

A Study On Managing Competency Of Human Capital Through Emotional Intelligence Amidst Covid -19 With Special Reference To Trivandrum District

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ABSTRACT

Productivity of the organisation and system success is influenced by the way employees behave at work place. Emotional Quotient (EQ) is the skill to recognize different set of emotions in yourself and others to interpret and use the emotions to enhance the quality of life. EQ is the basic factor that differentiates a normal worker from becoming human capital. Worker who manages the stress level and controls his outbreak of emotions are deemed to have high emotional intelligence. Emotional quotient or Emotional intelligence is the only factor that could enhance competency during the pandemic situation; Covid-19. The study is an attempt to understand the role of EQ in enhancing competency of employees in IT sector in times of Covid – 19.

Key words: *competency, human capital, Emotional quotient, emotional intelligence.*

INTRODUCTION

Emotional Intelligence is the capacity to recognize, analyse and manage our own emotions and others. Emotional intelligence expresses our capacity to work calmly in times of work place calamities and work pressure. The ability to express and control our own emotions to the emotions of others is called as emotional intelligence. It has four components like self-awareness, self-management, social awareness, relationship management. Self-awareness helps in understanding one's own strength and weakness, motivational factors and shows the reason for a particular behaviour. Social awareness is the ability to hear and understand others feeling. It is a process of empathy by analysing the expressed and unspoken words. Self-management on the other hand refers to the skill of managing our own emotions and how well we control our responses to challenging and dynamic situations. Relationship management or social skill is the ability to apply emotional understanding while dealing with others or expressing empathy

EI affects your performance at work, physical health, mental health, and relationship. The concept of EI draws more attention as the pandemic Covid-19 creates greater stress on individual and economy. Employees are working under pressure. Further EI has a greater role in resolving conflicts and showing empathy towards colleagues.

LITERARY REVIEW

T. Garg, M.Jagnani, V.Taraz et.al (2017) in the study “Effects of heat stress on physiology and livelihoods: Implications for human capital accumulation” found out that short run temperature affects test performance.

B. Rosemond, G. A. Regina, O.B. Martin (2019) in their study “social capital and SME performance: the moderating role of emotional intelligence” found out that social capital is positively significant relationship with emotional intelligence. Emotional intelligence is positively related to social capital and SME performance.

M. Vaibhav (2012) in the study “the study of reasons of stress among human capital in Delhi” studied the reasons for stress among employees in MNCs and the impact of stress on different age groups. The study concluded that stress dilutes the human capacity and different categories of stress has a bearing on different age groups.

S. Kavitha (2010) in her study”developing human capital by linking emotional intelligence with personal competencies in Indian business Organizations” the study attempts to find out the relationship between personal competencies and emotional intelligence. Personal competencies are considered as independent variable and emotional independence as dependent variable. The study reveals that people success, system success and self-success are related to emotional intelligence.

L. Yuhua, S. Xuemei, G.Hua, L.Jiwen and C. Lizhang (2019), in their study “the status of occupational stress and its influence the quality of life of copper nickel miners in Xinjiang, china” throws light into the fact that occupational stress influences quality of life of miners.

C.E.amaewhule, N.M.Abraham(2019)in their study “social capital investment as determinant of Teachers Emotional Intelligence in public secondary schools in River State”. The study revealed that ther existed a negative relationship between social trust and emotional intelligence among teachers.

STATEMENT OF THE PROBLEM

The competency of employees is the key factor that allows an organisation to excel. It is the characteristics and measurable pattern of knowledge, skill, and ability, demonstrated through behaviours, which underlines and drives exceptional performance. Competency generally leads to core competency of the organisation. Core competency is the set of skills the organisation possess to reach organisational effectiveness. Major source of organisational competency are human capital, structural capital, relationship capital.

Organisations hire the most talented and gifted employee. Intelligence quotient of employee is one among the factors considered while evaluating the worth of a candidate. Emotional quotient is the measure of the calmness and emotional intelligence of workers in adverse conditions. Apart from intelligence quotient, emotional quotient plays a greater role. It is inevitable that the worker possess social skill to work as a team in a stressful situation.

The adversities created by Covid-19 has proved the need for emotional intelligence especially as the work force is in a panic about future, job security and even their existence. The study shows how the relevance of controlling negative emotions and express ourselves assertively impacts our competency.

SCOPE OF THE STUDY

The study is intended to understand the possibilities and the practical application of the emotional intelligence to a dynamic and new situation of Covid-19. It is an attempt to find out how emotional intelligence works in enhancing employee motivation, initiative and reduces the anxiety about uncertainties arising in near future.

The study highlights the impact of emotional intelligence on competency of IT professionals working under flexi work plans and work from home during the outbreak of Covid – 19.

OBJECTIVE

- To identify the relationship between emotional intelligence and people success
- To identify the relationship between emotional intelligence and system success
- To identify the relationship between emotional intelligence and self success
- To identify the relationship between emotional intelligence and task success.

Hypothesis

H1: emotional intelligence has a significant relationship over people success

H0: there does not exist any significant relationship between emotional intelligence and success

H2 emotional intelligence has a significant relationship over task success

H0: there does not exist any significant relationship between emotional intelligence and task success

H3 emotional intelligence has a significant relationship over system success

H0: there does not exist any significant relationship between emotional intelligence and system success

H3 emotional intelligence has a significant relationship over self-success

H0: there does not exist any significant relationship between emotional intelligence and self-success

RESEARCH METHODOLOGY

The study is descriptive in nature and analysed using primary and secondary data. Primary data is collected through structured questionnaire issued to 65 respondents of IT sector working under work from home in Trivandrum district. Secondary data are collected from various sources like magazine, journals, newspaper and websites. correlation analysis is used to arrive at a conclusion regarding the relationship between dependent and independent variables.

LIMITATIONS

- Information is collected from few respondents due to time constraint
- The study is confined with selected components of the population
- The variables considered for the study are subjective. Similar results cannot be expected when the study is conducted on different situation and on different population.
- The study is based on selected and restricted indicators.

ANALYSIS AND INTERPRETATION

TABLE 1

CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND PEOPLE SUCCESS

Correlations			
		MEAN EMOTIONAL INTELLIGENCE	People success
MEAN EMOTIONAL INTELLIGENCE	Pearson Correlation	1	.375**
	Sig. (2-tailed)		.002
	N	65	65
Peoplesuccess	Pearson Correlation	.375**	1
	Sig. (2-tailed)	.002	
	N	65	65

**. Correlation is significant at the 0.01 level (2-tailed).

There is a significant relationship between emotional intelligence and people success
people success, $r(63) = .37$, $p = .002$.

TABLE 2

CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND TASK SUCCESS

Correlations

		MEAN EMOTIONAL INTELLIGENCE	Task success
MEAN EMOTIONAL INTELLIGENCE	Pearson Correlation	1	.258*
	Sig. (2-tailed)		.038
	N	65	65
Task success	Pearson Correlation	.258*	1
	Sig. (2-tailed)	.038	
	N	65	65

*. Correlation is significant at the 0.05 level (2-tailed).

There is a significant relationship between emotional intelligence and task success. Task success, $r(63) = .25$, $p = .038$

TABLE 3
CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND SYSTEM SUCCESS

Correlations

		MEAN EMOTIONAL INTELLIGENCE	System success
MEAN EMOTIONAL INTELLIGENCE	Pearson Correlation	1	.331**
	Sig. (2-tailed)		.007
	N	65	65
System success	Pearson Correlation	.331**	1
	Sig. (2-tailed)	.007	
	N	65	65

Correlation is significant at the 0.01 level (2-tailed).

There is a significant relationship between emotional intelligence and system success. System success, $r(63) = .33$, $p = .007$

TABLE 4
CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND SELF SUCCESS

Correlations

		MEAN EMOTIONAL INTELLIGENCE	Self success
MEAN EMOTIONAL INTELLIGENCE	Pearson Correlation	1	-.336**
	Sig. (2-tailed)		.006
	N	65	65
Self success	Pearson Correlation	-.336**	1
	Sig. (2-tailed)	.006	
	N	65	65

** . Correlation is significant at the 0.01 level (2-tailed).

There is significant negative relationship between emotional intelligence and self success.

Self-success, $r(63) = .33$, $p=.006$

FINDINGS

The study affirms the association between emotional intelligence and competency of employees. Emotional intelligence can be utilised as a weapon to overcome the fear of the pandemic and reduce stress level among employees. Reduction in stress level can in turn enhance employee performance. With the proper understanding of emotional intelligence and the influence on different elements of competency, companies can bring out the best from employees even in adverse times

The study affirms a significantly positive relationship between emotional intelligence and people success people success, $r(63) = .37$, $p = .002$ ie; people success is ensured among emotionally intelligent professionals. further, the study identifies a significant positive relationship between emotional intelligence and task success. Task success, $r(63)=.25$, $p = .038$ ie; task success is higher among emotionally intelligent professionals. Along with this, the study identifies a significant positive relationship between emotional intelligence and system success. System success, $r(63) = .33$, $p=.007$ ie; emotionally intelligent work force leads to system success. Finally the study reveals a significant negative relationship between emotional intelligence and self-success. Self-success, $r(63) = .33$, $p=.006$ ie; self-success is not defined by emotional intelligence alone.

CONCLUSION

Managing competency is as important as its identification. Apart from intelligence quotient, emotional quotient plays a key role in an organisation where each task is performed by a team of professionals. Here emotional intelligence gains lot of attention as social skill is needed for working as a team. As far as an enterprise is concerned, interpersonal competency like interpersonal communication, team work, ability to recognise diverse opinion, conflict

management and harmonious work environment are treasures. The value of such key factors enhances as we are diving into a critical situation. With the help of the study it was evident that emotional intelligence play an key role in enhancing the key indicators of competency viz, people success, system success, self-success and task success. The study concludes that the emotional intelligence affects people success, task success and system success in a favourable manner. It becomes evident from the study that emotional intelligence does not positively affect self-success.

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