



EMOTIONAL INTELLIGENCE IN THE SERVICE INDUSTRY: A CROSS-INDUSTRY COMPARISON

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In India, the service sector has a distinct standing because of its larger economic share. Essential ability that enhances service delivery in various sectors is managing oneself and others. The current study focuses on the emotional intelligence (EI) level of workers in various industries with regard to social awareness, self-regulation, self-motivation, self-awareness, and social skills. The study concludes that, with the exception of social skills, all aspects of EI vary by industry. The results of the study show that employees in the banking and hotel sectors have lower EI than those in the telecommunications sector. One group with a high EI includes these three industries. The other sectors with the lowest EI are the power and health sectors.

Introduction

In service businesses, human interaction is a crucial factor that contributes to better client experiences. One important factor in determining service quality that sets service providers apart in an industry is employee competency. Organizations are under pressure to prioritize customer experience quality in order to be competitive in the ever-evolving business environment. This is especially crucial in situations where services don't work.

In the service industry, where employees deal with customers more frequently, emotional intelligence is particularly important. Goleman states that "Emotional intelligence matters twice as much as technical and analytical skill combined for star performances," and that "the higher people move up in the company, the more crucial emotional intelligence becomes."



Review of Literature

One of the key components of intelligence that speaks to the capacity to comprehend and manage people is social intelligence, according to Thorndike's (1920) research.

Gardner (1983) developed the idea of multiple intelligences, recognizing emotional intelligence as a significant one, based on Thorndike's work. Salovey and Mayer (1990) presented emotional intelligence as a subcategory of social intelligence. They described emotional intelligence as involving talents that may be grouped into five domains: (a) self-awareness, (b) controlling emotions, (c) motivating oneself, (d) empathy and (e) handling relationships. According to Goleman's (1998) assessment of studies from almost 500 firms worldwide, those with the highest EQ scores become executives.

Purpose of the study

One of the specific research goals is to determine the respondents' EI competency levels across all industries.. To determine how much the components of emotional intelligence (EI), such as self-awareness, self-regulation, self-motivation, social awareness, and social skills, differ between various service industries.

Study Method

The purpose of this study is to assess the emotional intelligence of executives employed in kerala service industries. Since they account for a sizable percentage of service-oriented businesses, only companies in the banking, telecommunication, hotel, power (distribution function), and health sectors are taken into consideration. Self-awareness, self-regulation, self-motivation, social awareness, and social skills are the five main elements that have been selected.

Study Hypotheses

Hypothesis 1: There is a correlation between the five elements of emotional intelligence—self-awareness, self-regulation, self-motivation, social awareness, and social abilities.

Hypothesis 2: The industries being Hypothesis 1: There is a correlation between the five elements of emotional intelligence—self-awareness, self-regulation, self-motivation, social awareness, and social abilities.



Data Sources and Data Collection Techniques

Secondary data was gathered from research papers and publications, company websites, and searches conducted utilizing electronic database search engines including Emerald Full Text, Proquest, and EBSCO. A questionnaire was given to staff members of several banks, telecom providers, lodging facilities, electricity distribution firms, and medical facilities throughout Kerala in order to gather primary data. Since majority of the businesses in the industry surveyed the researcher focused primarily on these cities. However, the study also covers other cities in the state to some degree.

Emotional Intelligence in the Service industry

Inter-dialogue Emotional intelligence is crucial in fostering improved service delivery. Various service sectors and entities may possess their own unique identity since. The variations among individuals are generated by service providers. The competencies of service providers may vary due to of the differences between industries and within the same industry. It seems that your input text is incomplete. Could you please provide the full text that you would like to have paraphrased? The current research has aimed to address these facets. Additionally, the investigator has likewise endeavored to ascertain the effect of HR System in developing and fostering industry competency comparison.

CONCLUSION

Lately, emotional intelligence has been celebrated by both scholars and professionals as a personal skill that is essential for managers to thrive in their career positions. Significant research attention is observed today in the previously overlooked realm of human feelings and their influence in the workplace. The individual with high emotional intelligence can undoubtedly enhance the understanding of emotions and apply them in contemplation, grasp their significance and oversee feelings more effectively than some. Addressing emotional issues demands reduced mental effort for the individuals. The elevated An EI individual is attracted to jobs that include social interaction. Interaction is less likely to involve in problem behaviors and are generally more flexible and accommodating than many ratings of experts who took part in the research are great.



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