ABSTRACT

The pressure of performance in textile industry has lead to emotional disturbances affecting the productivity of the employees. In the concept of Emotional Intelligence, relationship management has emerged as an important aspect in textile industry. Still, it is relatively understudied element of employees work performance. Because, organisations require interpersonal interactions to accomplish their goals and most of the jobs require the ability to manage emotions. Thus, it is not surprising that empirical research has established a relationship between Emotional Intelligence (EI) and work performance of the employees. EI is a major criterion when it comes to promotion, performance and hiring of individuals. Therefore, EI should be given high priority when it comes to hiring and development of employees productivity in textile industry. With this background, the following research objectives were framed:

The main aim of the study is to examine the impact of Emotional Intelligence of employees in textile industry at Coimbatore district of Tamil Nadu State, India. The other objectives are:

- To find out the factors influencing the Emotional Intelligence of the employees.
- To examine the impact of Emotional Intelligence on productivity of the employees.
• To identify the impact of Emotional Intelligence on Organisational Commitment.

• To find out the impact of Emotional Intelligence on Industrial Relations, and

• To study the stress of the respondents.

The period of study covers two years from 2011-12 to 2012-13. The present study is based on descriptive study linking various dimensions of Emotional Intelligence like self esteem, self assessment, emotional resilience, self motivation, self control, employee inter relationship, impact of Emotional Intelligence, organisational commitment and stress level of textile employees in Coimbatore district of Tamilnadu. Employees demographic variables like gender, age, marital status, educational qualification, number of members in the family, residential area, income level, distance travelled to work, type of family, mode of transport, nature of work, working experience, working shift, working hours and opinion towards training attended are also examined.

The study was used to collect the primary data. First-hand information pertaining to factors determining Emotional Intelligence, impact of Emotional Intelligence on organisational commitment, productivity and industrial relations, and stress level were collected from the employees in textile companies in Coimbatore district. The total population of the textile employees in Coimbatore district is 1,25,000 as per the record of Textile Employees Association (Singanallur, 2011-2013), Coimbatore. Among the six taluks in Coimbatore district, Valparai taluk was not included in the study
due to the non-availability of textile units. So, the population was stratified into five heads, namely Mettupalayam, Coimbatore North, Coimbatore South, Sulur and Pollachi. Then, 1058 respondents were selected on a disproportionate stratified sampling method. The findings of the study are discussed in five sections.

The Multiple Regression Analysis performed in the first section shows that, the Emotional Intelligence of the employees in textile industry is positively associated with their Gender, Marital status, Income level, Type of family, Nature of work, Working shift and Opinion towards training attended in the study area.

The Factor Analysis shows that, the constructed four factors namely self awareness, self management, social awareness and relationship management are having significant impact on the Emotional Intelligence among the textile employees in the study. Among the four factors, the relationship management contributes the maximum towards work performance and social awareness contributes the minimum.

In the second section, the researcher has observed increase in employee productivity as the effect of their Emotional Intelligence. The factor ‘dedicated and show more involvement in work’ scored high among the 11 factors considered for measuring productivity, followed by the factor ‘self assessment would be more effective’. But, the factors ‘gain deeper knowledge in work’ and ‘get rewards, bonus, salary increments, etc., in work place’ are having least influence on employee productivity.
In the third section, organisational commitment is studied under three heads namely: affective commitment, continuous commitment and normative commitment. It was observed that, EI had a positive impact on organisational commitment, particularly on continuous commitment which exhibited the highest score in analysis.

In the fourth section, an attempt was made to know about the reasons for the respondents to join the trade union activities. Their opinion towards the benefits from the association in trade union was also analysed. The impact of Industrial relations was related with the level of productivity of employees.

The final section attempted to study the stress of the respondents. ‘Change in the working hours’ and ‘change in the working conditions’ were considered as the major problems. Thus, the impact of EI on productivity and the resultant impact on organisational commitment, industrial relations, and employee stress in brough out from the findings of the study.