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A Study on the Impact of Emotional Intelligence on the Performance of Employees in Equitas Small Finance Bank

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ABSTRACT: The report titled "A Study of Employee Job Satisfaction" aims to Identify important factors which have drawn attention of managers in the organization as well as academicians. Various studies have been conducted to find out the factors which determine job satisfaction and the way it influences productivity in the organization. Though there is no conclusive evidence that job satisfaction affects productivity directly since productivity depends on so many variables, it is still a prime concern for managers. Job satisfaction is the mental feeling of favorableness which an individual has about his job. It is often said that "A happy employee is a productive employee." Job satisfaction is very important because most of the people spend a major portion of their life at their working place. Moreover, job satisfaction has its impact on the general life of the employees also, because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well-being. The study tries to evaluate how human resource factors affect the satisfaction level of employees in Boatload Minds private limited.

KEYWORDS: Job satisfaction, Attitude, organizational commitment, self-awareness

I. INTRODUCTION

This project aims to conduct a comprehensive study on employee job satisfaction at Boatload Minds Private Limited. The objective is to investigate various factors that contribute to employee satisfaction within the organization. By understanding these factors, we aim to identify strengths and areas for improvement in our workplace environment and practices. The insights gathered from this study will guide us in enhancing employee well-being, engagement, and overall organizational performance.

STATEMENT OF THE PROBLEM

Employee job satisfaction is a critical determinant of organizational success, influencing productivity, retention rates, and overall employee well-being. Despite Boatload Minds Private Limited's commitment to fostering a positive work environment, there is a need to systematically assess and understand the factors that contribute to or detract from employee job satisfaction within the organization. This study aims to identify these factors and their impact on employee morale and performance, providing actionable insights to enhance organizational practices and promote a more fulfilling work experience for all employees at Boatload Minds Private Limited.

OBJECTIVES OF THE STUDY:

1. To assess the employee job satisfaction level and organizational performance.
2. To examine the level of stress management, conflict resolution, and decision-making among employees.

SCOPE OF THE STUDY:

1. The present study has been undertaken to find out the level of job satisfaction among employees.
2. To find out the practical difficulties that impact the employee's daily productivity that can be evaluated through this study.
3. To investigate the relationship between Job satisfaction and leadership effectiveness within the organization.

LIMITATION OF THE STUDY:

1. The study is confined to a particular company (Boatload minds private limited and hence, the conclusions must be drawn with due care when an attempt is made to generalize the result.
2. Time was another important constraint for this research. Due to inadequate time, the sample size taken for the



study was 150 among the 600 employees in the company and hence it has limited the research.

3. The data collected were subjected to recall partiality as respondents have recalled from their memory and furnished the readymade information correctness of their opinion.

II. REVIEW OF LITERATURE

Barreiro, Carmen Amador, and Luke Treglown. "What makes an engaged employee? A facet-level approach to trait emotional intelligence as a predictor of employee engagement." *Personality and Individual Differences* 159 (2020): This paper presents how particular emotional intelligence characteristics might help or hurt employee engagement depending on the psychological resources they offer. To raise engagement levels in organizations, the findings are examined in connection to leadership, training, development, and selection. There is also a discussion of limitations and suggested future research directions.

According to Vinay K. Srivatsava, Shailesh Rastogi (2008): Loyalty is passes in the modern time and professionalism is the buzzword in the contemporary corporate world. The reasons of employee attrition are also changing. Now-a-days employee leaves an organization for many reasons. Some leave for growth, some leave for some family problems but majority of people switchover jobs due to only one reason that is DISSATISFACTION. Undoubtedly satisfaction and dissatisfaction sort of things have different meaning for different people but having majority of people satisfied is pretty germane for sustainable growth and high level of productivity in any organization

In line with Ashique Ali(2010): The debate of employee turnover, its predictors and antecedents and model building and testing in Western work settings has been very old, however, there have been repeated calls for its cross-cultural implications. Developing countries especially Pakistan with its unique socio- economic and religious culture face dearth of research studies on the subject.

III. RESEARCH METHODOLOGY

In this study, I want to understand what is the level of job satisfaction among employees and how the it impacted the performance of the employees in Boatload mind private limited and how much they know about themselves. First, I asked employees in Boatload mind private limited some questions about job satisfaction level through surveys and interviews. I look at their answers to see if there are any trends or common ideas. I also make sure to keep their answers private and get permission before sharing anything. However, I know that what I find might only apply to the employees in Boatload mind private limited, Coimbatore.

RESEARCH DESIGN:

The descriptive research design was adopted due to the nature of the study. To study their level of job satisfaction which impacts their performance at the workplace. A questionnaire was formed to know their opinion.

DESCRIPTIVE RESEARCH DESIGN:

The descriptive research is also known as statistical research describes data and characteristics about the population or phenomenon being studied. The research is completely based on the description of where emotional intelligence influences the performance of employees. It helps in presenting data in a meaningful way.

SAMPLE SIZE:

A sample of 150 employees is chosen in this study.

DATA COLLECTION METHOD:

- Primary data
- Secondary data

STATISTICAL TOOLS USED:

1. CHI-SQUARE TEST
2. RANKING METHOD



III. ANALYSIS AND INTERPRETATION

1. CHI-SQUARE

SHOWING LINKAGE TOWARDS RESPONDENTS EXPERIENCE ANDSATISFACTION

LEVEL OF SALARY PACKAGE

Chi-square test 1:

Comparing the educational qualification and adequate communication between departments.

- Independent variables: educational qualification
- Dependent variables: adequate communication between departments.

Null hypothesis (HO): There is no significant relationship between the independent and dependent variables.

Alternative hypothesis (H1): There is no significant relationship between the independent and dependent variables.

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.104 ^a	12	.437
Likelihood Ratio	16.239	12	.181
Linear-by-Linear Association	.013	1	.910
N of Valid Cases	128		

a. 12 cells (60.0%) have an expected count of less than 5. The minimum expected count is 1.34.

INTERPRETATION:

Calculate value is higher than the table value, so null hypothesis accepted alternative hypothesis rejected. There is a significant relationship between educational qualification and adequate communication between departments.

SHPWING THE GENDER AND EMPLOYEE FACE JOB CHALLENGE

Chi-square test 2:

Comparing the Gender and employee face job challenges.

- Independent variables: Gender
- Dependent variables: employee face job challenges.

Null hypothesis (HO): There is no significant relationship between the independent and dependent variables.

Alternative hypothesis (H1): There is no significant relationship between the independent and dependent variables.



Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	1.033 ^a	4	.905
Likelihood Ratio	1.016	4	.907
Linear-by-Linear Association	.009	1	.923
N of Valid Cases	128		

a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is .413.

INTERPRETATION:

Calculate value is higher than the table value, so null hypothesis is null hypothesis is accepted alternative hypothesis rejected. There is a significant relationship between Gender and employee face job challenges.

SHOWING THE INCOME AND EMPLOYEE FULLY CONTESTN & TOUR FOR ENTERTAINMENT

Chi-square test 3:

Comparing the income and employee fully contest & tour for entertainment.

- Independent variables: income
- Dependent variables: employee contest & tour for entertainment

Null hypothesis (H0): There is no significant relationship between the independent and dependent variables.

Alternative hypothesis (H1): There is no significant relationship between the independent and dependent variables.

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	9.819 ^a	12	.632
Likelihood Ratio	11.036	12	.526
N of Valid Cases	128		

a. 10 cells (50.0%) have expected count less than 5. The minimum expected count is 1.56.

INTERPRETATION:

Calculate value is higher than the table value, so null hypothesis is null hypothesis is accepted alternative hypothesis rejected. There is a significant relationship between income and employee contest & tour for entertainment



RANKING METHOD

SHOWING THE RANKING METHOD FOR SATISFACTION LEVEL TOWARDS THE VARIOUS FACTORS IN JOB

S.NO.	BENEFITS & FACTORS	MEAN SCORE	MEAN TOTAL	RANK
1.	Salary package	415	2,905	7
2.	Welfare development & encouragement	408	1,224	3
3.	Group & medical insurance scheme	414	2,484	6
4.	Incentive	397	397	1
5.	Working environment	401	802	2
6.	Job security	410	1,640	4
7.	Training	413	2,065	5
8.	Motivational Factor	421	3,368	8

INTERPRETATION

1. When the salary package is ranked as no.1 and the total score is 397.
2. When the welfare development & encouragement as no.2 and the total score is 802.
3. When the Group & medical insurance scheme is ranked as no.3 and the total score is 1,224.
4. When the Incentive is ranked as no.4 and the total score is 1,640.
5. When the Training is ranked as no.5 and the total score is 2,065.
6. When the Group & medical insurance scheme is ranked as no. 6 and the total score is 2,484.
7. When the Salary package is ranked as no.7 and the total score is 2,905.
8. When the Motivational factor is ranked as no.8 and the total score is 3,368.

IV. CONCLUSION

Based on the comprehensive study conducted at Boatload Minds Private Limited regarding employee job satisfaction, several key findings emerge. The research highlights that factors such as salary packages, welfare initiatives, and job security play pivotal roles in shaping employee satisfaction within the organization. These aspects are closely linked to organizational performance and employee well-being, underscoring their critical importance in fostering a positive work environment. The study also reveals significant correlations between factors like gender, income levels, and the challenges employees face, indicating areas where targeted interventions could enhance satisfaction and productivity. Moreover, the use of statistical tools like chi-square tests and ranking methods provides a robust framework for understanding these relationships quantitatively. Moving forward, addressing these insights can empower Boatload Minds to optimize its human resource strategies, thereby promoting higher levels of engagement, retention, and overall organizational success.

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