Project Report (17MBAPR407) on
"A Descriptive Study on Emotional Intelligence at A2Z Generation"

BY

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1IA17MBA28

Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfillment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION
Under the guidance of

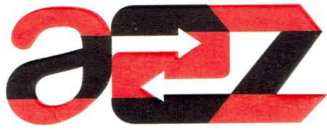| INTERNAL GUIDE	EXTERNAL GUIDE
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March 2019

TO WHOMSOEVER CONCERN

This is to certify that **Mr. Manjunath MA,** student of **Master in Business Administration** has successfully completed a summer internship in the field of Human Resource from **03rd Jan 2019** to **16th Feb 2019** under the guidance of **Ms. Pauline Pavithra M**

During the period of his internship program with us he had been exposed to different process was found punctual, hard working and inquisitive.

We wish him every success in his life and carrier.

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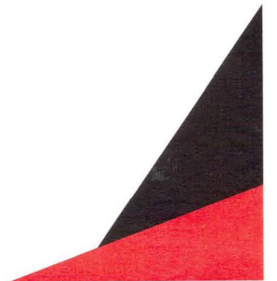
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ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 01/04/2019

CERTIFICATE

This is to certify that **Mr. Manjunath M A** bearing USN **1IA17MBA28** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A Descriptive Study on Emotional Intelligence at A2Z Generation, Bengaluru"** is prepared by him under the guidance of **Prof. Monica M** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

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DECLARATION

I, Manjunath M A, hereby declare that the Project report entitled "A Descriptive Study on Emotional Intelligence at A2Z Generations" with reference to "A2Z Generations, Bangalore" prepared by me under the guidance of Assistant professor Mrs. Monica M, faculty of M.B.A Department, AIT and external assistance by Ms. Pavithra, HR Manager, A2Z Generations. I also declare that this Project work is towards the partial fulfillment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of 6 weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore
Date

Signature of the student

ACKNOWLEDGEMENT

I wish to express my sincere thanks to our respected Principal, **Dr.Prakash M R,** beloved Dean-Academics**, Dr. Devarajaiah R M**, and deep sense of gratitude to **Dr. M M Bagali**, HOD, Acharya Institute of Technology, Bangalore for their kind support and encouragement in completion of the Internship Report.

I would like to thank **Prof. Mrs. Monica M,** Asst. Professor, Department of MBA, Acharya Institute of Technology, Bengaluru and external guide **Ms. Pavithra, HR Manager, A2Z Generation,** Bengaluru, who gave me golden opportunity to do this wonderful Project in the esteemed organization, which helped me to learn various concepts.

Finally, I express my sincere thanks to my Parents, Friends and all the Staff of MBA department of AIT for their valuable suggestions in completing this Project Report.

Place: Bangalore   Manjunath M A

Date: USN: 1IA17MBA28

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Executive summary

The study was conducted with the objective of finding out the emotional intelligence of employee in A2Z Generation, Bangalore.

The primary data was collected through a structured questionnaire and the mode of communication was personal interview. The respondents were directly interviewed and the data were collected.

The survey was designed with 60 samples from all the employees of ''A2Z Generation'', Bangalore.

The collected data was consolidated and interpreted using the statistical tools like reliability analysis, factor analysis, regression analysis, frequency analysis, and chi-square test, tables and graphs were used for the presentation purpose.

The analysis was followed by findings and suggestion which will help the management to implement some measures in order to increase the level of satisfaction of the employees working for the organization.

CHAPTER - 1

Introduction

In terms of prizes, throat competition, dreams of dreams, cultural differences, unemployed employees and lifestyles challenge to produce labor (highest level) and increase dissatisfaction. This joy has a negative impact on the overall performance of the person and becomes an unwanted and most important issue for a commercial company. Therefore, scientific research has shown that emotional intelligence is more adaptive to the environment and more effective for the company.

As a result, the tension of the equipment is due to the critical task of creating more and more effective employees.

In addition, the study is well-known that emotional intelligence accounts for 80% of male or female success compared to a 20% IQ contribution.

Therefore, EQ should measure the size necessary for a person's role. Researchers also advocate EQ orientation interventions can be a popular tool for extra work and stress relief. By developing our emotional intelligence, we can be more productive and successful in our work and help others become more effective and successful.

The ways and results of emotional intelligence repairs include many factors that can put pressure on society and institutions, and this process is given by reducing conflicts, enhancing relationships and understanding, enhancing stability, sustainability and harmony.

Company profile

Vision:

Be a treasured companion to our customer by supplying the right answer.

Mission:

To expand perfectly engineered answers that might put our purchaser's enterprise on the cutting aspect with the aid of turning in high-quality answers on time, each time.

Overview:

A2Z generation, Bangalore is an offshore middle of e-business worldwide, an IT company that's incorporated in 2016. Its headquarters is in Bangalore.

We have state-of-the-art infrastructure staffed with qualified & skilled experts. we are a Minority business enterprise (MBE) certified through the nation of Karnataka.

A2Z generation, Bangalore imparting IT services to finance and banking, insurance, production, retail, education, generation, telecom, government, healthcare, and strength & utilities industries.

A2Z technology, Bangalore gives IT Consulting, application improvement, application, Migration, software Integration, application maintenance and assist, ERP Implementation, ERP renovation and guide, Product Implementation, and team of workers Augmentation service.

We actually have a Finance package deal that become recently implemented in HSBC and now it's far being implemented in other fundamental banks as nicely.

A2Z technology, Bangalore understands very well client's value and overall performance drivers and will paintings with the purchaser to demonstrate price discount and productiveness gains. We additionally excel in presenting an optimum blend of onsite-onshore-offshore sources to decrease fee. We supply first-rate software program through venture and carrier management methods and methodologies designed for execution of initiatives and offerings throughout multiple places.

A2Z generation, Bangalore is a worldwide issuer of agency business solutions to finance, banking, coverage, production, retail, education, technology, telecom, authorities, healthcare, energy and utilities industries. via our global attain and solutions, it solves the crucial, enterprise-specific demanding situations that our customers face. Our global-class employer solutions optimize commercial enterprise performance and deliver speedy return on investment, with a 'low total' price of possession, and stronger backside-line enterprise consequences. via specializing in enterprise specific markets, we deliver deep domain understanding to the industries we serve.

A2Z generation, Bangalore offers end-to-quit business solutions that leverage generation. It gives answers for a dynamic surroundings in which commercial enterprise and generation strategies converge. Its technique specializes in new ways of enterprise combining IT innovation and adoption even as additionally leveraging an organization's cutting-edge IT belongings. it works with large worldwide organizations and new generation technology businesses-to construct new products and services and to put in force prudent commercial enterprise and era strategies in modern dynamic virtual age.

It believes in best deliverance. This approach instills extra self belief of their customers who subsequently emerge as their buddies. They are continually there to assist whenever it's far required.

Leadership

A2Z Generation, Bangalore's leadership team has the capability and confidence to achieve growth with a focus on three successful factors:

- it's customer-centric
- training staff induction
- quality

Services :-

Staffing Service

A2Z Bangalore technology provides on-site consulting and services for many government and corporate clients. A2Z Technology Pvt Ltd, Bangalore assistance base consists of professional professionals, task managers and problem solvers. Our technical experts maintain the capabilities of modern society by engaging in daily counseling education. The number of professionals we want to safeguard the field with ongoing interactions with industry committees and seminars and seminars-specific industries. A2Z ensure's teams to empower IT team's / professionals with a unique talent mix for quick or long-term tasks.

A2Z Generation, Bangalore has victoriously provided staffing services for various IT staffing levels with following roles.

Project-Leaders	Project-Facilitator's	Programmer's
Web-Designers/Programmers	Software-Specialists	Systems-Analysts
IT-Architects/Application –Architects	Operations-Support/Help-Desk-Technicians	Functional-Consultants/Business-Analysts
System-Programmers	Technical-Writers	Mainframe Consultants
Data Specialists/Database-Administrators	Systems-Administrators/Network-Administrators	E-commerce-Analysts/E-commerce Software-Specialists
Trainer's	Testing-Professionals	Qualities Assurance-Analysts

Business Consulting

The second generation of A2Z, Bangalore provides strategic business consulting services, using simplified methods to reduce organizational risk, and using global sourcing/outsourcing - organizing sculptures to enhance customers' overall performance approach. We work with clients across a wide range of industries to help them leverage IT to optimize overall business performance and deliver cost-effective results. We focus on supporting companies to develop their companies and their results. - Our services provide solutions designed to meet the needs of our customers - business and technology.

We are expertise in :		
⣿	***Consulting on HR**	: We help our clients align applications with business strategies, prioritize critical work requests, and plan internal resources.
⣿	***From-the-Scratch**	: We redesigned the process to increase productivity and design and institutionalize metrics for process improvement
⣿	***Consulting-on-BPO**	: We help our clients assess the adequacy of application outsourcing and infrastructure, design governance frameworks to manage relationships in global outsourcing, and manage organizational changes involved in outsourcing initiatives.

Solution offerings :
⣿ ***Process-enhancement-& performance-**: We implement strategies to identify process improvement opportunities and work extensively with our customers to change their business processes.
⣿ ***Managing operational risk** : We assist in the design and development of processes and architectures to support better operational risk management
⣿ ***Transform management and re-organization** : The design and management of HR transformation organizations and programs have been redesigned to meet outsourcing needs
⣿ ***Leading offshore resources** : We analyze and design an effective program management office to identify skills, resources and plans to redesign outsourcing needs.

Project Services :

A2Z provides project-to-customer services to meet its extreme standards in the information technology industry. Project services are provided by highly trained professionals and financial services. Our project services include the following services:

⠿	Project-Management's	⠿	Training's	⠿	System-Implementation's
⠿	Custom Interface's	⠿	Data-Conversion's	⠿	Integrated Testing's
⠿	Custom-Software's	⠿	Localization's	⠿	Version Upgrade Service's

Off shoring Services

A2Z technology pressure IT behavior and performance expectancies, outsourcing techniques for our customers. We, at A2Z recognize the fact that new and opposing marketplace dynamics impact the future of enterprise sourcing strategies.

To pose ourselves to meet our purchaser's Off shoring wishes, we've got evolved a circulated shipping framework to help the customers to assess the benefits of Off shoring and successfully manage the venture. Our approach has been designed to assist our consumer to beautify their organization's capabilities.

BPO/Call-Centers

Outsourcing commercial enterprise strategies allows corporations to attention on core capabilities, leaving the

"Heavy lifting" to A2Z technology. A2Z Generations BPO offerings permit organizations to reduce expenses, convert fixed fees to variable charges, benefit access to new technology at a minimum fee, obtain scalability, and achieve method efficiencies.

A2Z technology has helped many companies awareness on their center abilities by using better defining price chains and approaches. A2Z era assists customers to discover the proper areas to keep in-residence, and the processes high-quality outsourced, resulting in a large savings capability. With A2Z technology as a BPO accomplice, customers can advantage access to complementary skills that assist them serve their customers higher.

Specialized Services

A2Z generation is the main alternative for organization content material management through Microsoft content material management Server, Vignette, Interwoven group site and Plumtree Portal Server. The model allows A2Z to apply quality-of-breed technologies and contributions from the group to get better quality software produced extra fast at a lot lower price. Having expertise in facts structure and website design we capably cope with the general internet, Intranet and Extranet desires of the purchaser.

- company content management (CCM)

- file management

- Collaboration

- records control

- understanding control

- internet content material control

- Imaging

Over the past eight(4) years A2Z has had the opportunity to paintings with a various variety of industries and customers. A2Z generation processes all its customers' projects with a totally excessive degree of ownership; we delve into the customer's business, and then recommend and expand an answer this is high-quality perfect for the commercial enterprise. We agree with in long-term relationships. indexed beneath is the partial listing of our customers.

CHAPTER – 2

Conceptional background and Review of literature

> ### Emotional Intelligence :

To understand the "concept of emotional intelligence", it is helpful to have an emotional concept. Emotion comes from the Latin word "motere", which means sending gifts, each of which leads to a preference behavior, and the Oxford English Dictionary feels like a fun or a distribution of thoughts, emotions, and desires.

" Emotional intelligence is the abilities to recognize personal feelings and other feeling's, for self-inspiration, to overcome feelings in our own relationship with us." In addition, we can see that emotional emotions have the most important components:

1. Personal ability

2. Social skills

Personal-competence consists of consciousness of self, i.e. knowledge one own feelings, feelings and many others. and control of the self, i.e. the capability to address changing conditions.

Social skills mode Social awareness and interpersonal relationship management. Social focus is the ability to learn others' feelings, while managing relationships is the ability to properly work with others.

"Emotional Intelligence is the ability to master and profoundly influence all other abilities, whether it is to promote or annoy them." - Daniel Gorman

The seven factors of emotional-intelligence:

1. **Self-attention**

   Predict your emotions and your ability to learn and control them the way people can manage. This is a self-concept diploma that regulates emotions and regulates them in the work environment.

2. Emotional-resilience

It can be operated consistently in all situations - in the case of stress and adaptation. It is also possible to speed up the project's scenarios and needs as well as personal concerns. It can maintain awareness of the direction of movement or needs to produce personal challenges or criticisms.

3. Motivation

Drivers and energy to achieve clear results and impacts, well-defined short-term and long-term expectations, and potential for achieving goals that are worried when rejected and / or challenged.

4. Interpersonal sensitivity

See and take more information and suggestions when making decisions and asking questions and answers to challenges. From this focus, we can build and realize the people's commitment to choice and exercise.
Who wants to keep an open mind to answer suspicious questions and focus on the focus and reflect on the reactions and inputs of others.

5. Influence

You can also influence others to change their perspective, especially based on the understanding of the function and need to focus on the popularity of that view, and propose the reason for the change.

6. Intuitiveness

Ability to seek clean choices and enforce implementation by providing incomplete or ambiguous information about two rational and "emotional" intuitions or intuitive perceptions and key implications.

7. Conscientiousness

The ability to show a clear commitment to movement in the face and to combine "phrases and actions" encourages others to guide the chosen course. Personal dedication to the search for ethical strategies for companies with difficult commercial problems or problems.

Studying the impact of emotional intelligence in the work location

Emotional are all-pervasive in an enterprise. those emotions can be both effective or negative. each those styles of emotions may have an impact on behavior of personnel and this in flip will have an effect on the overall organizational lifestyle.

Negative feelings in place of work

Many organizational issues along with absenteeism, high employee turnover, reduced productivity, and so on, will have the poorest emotions that are currently not given the government.

A number of the signs for the lifestyles of poor emotions at the place of job are as:

- Negative operating situation

- Loss of job security

- Lack of team effort

- Terrible profession prospects

- Personnel who aren't suited for the job

- Very excessive or low degrees of pressure

Positive emotions in place of work

Positive feelings within the administrative center are the ones which help in achievements of organizational dreams. They are able to lead to excessive morale, advanced overall performance and better activity pride. Human beings who've high-quality emotions can suppose higher and do their work greater effectively.

John D. Mayer(1990)

Emotional intelligence, hypothetical ability to evaluate and emotionally affect the body and the other, a strong emotional pattern in the body and the other, and the use of emotions to stimulate, plan, and benefit life. We begin to controversy about adaptation, not the development of adaptive

emotions. Then, we find the intelligence literature, especially social intelligence, to calculate emotionally in the traditional intellectual concept. Then define the framework for combining research on the appropriate emotional capabilities. In the future, we evaluate EQ additives. To complete the assessment, the location of mental health in that mental health and additional research is recommended.

Sluyter, D. J (1997)

The author defines emotional intelligence because it can display feelings and emotions of individuals and others, distinguishing, and using the facts to guide the mind and movement of people. The chapters of this book include research on emotional and emotional improvements in a useful way for educators, psychologists, and all who are interested in emotional development at the beginning of life and in various ways of interest. The concepts and practices of e-book hyperlinks By providing clinical reasons for emotionally by educators' quick comments, educators can continue their education to the classroom. Electronic books provide sufficient evidence of emotional intelligence, such as voice statistics of educational application capabilities based on the concept.

Goleman(1998)

Studies have shown that emotional intelligence has been proven to be twice as powerful as a task function. Easier and tough locations, emotionally more intelligible are the key factors for success. He suggests that 90% of the extraordinary leader results are considered an emotional intelligence and suggests that the traps are a lot, not just intelligence. The cheapest bills for IQ accounts are around 4% to 20% of the revenue. It shows that the major problems of success continue to be the easiest ability or ability to act, but 80% of achievement depends on emotional intelligence.

David R Caruso(1999)

Intelligence should meet many favorable criteria earlier than scientifically effective considerations. First, it should be handled in a great way as a fixed capability. Second, it should meet the exciting requirements: the ability to describe through intelligence should shape a related set (ie, correlate) and be related to pre-existing intelligence, showing some precise variance at the

same time. Zero.3, the ability of intelligence needs to grow and enjoy with age. In the study, adults (N = 503) and adolescents (N = 229) used the current 12-subscale emotional intelligence test: the Multi-Factor Emotional Intelligence Scale (MEIS). The winning research shows that the EQ measured by MEIS meets the great wisdom of the above three classic standards.

McClelland(1999)

It is said that after senior managers have a lot of emotional intelligence, the difference will be 20% each year, so it is a desire. Separate leaders without critical mass are executed in equal amounts. "She believes that the overall mood of the upper control group, the more cooperative we can do, the better the results will be."

Egonzehnder(2000)

founds that emotional intelligence leads to achievement in pinnacle executives. those how were more often than not strong in emotional intelligence have been more likely to succeed than those who had been most powerful in either relevant in preceding revel in or IQ.

George.J.M(2000)

It is said that 80% ability to distinguish players in the emotional intelligence category when using EQ. Although IQ and other important elements are important, it is clear that emotional intelligence is critical to the most appropriate performance. Outstanding leaders start and end with inner help: executives who fail to develop their own acceptable mastery in emotional negative repetition that damages the right ones.

McClelland (2000)

A review of 30 companies and the EI rating better bet the best players from average players. Some of the companies that have been through: Looking at one of the largest catering companies in the UK in the milestone, there is clear evidence that stronger emotional leaders are stronger. Managers with emotional intelligence often eat better places than others, increase travelers' pleasure, reduce turnover, and increase revenue by up to 34%. The relationship between Emotional Intelligence and leadership has also improved and improved in PepsiCo. On a pilot mission, the executive believes that the EQ capability is far beyond its counterparts, achieving 10% productivity growth and a turnover of 87%. The role of a leader has a prominent role in the

company. It can be found that the boss "has a terrific day", some teams "running next". Of course, the events show that the cleanest leaders in the US Navy are using EQ behavior - they are more enthusiastic, more emotionally, dramatically and socially. Through observation of 358 leaders in Johnson and Johnson, she tells strong hyperlinks between good acting leaders and emotional abilities. The conclusion is strong: "Emotional ability distinguishes successful leaders."

Joseph V Ciarrochi (2000)

This demonstrates the critical assessment of the Emotional Intelligence (EI) collection (ability to see, recognize, and control feelings) as measured by Multi-Emotional Intelligence Scale (MEIS) issues. We administer MEIS for Australian undergraduates over the course of the IQ battery, personality and other theoretically applicable criterion measures, which includes satisfactory lifestyle satisfaction and dating. We also set the mood for the student and examine that IE is much higher than the other person to overcome the climate and avoid the climate that has caused social justice. The study said that IE was changed to no IQ, but was anticipated, for certain individual steps (eg, empathy) and different measures of criteria (eg, pride), while controlling the development of IQ. and person. EI is also associated with the human ability to control mood, but not the ability to prevent the climate from distinguishing the court. IQ seems to be associated with the mood process. The results suggest that EI collection is different and beneficial, but conventional IQ is also very important in specialized emotional procedure.

Hay organization(2000)

It is observed that there are good opinions about the study of emotional intelligence with people's performance and organizational productivity. A close friend of emotional intelligence in the consulting firm presented 139% more than other accounts of other friends. Human intelligence sales of intelligence increase an 87% increase in sales and education, with an extra investment of 2000% in investment in the first 12 months. The first level leader results in 90% of the achievement of emotional intelligence.

Eq Consortium(2000)

After 80 Ph.D. in the field of technological knowledge with a battery test, IQ test and interviews in the 1950's when he graduated from Berkeley. Forty years later, after the beginning of the nineteenth century, it ended and the claim was successfully resumed, evaluated by experts in their own work and resources as American and scientific women. It is increasingly added that social and emotional capacities have 4 critical cases, rather than IQ, in defining professionalism and self-esteem.

Benjamin Schneider (2001)

It is noted that whatever business you are doing, a measure of success will be the way your customers know you. Your agency is attracting and calling customers the way consumers can trust. To create trustworthy customers, the company must be a company for "proud customers." Emotional intelligence is in the middle of relationships and relationships related to income.

Adrian Furnham (2001)

This article is based on the theory of the emotions of intelligence (EI) as a constellation of character and ability to be heard separately. The discrimination of IE properties was studied in the study. Considering the 1 (N = 227), the psychometric house of the Bar On Emotional Quotient is determined by the analysis of the confirmation items and the size becomes a factorial factor. When the EQ-i is used to be tested simultaneously with the Profiler, the EI properties are clearly present in the space. In view of the 2 (N = 166), the modified version of the EQ-i is used to be examined together with the NEO PI-R and the EI components are truncated in a five-way remote model. the consequences discussed with explicit reference to characterize the personality and the mile confirm that the properties of IE can be conceptualized as a good compound at the first level of a system of hierarchical characteristics.

Paulo N.Lopes(2003)

This looks at the links between emotional intelligence, measured as flying skills and character development, as well as each contribution to a large interpersonal 1 receiving. In the 103 students

at the university, we find that all emotional intelligence and character traits are related to pleasure photos with social relationships. Individuals who are very well acquainted with dealing with emotional subscales of Mayer, Salovey, and Caruso Emotional Intelligence (MSCEIT) are more likely to present good family members with others, in addition to parental help, and less likely to express bad interactions with Friends close The association remains statistically great even to control major personal developments and oral information. Global delegations with a relationship are associated with extraversion, neuroticism (negative), and the ability to control emotions, as estimated by MSCEIT.

Rebecca M Warner(2004)

This review confirms the discriminant, additional criteria and validity of the level of emotional intelligence (EI). (N = 330) takes the EI ability test, a size of 5 characters in character, and provides notes on lifestyle scale that applies behavioral activity, leisure activities, educational activities, and interpersonal family members. women rely more on EI than men. EI, however, is more predictive in the area of existence for men than for girls. reduce IE to people, especially without emotional and emotional applications to facilitate ideas, is replaced by negative consequences including illegal drugs and alcohol, bad behavior and poor family members with friends. The results remain great even after statistical control of a classification of 5 large and academic breakdowns. In this sample, IE becomes quite inadequate with adjustments and behaviors for university students, but not for women.

David (2007)

This investigates among the 158 newcomers tested associations of intelligence and emotional stress, assuming that the character is a moderate variable. The results of an emotional intelligence advocate may be helpful in diminishing some people, but they are useless or irrelevant to others. We highlight the effects of some extreme large participants but because they have a common emotional intelligence but do not like to sign up because they have no real guarantee of emotional potential.

Salovey (2008)

Some people have the extra skills of others to carry out sophisticated information about the feelings and stimuli that can be applied and to apply that fact as a guide to questions and actions. The author points to this emotional intelligence (EI). Since the introduction of this idea, however, the division has evolved where some of IE researchers are a fantastic group of mental abilities, and other researchers are an opportunity to realize an eclectic mix of incredible trends that include happiness, self-esteem and optimism. Clarify what EI can and can not help the field with more realistic studies that are really for Research IE. EI - conceptualized as a capacity - is an important variable by conceptual and empirical, and shows additional validity to provide social outcomes that can be applied.

SG Barsade(2008)

Emotional Intelligence (EI) implies the ability to perform adequate emotional reasons and the ability to use emotional and emotional knowledge to improve the concept. We discuss the origins of EI ideas, establish EI, and reflect the current scope of the field. We evaluate 3 methods taken at this point from all theoretical and methodological thinking. we find the right skills and integrative strategies - a conceptualized version and an EI grade. Essential in this assessment is a study that regulates the relationship between EI and the requirements that should include social outcomes, performance and mental and physical well-being. The discussion phase will be seen with a list of precise elements and suggested questions for the study of destiny.

Peter Salovey (2011)

Emotions of intelligence include accurate perception and expression of feelings in oneself and more, and the emotion of emotions in ways that make life better. One of the issues of emotional intelligence is the ability to understand the emotional characteristics of an agreed upon device in an environment. One hundred and thirty-nine adults have 18 face reproductions, colored sound and abstract drawing and consider the emotional content of the stimuli observed. 3 reviews have been extracted, which consolidates the consensual precision, quantities and various emotions are felt. Classification is compared to other factors of the emotion of intelligence, along with empathy, and is associated with the construction that includes alexithymia and neuroticism. The

popular ability to understand the concentration of the emotional tissue in the stimuli encountered is found and is more powerful in terms of the ability to respond empathically to others.

Sachin Gupta (2014)

Emotional Intelligence is a characteristic and skill that attracts a lot of character and strength, primarily as a soft and intimate competence and intrapersonal talent, in certain areas or in particular, modern intelligence and professional abilities.

CHAPTER – 3

Research Methodology

The examine is about the emotional intelligence that prevails inside the "A2Z generations, Bangalore. The literature evaluate strongly supports the studies which states the complete delight of the employees through the compensation furnished, job nature, environment, advanced subordinate dating, and many others.

OBJECTIVES, NEED, SCOPE-AND-RESEARCH METHODOLY

❖ 3.1**Objective of the study :**

• To‑find out‑the emotional intelligence degree of the employees at A2Z generation, Bangalore

• To indicates measures to improve the emotional intelligence stage of personnel at work vicinity.

• To apprehend and consciously use emotional data to create and keep effective work place relationships and crew surroundings.

• To combine empathy to promote strong dating.

• To enforce emotionally wise motivational competencies to gain group results.

❖ 3.2 **Need of the study :**

Generation A2Z, Bangalore seeks to attract new and existing people at this time. The study said that emotional intelligence reduces stress by using 60%. So in my opinion, I will find that there is no connection between intelligence and emotional control and whether there is a relationship rather than how the organization can use those devices to improve employee performance.

❖ 3.3.**Scope of the study :**

This is a proposal limited to A2Z Generation, Bangalore. This proposal will help to generate BPO-emotional-intelligence-employee impact.

❖ 3.4.**Research methodology :**

The technique is a way of doing whatever it is and the methodology is the technical tool used in the chosen location. The research method used in the study was provided by Philip-Kotler.

• growing the problems & research goal

• growing statistics sources

• accumulating & analyzing the data

• imparting statistics

❖ 3.5.**Research**-**problem** :

Emotional intelligence and self-management among BPO employees at vague technologies.

❖ 3.6.**Research**-**design** :-

The layout research plan is a preferred sequence of seeds, taken together in a master plan or template for conducting research. Thus, the research design has to look at the plans, collection of collections, measurements, analyzes and recordings. The findings here are by nature descriptive. Descriptive research contains facts about population or universe being studied. Can describe-5 W and 1 H ie. what, when, why, who, where, and how.

❖ 3.7.**sample design and size** :Viewing population is the A2Z company office, Bangalore. And a long sample of 60 people operating in the A2Z generation, Bangalore. This view is based entirely on the comfort of sampling in areas that are comparable to vagus pvt ltd technology.

❖ 3.8 **Method of data collection** :

The fourth research methodology is a series of statistics. can be done through primary or secondary techniques. Of course, every strategy is used to collect records.

• Possess the number one search statistics possible under the emotional intelligence of employees through questionnaires, on the way to cramming staff. Several questions will be asked for the best benefit of the respondents.

• For secondary data, write newspapers, magazines and the internet.

❖ 3.9 **Scaling techniques** :

The research technique used to identify the co-dependence between emotional intelligence and control of control among bpo employees and respondents' responses was classified instructing to demonstrate the level of approval in five Likert points with values ranging from 1 (strongly agree) to 5 (totally disagree)

❖ 3.10 **Hypotheses formation** :

With the intention to fulfill my first-objective, -following hypotheses is formed.

H0: there's no correlation among emotional intelligence and self-management amongst bpo employees.

H1: there's a correlation among emotional intelligence and self-control among bpo employees

 STATISTICAL TOOLS USED

Reliability test: The Reliability refers to the consistency of a degree. A measure is stated to have a high reliability if it produces constant results under steady conditions. here Reliability is used to test whether the variables inside the questionnaire are related to one another to supply an powerful end result. The price of Cronbach's alpha above 0.5 may be used as an affordable check of scale reliability.

Frequency Analysis : Usually the frequency used to find the information assigned to the nominal data (class) and clarify the results. clear information for variables that include gender, for example, adult male coded as "1" and female coded as "2" Frequency alternatives include tables showing numbers and percentages, statistics along with percentage points, relevant trends, distributions and graphs, including line graphs and histograms.

The Frequencies technique became used to investigate the variables. The variables that include scales may be analyzed the use of frequency technique to generate the precis statistics and charts.

factor evaluation : Component evaluation is a statistical method used to explain variability among found, correlated variables in terms of a probably lower wide variety of unobserved variables called factors.

Regression analysis : Regression evaluation consists of many techniques for modeling and studying numerous variables, when the point of interest is on the connection among a based variables and one or greater independent variables more in particular, regression evaluation helps one apprehend how the standard price of the established variable adjustments whilst any individual of the independent variables is numerous, whilst the other independent variables are held fixed. most generally, regression evaluation estimates the of the established variable given the unbiased variables — that is, the of the structured variable while the unbiased variables are constant. much less normally, the focus is on a , or other of the conditional distribution of the established variable given the independent variables. In all instances, the estimation goal is of the unbiased variables called the regression feature.

Chi square analysis : If a long-n pattern is found in a population that has a daily distribution, then there are well-known results that allow it to be a product than the population variance has a specified cost. For example, the manufacturing process may be in a strong state for a long period of time, so the price of variations can be separated with a small error. I think the version of the method was searched, giving a point to the small standard of the items that the version will be checked. The T-check statistics in this example can be set to the sum of squares of the denominated sample, divided by the help of the nominal price of the variation. Then T has a chi-square distribution with n degrees of freedom.

CHAPTER-4

Data Analysis & Interpretation

Classification of respondent on basis of age.

TABLE 1: Table showing the age of the respondents

Age	No-of-respondents	Per%
18-25*	15	20.0
26-35*	18	33.3
36-45*	20	34.2
above 45*	7	12.5
Total	60	100.0

Chart 1:
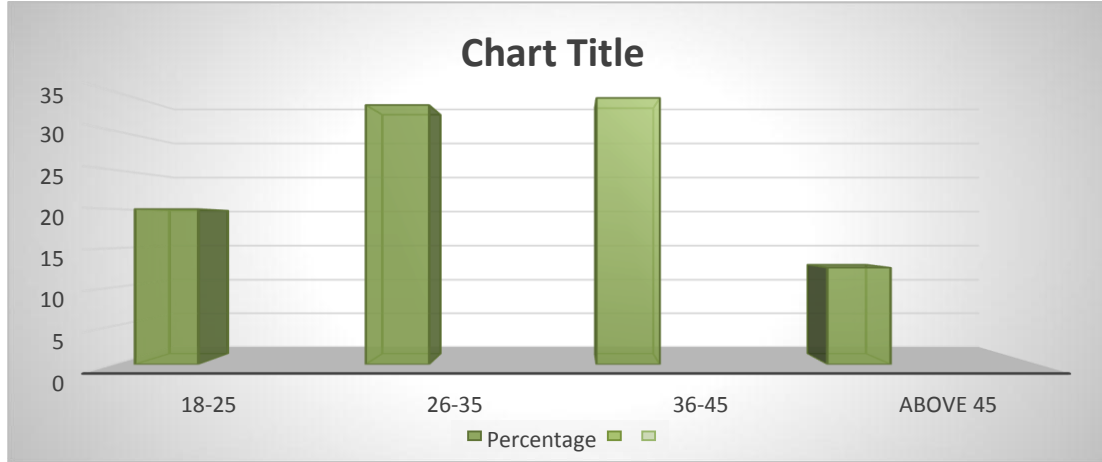
Inference:- Of these, 25% of respondents are between 18 and 25 years old, 33% of respondents are between 26 and 35 years old, 40% are between 36 and 45 years old and 10% are over 45 yrs old.
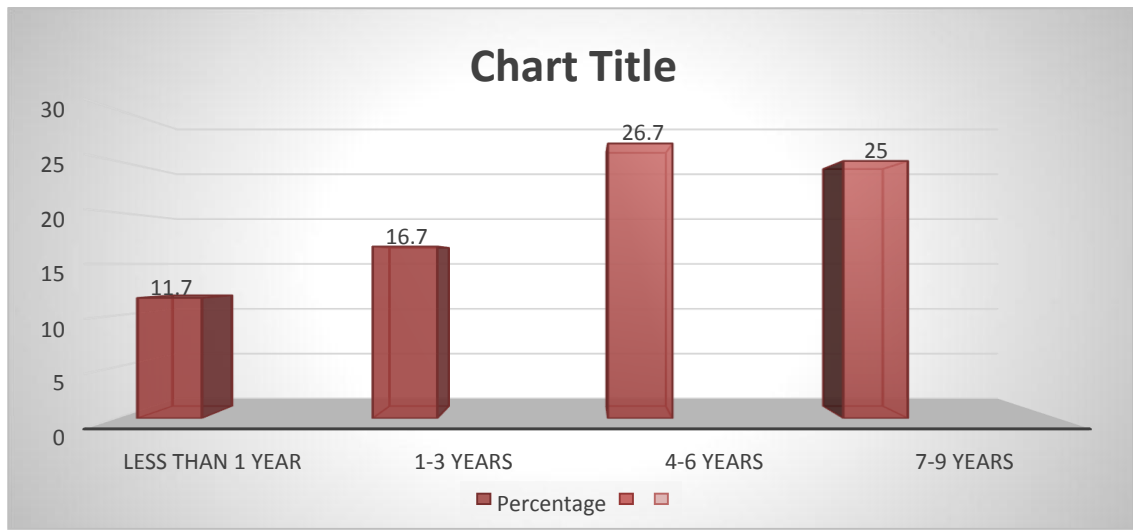
Classification of respondent on the basis of experience
TABLE2: Table showing the experience of the respondents

Experience	Frequency	Percent
less than 1 year*	5	11.7
1-3 yrs*	10	16.7
4-6 yrs*	20	26.7
7-9yrs*	15	25.0
>=10*	10	20.0
Total	60	100.0

Chart 2:

❖ **Inference**:

Of the above, 12% of respondents have less than 1-12 months of experience, 17% of respondents experience 1-3 years, 26% of respondents have 4-6 years experience, 25% of respondents are 7-9 years old, and more 20% of respondents are more than 10 years of experience.
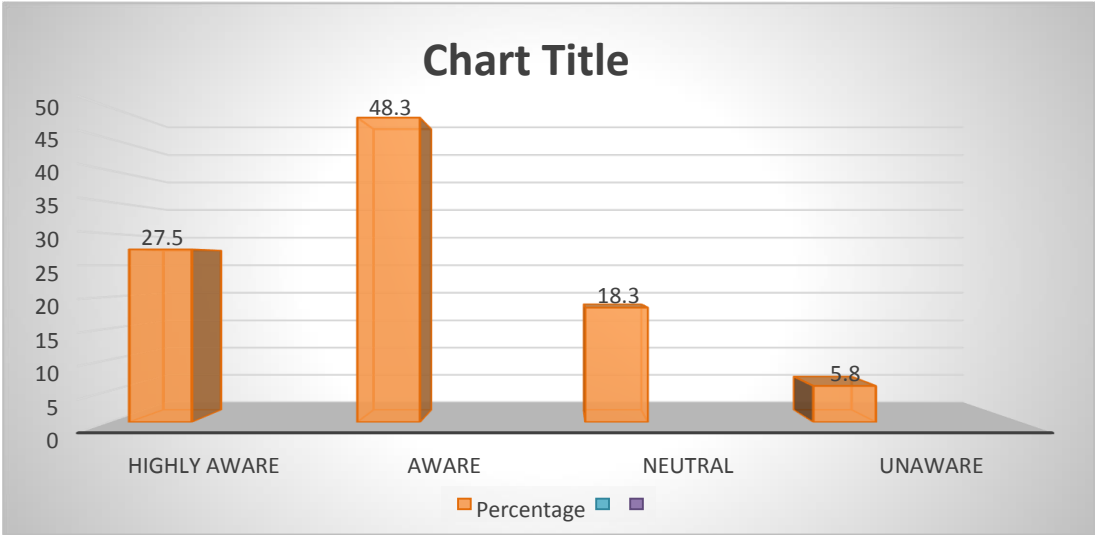
Classification of respondent on the basis aware of emotional intelligence and management.

TABLE 3: **Table showing respondents to the statement**

"Aware of emotional intelligence and self-management"

Content	Frequency	Percent
Highly aware*	16	27.5
Aware*	29	48.3
Neutral*	11	18.3
Unaware*	4	5.8
Total	60	100.0

Chart 3:

❖ **Inference**:

48% of respondents declared emotional intelligence and satisfaction, 28% of respondents are very aware of emotional intelligence and control, 18% of respondents stated their opinions in a neutral way and 6% of respondents regardless of intelligence emotional and self-management.
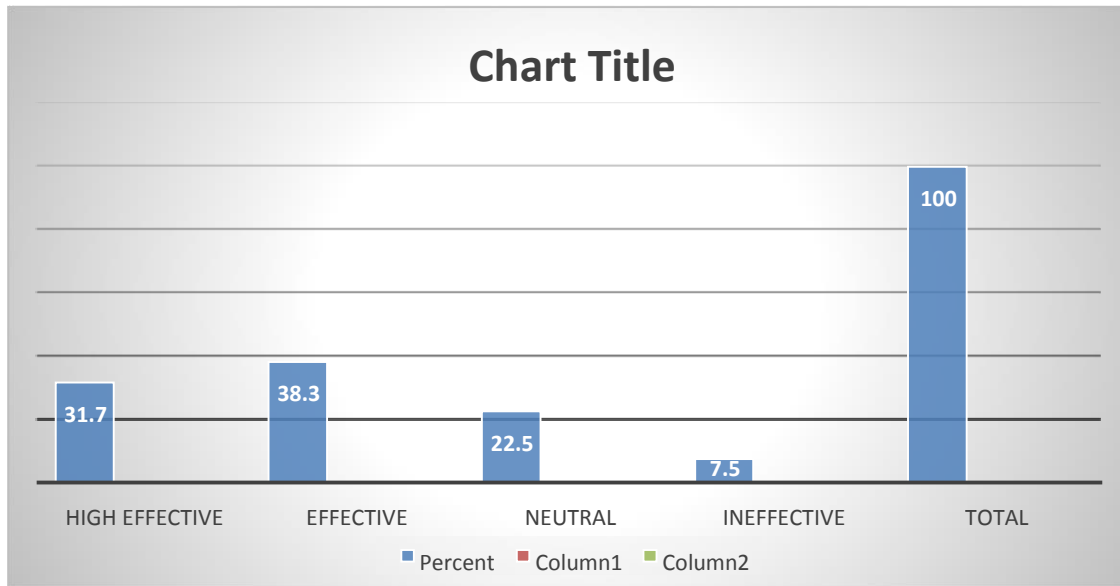
Classification of respondent on the basis balancing your emotions in the work place

TABLE 4: Table showing respondents to the statement

Balancing your emotions in the work place

| Content	Frequency	Percent
highly effective*	19	31.7
Effective*	23	38.3
Neutral*	13	22.5
Ineffective*	5	7.5
Total	60	100.0

Chart 4:

❖ **Inference:** From the-above table it is inferred-that 38%-of-the respondents-effective that, Balancing your emotions in the work place, 32% of the respondents highly effective, 23% of the respondents expressed the opinion in neutral manner and the rest 8% of the respondents ineffective to this statement.

Classification of respondent on the basis Recognize your own feeling inside workplace

TABLE 5: Table showing respondents to the statement

Recognize your own feeling inside workplace

Content	Frequency	Percent
Regularly*	9	14.2
Always*	14	24.2
Frequently*	13	22.5
Occasionally*	12	19.2
Rarely*	12	20.0
Total	60	100.0

Chart5:
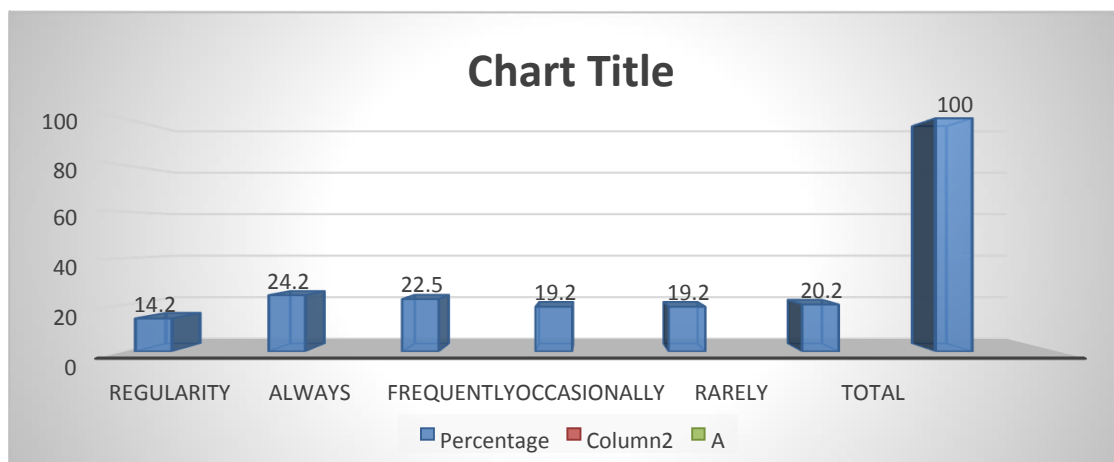
❖ **Inference:-**

From above table it is inferred that 24% of the-respondents always, recognize your own feeling inside workplace, 23% of the respondents frequently recognize your own feelings inside workplace, 20% of the respondents rarely recognize your own feeling inside workplace, 19% of the respondents occasionally recognize your own feeling inside workplace and the rest 14% of the respondents regularly recognize your own feelings inside workplace.
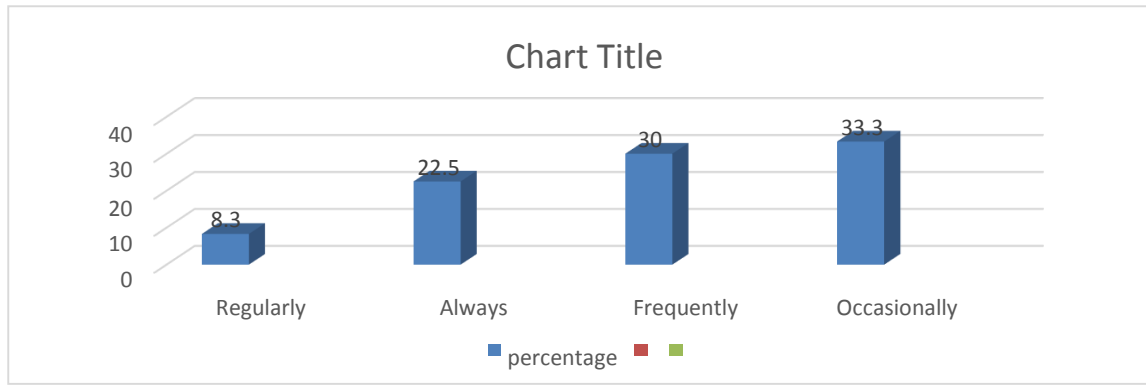
Classification of respondent on the basis Recognize colleagues feeling in workplace

TABLE 6: Table showing respondents to the statement

Recognize colleagues feeling in workplace

Content	Frequency	Percent
Regularly*	5	8.3
Always*	13	22.5
Frequently*	18	30.0
Occasionally*	20	33.3
Rarely*	4	5.8
Total	60	100.0

Chart6:

❖ **Inference:-**

In the table above, 33% of respondents sometimes recognize, identify their opinions about the workplace, 30% of respondents often recognize their friends in the workplace, 23% of respondents are always reminders of the workplace, 8% of respondents still know colleagues in the workplace and 6% of respondents rarely recognize their colleagues in the workplace.

Classification of respondent on the basis I know the factors motives me to perform your work in the organization with fulfillment

TABLE 7: Table showing respondents to the statement

I know the factors motives me to perform your work in the organization with fulfillment

Content	Frequency	Percent
strongly agree*	11	18.3
Agree*	39.5	65.8
Neutral*	9	15.0
Disagree*	0.5	.8
Total	60	100.0

Chart7:
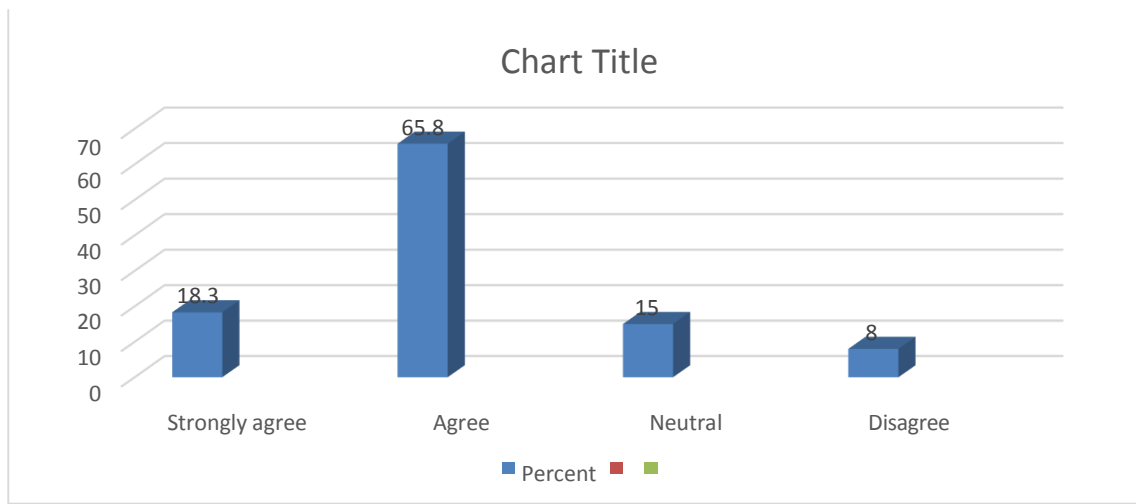
 ❖ **Inference:-**

From the table, it is concluded that 66% of respondents agree that I know the factors that motivate me to do the work in the organization in full, 18% agree that 15% of respondents express their opinion in a neutral way, and another 1% agree with the declaration.

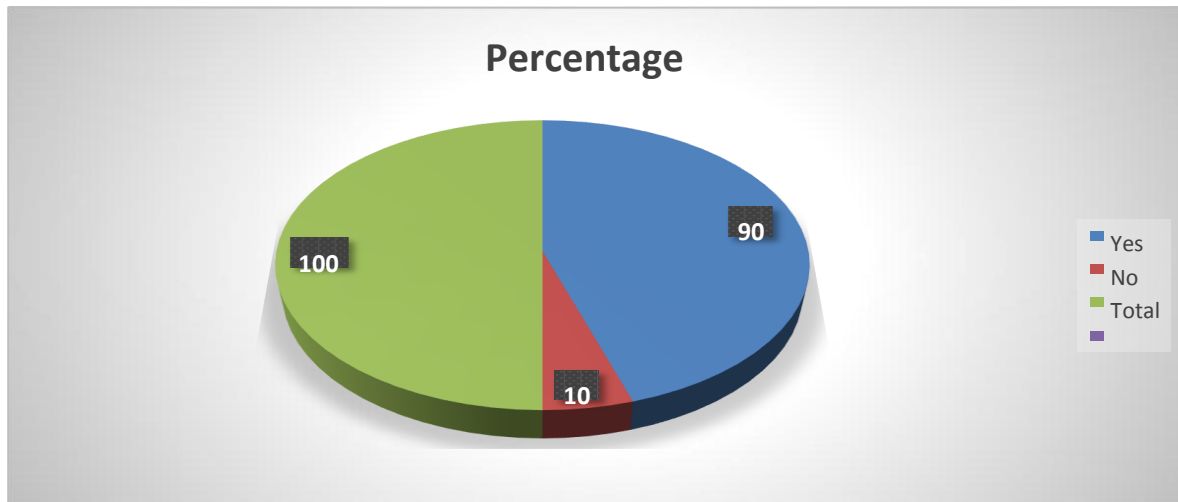**Classification of respondent on the basis : Do you have ability to regulate your emotions & behavior in work place?**

TABLE 8: Table showing respondents to the statement Do you have ability to regulate your emotions & behavior in work place?

Content	Frequency rate	Percent%
Yes*	54	90.0
No*	6	10.0
sum	60	100.0

Chart8:

❖ **Inference :-**

From the table, it is concluded that 90% of respondents say that you have the ability to manage emotions and characters at work, 10% of respondents do not believe the statement.

Classification of respondent on the basis the ability to influence the decision that affects your performance inside the workplace

TABLE 9: Table showing respondents to the statement

The ability to influence the decision that affects your performance inside the workplace

Content	Frequency-	Percent
Yes*	29	- 48.3
No*	31	- 51.7
Totality	60	- 100.0

Chart 9:

Percentage
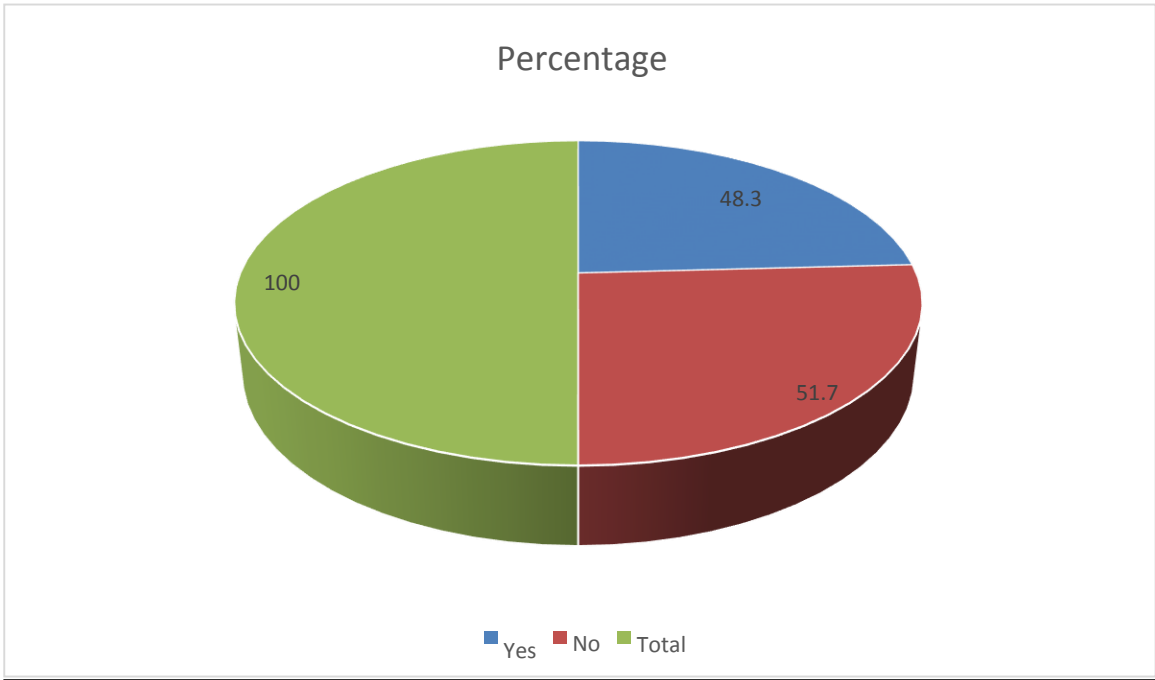
❖ **Inference:-**

From these tables, it is concluded that 48% of respondents say, the ability to calculate decisions that affect their performance on the spot, 52% of respondents do not believe in the statement.

31

Classification of respondent on the basis EI and SM is the tool used to maintain the relationships between peers

TABLE 10: Table showing respondents to the statement

EI and SM is the tool used to maintain the relationships between peers

Content	Frequency	Percent
strongly agree*	11	19.2
Agree*	39	64.2
Neutral*	9	15.0
Disagree*	1	1.7
Total	60	100.0

Chart10:
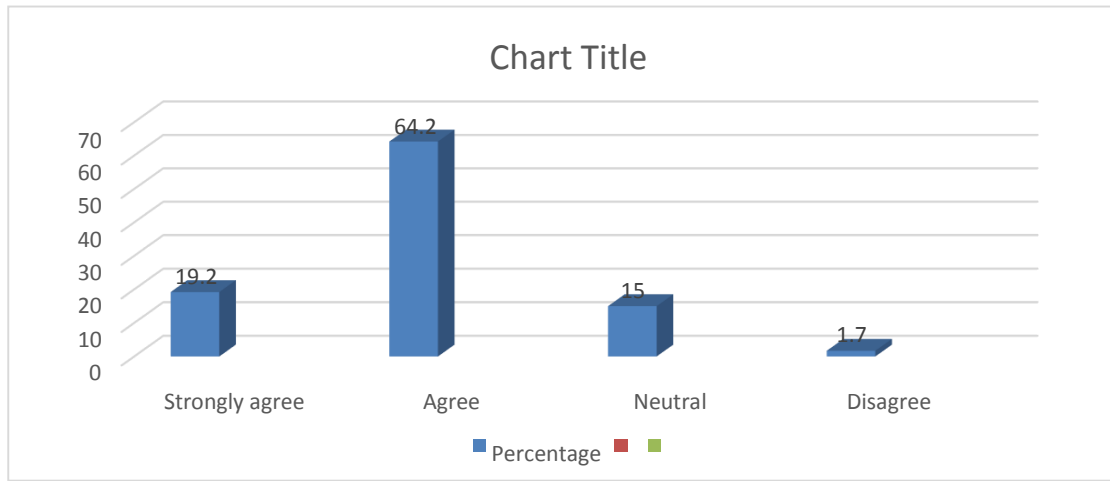
❖ **Inference:-**

The above table summarizes that 64% of respondents agree that EI and SM are the tools used to maintain coordination between partners, 19% agree, 15% of respondents express opinions in a neutral way and more than 2% of respondents disagree with the statement.

Classification of respondent on the basis how often are you avoid taking your personal problems to work

TABLE 11: Table showing respondents to the statement How often are you avoid taking your personal problems to work

Content	Frequency	Percent
Regularly*	7	11.7
Always *	26	43.3
Frequently*	12	20.8
Occasionally*	12	19.2
Rarely*	3	5.0
Total	60	100.0

Chart11:

Chart Title
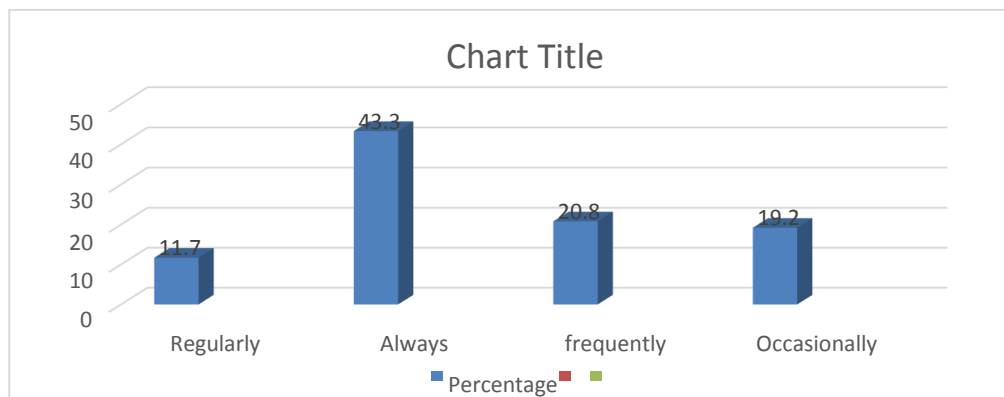
❖ **Inference:-**

From the table, it is concluded that 43% of respondents are always, as you avoid personal problems, 21% of respondents often, how much do you avoid personal problems, 19% of respondents sometimes, how often do you get personal problems, 12% of respondents remain, how often you cannot solve personal problems and 5% of respondents are rare, how much you can not have personal problems that you can use.

Classification of respondent on the basis Negative feelings help you to address the things need to change in your life

TABLE12:Table showing respondents to the statement

Negative-feelings-help you to-address the things-need to change in your life-

Content	Frequency	Percent
strongly agree*	9	14.2
Agree*	32	54.2
Neutral*	14	24.2
Disagree*	5	7.5
Total	60	100.0

Chart12:
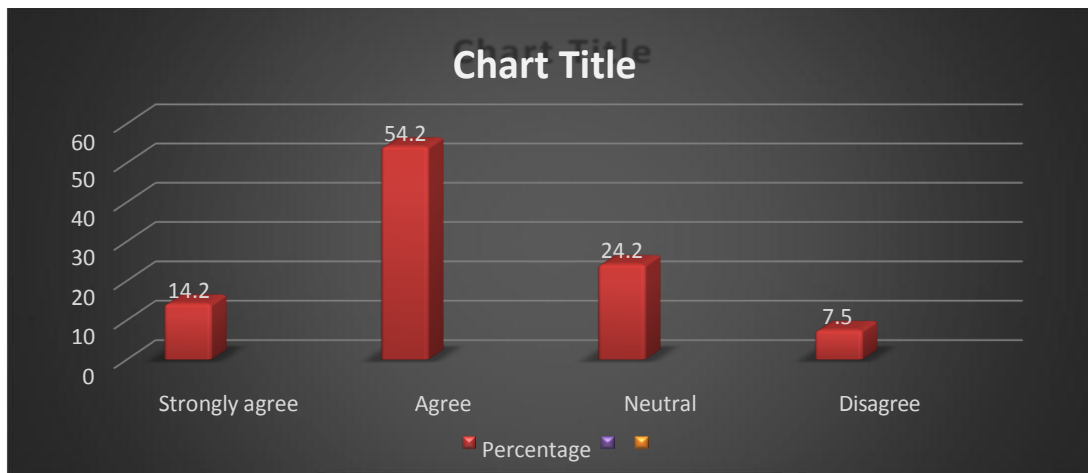
❖ **Inference:-**

From this table, 54% of respondents agree that negative feelings help solve problems that need to be changed, 14% agree very well, 24% respondents express neutrality and more than 8% of respondents disagree with the statement.

Classification of respondent on the basis Will you listen to your colleague's problem?

TABLE 13:Table showing respondents to the statement

Will you listen to your colleague's problem?

Content	Frequency--	-Percent -
Yes*	39	65.8
No*	21	34.2
Total	60	100.0------

Chart13:
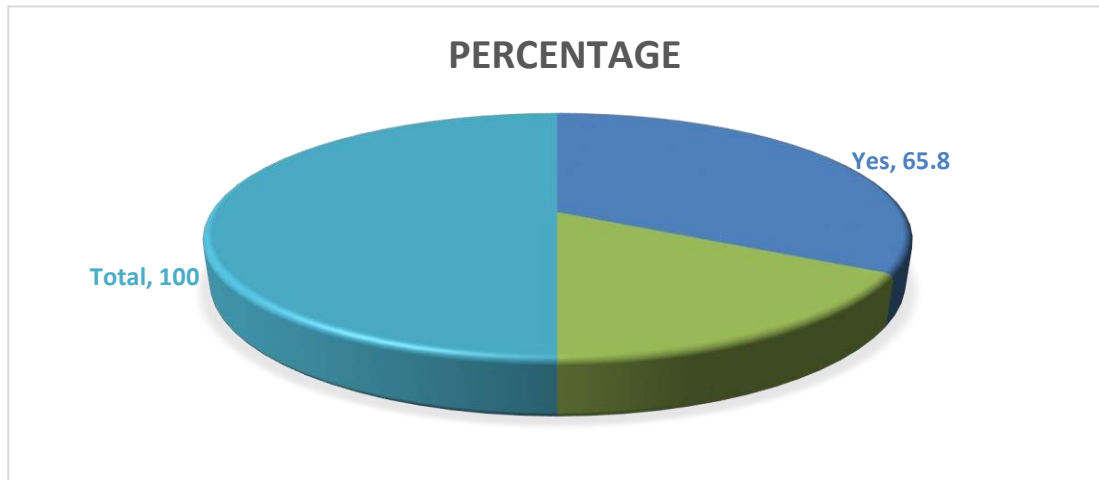
❖ **Inference:-**

From the table above it is inferred 66% of the respondents said yes that, Will you listen to your colleague's problem, 34% of the respondents said no to the statement.

Classification of respondent on the basis the employees who-aware-of-their negative feelings-are-better leader of their work

TABLE 14:Table showing respondents to the statement

The employees who aware of their negative-feelings are better leader of their work

Content	Frequency-	Percent-
Strongly agree*	9	15.8
Agree*	31	51.7
Neutral*	16	26.7
Disagree*	4	5.8
Total.	60	100.0-

Chart14:
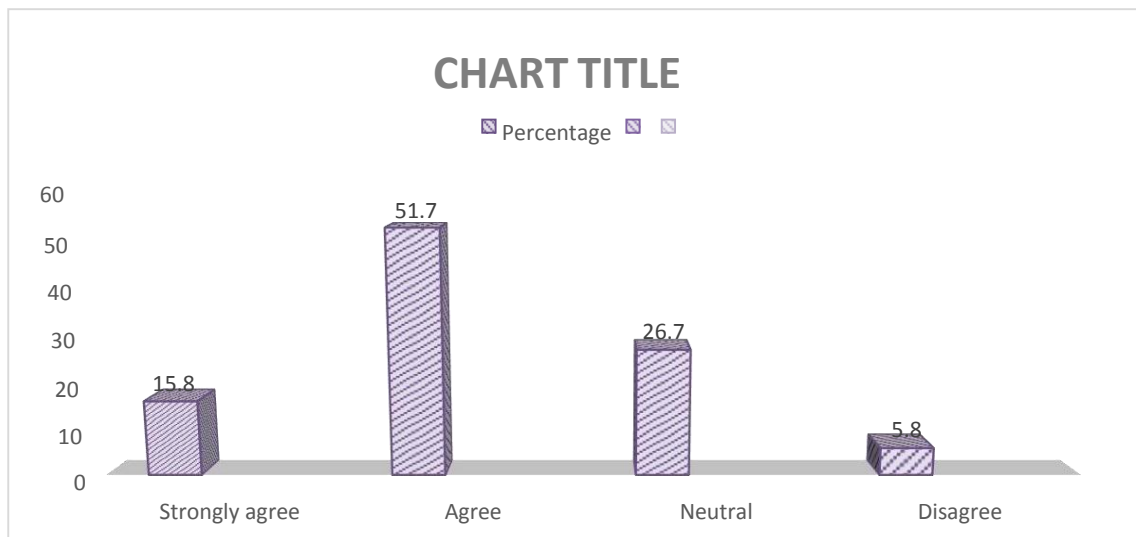
❖ **Inference:-** From the beyond table it is incidental that 52% of the respondents agree that, the employees who aware of their negative feelings are better leader of their work, 16% strongly agree the statement, 27% of the respondents expressed the opinion in neutral manner, and the rest 6% respondents disagree to this statement.

Classification of respondent on the basis mention your opinion about impact of emotional intelligence in the following:

a) leadership

TABLE 15: Table showing respondents to the statement

Mention your opinion about impact of emotional intelligence in the following

a) leadership

Content	Frequency	Percent
strongly-agree*	22	35.8
Agree*	21	35.0
Neutral*	16	27.5
Disagree*	1	1.7
Total	60-	100.0-

Chart15:
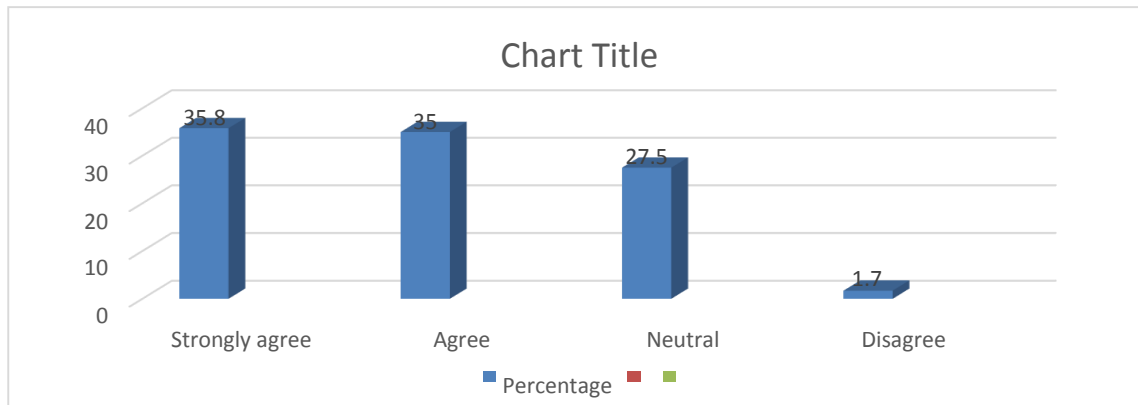
❖ **Inference:-**

In the table below, 36% of respondents agree, commenting on the influence of emotional intelligence on the following leadership, 35% agree with the statement, 28% of respondents express their opinion in a neutral way and more than 2% of respondents disagree with the statement that is .

Classification of respondent on the basis b) Performance management

TABLE 16: Table showing respondents to the statement

b) Performance management

Content	Frequency	Percent
strongly agree*	13	20.8
Agree*	37	61.7
Neutral*	10	17.5
Total	60	100.0

Chart16 :

Chart Title
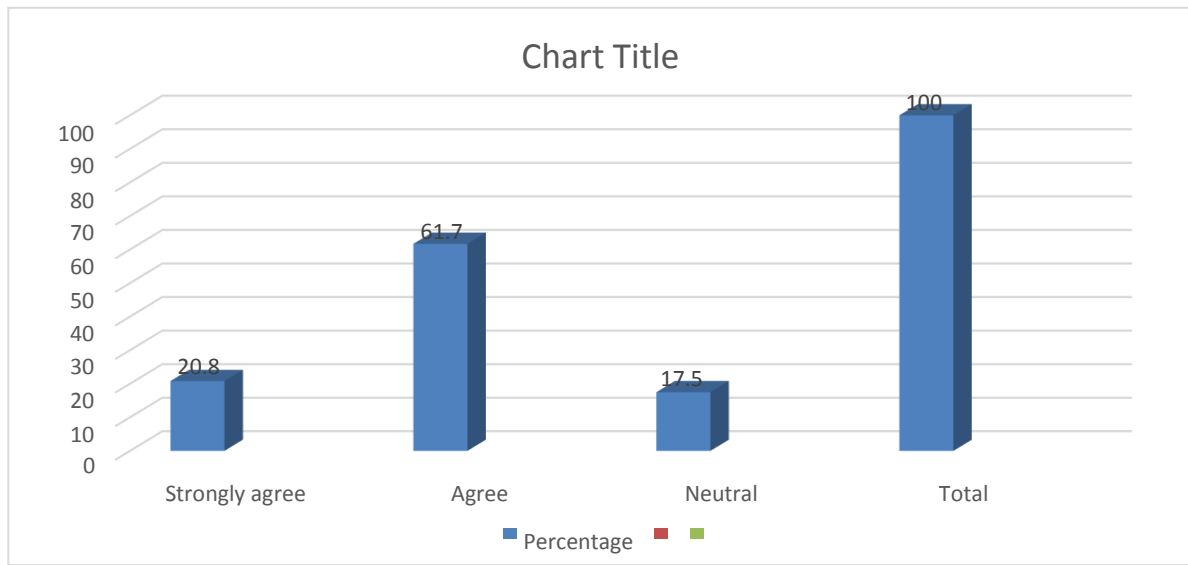
❖ **Inference:-**

The table above summarizes that 62% of respondents agree that, expressing their opinion about the effects of emotional intelligence on performance management below, 21% agree and more than 18% of those interviewed in the neutral process.

Classification of respondent on the basis c) Overcoming occupational stress

TABLE 17:Table showing respondents to the statement

c) Overcoming occupational stress

Content	Frequency	Percent---
strongly agree*	8	13.3
Agree*	22	37.5
Neutral*	26	42.5
Disagree*	4	6.7
Total	60	100.0

Chart17:
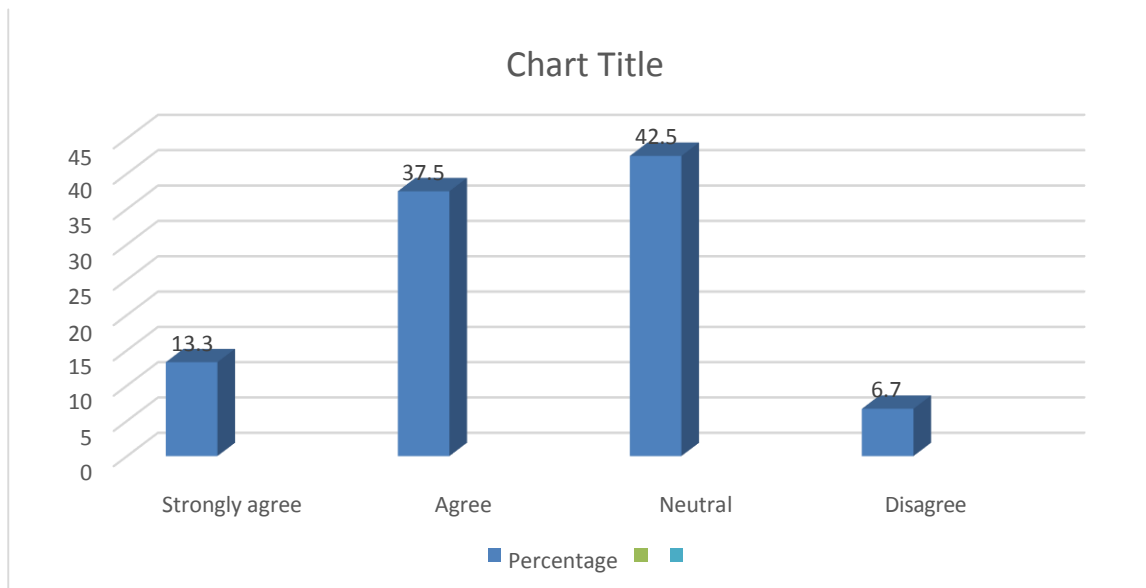
❖ **Inference:-**

From these tables, it is concluded that 43% of neutral respondents are expressing their opinion on the effects of emotional intelligence below. Overcoming stress at work, 38% agree statement, 13% respondents strongly agree statement, and another 7% of respondents do not agree with the statement.

Classification of respondent on the basis d) Able to complete the work on time

TABLE 18: Table showing respondents to the statement

d) Able to complete the work on time

Content	Frequency	Percent
strongly agree*	14	22.5
Agree*	25	42.5
Neutral*	16	27.5
Disagree*	5	7.5
Total	60	100.0

Chart18:
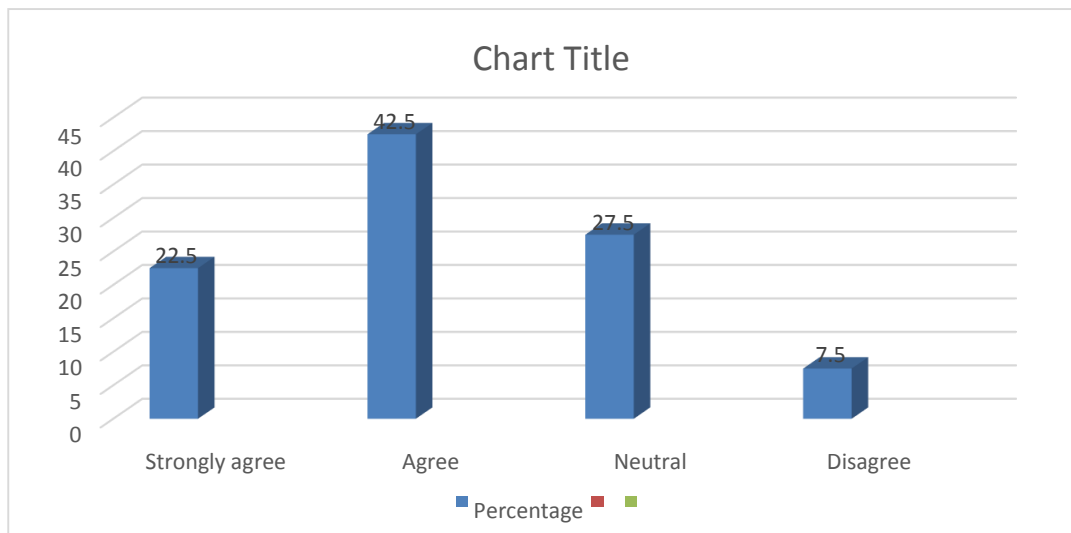
❖ **Inference:-**

From the table, it is likely that 43% of respondents agree that expressing their opinion about the influence of the following emotional intelligence can complete the work on time, 23% agree, 28% of respondents express their opinions in a neutral way and another 8% in the statement .

Classification of respondent on the basis e) Maintain relationship with others

TABLE 19:Table showing respondents to the statement

e) Maintain relationship with others

Content	Frequency	Percent
strongly agree*	29	48.3
Agree*	27	45.0
Neutral*	3	5.8
Disagree*	1	.8
Total	60	100.0

Chart19:
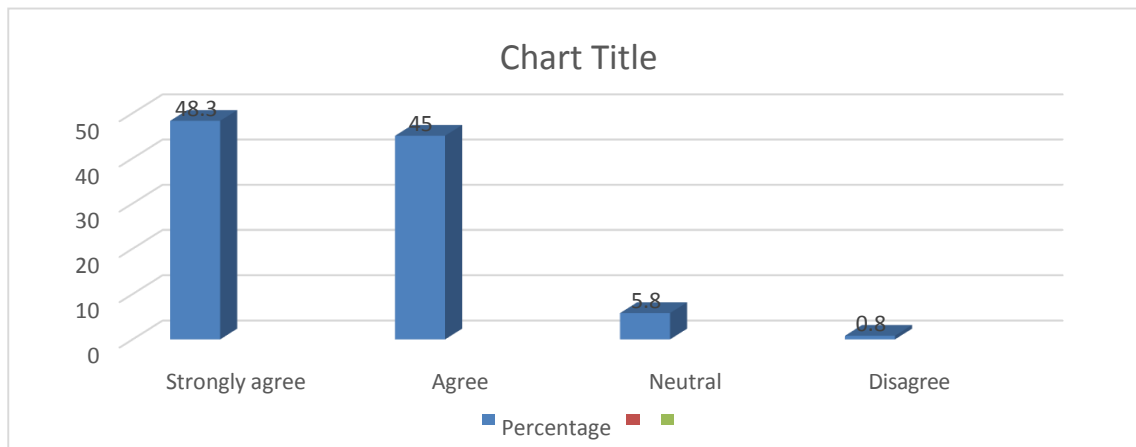
❖ **Inference:-**

From the above table it is inferred that 48% of the respondents strongly agree that, mention your opinion about the impact of emotional intelligence in the following maintain relationship with others, 45% agree the statement, and 6% of the respondents expressed the opinion in neutral manner and the rest 0. 8% of the respondents disagree the statement.

Classification of respondent on the basis f) Job satisfaction

TABLE 20:Table showing respondents to the statement

f) Job satisfaction

Content	Frequency	Percent
strongly agree*	14	23.3
Agree*	25	37.5
Neutral*	14	26.7
Disagree*	6	10.8
strongly disagree*	1	1.7
Total	60	100.0

Chart20:
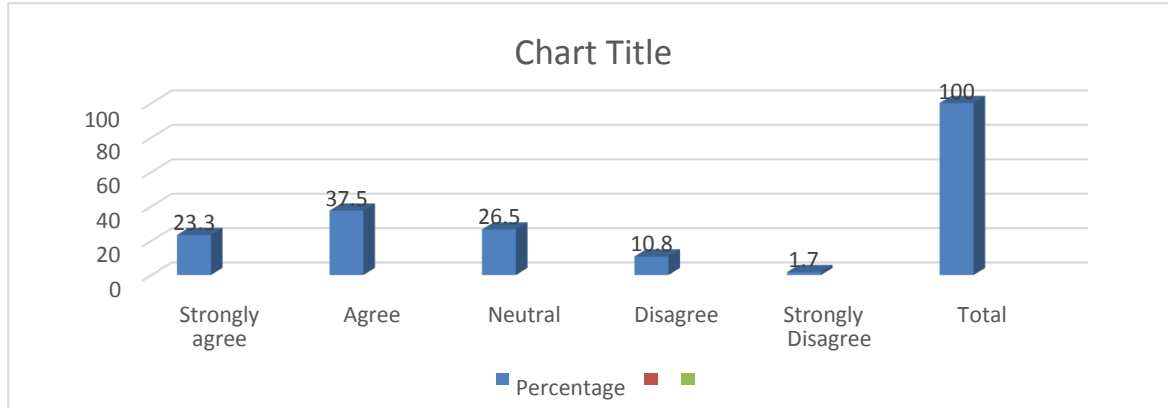
❖ **Inference:-**

From the tables, it is concluded that 38% of respondents agree that, expressing their opinion about the effect of emotional intelligence on job satisfaction below, 27% of interviewees express neutrality, 23% respond strongly, 11% of respondents disagree, and 2% of respondents disagree.

Classification of respondent on the basis Mention your opinion about results of EI and SM

a) Productivity gains

TABLE 21:Table showing respondents to the statement

Mention your opinion about results of EI and SM

a) Productivity gains

Content	Frequencies	Percent%
strongly agree *	31	50.8
Agree *	22	38.3
Neutral *	6	10.0
Disagree *	1	.8
Total	60	100.0

Chart21 :
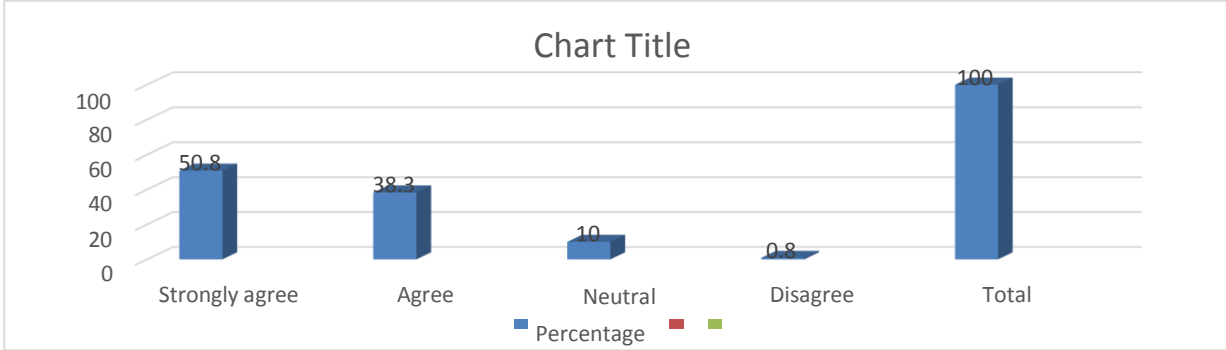
❖ **Inference:-**

From these tables, 51% of interviewees agree very well, expressing their opinion on the results of EI and SM Productivity, 38% of respondents agree with the statement, 10% of interviewees express opinions in neutral and pause ways 0.8% of respondents disagree.

Classification of respondent on the basis b) Innovation

TABLE 22:Table showing respondents to the statement

b) Innovation

Content	rate	Percent%
strongly agree*	4	7.5
Agree*	26	42.5
Neutral*	22	36.7
Disagree*	8	13.3
Total	60	100.0

Chart22 :
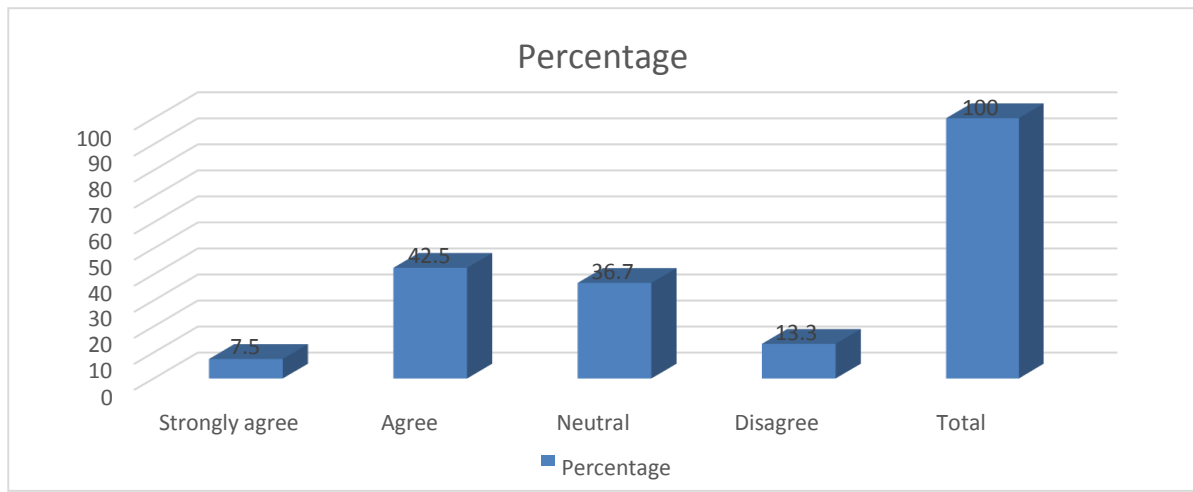
❖ **Inference:-**

From the top, it is recommended that 43% of the respondents agree, mentioning their opinion on the results of innovation EI and SM, 37% of respondents stated their opinions neutral, 13% of respondents disagree with the statement and 8% of respondents disagree with the statement.

Classification of respondent on the basis c) Accomplishments of individual's goal

c) Accomplishments of individual's goal

Content	Frequency	Percent
strongly agree*	8	14.2
Agree*	21	35.0
Neutral*	18	30.0
Disagree*	11	17.5
strongly disagree*	2	3.3
Total	60	100.0

Chart23 :

❖ **Inference:-**

From the table, it can be concluded that 35% of the interviewees agree that, when opining about the results of the EI and SM Stacking individual goals, 30% of respondents call neutrality, 18% of respondents disagree, 14% of respondents strongly agree with the statement, but 73% of the respondents do not agree with the statement.

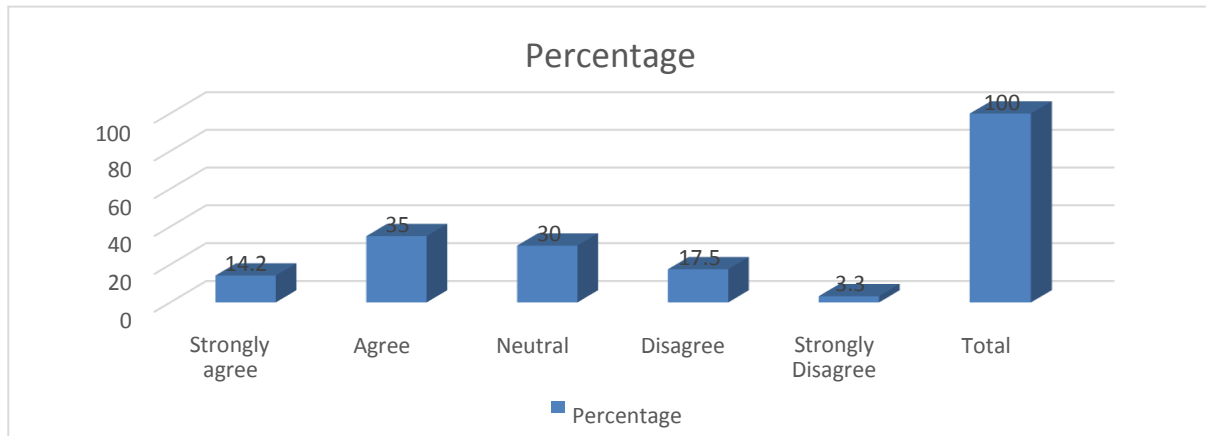**Classification of respondent on the basis d) accomplishments of teams**

TABLE 24 : Table showing respondents to the statement
d) **accomplishments of team**

Content	Frequency	Percent
strongly agree*	34	57.5
Agree*	21	35.0
Neutral*	4	6.7
Disagree*	1	.8
Total	60	100.0

Chart24:
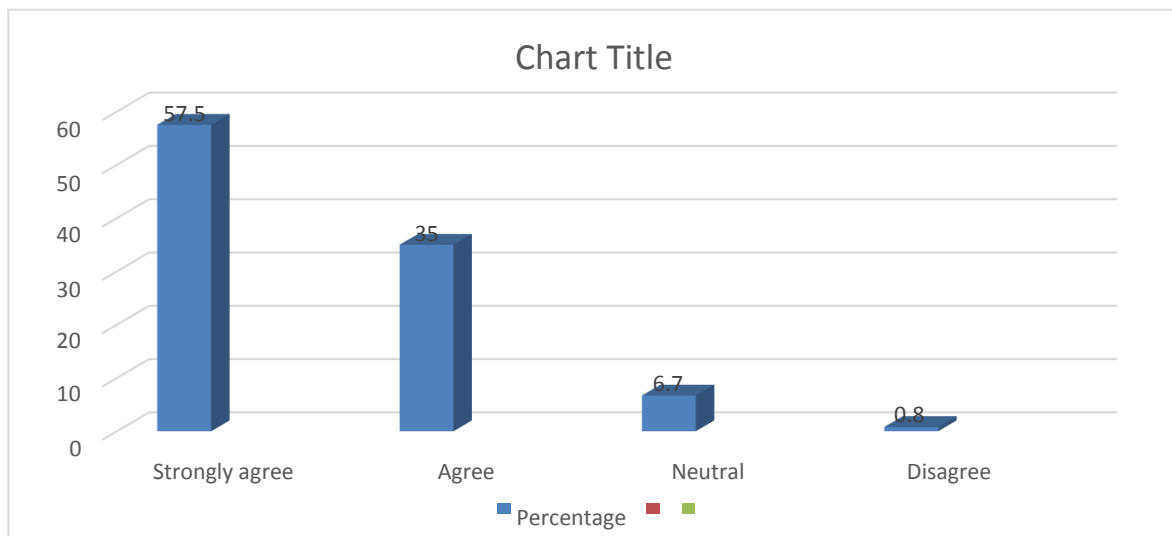
❖ **Inference:-**

From these tables, it is concluded that 58% of respondents agree very well, expressing their opinion about the results of the EI and SM teams, 35% of respondents agree very well, 7% of respondents express their opinions in a neutral and more0.8% of respondents disagree.

Classification of respondent on the basis Mention your level of satisfaction about components of emotional intelligence e) self-awareness

TABLE 25:Table showing respondents to the statement

Mention your level of satisfaction about components of emotional intelligence

e) self-awareness

Content	Frequency	Percent
highly satisfied*	29	47.5
Satisfied*	28	46.7
Neutral*	3	5.8
Total	60	100.0

Chart25:
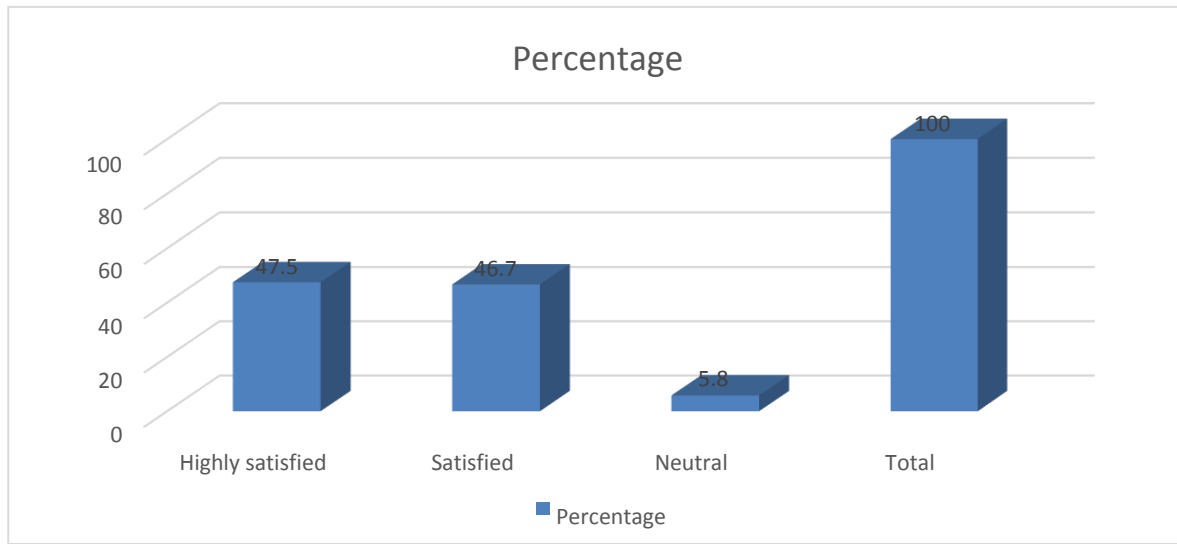
❖ **Inference:-**

From the above table it is inferred that 48% of the respondents highly satisfied that, mention your level of satisfaction about component of the emotional intelligence self awareness, 47% of the respondents satisfied with the statement, and the rest 6% of the respondents expressed the opinion in neutral manner.

Classifications of respondent on the basis respondent to the statement b) self- regulations

Table26 :b) self-regulations

Content	Frequency	Percent
highly satisfied*	17	29.2
Satisfied*	34	56.7
Neutral*	8	13.3
Dissatisfied*	1	.8
Total	60	100.0

Chart26:
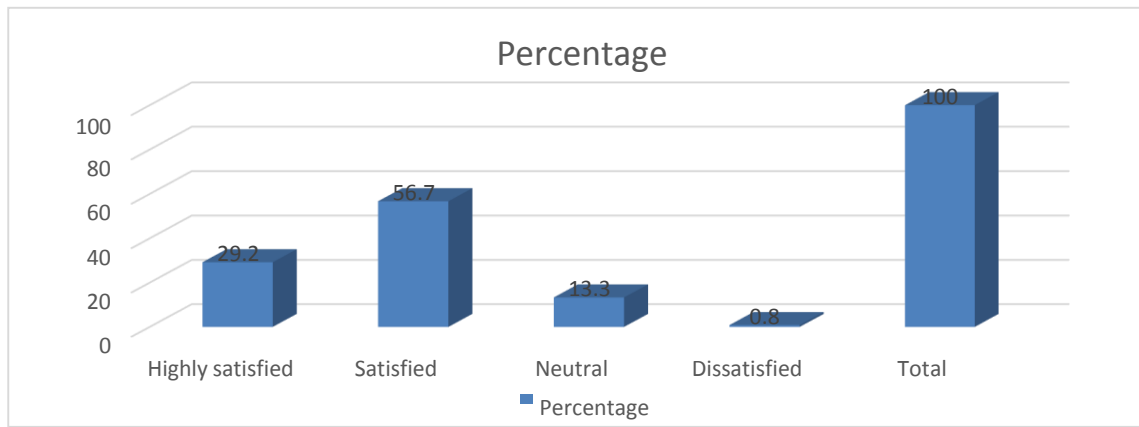
❖ **Inference:-**

From the table, it is concluded that 57% of interviewees want to express their satisfaction in emotional intelligence components, 29% of respondents are satisfied with the affirmation, 13% of respondents express their opinions in a neutral way and 0.8% are dissatisfied with the affirmation.

Classification of respondent on the basis c) Interpersonal skills

TABLE 27:Table showing respondents to the statement.

c) Interpersonal skills

Content	Frequency	Percent
highly satisfied*	7	12.5
Satisfied*	22	36.7
Neutral*	29	48.3
Dissatisfied*	2	2.5
Total	60	100.0

Chart27:
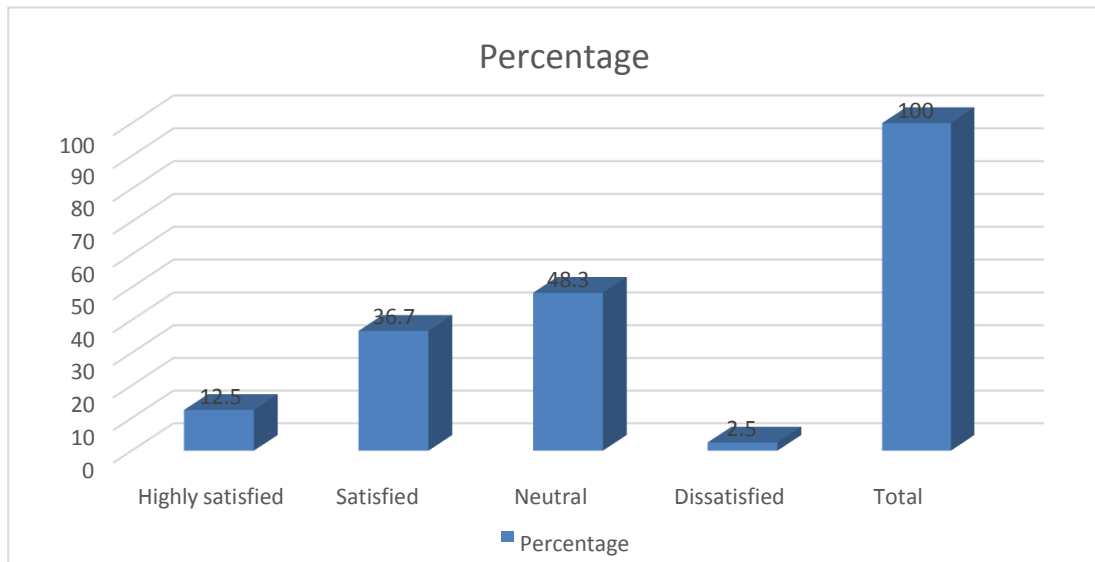
 ❖ **Inference:-**

From these tables, we conclude that 48% of the respondents are 'neutral', indicating a satisfactory level of emotional intelligence components among personal skills, 37% satisfied respondents, 13% respondents very satisfied with the affirmation and a 3% statement.

Classification of respondent on the basis adaptability

TABLE-28 Table showing respondents to the statement

d) **adaptability**

Content	Frequency	Percent
highly satisfied*	19	31.7
Satisfied*	24	40.0
Neutral*	15	25.8
Dissatisfied*	2	2.5
Total	60	100.0

Chart28:
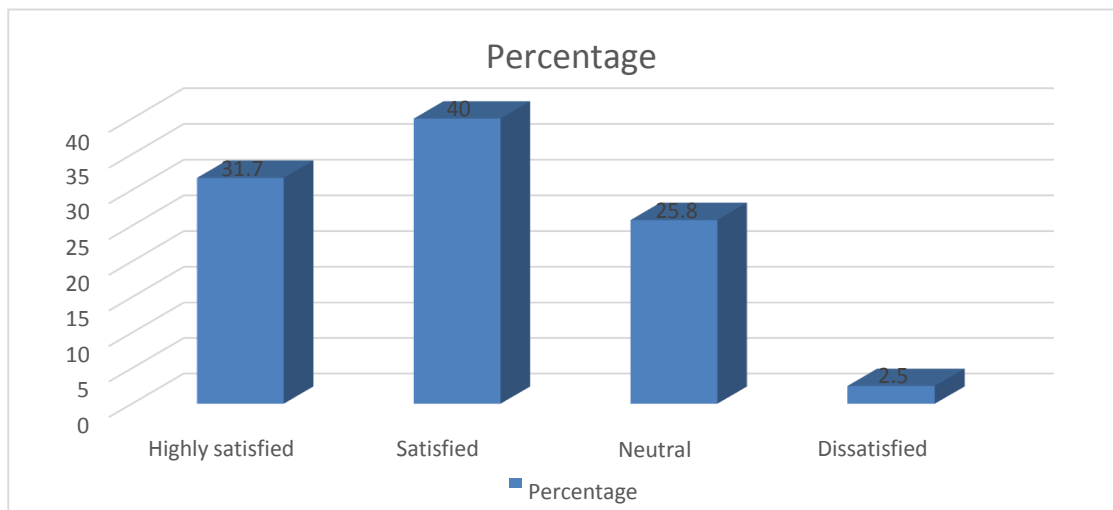
❖ **Inference:-**

In the table above, 40% of respondents want to express, satisfying the level of satisfaction of the emotional intelligence component, 32% of respondents are very satisfied with the statements, 26% of respondents express their opinions in neutral processes and 3% disagree with the statements.

Classification of respondent on the basis e) Stress tolerance

TABLE 29: Table showing respondents to the statement

e) Stress tolerance

Content	Frequency	Percent
highly satisfied*	20	34.2
Satisfied*	28	47.5
Neutral*	11	17.5
Dissatisfied*	1	.8
Total	60	100.0

Chart29:
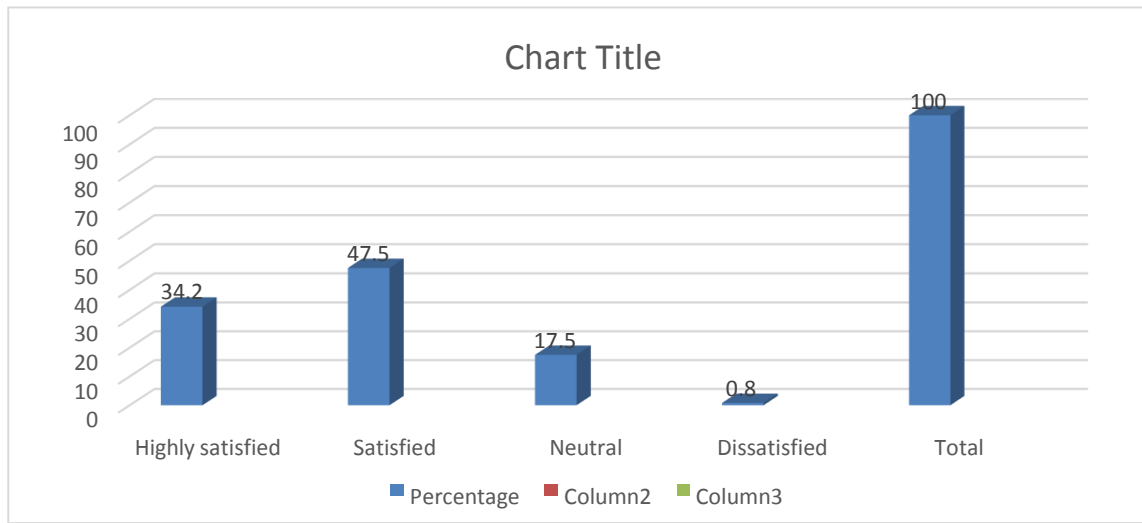
❖ **Inference:-** From these tables, it is concluded that 48% of respondents wish to express their level of satisfaction in components of emotional structural tolerance, 34% of respondents are very satisfied with the affirmation, 18% expressly answered in a neutral way and 0.8% are dissatisfied with the statement.

Classification of respondent on the basis f) Motivation

TABLE 30: Table showing respondents to the statement

f) Motivation

Content	Frequency	Percent
highly satisfied*	11	18.3
Satisfied*	22	36.7
Neutral*	21	35.8
Dissatisfied*	5	8.3
highly dissatisfied*	1	.8
Total	60	100.0

Chart30:

❖ **Inference:-**

In the table above, 37% of respondents want to express satisfaction in the components of emotional intelligence, 36% of respondents express neutrality, 18% of respondents are very satisfied with the statement, 8% of respondents are dissatisfied with the affirmation and 0.8% Not rich with the statement.

Classification of respondent on the basis Rate your satisfaction level about the benefits of EI to restrain negative feelings a) Anger

TABLE 31: Table showing respondents to the statement

Rate your satisfaction level about the benefits of EI to restrain negative feelings

a) Anger

Content	Frequency	Percent
highly satisfied*	15	25.0
Satisfied*	27	45.8
Neutral*	17	27.5
Dissatisfied*	1	1.7
Total	60	100.0

Chart31:
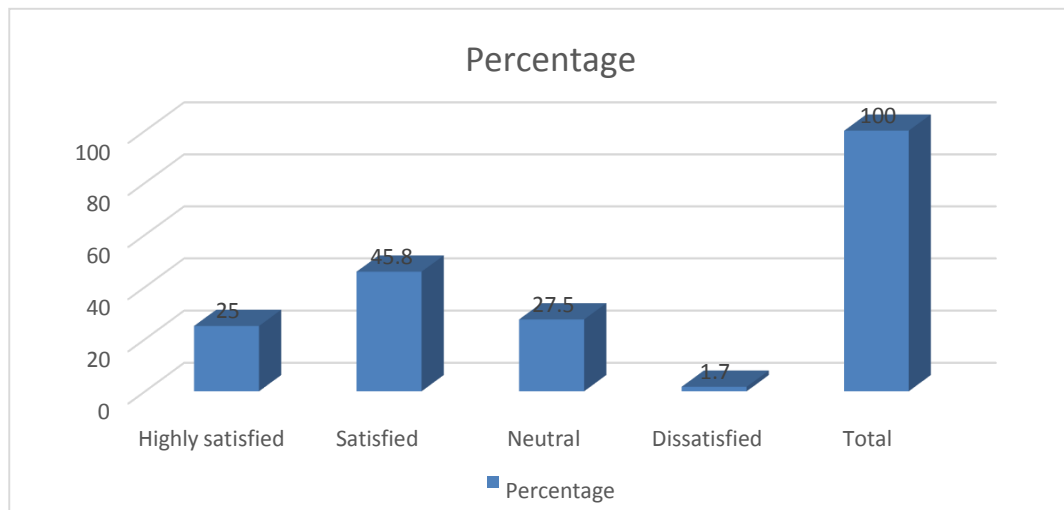
❖ **Inference:-** From the above table it is inferred that 46% of the respondents satisfied that, rate your satisfaction level about the benefits of EI to restrain negative feelings Anger, 28% of the respondents expressed the opinion in neutral manner, 25% of respondent are highly satisfied with the statements, and the rest 2% dissatisfied with the statement.

Classification of respondent on the basis b) Lack of self confidence

Table 32:Table showing respondents to the statement

b) Lack of self confidence

Content	Frequency	Percent
highly satisfied*	15	24.2
Satisfied*	28	47.5
Neutral*	16	26.7
Dissatisfied*	1	1.7
Total	60	100.0

Chart 32:
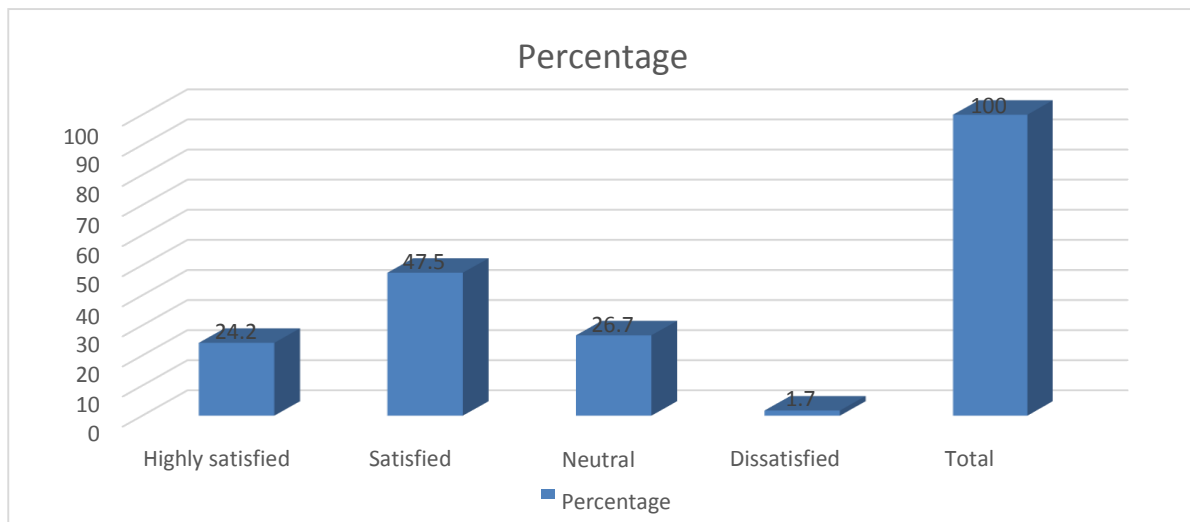
❖ **Inference:-**

From the table, it is concluded that 48% of respondents believe that, The level of satisfaction with the benefits of IE to overcome negative feelings is less confident, 27% of respondents affirm neutral opinions, 24% give advice and 2% with statement.
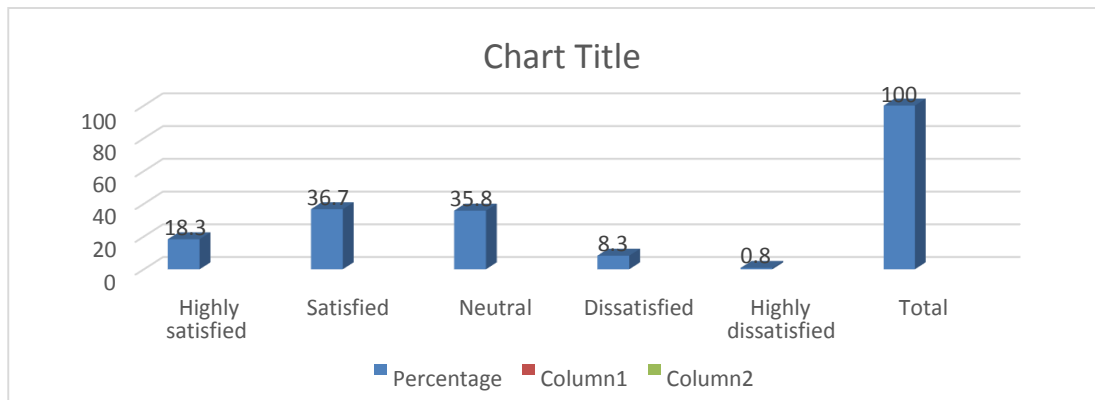
Classification of respondent on the basis c) Stress

TABLE 33: Table showing respondents to the statement

c) Stress

Content	Frequency	Percent
highly satisfied*	15	25.0
Satisfied*	25	41.7
Neutral	19	32.5
Dissatisfied*	1	.8
Total	60	100.0

Chart33:
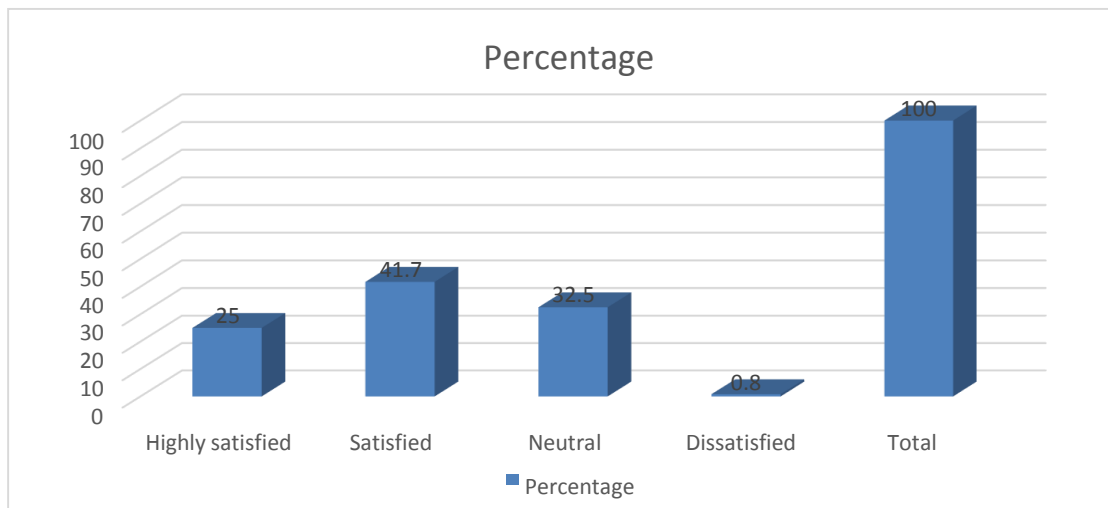
❖ **Inference:-**

From these tables, 42% of interviewees want, their level of satisfaction of EI benefits to overcome negative feelings, 33% of respondents express neutrality, 25% of respondents feel that the statement and another 0.8% are not satisfied with the statement.

Classification of respondent on the basis d) anxiety

TABLE 34:Table showing respondents to the statement

d)   anxiety

Content	Frequency	Percent
highly satisfied*	5	8.3
Satisfied*	25	42.5
Neutral*	23	38.3
Dissatisfied*	6	10.0
highly dissatisfied*	1	.8
Total	60	100.0

Chart34:
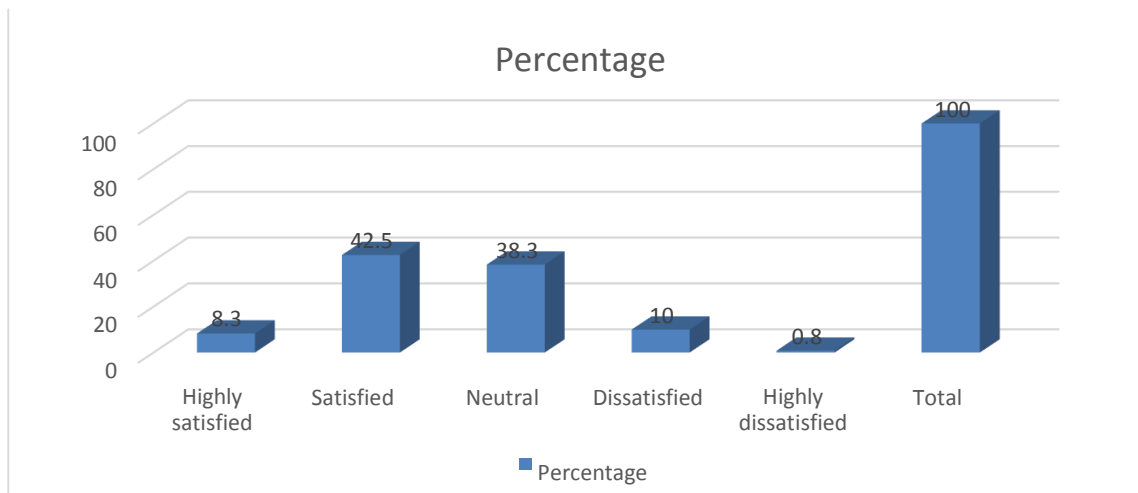
❖ **Inference:-**

Of these, 43% of interviewees are convinced that their satisfaction with IE's benefits is negative, 38% of interviewees express neutrality, 10% of respondents are dissatisfied with the statement, 8% of respondents are very satisfied and plus 0.8% highly dissatisfied with the statement.

Classification of respondent on the basis e) not able to complete the task

Table 35: Table showing respondents to the statement

e) Not able to complete the task

Content	Frequency	Percent
highly satisfied*	14	22.5
Satisfied*	21	35.0
Neutral*	20	34.2
Dissatisfied*	4	7.5
highly dissatisfied*	1	.8
Total	60	100.0

Chart35:
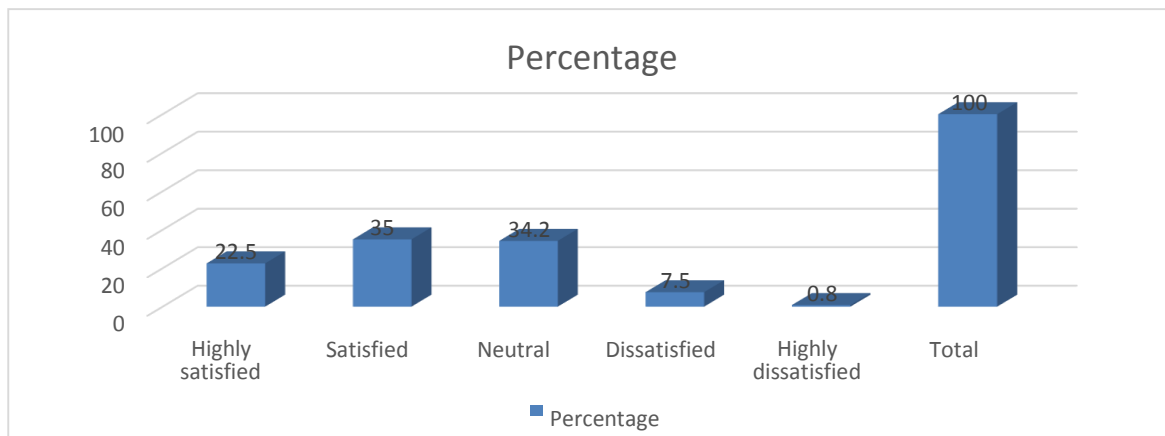
❖ **Inference:-**

From the table, it is concluded that 35% of respondents are convinced that their level of satisfaction is about the benefits of IE to overcome negative feelings that can not handle the task, 34% of respondents express neutrality, 23% of respondents are very satisfied with the statement, 8% dissatisfied and 1% highly dissatisfied with the statement.

Classification of respondent on the basis Rate your satisfaction level about the benefits of EI to focus on positive feelings a) self confidence

TABLE 36: Table showing respondents to the statement

Rate your satisfaction level about the benefits of EI to focus on positive feelings

a) self confidence

Content	Frequency	Percent
highly satisfied*	29	48.3
Satisfied*	20	33.3
Neutral*	10	17.5
Dissatisfied*	1	.8
Total	60	100.0

Chart36:
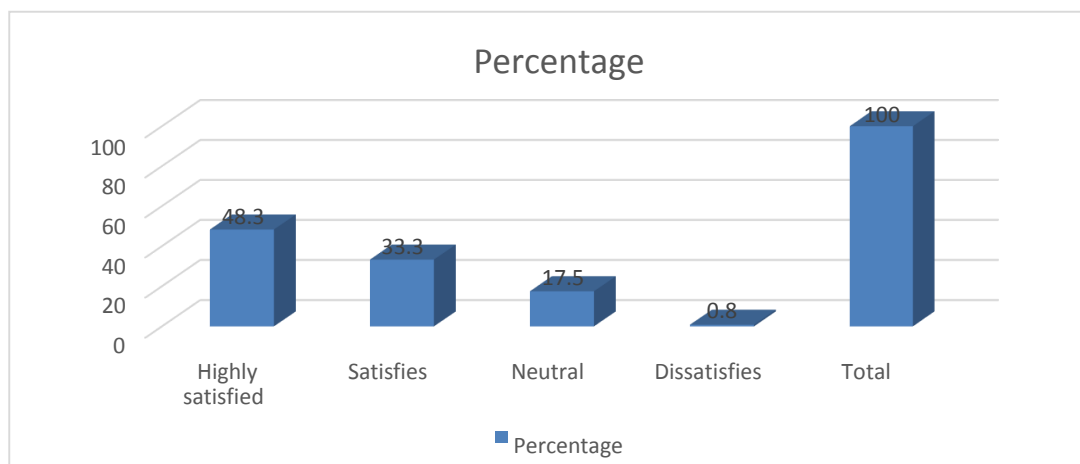
❖ **Inference:-**

From these tables, 48% of interviewees are very confident that their level of satisfaction with EI focuses on positive feelings about self-confidence, 33% satisfaction with testimonials, 18% of interviewees estimate neutral opinions and others 1% not satisfied with the declaration.

Classification of respondent on the basis b) Good understanding between team

TABLE 37: Table showing respondents to the statement

b) Good understanding between team

Content	Frequency	Percent
highly satisfied*	22	36.7
Satisfied*	36	60.0
Neutral*	2	3.3
Total	60	100.0

Chart37:
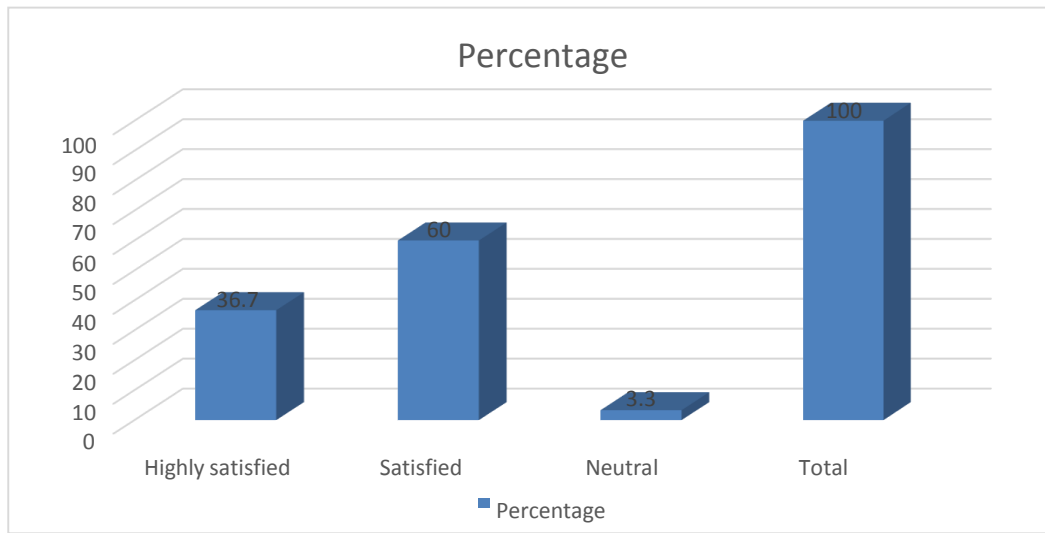
❖ **Inference:-**

From the above table it is inferred that 60% of the respondents satisfied that, rate your satisfaction level about the benefits of EI to focus on positive feelings good understanding between team, 37% of the respondents highly satisfied with the statement, and the rest 3% of the respondents expressed the opinion in neutral manner.

Classification of respondent on the basis c) Responsiveness on work

TABLE 38: Table showing respondents to the statement

c) Responsiveness on work

Content	Frequency	Percent
highly satisfied*	13	22.5
Satisfied*	28	46.7
Neutral*	17	29.2
Dissatisfied*	2	1.7
Total	60	100.0

Chart38:
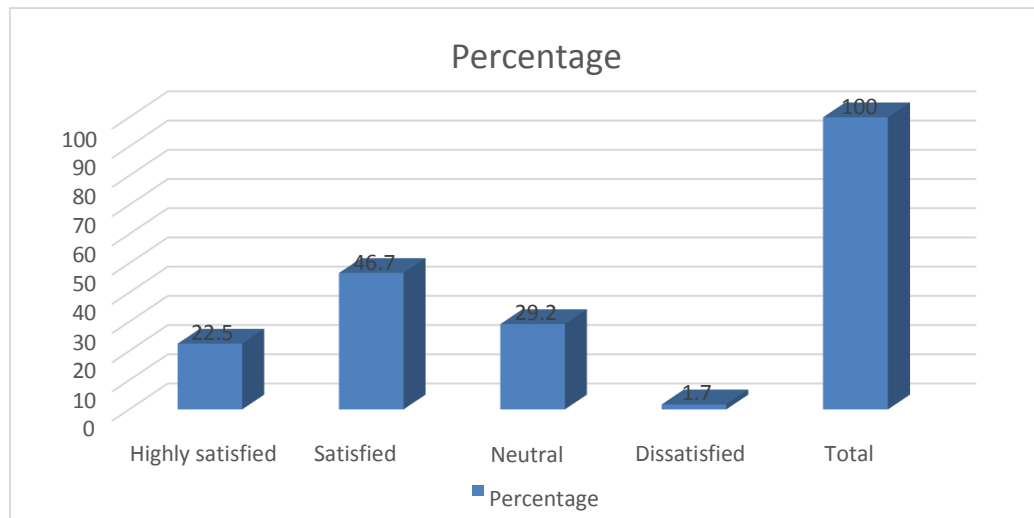
❖ **Inference:-**

From the above table it is inferred that 47% of the respondents satisfied that, rate your satisfaction level about the benefits of EI to focus on positive feelings responsiveness on work, 29% of the respondents expressed the opinion in neutral manner,23% of the respondents highly satisfied with statement, and the remaining 2% dissatisfied with statement.

Classification of respondent on the basis d) Good climate

TABLE 39: Table showing respondents to the statement

d) Good climate

Content	Frequency	Percent
highly satisfied*	2	3.3
Satisfied*	15	25.0
Neutral*	35	58.3
Dissatisfied*	8	13.3
Total	60	100.0

Chart39:
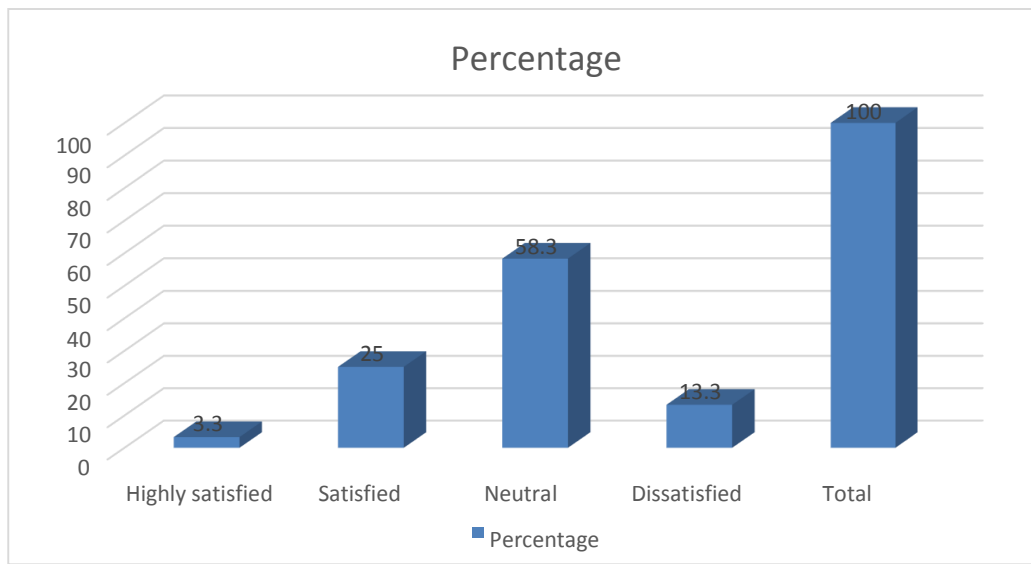
❖ **Inference:-**

From the above table it is inferred that 59% of the respondents expressed the opinion in neutral manner that, rate your satisfaction level about the benefits of EI to focus on positive feelings good climate, 25% of the respondents satisfied with the statement,13% of the respondents dissatisfied with the statement, and the rest 3% highly satisfied with the statement.

Classification of respondent on the basis e) Performance and productivity improvement

TABLE 40: Table showing respondents to the statement

e) Performance and productivity improvement

Content	Frequency	Percent
highly satisfied*	23	39.2
Satisfied*	24	40.0
Neutral*	10	17.5
Dissatisfied*	2	2.5
highly dissatisfied*	1	.8
Total	60	100.0

Chart40:
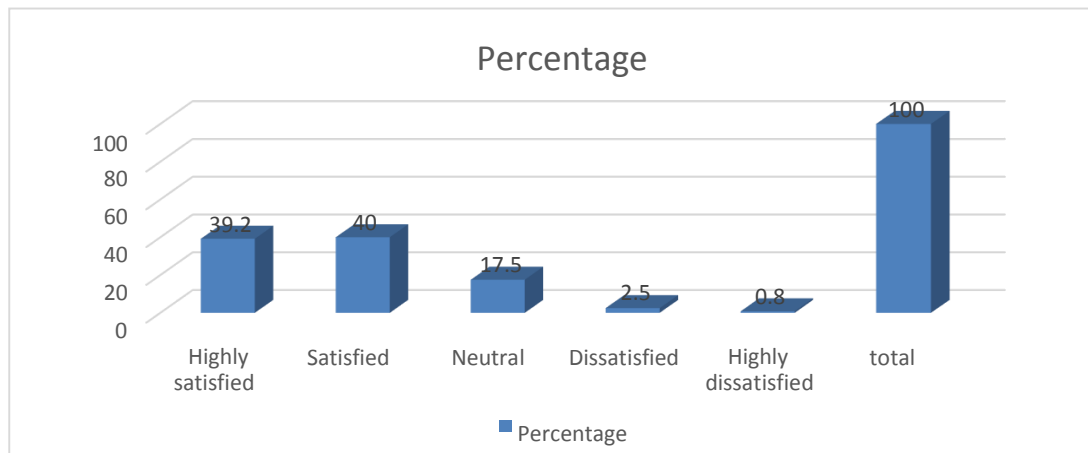
❖ **Inference:-**

From the above table it is inferred that 40% of the respondents satisfied that, rate your satisfaction level about the benefits of EI to focus on positive feelings performance and productivity improvement, 39% of the respondents highly satisfied with the statement, 29% of the respondents expressed the opinion in neutral manner,23% of the respondents highly satisfied with the statement, and the rest 2% dissatisfied with the statement.

Classification of respondent on the basis Mention your overall satisfaction about emotional intelligence and self-management

TABLE 41: Table showing respondents to the statement

Mention your overall satisfaction about emotional intelligence and self-management

Content	Frequency	Percent
highly satisfied*	21	34.2
Satisfied*	32	51.7
Neutral*	7	14.2
Total	60	100.0

Chart41:
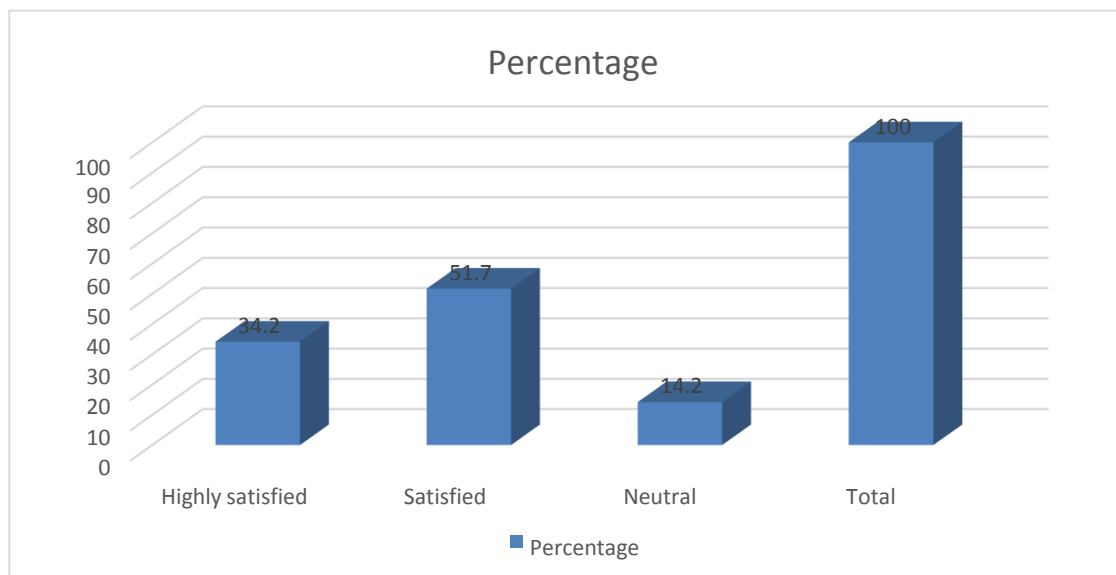
❖ **Inference:-**

From the above table it is inferred that 52% of the respondents satisfied that, mention your overall satisfaction about emotional intelligence and self-management, 34% of the respondents highly satisfied with the statement, and the rest 14% of the respondents expressed the opinion in neutral manner.

Classification of respondent on the basis training exercise related to emotional intelligence and self-management

TABLE 42: Table showing respondents to the statement

Do you need any training exercise related to emotional intelligence and self-management?

Content	Frequency	Percent
Yes*	11	19.2
No*	49	80.8
Total	60	100.0

Chart42:
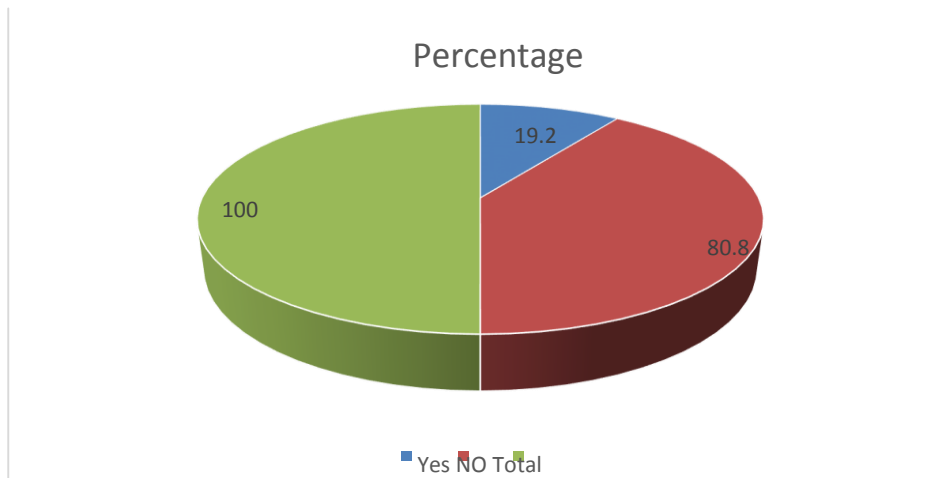
Testing the connection between the age of respondent and degree of satisfaction approximately self-awareness which is the aspect of emotional intelligence.

Hypotheses: The age of the respondent has a positive effect on level of satisfaction about self-awareness which is the component of emotional intelligence.

H0: There is no other significant relationship between age of respondent & level of satisfaction about self-awareness which is the component of emotional intelligence.

H1:   There-are significant-relationship-between age of respondent and stage of satisfaction about self-awareness which is the component of emotional intelligence.

Chi-Square Tests:-

	Value	df	Asymp. Sig. (2-sided)
Pearson-Chi-Square	22.363(a)	6	.001
Likelihood-Ratio	25.356	6	.000
Linear-by-Linear Association	20.884	1	.000
N of Valid-Cases	120		

❖ **INFERENCE:-**

From the table, we conclude that the calculated value P (0.001) less than (0,05), then the null hypothesis (H0) is rejected and the alternative hypothesis (H1) is accepted. Most respondents have significant relationships with services provided by integrated companies, including customer needs.

Testing the relationship between the gender of the respondent and recognize colleague's feelings in work place.

Hypotheses: The gender of the respondent has a positive effect on recognize colleague's feelings in work place.

H0:TThere is no7significant relationship between gender of the respondent and recognize colleague's feelings in work place.

H1: There is a considerable relationship among femininity of the respondent and recognize colleague's feelings in work place.

Chi-Square Tests:

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.282(a)	4	.260
Likelihood Ratio	5.533	4	.237
Linear-by-Linear Association	3.367	1	.067
N of Valid Cases	120		

❖ **INFERENCE:-**

From the table, it is concluded that the value P (0,260) smaller than (0,05), initiates the null hypothesis (H0) rejected and the alternative hypothesis (H1) is accepted. The age of the interviewees has a significant relationship with the services provided by the combined companies to meet the needs of the clients.

Testing the relationship between the gender of the respondent and EI and SM is the tool used to maintain the relationship between peers.

Hypotheses: The gender of the respondent has a positive effect on EI and SM is the tool used to maintain the relationship between peers.

H0: here is no significant relationship between gender of the respondent and EI and SM is the tool used to maintain the relationship between peers.

H1: There is a major connection between gender of the respondent and EI and SM is the tool used to maintain the relationship between peers.

Chi-Square Tests:-

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.459(a)	3	.037
Likelihood Ratio	9.374	3	.025
Linear-by-Linear Association	7.287	1	.007
No. of Valid Cases	120		

❖ **INFERENCE:-**

From the table, we conclude that the value of P (0,037) less than (0,05), initiates the null hypothesis (H0) rejected and the alternative hypothesis (H1) is accepted. The age of the interviewees has a significant relationship with the services provided by the combined companies to meet the needs of the clients.

CHAPTER-5

FINDINGS, SUGGESTIONS, CONCLUSIONS

<u>FINDINGS</u>

- Majority (48%) of the respondents aware of emotional intelligence & self-management.

- Majority (38%) of the respondents effective that, Balancing their emotions in the work place.

- Majority (24%) of the respondents always, Recognize their own feeling inside workplace.

- Majority (33%) of the respondents occasionally, recognize colleagues feeling in workplace.

- Majority (66%) of the respondents agree that, I know the factors motives me to perform my work in the organization with fulfillment.

- Majority (90%) of the respondents said yes that, do you have ability to regulate your emotion's & behavior in work place.

- Majority (48%) of the respondents said yes that, the ability to influence the decision that affects your performance inside the workplace.

- Majority (64%) of the respondents agree that, EI and SM is the tool used to maintain the relationships between peers.

- Majority (43%) of the respondents always that, how often are you avoid taking your personal problems to work.

- • Most respondents (54%) agree that negative feelings can help them solve problems that need to be changed.

- Majority (66%) of the respondents said yes that, will you listen to your colleague's problem.

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- Majority (52%) of the respondents agree that, the employees who is responsive of their negative feelings[are better leader of their work.

- Majority (36%) of the respondents strongly agree that, Mention your opinion about impact of emotional intelligence in the following leadership.

- Majority (62%) of the respondents agree that, Mention your opinion about impact of emotional intelligence in the next presentation management.

- Majority (43%)of the respondent's neutral that, Mention your opinion about impact of emotional intelligence in the following Overcoming occupational stress.

- Majority (43%) of the respondents agree that, mention your opinion about impact of emotional intelligence in the following able to complete the work on time.

- Majority (48%) of the respondents strongly agree that, mention your opinion about impact of emotional intelligence in the following maintain relationship with others.

- Majority (38%) of the respondents agree that, Mention your opinion about impact of emotional intelligence in the following job satisfaction.

- Majority (51%) of the respondents strongly agree that, Mention your opinion about results of EI and SM Productivity gains.

- Majority (43%) of the respondents agree that, Mention your opinion about results of EI and SM innovation.

- Majority (35%) of the respondents agree that, Mention your opinion about results of EI and SM Accomplishments of individual's goal.

- Majority (58%) of the respondents strongly agree that, Mention your opinion about results of EI and SM accomplishment of teams.

- Majority (48%) of the respondents highly satisfied that, Mention your level of satisfaction about components of emotional intelligence self-awareness.

- Majority (57%) of the respondents satisfied that, Mention your level of satisfaction about components of emotional intelligence self-regulations.

SUGGESTIONS

- According to the feedback given by the employees it is clear even though 66% of the employees are satisfied about emotional intelligence and self-management in the company, the remaining 14 % of the employees are feeling bit difficult with the emotional intelligence and self-management in the company. They also suggest increasing the training programmers according to maintain the emotional intelligence in work place.

- But can make the employees to maintain emotional intelligence in the company, by motivating them positively towards the goals of the organization. Make them believe that they are one among the A2Z technology. The motivation makes them work effectively for the organization by showing all their talents.

- Operator meeting can be arranged monthly to make understand their responsibilities in the organization. If proper responsibilities and the recognition are being provided they will be engaged in their work properly and will make increasing returns accordingly.

- There must be participatory management in the organization because many employees think their thoughts and concerns must be respected and considered.

- The company should focus more on team building interventions to enhance superior subordinate relationships.

- Employees are first asset of the organisation if they are satisfied well with the organization, the organization can retain in their market and also they can improve their markets.

CONCLUSION

The study was conducted with the objective of finding out the emotional intelligence of employees in A2Z Technologies, Bangalore. The key data was composed through a planned questionnaire and the mode of communication was personal interview. The respondents were directly interviewed and the data were collected. The survey was designed with 60 samples from all the employees of "A2Z technology Pvt Ltd, Bangalore. The collected data was consolidated and interpreted using the statistical tools like reliability analysis, factor analysis, regression analysis, frequency analysis, and chi-square test, tables and graphs were used for the presentation purpose. The reliability table shows the internal consistency level with the value of 0.898

The factor analysis shows some 4 factors which influence emotional intelligence of employees in A2Z technology Pvt. Ltd, Bengal ore, such as

- Able to complete work on time
- EI and SM is the tool used to maintain the relationships between peers
- Maintain relationship with others
- Innovation

The regression study is made to find the bond between the dependent and the independent variables, through which the extracted factors have been considered with the overall satisfaction of the employees.

The Chi-Square test is used to check the significance level of the extracted factors in which it has a significant relationship by which the null hypothesis is discarded & the alternate suggestion will be accepted.

By the above findings suggestions have been given such as to increase the training programs and make the employees satisfied with their job well according to the analysis

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➢ ANNEXURE :-

1. **Age**

   A. 18-25

   B. 26-35

   C. 36-45

   D. 45-ABOVE

2. **Experience**

   A. Less than 1 year

   B. 1-3

   C. 4-6

   D. 7-9

   E. >=10

3. **Aware of emotional intelligence and self management**

   A. Highly aware
   B. Aware
   C. Neutral
   D. Unaware

4. **Balancing your emotions in the work place**

   A. Highly effective
   B. Effective
   C. Neutral
   D. Ineffective

5. **Recognize your own feeling inside workplace**

   A. Regularly

   B. Always

   C. Frequently

   D. Occasionally

   E. Rarely

6. **Recognize colleagues feeling in workplace**

   A. Regularly

B. Always

C. Frequently

D. Occasionally

E. Rarely

7. I know the factors motives me to perform your work in the organization with fulfillment

A. Strongly Agree

B. Agree

C. Neutral

D. Disagree

8. Do you have ability to regulate your emotions & behavior in work place?

A. Yes

B. No

9. The ability to influence the decision that affects your performance inside the workplace

A. Yes

B. No

10. EI and SM is the tool used to maintain the relationships between peers.

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

11. How often are you avoid taking your personal problems to work

A. Regularly

B. Always

C. Frequently

D. Occasionally

E. Rarely

12. Negative feelings help you to address the things need to change in your life

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

13. Will you listen to your colleague's problem?

    A. Yes

    B. No

14. The employees who-aware-of-their negative feelings-are-better leader of their work

    A. Strongly agree

    B. Agree

    C. Neutral

    D. Disagree

15. Mention your opinion about impact of emotional intelligence in the following A) Leadership

    A. Strongly agree

    B. Agree

    C. Neutral

    D. Disagree

16. Mention your opinion about impact of emotional intelligence in the following B)Performance management

    A. Strongly agree

    B. Agree

    C. Neutral

17. Mention your opinion about impact of emotional intelligence in the following C)Overcoming occupational stress

    A. Strongly agree

    B. Agree

    C. Neutral

    D. Disagree

18. Mention your opinion about impact of emotional intelligence in the following D) Able to complete the work on time

    A. Strongly agree

    B. Agree

C. Neutral

D. Disagree

19. Mention your opinion about impact of emotional intelligence in the following E) Maintain relationship with others

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

20. Mention your opinion about impact of emotional intelligence in the following F) Job satisfaction

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

E. Strongly disagree

21. Classification of respondent on the basis Mention your opinion about results of EI and SM a)Productivity gains

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

22. Classification of respondent on the basis b) Innovation

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

23. Classification of respondent on the basis c) Accomplishments of individual's goal

A. Strongly agree

B. Agree

C. Neutral

D. Disagree

E. Strongly disagree

24. Classification of respondent on the basis d) accomplishments of teams

    A. Strongly agree

    B. Agree

    C. Neutral

    D. Disagree

25. Classification of respondent on the basis Mention your level of satisfaction about components of emotional intelligence e) self-awareness

    A. Highly satisfied

    B. Satisfied

    C. Neutral

26. Classifications of respondent on the basis respondent to the statement b) self-regulations

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

27. Classification of respondent on the basis c) Interpersonal skills

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

28. Classification of respondent on the basis adaptability

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

29. Classification of respondent on the basis e) Stress tolerance

    A. Highly satisfied

    B. Satisfied

    C. Neutral

D. Dissatisfied

30. Classification of respondent on the basis f) Motivation

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

    E. Highly dissatisfied

31. Classification of respondent on the basis Rate your satisfaction level about the benefits of EI to restrain negative feelings a) Anger

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

32. Classification of respondent on the basis b) Lack of self confidence

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

33. Classification of respondent on the basis c) Stress

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. dissatisfied

34. Classification of respondent on the basis d) anxiety

    A. Highly satisfied

    B. Satisfied

    C. Neutral

    D. Dissatisfied

    E. Highly dissatisfied

35. Classification of respondent on the basis e) not able to complete the task

    A. Highly satisfied

B. Satisfied

C. Neutral

D. Dissatisfied

E. Highly dissatisfied

36. Classification of respondent on the basis Rate your satisfaction level about the benefits of EI to focus on positive feelings a) self confidence

A. Highly satisfied

B. Satisfied

C. Neutral

D. Dissatisfied

37. Classification of respondent on the basis b) Good understanding between team

A. Highly satisfied

B. Satisfied

C. Neutral

38. Classification of respondent on the basis c) Responsiveness on work

A. Highly satisfied

B. Satisfied

C. Neutral

D. Dissatisfied

39. Classification of respondent on the basis d) Good climate

A. Highly satisfied

B. Satisfied

C. Neutral

D. Dissatisfied

40. Classification of respondent on the basis e) Performance and productivity improvement

A. Highly satisfied

B. Satisfied

C. Neutral

D. Dissatisfied

E. Highly dissatisfied

41. Classification of respondent on the basis Mention your overall satisfaction about emotional intelligence and self-management

A. Highly satisfied

B. Satisfied

C. neutral

42. Classification of respondent on the basis training exercise related to emotional intelligence and self-management

A. Yes

B. No

ACHARYA INSTITUTE OF TECHNOLOGY

DEPARTMENT OF MBA

PROJECT (17MBAPR407) -WEEKLY REPORT

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COMPANY NAME: A2Z GENERATIONS

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3rd Jan 2019 – 9th Jan 2019	Industry Profile and Company Profile		
10th Jan 2019 – 17th Jan 2019	Preparation of Research instrument for data collection		
18th Jan 2019 – 25th Jan 2019	Data collection		
26th Jan 2019 – 2nd Feb 2019	Analysis and finalization of report		
3rd Feb 2019 – 9th Feb 2019	Findings and Suggestions		
10th Feb 2019 – 16th Feb 2019	Conclusion and Final Report		

For A2Z GENERATION

Authorised Signatory

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