

Study on Impact of Emotional Intelligence on the Academic Performance of the Students with Special Reference to Management Students

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Abstract: *The high competition in the education industry and the growing opportunities in the pool of new types of job has brought in the new concept of emotional intelligence in the business world. It is a feature of growth that has become more vital in a world where all our attention is concentrated on academic excellence. In this paper the factors affecting emotional intelligence are studied, the relation between Intelligence Quotient and Emotional Intelligence is established and the effect of emotional intelligence of management students on their academic performance is studied. The result of the study shows that the emotional intelligence has significant effect on the academic performance of management students. The findings also suggest that the emotional intelligence of the students may be further bettered so that their academic performance may further be enhanced.*

Keywords: Emotional Intelligence, academic performance, Intelligence Quotient

I. INTRODUCTION

In the current scenario, there is a huge competition in the education world. Along with competition there also exists lot of stress among students to get good score. With this atmosphere all around Emotional intelligence which is a new concept is gaining recognition in the business world. This concept is of unparalleled interest in both the popular literature and also within academia. Along with IQ (Intelligence Quotient), EQ (Emotional Quotient) ranks right up there in every educationist's endeavor to create well-rounded, accomplished individuals. It is defined as the ability to identify, use, understand and manage emotions in a healthy and effective fashion. This ability helps students empathize with others and themselves, and deal with difficult situations without getting frazzled. It affects relationships, academic performance and even the way students handle pressure.

Emotional intelligence is also known as emotional quotient or EQ. The word emotional intelligence is defined as the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

1.1 Objectives

1. To understand the concept of emotional intelligence.
2. To know the factors affecting EI
3. To understand the relation between EI and IQ.
4. To study the effect of EI on the academic performance of Management students.

1.2 Hypothesis

- H_0 : There is no effect of EI on the performance of students.
- H_1 : EI of a student affects his/her performance.

II. RESEARCH METHODOLOGY

Research is an endless journey for gaining knowledge or unending search for truth. It can be termed as "a systematic investigation into and study of materials and sources in order to establish facts and reach new conclusions". Research



methodology is the process used to collect information and data for the purpose of making business decisions.

2.1 Research Type

- The research type used for this study is descriptive survey research.
- Survey research is the collection of data attained by asking individuals questions either in person, on paper, by phone or online. Conducting surveys is a form of primary research, which gathers first-hand data from its sources. It is used to gather the opinions, beliefs and feelings of participating individuals.

2.2 Sampling Method

- Simple random Sampling method is used for this study.
- A simple random sample is a subgroup of a statistical population in which each member has an equal probability of being chosen. A simple random sample is an unbiased representation of a group.

2.3 Sample Size

- Sample size considered for the study is 45 respondents.

2.4 Sample Unit

- Management students.

2.5 Sources of Data Collection

A. Primary Data Collection

The data collected for the first time by the researcher is known as primary data. Different methods of collecting primary data are:

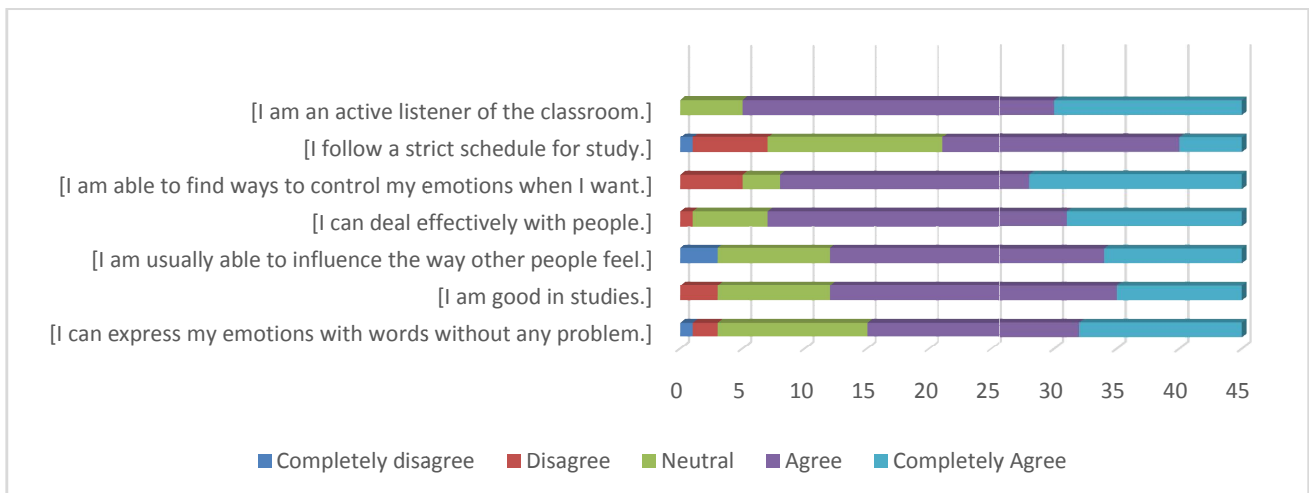
- Observation method
- Interview method
- Questionnaire method

In this study the primary data is collected with the help of questionnaire, sent by electronic medium (E-mail or WhatsApp) to the respondents.

B. Secondary Data Collection

- Those data which are already collected and analysed by someone else are known as secondary data.
- For the purpose of this study the secondary data is collected from books and internet.

III. DATA ANALYSIS AND INTERPRETATION





The data for this study was collected from management students through google docs form.

The following is the graphical interpretation of few questions' responses collected through the questionnaire. From the above graph it can be concluded that the students who have emotional intelligence (i.e. can deal effectively with people, influence the way other people feel, can express emotions and control their emotions) are active listeners, follow a strict schedule for study and are ultimately good in studies also.

3.1 Hypothesis Testing

- H0: There is no effect of EI on the performance of students.
• H1: EI of a student affects his/her performance.

For testing the above hypothesis, regression analysis has been used. Here emotional intelligence (I am able to find ways to control my emotions when I want) is considered the independent variable and academic performance (I am good in studies) is considered the dependent variable.

Regression Statistics table with columns: Multiple R (0.415772), R Square (0.172867), Adjusted R Square (0.153631), Standard Error (0.765257), Observations (45)

ANOVA table with columns: ANOVA, df, SS, MS, F, Significance F. Rows: Regression, Residual, Total

Regression coefficients table with columns: Coefficients, Standard Error, t Stat, P-value, Lower 95%, Upper 95%, Lower 95.0%, Upper 95.0%. Rows: Intercept, X Variable 1

From the above calculations, we can reject the null hypothesis.

Thus, there is a statistically significant relationship (r=0.416,p=0.004) between emotional intelligence and academic performance.

IV. FINDINGS

A. Concept of Emotional Intelligence

The ability to perceive, control, and evaluate emotions is known as emotional intelligence. Though the ability to express and control emotions is essential but at the same time the ability to understand, interpret, and respond to the emotions of others is also important.

Emotional intelligence is usually defined by four attributes:

- 1. Self-management - It's one's own capability to control impulsive feelings and behaviors, manage emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
2. Self-awareness - In this one recognizes his/her own emotions and how they affect their own thoughts and behaviour. One knows his/her strengths and weaknesses and have self-confidence.
3. Social awareness - One has empathy, can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.



4. Relationship management – In this one knows how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team and manage conflict.

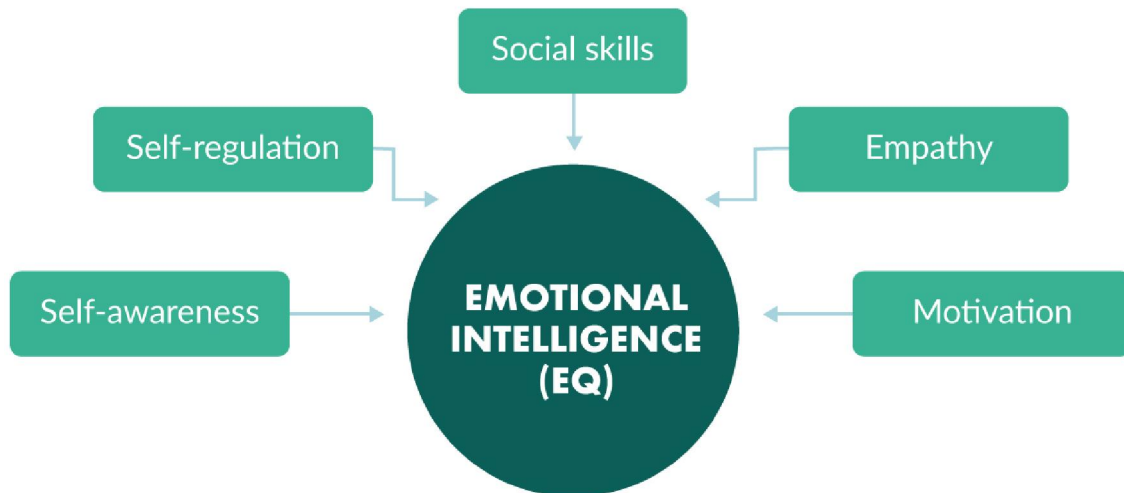
There are four different levels of emotional intelligence consistent with the researchers. They are as follows:-

1. Emotional perception- It is the first level of emotional intelligence. In this perceiving the emotions accurately comes in. It might involve nonverbal emotions such as body language and facial expression.
2. Ability to reason using emotions- This level involves utilisation of emotions to promote thinking and cognitive activity. Emotions help us in prioritizing where to pay attention and give reactions.
3. Ability to understand emotions- the emotions which are perceived by us can carry variety of meanings. Therefore the ability to interpret the correct cause of the emotion is the next level of emotional intelligence.
4. Ability to manage emotions- The power to manage emotions effectively is a crucial part of emotional intelligence and the highest level. Regulating emotions and responding appropriately also responding to the emotions of others are all important aspects of emotional management.

The four branches of this model are arranged by complexity with the more basic processes at the lower levels and the more advanced processes at the higher levels. For example, the lowest levels involve perceiving and expressing emotion, while higher levels require greater conscious involvement and involve regulating emotions.

Traditionally, emotional intelligence is considered to be a soft skill that comes naturally to some people and not others. However, Daniel Goleman, the person who helped to popularize EQ, claimed that Emotional intelligence can be developed and defined into five categories which are as follows:-

1. Self-awareness
2. Self-regulation
3. Social skills
4. Empathy
5. Motivation



B. Factors affecting Emotional Intelligence

There are various factors which affect emotional intelligence. Some of them are as follows:-

1. Heredity- Similarities between emotional intelligence of parents and children are sometimes due to inheritance.
2. Family- When the behaviour of family members is empathetic towards other people automatically it develops the emotional intelligence of a person.
3. Maturity- Emotional intelligence of a person also depends upon his/her maturity level. The more mature a person is, his/her EI is more.
4. Relations in the family- relations in the family and the way they express their emotions affect the emotional development of a person. If parents have a stability in behaviour and express their feelings in balanced manner

the children also follow their footsteps.

5. Society- If social environment is emotionally charged, the person becomes emotionally unstable. A person learns to control his/her emotions and try to conform to socially accepted behaviour depending on the social environment around him.
6. Physical and mental health- sound physical and mental health is necessary. When a person is emotionally charged, several changes, like a change in pulse rate, blood circulation, stretching of eyes, an effect on the digestive system etc. occur in the body. A person having sound health can control their emotions in a better way compared to those who are weak.

C. Relationship between Intelligent Quotient and Emotional Intelligence

“Emotional intelligence can be more powerful than IQ and could be the unnoticed factor which explains the reason why smartest and technically gifted people may not necessarily be the most successful.” This statement was given by Goleman in his book ‘Emotional Intelligence’.

He stated that IQ contributes approximately 20% to the life successes and 80 % is contributed by emotional intelligence abilities. He reported that EI proved to be twice as important as technical skills and IQ in his study of an organization’s most outstanding leaders.

Further research findings confirmed that EI is a distinct ability that does not share attributes with either personality or intelligence. Having certain personality traits does not automatically predispose one to have high or low emotional intelligence.

Intelligence is quantified and measured through Intelligence Quotient (IQ) whereas EI is indicated by Emotional Quotient (EQ). EI can be learned unlike IQ, which is essentially fixed within narrow parameters at birth, EQ can be developed and enhanced. Having a high IQ does not automatically indicate a high EQ, while having a high EQ may indicate a high or average IQ at least and predict success at work and academic performance better than IQ alone. While IQ can predict academic success, it may not necessarily lead to success in life whereas EQ predicts success and effectiveness in life.

D. Effect of Emotional Intelligence on the academic performance of Management students.

By hypothesis testing we were able to conclude that there is a significant relationship between emotional intelligence and academic performance of management students.

V. CONCLUSION

1. From the research it can be concluded that emotional intelligence has significant effect on academic performance of students.
2. An emotionally intelligent student has self-awareness, follows his commitments like strict schedule for study, is value oriented, has empathy for others, is emotionally stable and can manage relationships.
3. All these attributes of emotional intelligence leads a student towards academic success as well as success in future life.



VI. SUGGESTIONS

In higher education there should be certain courses introduced which would help in development of emotional intelligence of students. This would not only support the students in their academic success but would also help the students in achieving success in their future life.

VII. LIMITATIONS

1. Area of study is confined to Nagpur city only.
2. The number of respondents were limited to 45.
3. The findings of the study are subjected to bias and prejudice of the respondents.

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