

Emotional Intelligence And Age:A Study of Indian Automobile Sector

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Abstract

The purpose of this study is to examine the emotional intelligence level of different age groups and to find out the relationship between emotional intelligence and age of employees working in Indian automobile sector. The study is based on a sample of 400 employees working in Indian automobile sector. One-Way ANOVAs and Pearson correlation analysis have been applied to measure the level of emotional intelligence with age of employees working in Indian automobile sector. The findings of the research showed that the level of emotional intelligence is different for various age group respondents regarding emotional intelligence factors viz. conflict & difficulty, emotional facilitation & goal orientation and appraisal of negative emotion, but there is no significant difference found in the level of emotional intelligence regarding emotional intelligence factors like skill & flexibility and appraisal of positive emotion. On the basis of overall emotional intelligence analysis it was found that there is significant difference in the level of emotional intelligence about various age groups respondents. Further study also investigated that emotional intelligence is increase according to increase age and there is positive relationship between level of emotional intelligence and age of the employees. The study suggested that the automobile sector should focus on to develop interpersonal skills of the employees because these help the employees to interact with other people, communicate effectively,

handle conflicts and respond to others that help to increase level of emotional intelligence. And management should focus on to improve positive emotion of the employees by organizing training and development program. Because positive emotions should drive positive business results and individual well-being and it may be helpful in the success of an organisation. This paper extends understanding of emotional intelligence and age of employees working in automobile sector. Very few studies have been conducted on emotional intelligence and age and no one study has been conducted in Indian automobile sector.

Key Words - Emotional Intelligence, One Way ANOVAs, Pearson Correlation, Positive and Negative Emotion, Emotional Intelligence Level, Automobile Sector

I. INTRODUCTION

The concept of emotional intelligence is relatively new area of interest within organizations [9]. Organizations are facing with greater challenges as a result of globalization, high competition for talent and shortage of budgets, it is very important that management should have a keen understanding of what makes their employees highly effective in their work. [19] Emotional intelligence is "The ability to recognize and respond to the emotions and feelings of others, as well as the skill to help others manage their emotions" (Steiner, 1997).

II. LITERATURE REVIEW

This part of the study reflects on some research works that comes across during this study are as follows:

Ishak et al. (2011) found that there is no significant relationship between emotional intelligence with social adjustment and academic adjustment. The study also tested the moderating effect of age on the relationship between exogenous and endogenous variables and the result suggested that age is an important moderating variable for the relationship between emotional intelligence with social adjustment, as well as for the relationship between emotional intelligence and academic adjustment [15]. Bar-On and Parker (2000) carried out a research and investigated that there was a parallel increase in emotional intelligence with age in children and adults [4]. Kose (2013) examined that

the emotional intelligence of female students were higher than the male student's and structural equation analysis, showed a significant positive relation between communication skills and emotional intelligence of students [16]. Singh and Koteswari (2006) study explored a significant positive correlation between emotional intelligence and the total coping resources of stress. Emotional intelligence and coping resource of stress were found to positively increase with age. Also found that emotional intelligence increases with increase in age [18].

Erdogdu (2008) identified that emotional intelligence scores of students have significant difference depending on parental approach, so the children who were grown up in democratic family environment have higher emotional intelligence scores [10]. Chaudhry et al. (2013) investigated that

more emotional intelligence in business administration students than Telecom students and higher emotional intelligence found in females regarding love and happiness and more anger and sadness found in males with low emotional intelligence [8]. Goleman (2008) worked on emotional Intelligence and investigated that the growth of emotional intelligence increases with maturity[11]. Romanelli et al. (2006) concluded that students with high emotional intelligence were more likely to adopt reflection and appraisal, social and intrapersonal, and organization and time-management skills. Students with low emotional intelligence were more likely to engage in health damaging behaviours viz. procrastinating, social withdrawal, use of tobacco products[17].

The purpose of this study is to reflect the association/relationship between emotional intelligence of employees and their age who working in Indian automobile sector.

III. RESEARCH METHODOLOGY

A. Objective of the study

1) To find out the difference in the level of emotional intelligence and age of employees are working in Indian Automobile sector.

2) To examine the relationship between level of emotional intelligence and age group of employees working in Indian Automobile sector.

C. Sample Size for the study

The disproportionate random sampling was adopted in order to choose the sample. The sample size for the study was consisted 400 respondents in total, from 10 companies working in Indian automobile sector viz Tata Motors, Imperial Auto

D. Data Collection Method

A standardizes scale of Bhattacharya Instrument on Emotional Intelligence developed by Bhattacharya in 2003 is used to find out the level of emotional intelligence of employees. A five point

E. Statistical Analysis

After collection of the data through questionnaire scoring was done. The information collected from the survey was analysed with the help of PASW (Predictive Analytic Software) statistics 18 and AMOS (Analysis of Moment Structures) version 18.0. The collected data was first analysed with the help of confirmatory factor analysis to confirm the number of factors required in the data and which measured variable is related to which latent variable. (Brown, 2015) One-Way Analysis of Variance and Pearson correlation analysis have been used to measure the level of emotional intelligence with age of employees working in Indian automobile sector [7]. One Way Anova is used to test the equality of

Goleman (1998) examined a study and found that there was a significant relationship between age and emotional intelligence. Also identified that emotional intelligence increases with age [12].

Yuksekbilgili et al. (2015) focused on to analyze the emotional intelligence according to generations. Result suggested that there is a no significant difference about emotional intelligence in different generations[20]. Badawy and Magdy (2015) have found that emotional intelligence did not affect the level of Job Satisfaction. Gender did not have a significant effect on emotional intelligence. Also concluded older employees had higher level of emotional intelligence; however, age had no effect on reported Job Satisfaction [1].

In this article, researcher conducts the emotional intelligence level of employees with different age group in Indian automobile sector.

B. Hypothesis Testing

H01: There is no significant different level of emotional intelligence and age of employees working in automobile sector

H02: There is no significant relationship between level of emotional intelligence and age group of employee working in Indian Automobile sector.

Industries Ltd, Escort Limited, Maruti Suzuki India Ltd., New Holland Fiat, Ahresty India Pvt., Jbc India Ltd. and Mahindra & Mahindra Bajaj Auto Ltd., Hero Moto Corp Ltd.

likert scale has been used from 'never true' to 'always true' to collect the useful information from the respondent [5].

three or more means at one time. [14] Research data were fulfilled all the assumptions of one way ANOVAs like the populations from which the sample were obtained must be normally or approximately normally distributed, samples should be independent and variances of the populations must be equivalent (Hair et. al, 1986).

The reliability of five variables of emotional intelligence scale (appraisal of negative emotion, appraisal of positive emotion, interpersonal conflict & difficulty, interpersonal skill & flexibility, emotional facilitation & goal orientation) are range

One-Way ANOVAs has been applied to measure the level of emotional intelligence with different age groups employees. Five factors of emotional intelligence consider for determine the level of emotional intelligence that is interpersonal skill & flexibility, positive emotion interpersonal conflict & difficulty, goal orientation, negative emotion. If the mean value of the factors are more than or equal to 3.00, then the level of emotional intelligence is high and the mean value below 3.00 indicate the low level of emotional intelligence. Higher mean scores indicated high emotional intelligence and low mean scores denoted low level of emotional intelligence.

Table 1.1 depicts that mean value for respondents of various age groups of up to 30 years, 31 to 40 years, 41 to 50 years and 51 years and above are 3.79, 3.93, 3.75 and 3.77 with value of standard deviation (S.D.) .570, .617, .544 and .772 respectively. The value of F is 2.113 at 0.098 significant level. It means there is no significant difference (the value of significance level for F-test is more than 0.05) found in the level of emotional intelligence of different age group employees regarding interpersonal skill and facilitation.

Positive Emotion - Result reveals that there is no significant difference found between the

F. Reliability of Emotional intelligence Scale

from 0.712 to 0.930 (which is acceptable) and overall reliability coefficients of the scale are 0.843, which shows that the internal consistency of the emotional intelligence scale is good and reliable for further study.

IV. DATA INTERPRETATION

opinions of different age group of employees regarding positive emotion. The mean value for respondents of various age groups are 3.84, 3.79, 3.68 and 4.06 with value of standard deviation (S.D.) .457, .532, .613 and .438 respectively. The value of F is 2.575 at 0.054 significant level. Interpersonal conflict and difficulty - shows that mean value for respondents of various age groups are 2.53, 2.86, 2.98 and 2.44 with value of standard deviation (S.D.) .694, .789, .812 and .874 respectively. The value of F is 8.774 at .000 significant level. So there is significant difference found between the level of emotional intelligence of different age group of employees regarding interpersonal conflict and difficulty.

Regarding emotional facilitation & goal orientation factor the value of F is 2.747 at .043 significant level. It means there is no significant difference (the value of significance level for F-test is more than 0.05) found between the level of emotional intelligence of different age group of employees regarding emotional facilitation & goal orientation. The mean value for respondents of various age groups of up to 30 years, 31 to 40 years, 41 to 50 years and 51 years and above are 3.93, 4.08, 3.82 and 3.86 with value of standard deviation (S.D.) .733, .633, .615 and .685 respectively.

Table 1.1 : Emotional Intelligence Level

Factors	Age Group	N	Mean	Std. Deviation	F value	Sig. (2 tailed)
Skill & Flexibility	Upto 30 years	179	3.79	.570	2.113	.098
	31 to 40 years	127	3.93	.617		
	41 to 50 years	85	3.75	.544		
	51 years & above	9	3.77	.772		
	Total	400	3.83	.587		
Positive Emotion	Upto 30 years	179	3.84	.457	2.575	.054
	31 to 40 years	127	3.79	.532		
	41 to 50 years	85	3.68	.613		
	51 years & above	9	4.06	.438		
	Total	400	3.80	.520		
Conflict & Difficulty	Upto 30 years	179	2.53	.694	8.774	.000
	31 to 40 years	127	2.86	.789		
	41 to 50 years	85	2.98	.812		

	51 years & above	9	2.44	.874		
	Total	400	2.73	.777		
Goal Orientation	Upto 30 years	179	3.93	.733	2.747	.043
	31 to 40 years	127	4.08	.633		
	41 to 50 years	85	3.82	.615		
	51 years & above	9	3.86	.685		
	Total	400	3.95	.681		
Negative Emotion	Upto 30 years	179	2.46	.579	18.630	.000
	31 to 40 years	127	2.93	.706		
	41 to 50 years	85	2.97	.701		
	51 years & above	9	2.69	.557		
	Total	400	2.72	.690		

Source: Survey Data Significant at 5% level

Table 1.1 conclude that mean value for respondents of various age groups of up to 30 years, 31 to 40 years, 41 to 50 years and 51 years and above are 2.46, 2.93, 2.97 and 2.69 with value of standard deviation (S.D.) .579, .706, .701 and .557 respectively. The value of F is 18.630 at 0.000

When overall emotional intelligence was compared on the basis of different age groups, the F-value comes out to be 10.854 & significant value is .000 which is less than .05. So the difference is significant or there is significant difference in the level of emotional intelligence of different age group employees. From above table it is found that the mean value of the emotional intelligence for all the age group is more than 3.00. So it is concluded that

significant level. So there is significant difference (the value of significance level for F-test is less than 0.05) found between the level of emotional intelligence of different age group of employees regarding negative emotion.

old employees have higher level of emotional intelligence as compared to those who are new. So the level of emotional intelligence is significantly different for all age groups employees. Further it is concluded that emotional intelligence is increase according to increase age, so there is a positive link between emotional intelligence and age groups of employees working in Indian automobile sector. So the null hypothesis is rejected.

Relationship between Level of Emotional Intelligence and Age

H02: There is no significant relationship between level of emotional intelligence and age group of employee working in Indian Automobile sector. A Pearson correlation analysis has used to examine the relationship between level of emotional

intelligence and age of employees working in Indian automobile sector. As shown in Table 1.3, the level of emotional intelligence has a positive and significant relationship with age of employees that is $r=.248$, $p = .001$ at 1% level of significance.

Table 1.2 : Overall Emotional Intelligence Level

Factor	Age Groups	N	Mean	Std. Deviation	F- Value	Sig (2-tailed)
Overall Emotional Intelligence	up to 30yrs	179	3.31	.285	10.854	.000
	31-40yrs	127	3.44	.323		
	41-50yrs	85	3.52	.328		
	51yrs & above	9	3.56	.329		
	Total	400	3.45	.316		

Source: Survey Data Significant at 5% level

Hence it can conclude that there is a positive and significant relationship has been found between level of emotional intelligence and age of employees so the null hypothesis “there is no significant

relationship between level of emotional intelligence and age group of employee working in Indian Automobile sector is rejected.

V. FINDINGS

The analysis reveals that the level of emotional intelligence is different for various age group respondents regarding emotional intelligence factors viz. conflict & difficulty, emotional facilitation & goal orientation and appraisal of negative emotion. But there is no significant difference found in the level of emotional intelligence regarding emotional intelligence factors skill & flexibility and appraisal of positive emotion. On the basis of overall emotional intelligence analysis it was found that there is significant difference in the level of emotional intelligence about various age groups of The difference is significant regarding emotional intelligence factors viz. interpersonal skill & flexibility, Interpersonal conflict & difficulty, appraisal of positive emotion and appraisal of negative emotions regarding marital status, various age group income group and experience group respondents. Automobile sector should focus on to develop interpersonal skills and flexibility because these help the employees to interact with other people, communicate effectively, handle conflicts and respond to others. Good interpersonal skills

VII. CONCLUSION

In last it can be concluded that the scale used for the study is highly reliable in Indian automobile sector. One way ANOVAs analysis result showed that there is a significant difference in the level of emotional intelligence about various age groups of respondents. The findings of this research also show that emotional intelligence increase with

respondents. Further it is concluded that emotional intelligence is increase according to increase age, so that there is positivity between emotional intelligence and age groups of employees. The result of the study based on correlation analysis revealed that there is a positive and significant relationship between level of emotional intelligence and age of employees. The internal consistency of the emotional intelligence scale used for the study is good and the scale is reliable for conducting the study in automobile sector.

VI. SUGGESTIONS

allow employees to participate effectively as a member of a team.

Management should focus on to improve positive emotion of the employees by organizing training and development program. Positive emotions should drive positive business results and individual well-being and it may be helpful in the success of a company. The sample of the study only focused on employees working in automobile sector. Future research samples can be selected from other region.

age of the employees and result based on correlation analysis investigated that there is positive and significant relationship between level of emotional intelligence and age of employees. So this study supported the Bar-On (1997) study on emotional Intelligence that argues the growth of emotional intelligence increases with maturity [2].

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