.

TABLE NO 4.1.2 AGE OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
30 – 40	73	41.7%
40 – 50	85	48.6%
50 – 60	17	9.7%
Total	175	100

CHART NO 4.1.2 AGE OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 41.7% of respondent are in the 30 – 40, 48.6% of respondent are in the 40 – 50, 9.7% of respondent are in the 50 – 60.

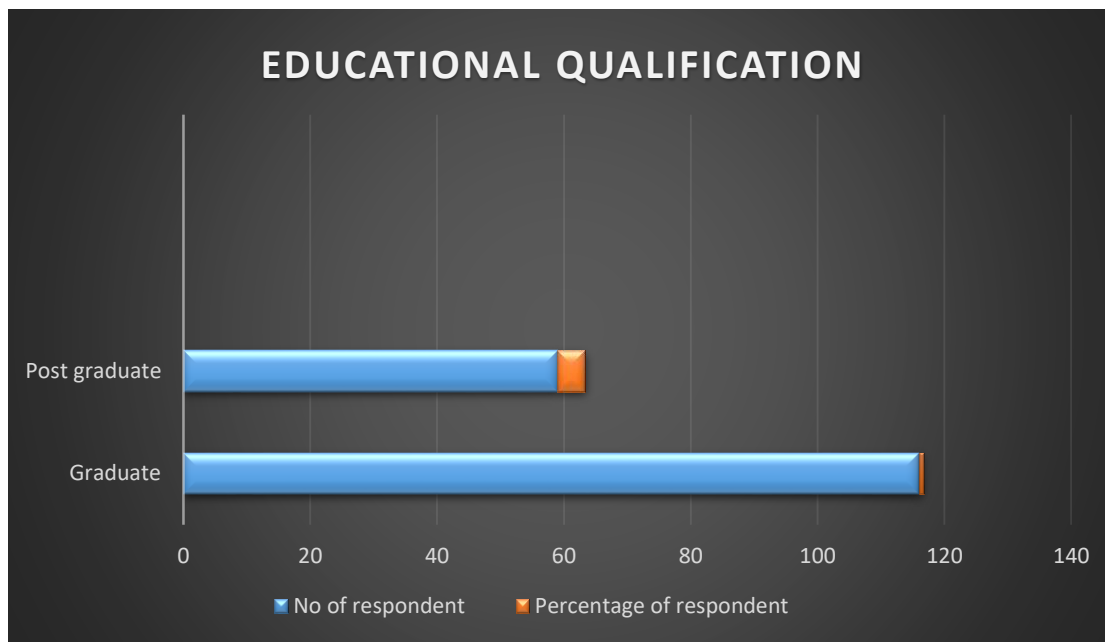
INFERENCE

Majority (48.6%) respondent are in the age category of 40 – 50.

TABLE 4.1.3 EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
Graduate	116	66.3%
Post graduate	59	33.7%
Total	175	100

CHART 4.1.3 EDUCATIONAL QUALIFICATION OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 66.3% of respondent are in the graduate, 33% of respondent are in the post graduate.

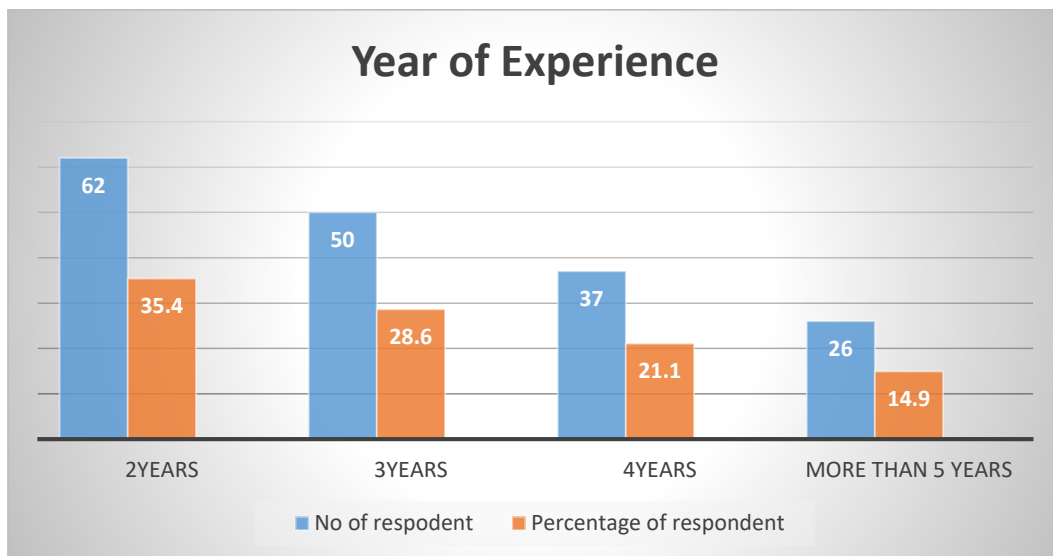
INFERENCE

Majority (66.3%) respondent are in the educational qualification category of graduate.

TABLE 4.1.4 YEAR OF EXPERIENCE OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
2 years	62	35.4%
3 years	50	28.6%
4 years	37	21.1%
More than 5years	26	14.9%
Total	175	100

CHART 4.1.4 YEAR OF EXPERIENCE OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 35,4% of respondent are in the 2years,28.6% of respondent are in the 3years,21.1% of respondent are in the 4years,14.9% of respondent are in the more than 5 years.

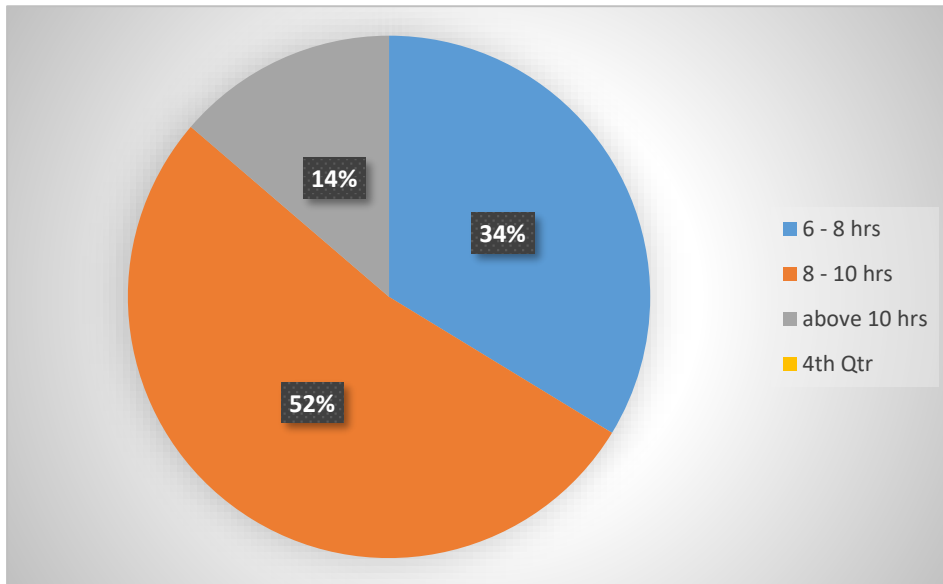
INFERENCE

Majority (35.4%) respondent are in the year of experience category of 2years.

4.1.5 NORMAL WORKING HOURS OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
6 – 8 hrs	59	33.7%
8 – 10 hrs	92	52.6%
Above 10 hrs	24	13.7%
Total	175	100

4.1.5 NORMAL WORKING HOURS OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 33.7 % of respondent are in the 6 – 8 hrs, 52.6 % of respondent are in the 8 – 10 hrs, 13.7% of respondent are in the above 10 hrs.

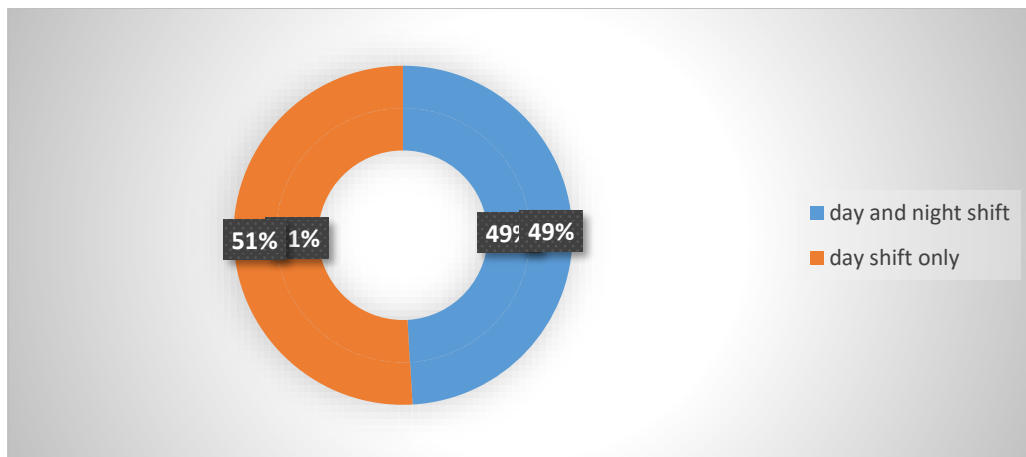
INFERENCE

Majority (52.6%) of respondent are in the normal working hours category of 8 – 10 hrs.

TABLE 4.1.6 YOU WERE WORKING IN OF THE RESPONDENTS

Particular	No of respondent	Percentage of respondent
Day and night shift	86	49.1%
Day shift only	89	50.9%
Total	175	100

CHART 4.1.6 YOU WERE WORKING IN OF THE RESPONDENTS



INTERPRETATION

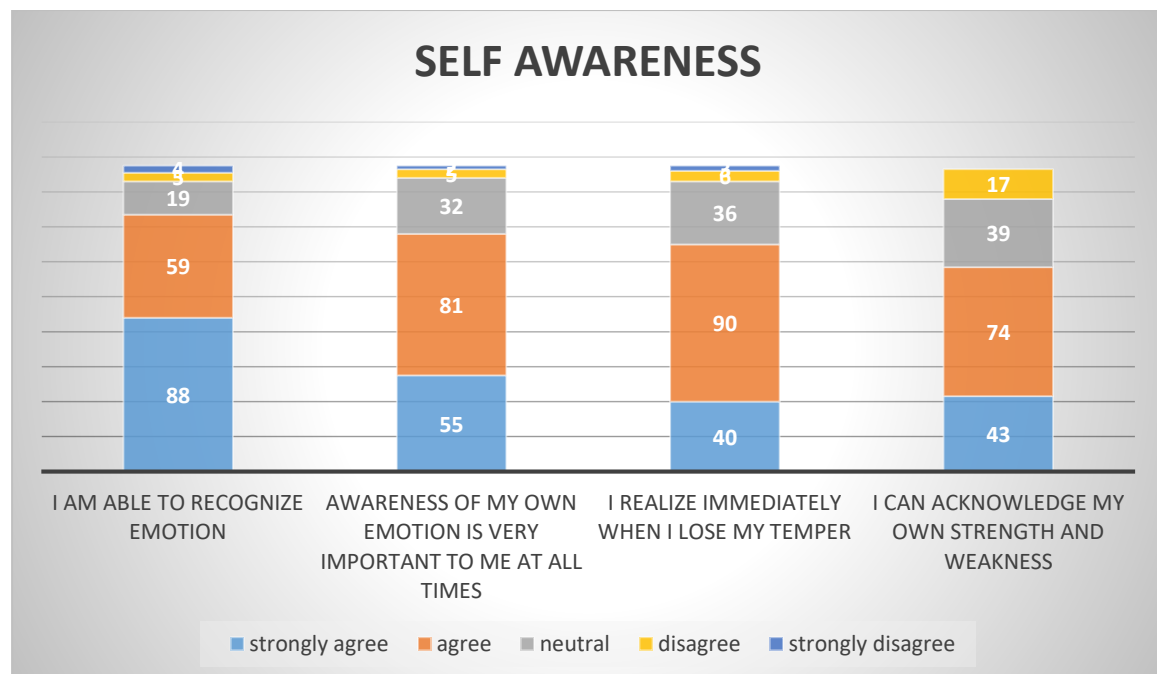
From the above table show that the interpreted 50.1% of respondent are in the day and night shift, 49.1% of respondent are in the day shift only.

INFERENCE

Majority (50.1%) of respondent are in the normal working hour category of day shift only.

TABLE 4.1.7 SELF AWARENESS OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am able to recognize emotion	88	59	19	5	4
Awareness of my own emotion is very important to me at all times	55	89	32	3	2
I realize immediately when I lose my temper	40	90	36	6	3
I can acknowledge my own strength and weakness	43	74	39	17	2

CHART 4.1.7 SELF AWARENESS OF THE RESPONDENTS

INTERPRETATION

From the above table show that interpreted 88 of respondent are in the strongly agree, 59 of respondent are in the agree, 17 of respondent are in the neutral, 5 of respondent are in the disagree, 4 of respondent are in the strongly disagree.

From the above table show that interpreted 55 of respondent are in the strongly agree, 81 of respondent are in the agree, 32 of respondent are in the neutral, 5 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

From the above table show that interpreted 40 of respondent are in the strongly agree, 90 of respondent are in the agree, 36 of respondent are in the neutral, 6 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 43 of respondent are in the strongly agree, 74 of respondent are in the agree, 39 of respondent are in the neutral, 17 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

INFERENCE

Majority 88 of respondent are in the I am able to recognize emotion category of strongly agree.

Majority 81 of respondent are in the awareness of my own emotion is very important to me at all times category of agree.

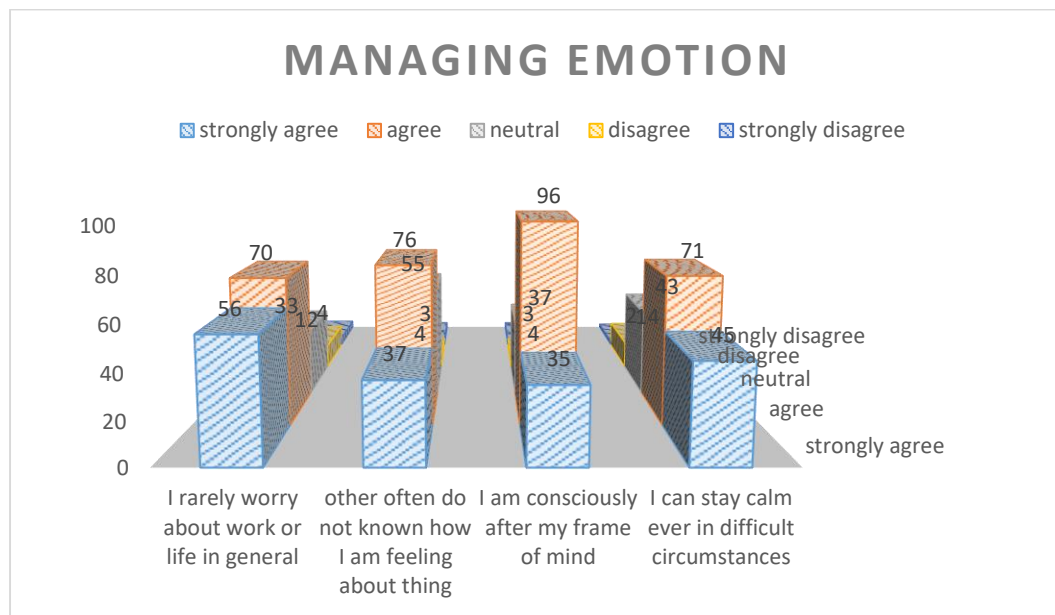
Majority 90 of respondent are in the I realize immediately when I lose my temper category of agree.

Majority 74 of respondent are in the I can acknowledgement my own strength and weakness category of agree.

TABLE 4.1.8 MANAGING EMOTION OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I rarely worry about work or life in general	56	70	33	12	4
Other often do not known how I am feeling about thing.	37	76	55	4	3
I am consciously after my frame of mind	35	96	37	4	3
I can stay calm ever in difficult circumstances	45	71	43	14	2

CHART 4.1.8 MANAGING EMOTION OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 56 of respondent are in the strongly agree,70 of respondent are in the agree,33 of respondent are in the neutral, 12 of respondent are in the disagree,4 of respondent are in the strongly disagree.

From the above table show that interpreted 37 of respondent are in the strongly agree,76 of respondent are in the agree,55 of respondent are in the neutral,4 of respondent are in the disagree 3 of respondent are in the strongly disagree.

From the above table show that interpreted of 35 respondent are in the strongly agree,96 of respondent are in the agree,37 of respondent are in the neutral,4 of respondent are in the disagree,3 of respondent are in the strongly disagree.

From the above table show that interpreted 45 of respondent are in the strongly agree,71 of respondent are in the agree,43 of respondent are in the neutral,14 of respondent are in the disagree,2 of respondent are in the strongly disagree.

INFERENCE

Majority 70 respondents are in the I rarely worry about work or life in general category of agree.

Majority 76 respondents are in the other often do not known how I am feeling about thing category of agree.

Majority 96 respondents are in the I am consciously after my frame of mind category of agree.

Majority 71 respondents are in the I can stay calm even in difficult circumstances category of agree.

TABLE NO 4.1.9 MOTIVATION OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I Never waste time.	51	67	40	10	7
I always meet deadline.	25	66	67	10	7
I am clear about my goal in my future.	39	77	46	6	7
I can always motivate myself even when I feel low.	40	62	54	11	8

CHART 4.1.9 MOTIVATION OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 51 of respondent are in the strongly agree, 67 of respondent are in the agree, 40 of respondent are in the neutral, 10 of respondent are in the disagree, 7 of respondent are in the strongly disagree.

From the above table show that interpreted 25 of respondent are in the strongly agree, 66 of respondent are in the agree, 67 of respondent are in the neutral, 10 of respondent are in the disagree, 7 of respondent are in the strongly disagree.

From the above table show that interpreted 39 of respondent are in the strongly agree, 77 of respondent are in the agree, 46 of respondent are in the neutral, 6 of respondent are in the disagree, 7 of respondent are in the strongly disagree.

From the above table show that interpreted 40 of respondent are in the strongly agree, 62 of respondent are in the agree, 54 of respondent are in the neutral, 11 of respondent are in the disagree, 8 of respondent are in the strongly disagree.

INFERENCE

Majority 67 of respondent are in the I never waste time category of agree.

Majority 67 of respondent are in the I always meet deadline category of neutral.

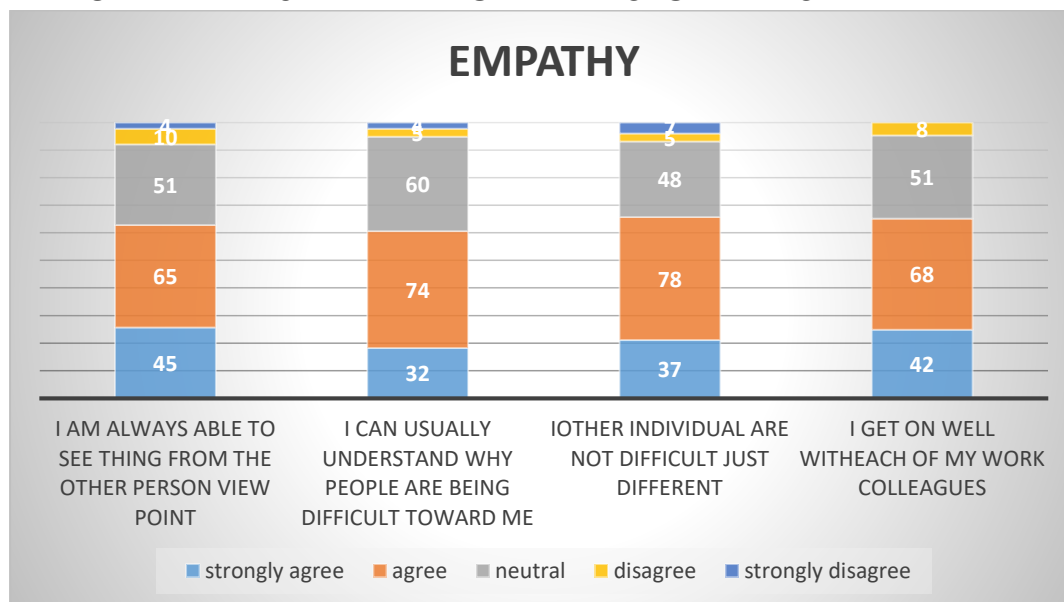
Majority 77 of respondent are in the I am clear about my goal in my future category of agree.

Majority 62 of respondent are in the I can always motivate myself even when I feel low category of agree.

TABLE 4.1.10 EMPATHY OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am always able to see thing from the other person view point	45	65	51	10	4
I can usually understand why people are being difficult toward me.	32	74	60	5	4
Other individual are not difficult just different.	37	78	48	5	7
I get on well with each of my work colleagues.	42	68	51	8	6

CHART 4.1.10 EMPATHY OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 45 of respondent are in the strongly agree, 65 of respondent are in the agree, 51 of respondent are in the neutral, 10 of respondent are in the disagree, 4 of respondent are in the strongly disagree.

From the above table show that interpreted 32 of respondent are in the strongly agree, 74 of respondent are in the agree, 60 of respondent are in the neutral, 5 of respondent are in the disagree, 4 of respondent are in the strongly disagree

From the above table show that interpreted 37 of respondent are in the strongly agree, 78 of respondent are in the agree, 48 of respondent are in the neutral, 5 of respondent are in the disagree, 7 of respondent are in the strongly disagree

From the above table show that interpreted 42 of respondent are in the strongly agree, 68 of respondent are in the agree, 51 of respondent are in the neutral, 8 of respondent are in the disagree, 6 of respondent are in the strongly disagree.

INFERENCE

Majority 65 of respondent are in the I am always able to see thing from the other person view point category of agree.

Majority 74 of respondent are in the I can usually understand why people are being difficult toward me category of agree.

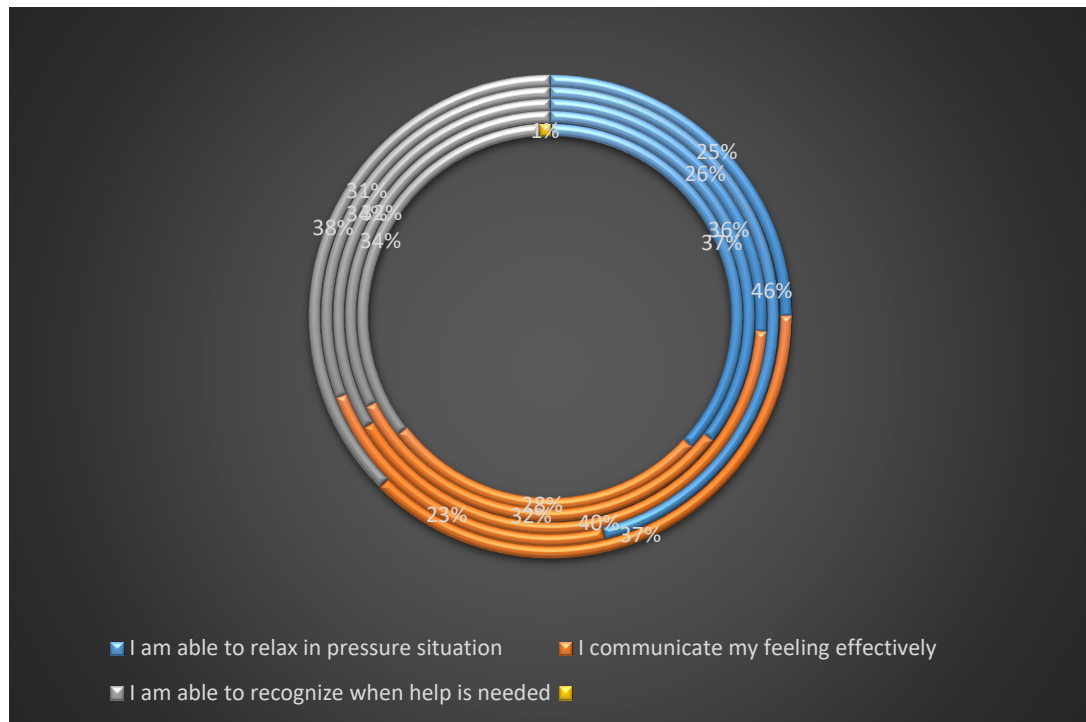
Majority 78 of respondent are in the other individual are not difficult just different category of agree.

Majority 68 of respondent are in the I get an well with each of my work colleagues category of agree.

TABLE 4.1.11 SELF CONTROL OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am able to relax in pressure situation.	48	80	39	6	2
I communicate my feeling effectively	36	73	60	3	3
I am able to recognize when help is needed	45	73	50	4	3

CHART 4.1.11 SELF CONTROL OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 48 of respondent are in the strongly agree, 80 of respondent are in the agree, 39 of respondent are in the neutral, 6 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

From the above table show that interpreted 36 of respondent are in the strongly agree, 73 of respondent are in the agree, 60 of respondent are in the neutral, 3 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 45 of respondent are in the strongly agree, 73 of respondent are in the agree, 50 of respondent are in the neutral, 4 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

INFERENCE

Majority 80 of respondent are in the I am able to relax in pressure situation category of agree.

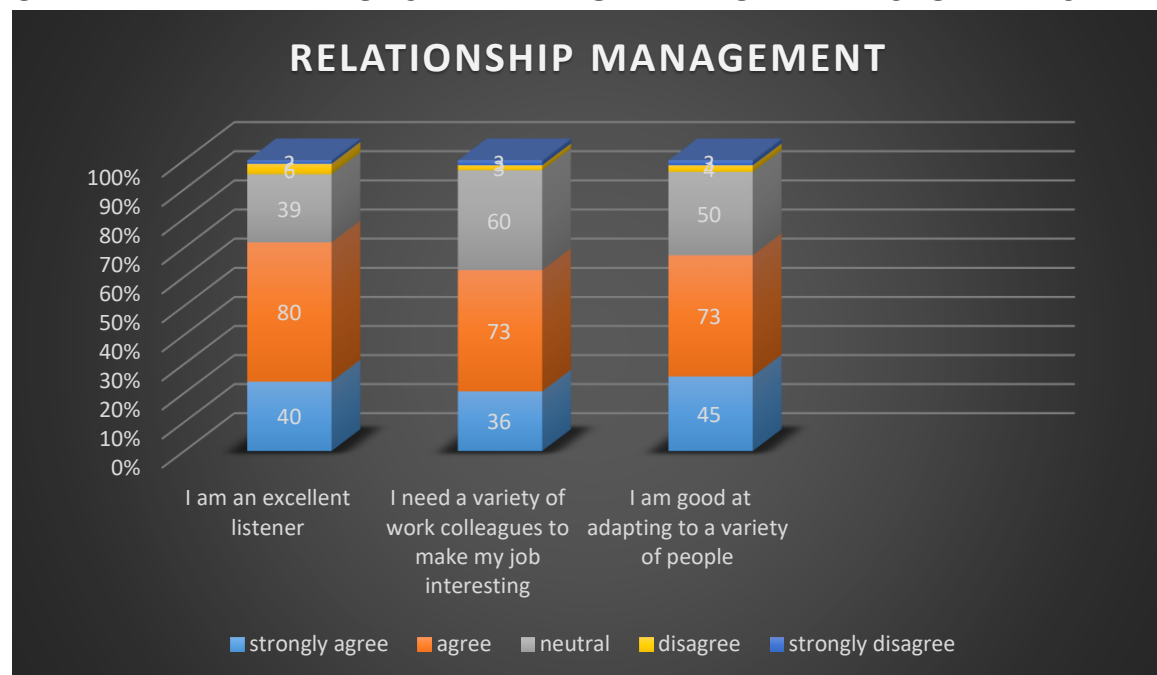
Majority 73 of respondent are in the I Communicate my feeling effectively category of agree.

Majority 73 of respondent are in the I am able to recognize when help is needed category of agree.

TABLE 4.1.12 RELATIONSHIP MANAGEMENT OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am an excellent listener	40	63	55	7	10
I need a variety of work colleagues to make my job interesting.	29	73	57	7	9
I am good at adapting to a variety of people.	37	72	55	3	8

CHART 4.1.12 RELATIONSHIP MANAGEMENT OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 48 of respondent are in the strongly agree, 80 of respondent are in the agree, 39 of respondent are in the neutral, 6 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

From the above table show that interpreted 36 of respondent are in the strongly agree, 73 of respondent are in the agree, 60 of respondent are in the neutral, 3 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 45 of respondent are in the strongly agree, 73 of respondent are in the agree, 50 of respondent are in the neutral, 4 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

INFERENCE

Majority 80 of respondent are in the I am an excellent listener category of agree.

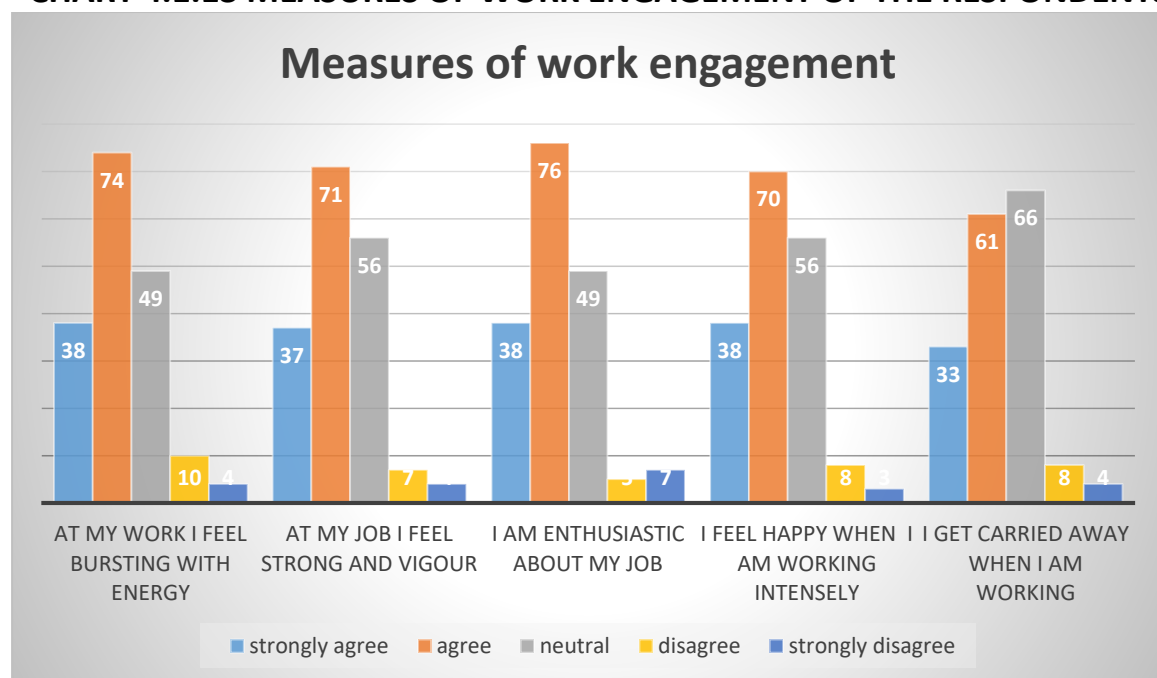
Majority 73 of respondent are in the I need a variety of work colleagues to make my job interesting category of agree.

Majority 73 of respondent are in the I am good at adapting to a variety of people category of agree.

TABLE 4.1.13 MEASURES OF WORK ENGAGEMENT OF THE RESPONDENTS

PARTICULAR	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
At my work I feel bursting with energy.	38	74	49	10	4
At my job I feel strong and vigour.	37	71	56	7	4
I am enthusiastic about my job.	38	76	49	5	7
I feel happy when I am working intensely.	38	70	56	8	3
I get carried away when I am working	33	61	66	8	7

CHART 4.1.13 MEASURES OF WORK ENGAGEMENT OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 38 of respondent are in the strongly agree, 74 of respondent are in the agree, 49 of respondent are in the neutral, 10 of respondent are in the disagree, 4 of respondent are in the strongly disagree.

From the above table show that interpreted 37 of respondent are in the strongly agree, 71 of respondent are in the agree, 56 of respondent are in the neutral, 7 of respondent are in the disagree, 4 of respondent are in the strongly disagree

From the above table show that interpreted 38 of respondent are in the strongly agree, 76 of respondent are in the agree, 49 of respondent are in the neutral, 5 of respondent are in the disagree, 7 of respondent are in the strongly disagree

From the above table show that interpreted 38 of respondent are in the strongly agree, 70 of respondent are in the agree, 56 of respondent are in the neutral, 8 of respondent are in the disagree, 3 of respondent are in the strongly disagree

From the above table show that interpreted 33 of respondent are in the strongly agree, 61 of respondent are in the agree, 66 of respondent are in the neutral, 8 of respondent are in the disagree, 7 of respondent are in the strongly disagree.

INFERENCE

Majority 74 of respondent are in the at my work I feel bursting with energy category of agree.

Majority 71 of respondent are in the at my job I feel strong and vigour category of agree.

Majority 76 of respondent are in the I am enthusiastic about my job category of agree.

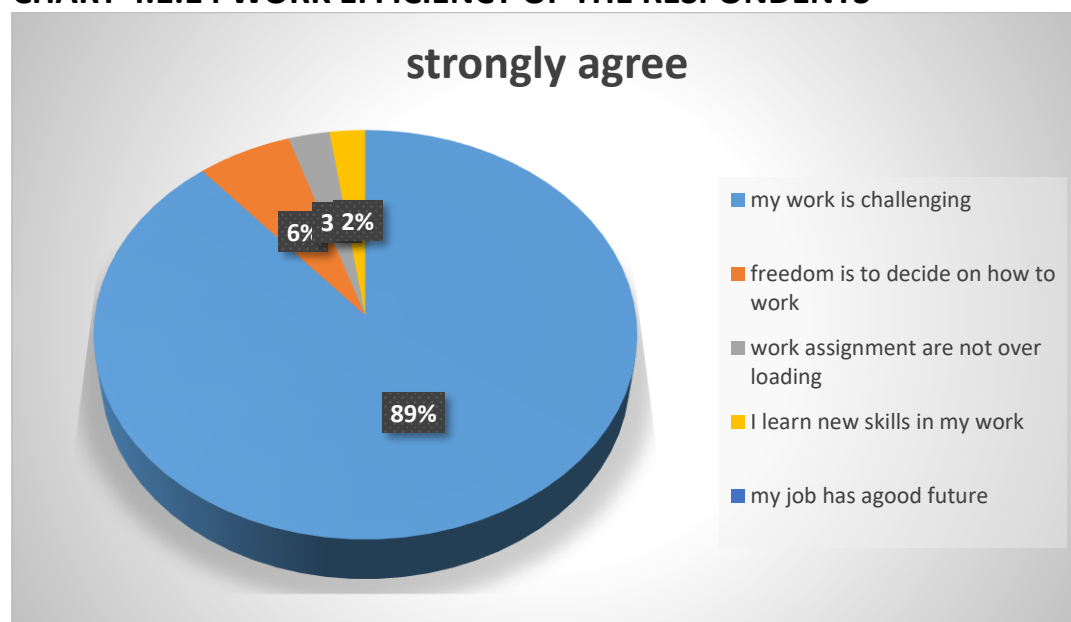
Majority 70 of respondent are in the I feel happy when I am working intensely category of agree.

Majority 66 of respondent are in the I get carried away when I am working category of neutral.

TABLE 4.1.14 WORK EFFICIENCY OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
My work is challenging	46	74	43	11	7
Freedom is to decide on how to work	29	72	61	11	3
Work assignments are not over loading	33	81	50	8	3
I learn new skill in my work	30	77	47	18	3
My job has a good future	45	63	55	8	3

CHART 4.1.14 WORK EFFICIENCY OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 46 of respondent are in the strongly agree, 74 of respondent are in the agree, 43 of respondent are in the neutral, 11 of respondent are in the disagree, 7 of respondent are in the strongly disagree

From the above table show that interpreted 29 of respondent are in the strongly agree, 72 of respondent are in the agree, 61 of respondent are in the neutral, 11 of respondent are in the disagree, 3 of respondent are in the strongly disagree

From the above table show that interpreted 33 of respondent are in the strongly agree, 81 of respondent are in the agree, 50 of respondent are in the neutral, 8 of respondent are in the disagree, 3 of respondent are in the strongly disagree

From the above table show that interpreted 30 of respondent are in the strongly agree, 77 of respondent are in the agree, 47 of respondent are in the neutral, 18 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 45 of respondent are in the strongly agree, 63 of respondent are in the agree, 55 of respondent are in the neutral, 8 of respondent are in the disagree, 3 of respondent are in the strongly disagree

INFERENCE

Majority 74 of respondent are in the My work is challenging category of agree.

Majority 72 of respondent are in the freedom is to decide on how to work category of agree.

Majority 81 of respondent are in the work assignments are not over loading category of agree.

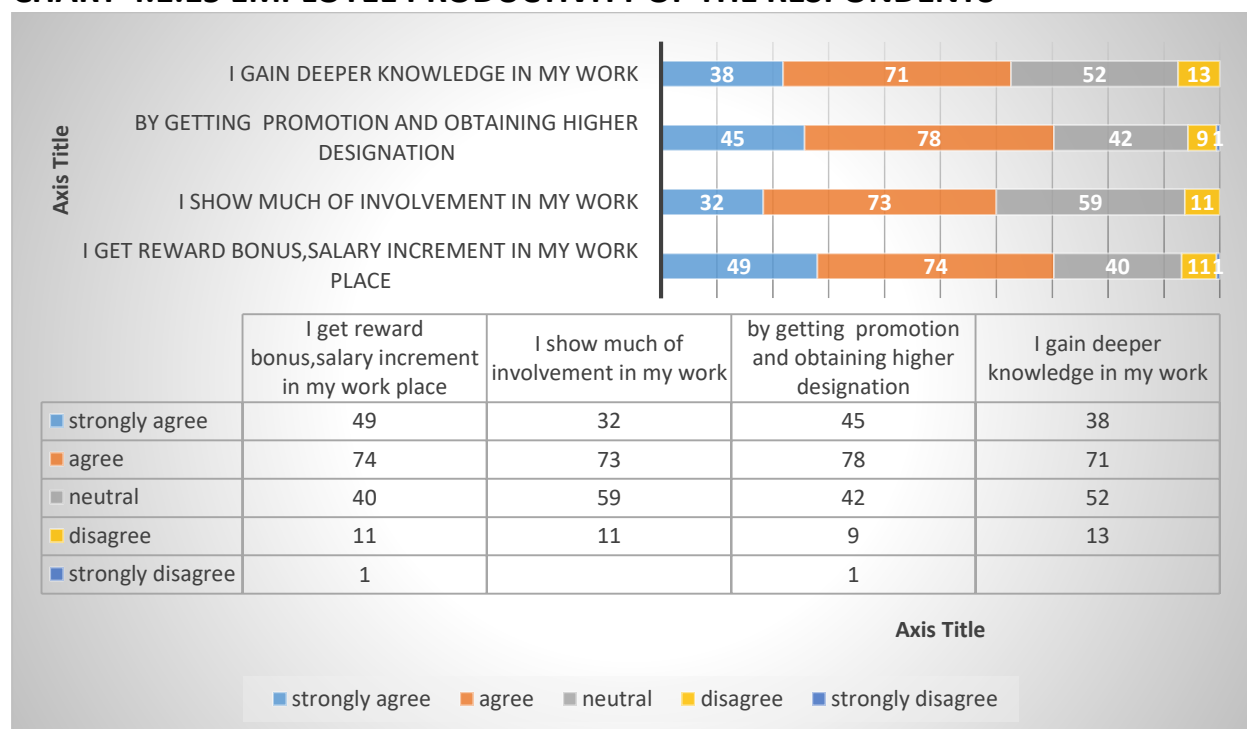
Majority 77 of respondent are in the I learn skill in my work category of agree.

Majority 63 of respondent are in the my job has a good future category of agree.

TABLE 4.1.15 EMPLOYEE PRODUCTIVITY OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I get reward bonus salary increment in my work place.	49	74	40	11	1
I show much of involvement in my work.	32	73	59	11	0
By getting promotion and obtaining higher designation.	45	78	42	9	1
I gain deeper knowledge in my work.	38	71	52	13	1

CHART 4.1.15 EMPLOYEE PRODUCTIVITY OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 49 of respondent are in the strongly agree, 74 of respondent are in the agree, 40 of respondent are in the neutral, 11 of respondent are in the disagree, 1 of respondent are in the strongly disagree

From the above table show that interpreted 32 of respondent are in the strongly agree, 73 of respondent are in the agree, 59 of respondent are in the neutral, 11 of respondent are in the disagree, 0 of respondent are in the strongly disagree

From the above table show that interpreted 45 of respondent are in the strongly agree, 78 of respondent are in the agree, 42 of respondent are in the neutral, 9 of respondent are in the disagree, 1 of respondent are in the strongly disagree

From the above table show that interpreted 38 of respondent are in the strongly agree, 71 of respondent are in the agree, 52 of respondent are in the neutral, 13 of respondent are in the disagree, 1 of respondent are in the strongly disagree

INFERENCE

Majority 74 of respondent are in the I get reward bonus, salary, increment in my work place category of agree.

Majority 73 of respondent are in the I show much of involvement in my work category of agree.

Majority 78 of respondent are in the by getting promotion and obtaining higher designation category of agree.

Majority 71 of respondent are in the I gain deeper knowledge in my work category of agree.

TABLE 4.1.16 SUPERVISOR RELATIONSHIP OF THE RESPONDENTS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I request my supervisor knowledge and competence	39	73	41	15	17
I am impressed with my supervisor knowledge.	34	58	60	16	7
I admire my supervisor professional skills	35	65	49	15	11
My supervisor gives me special coaching on the job	39	67	51	19	9

CHART 4.1.16 SUPERVISOR RELATIONSHIP OF THE RESPONDENTS



INTERPRETATION

From the above table show that interpreted 39 of respondent are in the strongly agree, 73 of respondent are in the agree, 41 of respondent are in the neutral, 15 of respondent are in the disagree, 17 of respondent are in the strongly disagree

From the above table show that interpreted 34 of respondent are in the strongly agree, 58 of respondent are in the agree, 60 of respondent are in the neutral, 16 of respondent are in the disagree, 7 of respondent are in the strongly disagree

From the above table show that interpreted 35 of respondent are in the strongly agree, 65 of respondent are in the agree, 49 of respondent are in the neutral, 15 of respondent are in the disagree, 11 of respondent are in the strongly disagree

From the above table show that interpreted 39 of respondent are in the strongly agree, 67 of respondent are in the agree, 51 of respondent are in the neutral, 19 of respondent are in the disagree, 9 of respondent are in the strongly disagree

INFERENCE

Majority 73 of respondent are in the I request my supervisor knowledge and competence category of agree.

Majority 60 of respondent are in the I am impressed with my supervisor knowledge category of neutral.

Majority 65 of respondent are in the I admire my supervisor professional skills category of agree.

Majority 67 of respondent are in the my supervisor gives me special coaching on the job.

4.2 STATISTICAL ANALYTICAL

Percentage analysis

Research questions are always answered with a descriptive statistic: generally either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories..

HYPOTHESIS ANALYTICAL TOOLS(SPSS)

Hypothesis is a proposition about the nature of the world that make predication about the result of an experiment.

In this research report we are finding some of the outcomes on the basis of predication and assumption

4.2.1 ANOVA TEST

One – way ANOVA is a statistical technique that is used to compare that mean of more than two groups.

Null Hypothesis H0 : There is no significant between I am always able to see thing from the other person view point and other individual are not “ difficult “ just different.

Alternative hypothesis H1 : . There is significant between I am always able to see thing from the other person view point and other individual are not “ difficult “ just different.

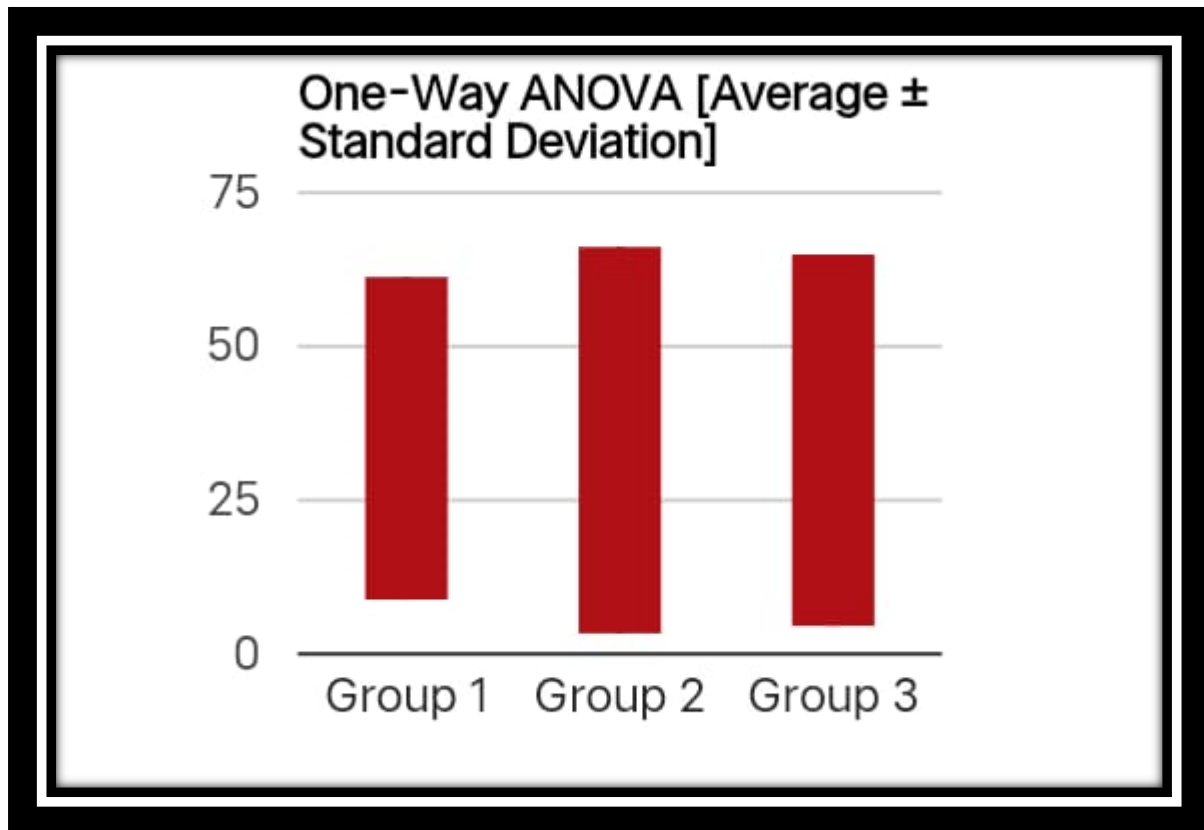
Analysis of Variance Results

F-statistic value = 0.00008

P-value = 0.99992

Data Summary				
Groups	N	Mean	Std. Dev.	Std. Error
Group 1	5	35	26.6552	11.9206
Group 2	5	35	31.686	14.1704
Group 3	5	34.8	30.3348	13.5661

ANOVA Summary					
Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Stat	P-Value
	DF	SS	MS		
Between Groups	2	0.1333	0.0667	0.0001	0.9999
Within Groups	12	10538.8095	878.2341		
Total:	14	10538.9428			



4.2.2 RESULT

ANOVA was performed to significant between I am always able to see thing from the other person view point and other individual are not difficult just different. results of ANOVA showed P value 0.9 is more than 0.05 or $p = 0.05$ hence null hypothesis is accepted. There is no significant between I am always able to see thing from the other person view point and other individual are not difficult just different.

4.3 CHI SQUARE TEST

A chi square test is one way to show a relationship between two categorical variables

Null Hypothesis H0 : There is no significant difference between
Employees realize immediately when they
Lose their temper and employees stay calm
Even in difficult situation.

Alternative Hypothesis H1 : There is significant difference between
Employee realize immediately when they
Lose their temper and employees stay calm
Even in difficult situation,

Results						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Row Totals
Group 1	40 (42.50) [0.15]	90 (80.50) [1.12]	36 (39.50) [0.31]	6 (10.00) [1.60]	3 (2.50) [0.10]	175
Group 2	45 (42.50) [0.15]	71 (80.50) [1.12]	43 (39.50) [0.31]	14 (10.00) [1.60]	2 (2.50) [0.10]	175
Column Totals	85	161	79	20	5	350 (Grand Total)

The chi-square statistic is 6.5566. The p -value is .161258. The result is *not* significant at $p < .05$.

4.3.1 RESULT

A Chi square test of independence was performed to examine the significant relationship between employee realize immediately when they lose their temper and employee stay calm even in difficult situation.

Result of Chi square test of independence showed p value (0.161258) is less than 0.05 hence null hypothesis is accepted. There is significant relationship between employee realize immediately when they lose their temper and employee stay calm even in difficult situation

4.4 CORRELATION

A hypothesis test formally tests if there is correlation/association between two variables in a population.

Null hypothesis : There is no relationship between employees able to relax in pressure situation and Employee work assignment are not over Loading.

Alternative hypothesis : : There is relationship between employees able to relax in pressure situation and Employee work assignment are not over loading

Result Details & Calculation

X Values

$$\Sigma = 175$$

$$\text{Mean} = 35$$

$$\Sigma (X - M_x)^2 = SS_x = 4140$$

Y Values

$$\Sigma = 175$$

$$\text{Mean} = 35$$

$$\Sigma (Y - M_y)^2 = SS_y = 4098$$

X and Y Combined

$$N = 5$$

$$\Sigma (X - M_x)(Y - M_y) = 3943$$

R Calculation

$$r = \Sigma ((X - M_y)(Y - M_x)) / \sqrt{((SS_x)(SS_y))}$$

$$r = 3943 / \sqrt{((4140)(4098))} = 0.9573$$

Meta Numerics (cross-check)

$$r = 0.9573$$

Key

X: X Values

Y: Y Values

M_x : Mean of X Values

M_y : Mean of Y Values

$X - M_x$ & $Y - M_y$: Deviation scores

$(X - M_x)^2$ & $(Y - M_y)^2$: Deviation Squared

$(X - M_x)(Y - M_y)$: Product of Deviation Scores

The value of R is 0.9573.

The value of R^2 , the coefficient of determination, is 0.9164.

4.4.1 RESULT

Correlation was performed to examine the there is a relationship between employees able to relax in pressure situation and Employee work assignment are not over loading. Result of correlation showed $p > 5$ hence null hypothesis is rejected. There is significant relationship between employees able to relax in pressure situation and employee work assignment are not over loading.

CHAPTER – 5

FINDINGS, SUGGESTION AND CONCLUSION

5.1 FINDINGS

Majority (91.4%) respondent are in the gender category of male.

Majority (48.6%) respondent are in the age category of 40 – 50.

Majority (66.3%) respondent are in the educational qualification category of graduate.

Majority (35.4%) respondent are in the year of experience category of 2years.

Majority (52.6%) of respondent are in the normal working hours category of 8 – 10 hrs.

Majority (50.1%) of respondent are in the normal working hour category of day shift only.

Majority 88 of respondent are in the I am able to recognize emotion category of strongly agree.

Majority 81 of respondent are in the awareness of my own emotion is very important to me at all times category of agree.

Majority 90 of respondent are in the I realize immediately when I lose my temper category of agree.

Majority 74 of respondent are in the I can acknowledgement my own strength and weakness category of agree.

Majority 70 respondents are in the I rarely worry about work or life in general category of agree.

Majority 76 respondents are in the other often do not known how I am feeling about thing category of agree.

Majority 96 respondents are in the I am consciously after my frame of mind category of agree.

Majority 71 respondents are in the I can stay calm even in difficult circumstances category of agree.

Majority 67 of respondent are in the I never waste time category of agree.

Majority 67 of respondent are in the I always meet deadline category of neutral.

Majority 77 of respondent are in the I am clear about my goal in my future category of agree.

Majority 62 of respondent are in the I can always motivate myself even when I feel low category of agree.

Majority 65 of respondent are in the I am always able to see thing from the other person view point category of agree.

Majority 74 of respondent are in the I can usually understand why people are being difficult toward me category of agree.

Majority 78 of respondent are in the other individual are not difficult just different category of agree.

Majority 68 of respondent are in the I get an well with each of my work colleagues category of agree.

Majority 80 of respondent are in the I am able to relax in pressure situation category of agree.

Majority 73 of respondent are in the I Communicate my feeling effectively category of agree.

Majority 73 of respondent are in the I am able to recognize when help is needed category of agree.

Majority 80 of respondent are in the I am an excellent listener category of agree.

Majority 73 of respondent are in the I need a variety of work colleagues to make my job interesting category of agree.

Majority 73 of respondent are in the I am good at adapting to a variety of people category of agree

Majority 74 of respondent are in the at my work I feel bursting with energy category of agree.

Majority 71 of respondent are in the at my job I feel strong and vigour category of agree.

Majority 76 of respondent are in the I am enthusiastic about my job category of agree.

Majority 70 of respondent are in the I feel happy when I am working intensely category of agree.

Majority 66 of respondent are in the I get carried away when I am working category of neutral.

Majority 74 of respondent are in the My work is challenging category of agree.

Majority 72 of respondent are in the freedom is to decide on how to work category of agree.

Majority 81 of respondent are in the work assignments are not over loading category of agree.

Majority 77 of respondent are in the I learn skill in my work category of agree.

Majority 63 of respondent are in the my job has a good future category of agree

Majority 74 of respondent are in the I get reward bonus, salary, increment in my work place category of agree.

Majority 73 of respondent are in the I show much of involvement in my work category of agree.

Majority 78 of respondent are in the by getting promotion and obtaining higher designation category of agree.

Majority 71 of respondent are in the I gain deeper knowledge in my work category of agree.

Majority 73 of respondent are in the I request my supervisor knowledge and competence category of agree.

Majority 60 of respondent are in the I am impressed with my supervisor knowledge category of neutral.

Majority 65 of respondent are in the I admire my supervisor professional skills category of agree.

Majority 67 of respondent are in the my supervisor gives me special coaching on the job.

5.2 SUGGESTIONS & RECOMMENDATIONS

From the findings it is found that, majority of the employees are having good Emotional Intelligence. Even though, they are having good Emotional Intelligence, their productivity is affected by some barriers like: not able to work for more time in their company even if they are interested to do work due to non availability of accommodation. It may affect their working performance day by day. So, the company may offer the residential facility or increased transport facilities for their employees to put in more to utilise additional hours of work. This shows that there exist imbalance in workload among the employees of various departments. So, the Management should maintain balanced distribution of workload to enhance the employee productivity of their existing workforce.

Employees are the most valuable asset of an organisation. So, the Management should motivate in an optimistic way to boost up their Self esteem and engage in their work to increase employee productivity thereby enhancing the success of their industry. From the study findings, the variables like Self assessment, Emotional resilience, Employee inter relationship, Emotional expression, Resource adequacy, Work to family spill over, Empathy, Peers relationship and Grievance handling procedures are less effective and it should be stimulated for increasing the Emotional Intelligence among the employees in petroleum industry. For better performance of the employees, maintaining good relationship and improvement in Self Awareness, Self Management and Social Awareness are considered to be important. These factors enhance the employees productivity in petroleum industry. Hence, proper measures for

person and job fit is to be ensured so as to increase the involvement of employees. People with poor job fit, tend to be less committed to their work and the organisation. They also tend to dilute the work ethics, job satisfaction and result in poor inter employee relationship.

5.3 LIMITATIONS OF STUDY

The study is confined to the employees in petroleum industry of Chennai and the result of the study may or may not be extrapolated to the other sector.

The survey method which was adopted for collecting primary data in this study had its own limitation

The sample of the study is 175 respondents.

Job satisfaction of the employees is not considered in the study owing to the outcome of impact of Emotional Intelligence can found from the organisational commitment of 13 the employees. So, it is not necessary to study the job satisfaction of the employee.

5.4 CONCLUSION

This study was done at Chennai in petroleum industry to explore the Emotional Intelligence of the employees. Among the four elements examined viz.a.viz., Self Awareness, Self Management, Social Awareness and Relationship Management, Relationship Management was found to have a significant impact on employees productivity than other factors. When an employee is emotionally strong, it reflects in his productivity. The study addresses the behaviour, psychological and health related problems of employees. It can be concluded that, the petroleum industry should concentrate more on the work related factors of employees to effectively handle the emotions at work place and thereby improving the level of productivity of the employees. Indeed this will help in enhancing the industrial relations in organisation.

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APPENDIX

GENDER MALE : FEMALE :

AGE : 30 – 40 ,40 – 50, 50 – 60

EDUCATIONAL QUALIFICATION : GRADUATE : POST GRADUATE:

YEAR OF EXPERIENCE : 2YRS 3YRS 4YRS MORE THAN 5 YRS

NORMAL WORKING HOURS : 6 – 8HRS,9- 10 HRS, ABOVE 10 HRS.

YOU WERE WORKING IN : DAY AND NIGHT SHIFT, DAY SHIFT ONLY

SELF AWARENESS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am able to recognize emotion.					
Awareness of my own emotion is very important to me at all times.					
I realize immediately when I lose my temper.					
I can acknowledge my own strength and weakness.					

MANAGING EMOTION

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I rarely worry about work or life in general.					
Other often do not know how I am feeling about things.					
I am consciously aware of my frame of mind.					
I can stay calm even in difficult circumstances.					

MOTIVATION

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I never waste time.					
I always meet deadline.					
I am clear about my goal is my future.					
I can always motivate myself even when I feel low.					

EMPATHY

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am always able to see thing from the other person view point					
I can usually why people are being difficult toward me					
Other individual are not difficult just different.					
I get on well with each of my work colleagues.					

SELF CONTROL

Particular	Strongly agree	Agree	Neutral	disagree	Strongly disagree
I am able to relax in pressure situation.					
I communicate my feeling effectively.					
I am able to recognize when help is needed.					

RELATIONSHIP MANAGEMENT

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am a excellent listener					
I need a variety of work colleagues to make my job interesting					
I am good at adopting to a variety of people.					

MEASURE OF WORK ENGAGEMENT

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
At my work I feel bursting with energy.					
At my job I feel strong and vigour.					
I am enthusiastic about my job					
I feel happy when I am working intensely.					
I get carried away when I am working					

WORK EFFICIENCY

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
My work is challenging.					
Freedom is to decide on how to work.					
Work assignment are not over loading					
I learn new skill in my work					
My job has a good future.					

EMPLOYEE PRODUCTIVITY

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I get reward, bonus, salary Increment in my work place.					
I show much of involvement in my work					
By getting promotion and obtaining higher designation.					
I gain deeper knowledge in my work					

SUPERVISOR RELATIONSHIP

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I request my supervisor knowledge and competence					
I am impressed with my supervisor knowledge.					
I admire my supervisor professional skills					
My supervisor gives me special coaching on the job.					

A STUDY ON EMOTIONAL INTELLIGENCE OF THE EMPLOYEE IN PETROLEUM INDUSTRY IN CHENNAI (CPCL)

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ABSTRACT:

The pressure of performance in petroleum industry has lead to emotional disturbances affecting the productivity of the employees. In the concept of Emotional Intelligence, relationship management has emerged as an important aspect in petroleum industry. Still, it is relatively understudied element of employees work performance. Because, organisations require interpersonal interactions to accomplish their goals and most of the jobs require the ability to manage emotions. Thus, it is not surprising that empirical research has established a relationship between Emotional Intelligence (EI) and work performance of the employees. EI is a major criterion when it comes to promotion, performance and hiring of individuals. Therefore, EI should be given high priority when it comes to hiring and development of employees productivity in petroleum industry. With this background, the following research objectives were framed.

INTRODUCTION: Emotional Intelligence (EI) is a vital component of any successful workplace in

petroleum industry. Studies report that, people who operate with a high level of EI have more successful work relationships with colleagues and superiors. They have greater work success and higher work satisfaction. In the past, when hiring new employees, Human Resource managers have focused on the work output skill of prospective hires or years of training and experience related to the position available. While those qualifications are important for performing work-related tasks, it is equally necessary that the person joining the workplace is emotionally intelligent and mature as self-manager.

OBJECTIVES OF STUDY: The main aim of the study is to examine the impact of Emotional Intelligence of employees in petroleum industry in Chennai (CPCL)

- 1.To study the impact of Emotional Intelligence on productivity of the employees.
- 2.To study the impact of Emotional Intelligence on Industrial Relations, and
3. To study the stress of the employee.

NEEDS OF STUDY: This study is an attempt to identify the key factor which can be used by the Management of an organisation, so that the organisational performance can be increased in petroleum industry. In petroleum industry, employees have to work in group with different opinions and ideas. At this juncture, Emotional Intelligence plays a vital role to increase the employees productivity and industrial relations. The petroleum industry employees have to manage their emotions and overcome the occupational stress and increase the organisational commitment. In this context, arises the need to study the importance of EI at workplace.

SCOPE OF STUDY: The study will bring to light the factors influencing the Emotional Intelligence of employees regarding Emotional Intelligence and its impact on productivity, organisational commitment and stress level in the study area. It will also identify the physiological and psychological impact of stress and training offered by the petroleum industry in Chennai Hence, an attempt has been made to study the impact of Emotional Intelligence on employee productivity in the study area. This project to identify the EI level of employees in petroleum Industry.

REVIEW OF LITERATURE:
Subramaniam (2020) claimed that feelings are connected to all human experiences and the

emotional engagement of members is important in social and developmental relationship. Emotional Intelligence is the ability to effectively use emotions and emotional knowledge in reasoning and behaviour. EI refers to a set of abilities, the ability to perceive accurately, appraise, and express emotions; the ability to access and generate feelings when they facilitate thought; the ability to understand emotion and knowledge; and the ability to regulate emotions to promote emotional and intellectual growth.

Lokeswaran (2019) stated that Emotional Intelligence is often referred also as Emotional Quotient which is the ability of an individual to capability and requires tools to assess this capability.

Nidhi Yadev (2018) EI is the capacity to reason out emotions and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth. EI refers to the ability to recognize the meanings of emotion and their relationships and to reason and solve problems on the basis of them. EI is involved in the capacity to perceive emotions, assimilate emotion-related feelings,

understand the information of those emotions, and manage them.

Vanmathy Anbarasan & Mehta Nikhil (2017) presented that the pressure for performance in the industries has certainly led to emotional disturbances affecting the quality of work life of the employees. An Emotional Intelligent employee can better contribute to the humanization of work atmosphere and democratization of work relations. Emotional Intelligence is the most recent reform on an ancient philosophical debate about the place of emotions and the reasons in human affair.

RESEARCH METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose.

RESEARCH DESIGN

Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

DATA COLLECTION TOOL

Data is collected from employee through personal interaction

Some other information is collected through secondary data also. Data was collected through a structured questionnaire; Like Scale is used for analysis

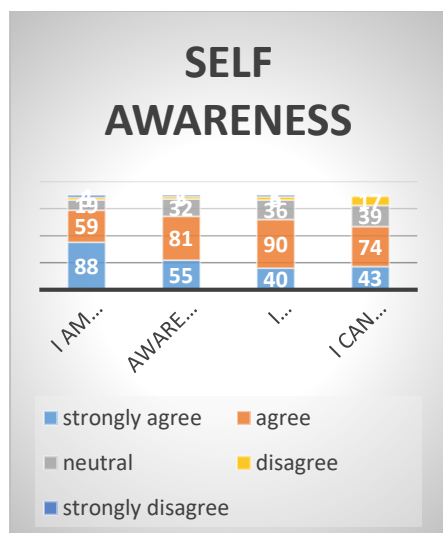
Convenience sampling Method is used to collect data for interpretation and analysis of research.

DATA ANALYSIS

TABLE 1 SELF AWARENESS

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am able to recognize emotion	88	59	19	5	4
Awareness of my own emotion is very important to me at all times	55	89	32	3	2
I realize immediately when I lose my temper	40	90	36	6	3
I can acknowledge my own strength and weakness	43	74	39	17	2

CHART NO 1 SELF AWARENESS



From the above table show that interpreted 88 of respondent are in the strongly agree, 59 of respondent are in the agree, 17 of respondent are in the neutral, 5 of respondent are in the disagree, 4 of respondent are in the strongly disagree.

From the above table show that interpreted 55 of respondent are in the strongly agree, 81 of respondent are in the agree, 32 of respondent are in the neutral, 5 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

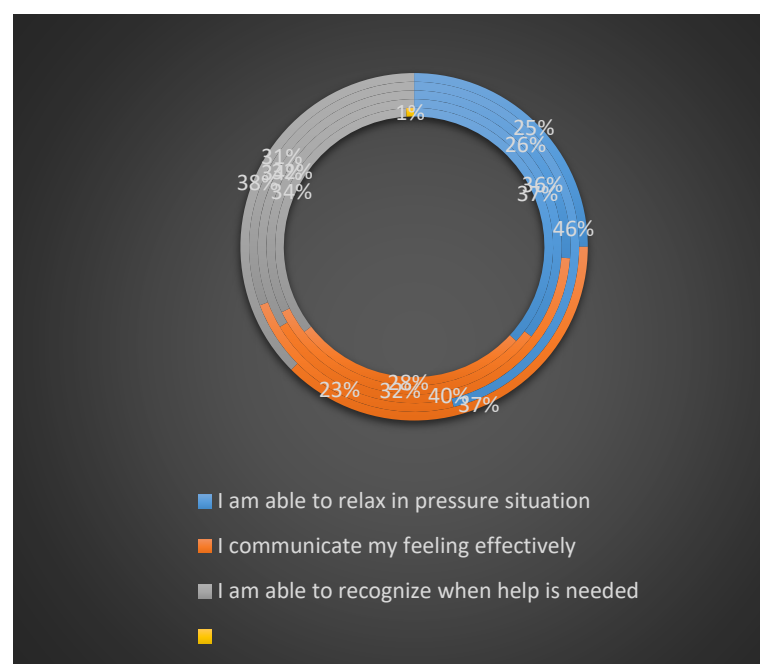
From the above table show that interpreted 40 of respondent are in the strongly agree, 90 of respondent are in the agree, 36 of respondent are in the neutral, 6 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 43 of respondent are in the strongly agree, 74 of respondent are in the agree, 39 of respondent are in the neutral, 17 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

TABLE 2 SELF CONTROL

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am able to relax in pressure situation.	48	80	39	6	2
I communicate my feeling effectively	36	73	60	3	3
I am able to recognize when help is needed	45	73	50	4	3

CHART 2 SELF CONTROL



From the above table show that interpreted 48 of respondent are in the strongly agree, 80 of respondent are in the agree, 39 of respondent are in the neutral, 6 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

From the above table show that interpreted 36 of respondent

are in the strongly agree,73 of respondent are in the agree, 60 of respondent are in the neutral,3 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

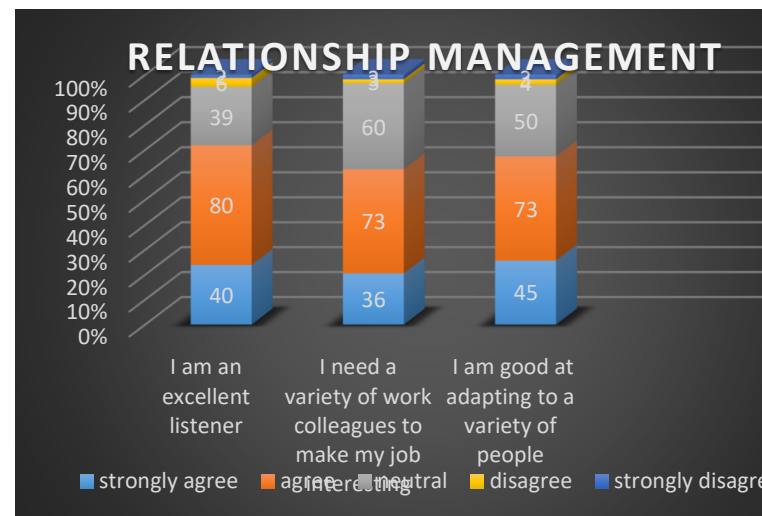
From the above table show that interpreted 45 of respondent are in the strongly agree,73 of respondent are in the agree, 50 of respondent are in the neutral,4 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

TABLE NO 3

RELATIONSHIP MANAGEMENT

Particular	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am a excellent listener	40	63	55	7	10
I need a variety of work colleagues to make my job Interesting.	29	73	57	7	9
I am good at adapting to a variety of people.	37	72	55	3	8

CHART NO 3



From the above table show that interpreted 48 of respondent are in the strongly agree,80 of respondent are in the agree, 39 of respondent are in the neutral,6 of respondent are in the disagree, 2 of respondent are in the strongly disagree.

From the above table show that interpreted 36 of respondent are in the strongly agree, 73 of respondent are in the agree, 60 of respondent are in the neutral,3 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

From the above table show that interpreted 45 of respondent are in the strongly agree,73 of respondent are in the agree, 50 of respondent are in the neutral,4 of respondent are in the disagree, 3 of respondent are in the strongly disagree.

ANOVA TEST

One – way ANOVA is a statistical technique that is used to compare that mean of more than two groups.

Null Hypothesis H0 :
There is no negative influence in empathy.

Alternative hypothesis H1 :
There is negative influence in empathy

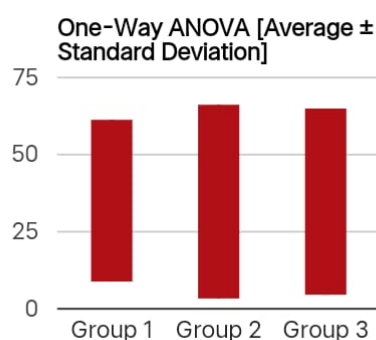
Analysis of Variance Results

F-statistic value = 0.00008

P-value = 0.99992

Data Summary				
Groups	N	Mean	Std. Dev.	Std. Error
Group 1	5	35	26.6552	11.9206
Group 2	5	35	31.686	14.1704
Group 3	5	34.8	30.3348	13.5661

ANOVA Summary					
Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Stat	P-Value
	DF	SS	MS		
Between Groups	2	0.1333	0.0667	0.0001	0.9999
Within Groups	12	10538.8095	878.2341		
Total	14	10538.9428			



RESULT

ANOVA was performed to examine the negative influence in empathy. results of ANOVA showed P value 0.9 is more than 0.05 or $p = 0.05$ hence null hypothesis is accepted. There is no negative influence in empathy.

SUGGESTION

From the findings it is found that, majority of the employees are having good Emotional Intelligence Even though, they are having good Emotional Intelligence, their productivity is affected by some barriers like: not able to work for more time in their company even if they are interested to do work due to non availability of accommodation. It may affect their working performance day by day. So, the company may offer the residential facility or increased transport facilities for their employees to put in more to utilise additional hours of work. This shows that there exist imbalance in workload among the employees of various departments. So, the Management should maintain balanced distribution of workload to enhance the employee productivity of their existing workforce.

CONCLUSION

This study was done at Chennai in petroleum industry to explore the Emotional Intelligence of the employees. Among the four

elements examined viz.a.viz., Self Awareness, Self Management, Social Awareness and Relationship Management, Relationship Management was found to have a significant impact on employees productivity than other factors. When an employee is emotionally strong, it reflects in his productivity. The study addresses the behaviour, psychological and health related problems of employees. It can be concluded that, the petroleum industry should concentrate more on the work related factors of employees to effectively handle the emotions at work place and thereby improving the level of productivity of the employees. Indeed this will help in enhancing the industrial relations in organisation.

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