

## A STUDY ON EMOTIONAL INTELLIGENCE AMONG GEN-Z

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**ABSTRACT:** Humans are sowed with saplings of emotions which either gets nurtured or left over in each and every walk of life. Emotional intelligence is a skill that can be developed and improved over time. By investing in ourselves and working on our emotional intelligence, we can unlock a world of benefits that will improve every aspect of our lives. This study was conducted to analyse and identify the impact and implications of emotion in their personal as well as the professional life. Self-awareness, self-management, social awareness and relationship management were taken as criteria for such appraisals.

**Key words:** - self-awareness, self-management, social awareness and relationship management

### INTRODUCTION

Emotions are inbound element of each an every individual in this universe. Everyone is prone to having emotions at some point or the other during their lifetime. It plays a significant role in all the walks of life resulting in different decisions, different mentalities, different point of views/opinions and so on. Though the emotions are built in inside by oneself, it is really astonishing that people are not able to manage it. People from different generations have difference of opinion on the concept of managing the emotions. They have got their own way of tackling and handling things which might be or might not be the same as the rest of the crowd.

The group that comes under the label of what we call the Gen-Z or the generation Z is group of individuals whose way of living and way of approaching life is entirely different. These group have their own set of principles that they follow in consent of their fellow mates. They aren't influenced by what is told by others and only by their own experience and learn lessons out of it. Emotions are very broadly expanded to so many types of emotions at various types of situations and circumstances. Each emotion might hold different level to a person with

Dr.T.Ezhilarasi, Lochana.C, Vinusha/ International Journal of Management Research & Review respect to their life and life handling skills. Identifying ones on emotions and working on the ones in which they lack is a different aspect of handling these emotions. Be it any phase of life people are put in a situation of knowing and experiencing all the kind of emotions with or without their knowledge. But once they identify it, they do not know about how to maintain it or nurture it. People belonging to the generation -Z take up emotions very easily and therefore oscilate while taking important decisions in which they have to eliminate the presence of emotions holding on to them. But at the same time brag about emotions. The environment in which the person has been born and brought up can also be one of the reasons for the handling of emotions. Therefore, gradually during the upcoming days it would be definitely difficult to sustain in such kind of situations. bringing about misconception as well.

### **RESEARCH GAP**

There has been various study that have been dealt with the emotional intelligence of people at different age groups and not with the current generation. This study limelight on the emotional intelligence on the college going students with special reference to Coimbatore city.

### **OBJECTIVE OF THE STUDY**

- To identify the self-awareness and social awareness of emotional intelligence among the respondents .To analyse the ability to manage oneself with respect to emotions .To study the relationship management of the respondents

### **MATERIALS AND METHODS**

- Type of research: Descriptive research
- Type of sampling: Convenient sampling
- Sample size: 72
- Data used: Primary data
- Tools used: percentage analysis, descriptive analysis and chi square analysis

### **LIMITATIONS OF STUDY**

This study focuses on the emotional intelligence of the ones belonging to the Generation alone where there is a possibility of excluding the individuals of the other generations.

### **REVIEW OF LIETRATURE**

**Aydoğmuş(2022)** This study investigated the middlemen role of life satisfaction between emotional intelligence and depression. Findings reveal that emotional intelligence decreases depression via life satisfaction. Gender moderated this relationship so that the mediating role of life satisfaction was more pronounced in female Generation Z.C. **D Nurjanah (2021)** this

Dr.T.Ezhilarasi, Lochana.C, Vinusha/ International Journal of Management Research & Review research determined the influence of emotional intelligence, employee engagement and job satisfaction in the work life balance. It was found that there is a positive significance on the employee engagement and emotional intelligence does not affect the job satisfaction. It also proved that work-life balance successfully mediate the influence of emotional intelligence and employee engagement and successfully perfect mediate between emotional intelligence on job satisfaction, so emotional intelligence can affect job satisfaction through work-life balance. [R Machová](#) (2020) the objective of this study was to find out the differences that existed between generations, based on the views of other representatives. The results revealed that both the hypotheses that were framed proved to be true. [UJayender,\(2023\)](#) This research studied the implications of emotional intelligence of college students and it was found that students who are participating in extracurricular activities can cope with stress and have the competitive spirit to come out of their comfort zone to understand and cope with any scenario. [A Serbanescu](#) (2022) This essay investigates the differences of how the two generation (i.e) Millennials and the genZ how they use the platform called the social media? what is that it differs from each other in the type of content? Understanding the reason behind the choice? and so on Inclusive of the implication of this era. [G Mude, S Undale](#) (2023) This study compares the usage of social media between two generations of gen Z and gen Y and it was found that GenZ make use of social media more than gen Y for education, information, entertainment and other uses but for information seeking alone seems to be equal. [NA Windasari,](#) (2022) This research explores the experiential factors affecting digital-only banking services among the generation Y and Z. Results show that all variables except curiosity and sales promotion significantly impact intention to use digital-only banking. To ensure positive customer experiences, other factors must be applied, such as rewards, unique features, and positive word-of-mouth. [N Kusumawati, N Larasati...](#) - Journal of Innovation & ..., 2022 – Elsevier

**ANALYSIS AND INTERPRETATION:**

S.NO	PARTICULAR	DEMOGRAPICVARIABLES	PERCENTAGES
1	AGE	1997-2007	92%
2	GENDER	Female	72%
3	Profession	Students	95%
4	Awareness on emotional	yes	43%

	<b>intelligence</b>		
<b>5</b>	<b>Which emotion is highest in you?</b>	<b>Happiness</b>	<b>33%</b>

**Descriptive Statistics**

	N	Mean	Std Dev	Minimum	Maximum
Gender	72	1.65	.48	female	male
age	72	1.03	.17	1997-2007	2008-2012
occupation	72	1.07	.35	student	other
haveyouheardofemotionalintelligence	72	1.92	.88	yes	maybe
whattypeofemotionisthehighestinyou	72	2.33	1.34	happiness	fear
doyouthinkyouremotionsinfluenceyourdecisions	72	1.92	.88	yes	maybe
doyouhavecontroloveryouremotions	72	1.61	.83	yes	maybe
areyouabletomanageyouremotionsbyyourself	72	1.54	.84	yes	maybe
howdoyoudivertyourselfwhenyougetnegativemotions	72	2.86	1.56	listening to music	other
doyouseeksupportwhenyouareemotionallydown	72	2.46	1.03	never	often
doesyouremotionsaffectyourconfidencelevel	72	2.44	1.14	never	other
doesyouremotionsbedeterminedbyyourenvironment	72	2.28	1.09	never	other
emotionsmaydifferaccordingtogender	72	3.24	.88	somewhat disagree	strongly disagree
whodoyouthinkareemotional	72	2.44	.82	female	both
haveyourestrictedyouremotionsforthesakeofsocietysopinion	72	1.69	.55	yes	3.00
areyouopentocounselinwhenyouaretriggeredbyyouremotions	72	1.60	.49	yes	no
haveyoulostopportunitiesbecauseoftheabilityofyouremotions	72	2.29	1.12	never	5.00
doyouforgoyouremotionstosustainareationship	72	2.68	1.30	never	often
doesyouremotionsenhancethevibeofyoursurrounding	72	3.57	1.09	strongly disagree	strongly agree
Valid N (listwise)	73				
Missing N (listwise)	1				

From the above table, it can be interpreted that the emotions are being enhanced by the vibe of their surrounding which ranks first with 3.57 mean value. Diverting themselves by listening to music ranks the second with the mean value of 2.86 and people never forgo their emotions to sustain a relationship with 2.68 mean value.

**chi-square:**

Variables – Age, highest emotion type

Null hypothesis: there is no association between the age of the respondent and the type of emotion which is highest

CROSSTABS

/TABLES= age BY whattypeofemotionisthehighestinyou  
 /FORMAT=AVALUE TABLES PIVOT  
 /STATISTICS=CHISQ  
 /CELLS=COUNT ROW COLUMN TOTAL.

**Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
age × whattypeofemotionisthehighestinyou	72	98.6%	1	1.4%	73	100.0%

**age × whattypeofemotionisthehighestinyou**

		whattypeofemotionisthehighestinyou					Total
		happiness	sadness	anxiety	guilty	fear	
age 1997-2007	Count	23	22	11	5	9	70
	Row %	32.9%	31.4%	15.7%	7.1%	12.9%	100.0%
	Column %	95.8%	95.7%	100.0%	100.0%	100.0%	97.2%
	Total %	31.9%	30.6%	15.3%	6.9%	12.5%	97.2%
2008-2012	Count	1	1	0	0	0	2
	Row %	50.0%	50.0%	.0%	.0%	.0%	100.0%
	Column %	4.2%	4.3%	.0%	.0%	.0%	2.8%
	Total %	1.4%	1.4%	.0%	.0%	.0%	2.8%
Total	Count	24	23	11	5	9	72
	Row %	33.3%	31.9%	15.3%	6.9%	12.5%	100.0%
	Column %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total %	33.3%	31.9%	15.3%	6.9%	12.5%	100.0%

**Chi-Square Tests**

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	1.10	4	.895
Likelihood Ratio	1.74	4	.784
Linear-by-Linear Association	.79	1	.373
N of Valid Cases	72		

- From the above analysis it is found that the value is 1.10 which is more than the critical value of 0.05, therefore the null hypothesis is rejected, which means there is association between the age of the respondent and the highest type of emotion among the respondents. It was found that majority of the respondents are able to manage their emotions on their own

**FINDINGS AND SUGGESTIONS**

It was found that the majority of the respondents are female. It was found that majority of the respondents belong to the age category 1997 to 2007. It was found that happiness is the highest emotion among the respondents. It was found that the emotions affect the decision making of the respondents. It was found that the majority of the respondents have control over their emotions.

From this successful study undertaken and the findings found it would be suggestable that people belonging to the generation-Z has to improve the awareness of something called the emotional intelligence so as to elevate the level of understanding implementing the same in life.

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To add on, people have to make sure that they have to construct their emotional stability in such a way that their decisions are not affected by their emotions and also their confidence level.

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