# A Study on Emotional Intelligence among Employees at Dalmia Cement

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**Abstract:** *Emotional Intelligence is the study of recognizing self and others emotions in an organization in this paper what are all the main issue has been discussed about this problem how it can be solved by creating a relationship among employees in dalmia cement. This study addressing descriptive research design with the sample size of 100 and non-probability convenience sampling were used to collect data. Data were collected through standard questionnaire. Emotional Intelligence (EI) has become a topic of vast and growing interest worldwide and is concern with the ways in which we perceive, identify, Understand and Manage emotions. It is an aspect of individual differences in their inter-personal and intra-personal level of EI state in an employee that can impact a number of important outcomes throughout a personal lifespan and also in an organizational environment. One of the existing problem in an emotional Intelligence (EI) is a lack of interpersonal (Social) and intrapersonal (personal) relationship among employees in an organization. This study has mainly done to overcome the issues only by studying the emotional intelligence factors in an organization like Dalmia cement .This study will find the social relationship impact in an organization and how it can be overcome with help of social skill and self awareness factor in an emotional intelligence, the findings will used to analyze how emotional intelligence possible outcomes will be this study is concluded with outcomes that needed for further study.*

**Keywords:** EI factors, Outcome of these factors, Ability Model Interpersonal and Intrapersonal Relationship, EI Competency in Interpersonal And Intrapersonal relationship.( Keywords)

## 1. Introduction

Emotional Intelligence is the study of recognizing self and others emotions in Dalmia Cement. In this study finding the relationship between personal and social competency of an employee in Dalmia cement and also to know the emotional state of an employee how it build a relationship among employees. Emotional Intelligence (EI) has become a topic of vast and growing interest worldwide and is concern with the ways in which we perceive, identify, Understand and Manage emotions. It is an aspect of individual differences in their personal and social competency level of EI state in an employee that can impact a number of important outcomes throughout a personal lifespan and also in an organizational environment.

Most of the company thinking of emotional intelligence is an outdated one due to technology advancement in a large number. In future emotional intelligence demands will be higher in all the company the reason for this one. Emergence of millennial employees the main challenges for an organization should know how to retain this people because the millennial employees never stay in a concern more than 5years it is a big challenges for an organization to retain this people. At that time EI plays a major role by motivating the people and also strive to enhance their personal and social competency relationship among the people for understanding.

This study will analyze the emotional intelligence factors based on the outcomes how it find a personal and social competency among employees in Dalmia cement why this problem occurs what would be the suggestion given based on the percentage analysis made in each emotional intelligence factor.

### 1.1 Company Profile

The Dalmia's Group's greatest contribution to national development was in the emergence of the Indian cement industry by Ramakrishna Dalmia and Jaidayal Dalmia. Entering this area in 1936 as a challenge to the monopoly of one powerful combine, the ACC Ltd the group set up several cement factories. Today, a number of companies and conglomerates trace their origin to the originl Dalmia businesses; major among them are
- Dalmia Bros
- Dalmia Bharat Group
- Orissa Cement
- Renaissance Group and their subsidiaries.

Reflecting the geographic expansion of the group and its presence in each corner of the country, cement factories were setup in dalmianagar (Bihar,East India) DalmiaDadri (Haryana, North India), Dandot(West punjab, now in central Pakistan), (Orissa, East India) and SawaiMadhopur (Rajasthan, North India).

### 1.3 Objectives of the Study

1) To find out relationship between personal and social competency among employees
2) To find out relationship between Self-awareness and Self-regulation among employees
3) To find out relationship between Empathy and Social Skill among employees

### 1.4 Need for the Study

1) To find out emotional state of an employee
2) To find out the gap between personal and social competency of as a whole

3) To suggest the solution for the gap and how to overcome the problem in future by creating strong relationship
4) To improve the relationship status among all

## 2. Review of Literature

1) Goleman's Competency Model As observed earlier, Goleman's contribution to the field of EI is phenomenal in the sense that he took the theory to a wider section of audience and popularized it to such an extent that it made to the cover page of „Times" instantaneously. He sensationalized the topic with his book „Emotional Intelligence: Why it can matter more than IQ" in 1995 with tall claims bordering on hyperbolic sometimes, making sweeping statements like EI was the reason for "nearly 90% of the difference" between star performers and average ones (Goleman, 1998). Inspired by the findings of Salovey and Mayer, Goleman pursued research in emotional intelligence and proposed a four branch model which was further classified into twenty emotional competencies. He differed from Salovey and Mayer's model of EI in that he added a few personality traits like trustworthiness, innovation, team player, etc. which has also earned the criticism that it was „preposterously all encompassing" (Locke, 2005).

2) Lopes, Salovey and Straus (2003) had explored links between emotional intelligence and interpersonal relationships; in a sample of 103 college student and found that individuals scoring highly on the managing emotions subscale of the Mayer, Salovey and Caruso emotional Intelligence test (MSCEIT), were more likely to report positive relations with others, as well as perceived parental support and less likely to report negative interactions with close friends.

3) Kafetsios (2004) studied the relationship between attachment orientation and emotional intelligence (N=239) adults, aged 19-66 years, who completed the MSCEIT V2.0 and the relationship questionnaire. Results revealed that secure attachment was positively related to all sub-scales (except perception of emotion) and total EI scores. Further, contrary to expectations, dismissing attachment was positively associated with the ability to understand emotion.4 Lopes, Brackett, Nezlek, Schutz et al. (2004) have studied on emotional intelligence and social interaction among a sample of 118 American college students. Higher scores on the 'managing emotions' subscales of the MSCEIT were positively related to the quality of interactions with friends, evaluated separately by participants and two friends. Further in a diary study of social interaction with 103 German College students, 'managing emotions' scores were positively related to the perceived quality of interactions with opposite sex individuals, scores on this subscale were also positively related to perceived success in impression management in social interactions with individuals of the opposite sex.

## 3. Research Methodology

This research is mainly descriptive in nature addressing objectives like self-assessment level of EI among employees in an organization to find the important factors to finding relationship between personal and social competence among employees. The sample size for the study was 100 and sampling frame was the employees of a company. Non-probability convenience sampling was used for the purpose of data collection.

### 3.1 Descriptive Design:

The descriptive research is concerned with describing the characteristics of a particular group. It is also concerned with specific predictions with facts and characteristics concerning individual and situation. This research is completely based on the description of factors that lead to the employee relationship in a working environment.

### 3.2 Questionnaire Design:

The Standard questionnaire was used to collect the data from the respondents working in the cement industry. Data were collected using open ended questions.

### 3.3 Scaling Technique

Likert scale used in this study each scale which defined the statement score from high to low. Each statement in this study represent the EI factors as a common based on the score how much they secured in likert scale had been calculated in percentage analysis.

### 3.4 Percentage Analysis

**Table Name:** Age of the respondents

| S.NO | Age | Respondents | percentage |
|------|---------|-------------|------------|
| 1 | 20 to 25 | 46 | 46.0 |
| 2 | 26 to 30 | 35 | 35.0 |
| 3 | above 30 | 19 | 19.0 |
| 4 | Total | 100 | 100.0 |

**Interpretation:**
The above table shows the result of age respondents 46% of the respondents are 20-25 age, 35% of the respondents are 26-30 age, 19% of the respondents are above 30 age.

**Inference:**
From the above analysis, it clearly shows that 46% of the respondents are at the age of 20-25 years.
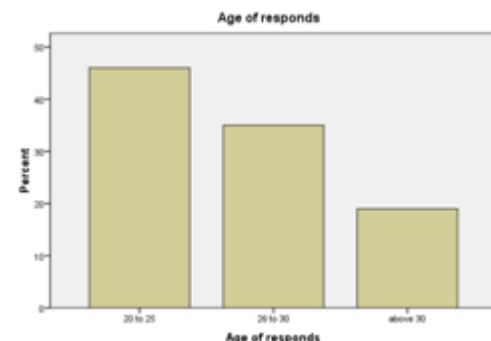


**Chart Name:** Age of the respondents

**Table Name:** Gender of the respondents

| S.NO | Gender | Gender of respondents | Percentage |
|------|--------|----------------------|------------|
| 1 | Male | 73 | 73.0 |
| 2 | Female | 27 | 27.0 |
| 3 | Total | 100 | 100.0 |

**Interpretation:**
The above table shows that result of gender respondents 73% of the respondents are male, 27% of the respondents are female.

**Inference:**
From the above analysis, it clearly shows that 73% of the respondents are female
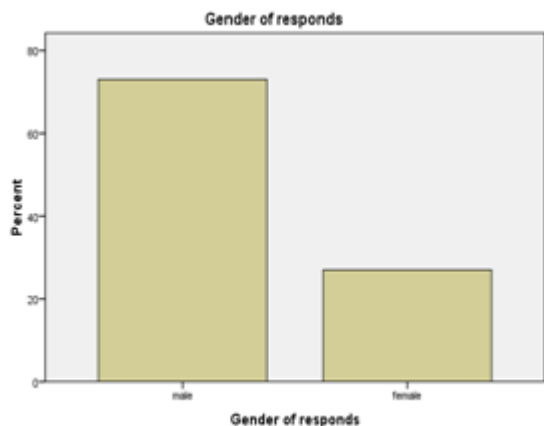


**Chart Name:** Gender of the respondents

**Table:** Self-awareness (Personal Competency) I always know which emotions I am feeling and why

| S. No | Factors | No Of Respondents | Percentage |
|-------|---------|-------------------|------------|
| 1 | Rarely | 25 | 25.0 |
| 2 | Occasionally | 20 | 20.0 |
| 3 | Usually | 14 | 14.0 |
| 4 | Always | 41 | 41.0 |
| 5 | Total | 100 | 100.0 |

**Interpretation**
The above table shows the result of self-awareness among respondents 25% of the respondents are rarely aware of their emotions, 20% of the respondents are occasionally aware of their emotions, 14% of the respondents are usually aware of their emotions, 41% of the respondents are Always aware of their emotions.

**Inference:**
From the above analysis, it clearly shows that 41% of the respondents are always aware of their emotions.



**Chart Name:** Self-awareness (Personal Competency) I always know which emotions I am feeling and why

**Table:** (Self-regulation) Personal Competency I manage my feeling and distressing emotions well

| S.No | Factors | No of Respondents | Percentage |
|------|---------|-------------------|------------|
| 1 | Never | 12 | 12.0 |
| 2 | Rarely | 27 | 27.0 |
| 3 | Occasionally | 28 | 28.0 |
| 4 | Usually | 13 | 13.0 |
| 5 | Always | 20 | 20.0 |
| 6 | Total | 100 | 100.0 |

**Interpretation:**
The above table shows that result of self-regulation among respondents 12% of the respondents never manage their feelings and emotions, 27% of the respondents rarely manage their feelings and emotions, 28% of the respondents occasionally manage their feelings and emotions, 13% of the respondents usually manage their feelings and emotions, 20% of the respondents always manage their feelings and emotions.

**Inference:**
From the above analysis, it clearly shows that 28% of the respondents occasionally manage their feelings and emotions.

**Chart Name:** Self-regulation (Personal Competency) I manage my feeling and distressing emotions well



**Table Name:** Empathy (Social Competency) I show sensitivity and understand others perspectives

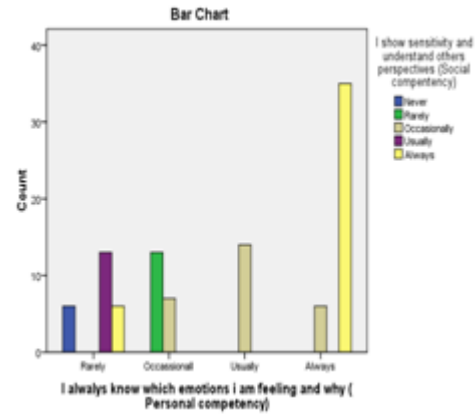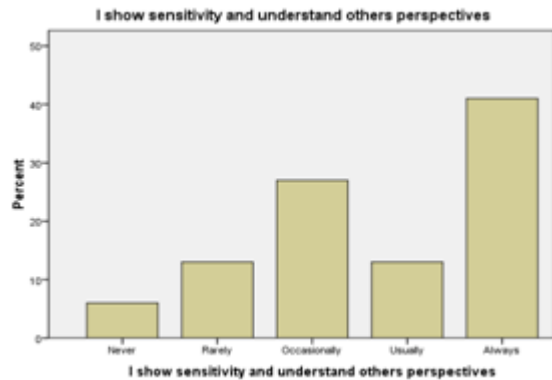| S.NO | Factors | Respondents | Percentage |
|------|---------|-------------|------------|
| 1 | Never | 6 | 6.0 |
| 2 | Rarely | 13 | 13.0 |
| 3 | Occasionally | 27 | 27.0 |
| 4 | Usually | 13 | 13.0 |
| 5 | Always | 41 | 41.0 |
| 6 | Total | 100 | 100.0 |

**Interpretation:**
The above table shows that result of empathy among respondents 6% of the respondents never show sensitivity, 13% of the respondents rarely show sensitivity, 27% of the respondents occasionally show sensitivity, 13% of the respondents usually show sensitivity, 41% of the respondents always show sensitivity.

**Inference:**
From the above analysis, it clearly shows that 41% of the respondents always show sensitivity.

**Chart Name:** Empathy (Social Competency) I show sensitivity and understand others perspectives

## 4. Chi-square test

### 4.1 Finding out relationship between personal and social competency among employees

1) (Personal Competency) I always know which emotions I am feeling and why

| S. No | Factors | No of Respondents | Percentage |
|---|---|---|---|
| 1 | Rarely | 25 | 25.0 |
| 2 | Occasionally | 20 | 20.0 |
| 3 | Usually | 14 | 14.0 |
| 4 | Always | 41 | 41.0 |
| 5 | Total | 100 | 100.0 |

2) (Social Competency) I show sensitivity and understand others perspectives

| S.NO | Factors | respondents | Percentage |
|---|---|---|---|
| 1 | Never | 6 | 6.0 |
| 2 | Rarely | 13 | 13.0 |
| 3 | Occasionally | 27 | 27.0 |
| 4 | Usually | 13 | 13.0 |
| 5 | Always | 41 | 41.0 |
| 6 | Total | 100 | 100.0 |

**Chi-square result**

| | Valid | Df | Asymp. Sig. (2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 1.816E2[a] | 12 | .000 |
| Likelihood Ratio | 172.379 | 12 | .000 |
| Linear-by-Linear Association | 23.495 | 1 | .000 |
| N of Valid Cases | 100 | | |

a. 11 cells (55.0%) have expected count less than 5. The minimum expected count is .84

**Hypothesis:**
$H_o$: There is a significant relationship between personal and social competency
H1: There is no significant relationship between personal and social competency

### Interpretation
Calculated value is less than significant value 0.05, therefore the alternative hypothesis H1 is accepted. This shows there is no significant relationship between personal and social competency

### 4.2 Finding out relationship between Self-awareness and self-regulation among employees

1) (Self-regulation) I admit my own mistakes

| S. No | Factors | No of Respondents | Percentage |
|---|---|---|---|
| 1 | Never | 7 | 7.0 |
| 2 | Rarely | 13 | 13.0 |
| 3 | Occasionally | 27 | 27.0 |
| 4 | Usually | 18 | 18.0 |
| 5 | Always | 35 | 35.0 |
| 6 | Total | 100 | 100.0 |

2) (Self-awareness) I recognize how my feelings affect my performance

| S. No | Factors | No of Respondents | Percentage |
|---|---|---|---|
| 1 | Never | 7 | 7.0 |
| 2 | Occasionally | 7 | 7.0 |
| 3 | Usually | 40 | 40.0 |
| 4 | Always | 46 | 46.0 |
| 5 | Total | 100 | 100.0 |

**Chi-square result**

| | Value | Df | Asymp. Sig. (2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 52.872[a] | 12 | .000 |
| Likelihood Ratio | 56.487 | 12 | .000 |
| Linear-by-Linear Association | 3.386 | 1 | .066 |
| N of Valid Cases | 100 | | |

12 cells (60.0%) have expected count less than 5. The minimum expected count is .4

**Hypothesis**
$H_o$: There is a significant relationship between Self-awareness and Self-regulation among employees
H1: There is no significant relationship between Self-awareness and self-regulation among employees.

Bar Chart

I admit my own mistakes (Self- regulation)
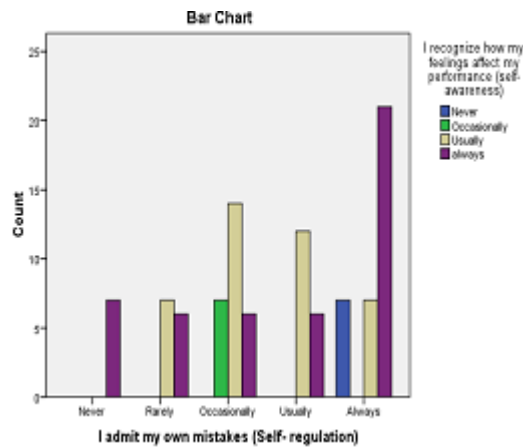
**Interpretation**

Calculated value is greater than the significant value 0.05, therefore null hypothesis $H_o$ is accepted. This shows there is a significant relationship between self-awareness and self-regulation among employees.

**4.3 Findings of the Study**

1) Maximum 46% of the respondents were belongs to the age group of 20-25 years.
2) The Majority of 73% of the respondents were male
3) The Majority of 41% of the respondents are always self-aware of their emotions.
4) The Majority of 28% of the respondents were occasionally self-regulate their feelings and emotions.
5) The Majority of 41% of the respondents always show Empathy

**4.4 Findings of Hypothesis Testing**

1) There is no significant relationship between personal and social competency among employees since calculated value 0.999 is less than the significant value 0.05.
2) There is a significant relationship between Self-awareness and Self-regulation among employees since calculated value 0.00001 is greater than the significant value 0.05

## 5. Suggestions

1) Employee Engagement should be effective for all department this will enhance personal and social competency.
2) Autocratic approach should be rejected during decision making process staffs should consider others opinion this will create a good relationship.
3) Break hours should be extended for an employee to refresh their mind.
4) There should be a cross functional relationship among all department this will create a good contact with all the people.
5) Apart from confidential information rest of the information details or any related activity should be disseminated to all level from top to bottom this will enhance relationship among employees to feel them as a superior.

## 6. Conclusions

This study finally comes out with the solution in Dalmia cement establishing personal and social competency among employees is always a challenge, but it has become more difficult due to lack of employee engagement in Dalmia cement. But the result shows in chi square test indicates that there is no significant relation between personal and social competency among employees due to lack of employee engagement activity in Dalmia cement. In future this employee engagement activity will be establishing in an efficient manner this relationship can be build very strongly and create a strong bond among employees eventually this relationship can lead effective performance among employee and also it lead to employee retention.

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