

A COMPARATIVE STUDY ON MALE AND FEMALE EMPLOYEES EMOTIONAL INTELLIGENCE LEVEL WORKING IN STAR CATEGORY HOTELS OF CHANDIGARH

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ABSTRACT

Emotional intelligence plays a significant role for employees in successful delivery of the operations and is considered to be very important for any business firm especially for the hospitality operations where there is a direct encounters between employees and consumers of hotel industry. Thus, the present paper is focussing on male and female employees emotional intelligence level working in star category hotels of Chandigarh. Structured questionnaire was prepared and distributed to employees in the month of January, 2022 and responses were collected using online platform Google Form. The findings of the study revealed that males rated self-regard first i.e. they are more satisfied with the kind of person they are whereas females rated interpersonal relationship first i.e. they consider themselves very cheerful person. Self-actualization (i.e. I always try to make my life more meaningful) has been ranked 2nd and reality testing (i.e. It's hard for me to understand the way I feel) has been ranked third by male employees whereas females also ranked self-actualization (i.e. I always try to make my life more meaningful as I can) 2nd and self-regard received third rank. People find it hard to depend on me has been last ranked by male employees i.e. most of the people rely on male employees and its hard for me to enjoy life has been lastly ranked by female employees i.e. most of females enjoy their life.

KEYWORDS: *Emotional Intelligence, Employees, Male, Female, Star Category Hotels, Chandigarh.*

Introduction

Emotional intelligence has become an important topic in recent years in the scientific and academic communities, as well as in the public and private sectors (Mortana et al., 2014: 97). Emotional intelligence is defined as "the ability to perceive and express emotions, mentally incorporate emotions, understand and reason emotions, and adjust emotions of oneself and others" (Mayer et al., 2000, p.396). Researchers have studied EI in a variety of situations, including education, social adaptation, health, relationships, and work (Mayer et al., 2008). Emotional intelligence includes the ability to perform faithful analysis of emotions and the ability to use emotions, emotions, and emotional knowledge to expand thinking, incorporating specific expertise and incorporating this clear expertise. Note that it can be used as a unified general emotional intelligence (Ljungholm, 2014: 128). Technical skills are still important in the modern workplace, but emotional intelligence can be an important differentiator between team members when team members climb the corporate ladder (Stein et al., 2009).). Focusing on EI can lead to better communication, better self-management, and better empathy (Lumpkin & Achen, 2018).

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Therefore, emotional intelligence plays an important role in employee performance (Jorfi et al., 2010) and can better serve customers to satisfy them (Nyerere & Wawire, 2015), which is the goal of the organization. Helps to achieve. Achieve organizational goals (Desti & Shanthi, 2015). Therefore, the employee's emotional intelligence index is very important for the success of a company's management, especially for the service industry such as the hotel industry.

Hiring employees with high emotional intelligence (EI) (individual ability to regulate the emotions of themselves and others (Mayer & Salovey, 1997)) can help hospitality managers avoid the negative effects of the jobs they hire. It's an important step to deal with. Employees tend to experience stress and burnout through better emotional control (Kim & Agrusa, 2011). Several studies (Jung and Yoon, 2016; Kim et al., 2012) reiterate the importance of EI, and because employee EI is not, to select candidates with a high level of EI. , We propose to evaluate the EI of job seekers at the hiring stage. In contrast to their skills, they are easy to train and develop (Cabello et al., 2016). Customers feel satisfied when front-line hotel staff provide quality service (Lam et al, 2002). As a result, frontline hotel workers were identified as an important factor in quality of service (Kusluvan et al., 2010). Employee emotional intelligence and involvement are important factors influencing workplace attitudes and behaviors (Dawkins et al., 2017).

This study compares male and female hotel employees working in Star Category hotels in Chandigarh. Ahmad et al. (2009) in their research paper mentioned that emotional intelligence does not respect gender. The general belief is that females are less emotionally intelligent than men. But they are emotionally intelligent in many ways. Analysis of emotional intelligence in thousands of men and women, on average, showed that women were more aware of their emotions, more empathetic, and more familiar with interpersonal skills. Men, on the other hand, are confident, optimistic and adaptable. Men were found to be better at coping with stress than females. However, in general, there are far more similarities than differences. Some men are as empathetic as the most interpersonally sensitive women, and some women are as resilient as the most emotionally resilient men. Similar results were reported in a study by Tapia (1999) and Dunn (2002). They observed that girls performed better than boys in empathy, social responsibility, and interpersonal relationships. I am more sensitive to relationships with parents, friends and siblings. All these features help them acquire more emotional intelligence compared to boys. This study is just a stepping stone in the field of emotional intelligence.

Review of Literature

• **Key Elements of Emotional Intelligence**

Bar et al. (2003) in their research paper mentioned that intrapersonal intelligence consists of assertiveness, self-regard, self-actualization, independence and self-regard. Sharma (2014) in the research paper mentioned that interpersonal intelligence which is important segment of emotional intelligence, is the ability to notice and make distinctions among other individuals including the ability to interpret their moods, showing empathy, temperaments, motivations, and social responsibility. Hamarta et al. (2009) in their study explained five elements of emotional intelligence namely intrapersonal intelligence, interpersonal intelligence, adaptability, stress management and general mood. Intrapersonal intelligence comprises self-regard, emotional self-awareness, assertiveness, independence, and self-actualization. Individuals with intrapersonal emotional intelligence are aware of their emotions can easily express their thoughts and emotions, possess the ability to control themselves. Interpersonal emotional intelligence comprises empathy, social responsibility, and interpersonal relationship. Individuals with interpersonal emotional intelligence can understand how others feel, communicate and get along well with them. Adaptability emotional intelligence comprises reality-testing, flexibility, and problem-solving. Stress Management emotional intelligence comprises stress tolerance and impulse control. General Mood emotional intelligence comprises optimism and happiness (Acar, 2001; Bar-On, 2006; Stein, & Book, 2003). The present study has utilised these five elements of emotional intelligence to understand the emotional intelligence level of male and female employees of star category hotels of Chandigarh.

• **Difference in Male and Female Emotional Intelligence Level**

The purpose of this study is to find out if there are actually some differences between male and female employees in terms of emotional intelligence and the performance of work assigned to them. This ultimately leads to the success of the organization. Much attention has been paid to the differentiating aspect of male and female workers as more women join the workforce and contribute daily to the country's economy. There are many views expressed by researchers on this issue of gender in different positions within the organization: "... the search for gender differences in business behavior has had very vague results" (Vecchio, 2002). , P.651). One research group states that there is no significant difference

between the behavior of male and female executives (Powell, 1990; Vilkinas & Cartan, 1993) and the overall emotional intelligence index scenario of males and females (Petrides & Furnham, 2000). Another research group has shown that there are gender-specific differences between men and women in leadership behavior. Qualities such as determination, courage, seeing the power of relationships, facilitating conflict resolution, and developing a team-oriented environment have been identified as female leadership qualities. Female leaders are reported to have better social skills than males (Rutherford, 2001). Hopkins & Bilimoria (2008) investigated the relationship between emotional and social intelligence and organizational success in a study of social and emotional abilities that predict the success of male and female executives. This study does not show many differences between male and female leaders in demonstrating emotional and social intelligence abilities, and the most successful men and women differ in demonstrating their abilities. Turned out to be similar. In the emotional realm, it is generally believed that females are more capable than men. Ability EI studies showed high female EI scores across EI and in most subdomains of EI (Brackett et al., 2004; Extremera et al., 2006). Specifically, men show higher interpersonal scores (eg, self-esteem, self-assertion, and independence) and / or better stress management (stress tolerance and impulse control), and females have higher interpersonal scores (empathy, interpersonal). Relationships, and social responsibility) (Gerits et al., 2004). The EI scale of the original or modified version of Schutte has a higher EI score for females (Besharat, 2007). Sometimes there was no gender difference (Petrides & Furnham, 2000).

Objectives of the Study

- To analyse the male employees intelligence level working in star category hotels.
- To analyse the female employees intelligence level working in star category hotels.
- To compare the male and female emotional intelligence level working in star category hotels.

Research Methodology

Sampling and Data Collection

The data for the present research were collected from employees of star category hotels of Chandigarh city in the month of January 2022. Data was collected with the use of structured questionnaire and respondents submitted their response through online platform Google Forms. The questionnaire were distributed to 200 respondents and out of which 102 respondents had filled the questionnaire. Out of 102 respondents, 56 respondents were males and 46 were females. Respondents were asked closed-ended questions related to their demographic profile and emotional intelligence level in relation to their working environment. There were two sections in the structured questionnaire. The first section included questions on demographic profile of hotel employees. The second section consisted closed ended questions on various parameters of emotional intelligence on a likert scale of 1 to 5 where 1 indicates strongly disagree, 2 indicates disagree, 3 indicates neutral, 4 indicates agree and 5 indicates strongly agree. The primary sources of data collection was structured questionnaire and secondary sources of information were Government reports, national and international journals, published research articles, theses, books, websites, magazines, newspapers, etc.

Analysis and Findings

- **Demographic characteristics and profile of college students related to their F&B outlet visits**

The gender distributions showed 54.9% of the respondents were males and 45.1% were females. 66.7% of the respondents were of the age group between 18-30 years, 21.6% were between 31-40 years, 9.8% were between the age group of 41-50 years and 2% of the respondents were above 60 years of age. 64.7% respondents were single, 33.3% were married and 2% of the respondents preferred not to mention their marital status. 2% of the respondents were diploma holders in hotel management, 39.2% were graduates, 54.9% were postgraduates and 4% of the respondents had done some other courses. 17.6% of the respondents are working in front office department, 15.7% in housekeeping, 15.7% in food production, 17.6% in food and beverage service, 13.7% in sales and marketing and 19.6% of the respondents are working in other departments of the hotel. 49% of the employees earn annual income of up to 3 lakhs, 21.6% earn between 3-6 lakhs, 15.7% earn between 6-10 lakhs and 13.7% earn between 10-15 lakhs. 52.9% of the employees have total 1-5 years of experience in hotel industry, 11.8% have 5-10 years, 10.8% have 10-15 years, 3.9% have 15-20 years and 2% of the respondents have more than 20 years of experience in hotel industry. Table 1 is indicating demographic profile of hotel employees:

Table 1: Demographic Characteristics of Respondents

Variables		(%)
Gender	Male	54.9
	Female	45.1
Age	18-30 years	66.7
	31-40 years	21.6
	41-50 years	9.8
	51-60 years	----
	Above 60 years	2
Marital Status	Single	64.7
	Married	33.3
	Preferred not to say	2
Educational Qualifications	Diploma Holders	2
	Graduate	39.2
	Postgraduate	54.9
	Doctorate	----
	Others	4
Department	Front Office	17.6
	Housekeeping	15.7
	Food Production	15.7
	F&B Service	17.6
	Sales and Marketing	13.7
	Others	19.6
Annual Income	Up to 3 Lakhs	49
	3-6 Lakhs	21.6
	6-10 Lakhs	15.7
	10-15 Lakhs	13.7
	More than 15 Lakhs	----
Total experience in Hotel Industry	1-5 Years	52.9
	5-10 Years	11.8
	10-15 Years	10.8
	15-20 Years	3.9
	More than 20 Years	2

- **Analysis on the emotional intelligence level of male employees**

The first objective of the study was to analyse the emotional intelligence level of male employees working in star category hotels of Chandigarh. Central tendency technique has been used to get the weighted mean scores of various parameters of emotional intelligence. Table 2 is indicating the analysis of emotional intelligence level of male employees working in star category hotels of Chandigarh. The findings of weighted mean score revealed that self-regard subscale of intrapersonal intelligence has been ranked first, self-actualization and stress tolerance has jointly got 2nd rank and reality testing has got 3rd rank. Optimism has been ranked 4th, problem solving ability got 5th rank, interpersonal relationship got 6th rank, flexibility got 7th rank and assertive has been rated 8th by male employees of star category hotels of Chandigarh. Happiness with the question its hard for me to enjoy life has been ranked 9th, independence has got 10th rank, emotional self-awareness and impulse control has jointly ranked 11th and Social responsibility with the question people find it hard to depend on me has got 12th rank.

- **Analysis on the emotional intelligence level of female employees**

The second objective of the study was to analyse the emotional intelligence level of female employees working in star category hotels of Chandigarh. Central tendency technique has been used to get the weighted mean scores of various parameters of emotional intelligence. Table 3 is indicating the analysis of emotional intelligence level of female employees working in star category hotels of Chandigarh. The findings of weighted mean score revealed that interpersonal relationship with the question I am fairly cheerful person has been ranked first by female employees. Problem solving ability

and self-actualization has been jointly ranked second, self-regard got 3rd rank, empathy got 4th rank, optimism got 5th rank and stress control has been ranked 6th by the female employees working in star category hotels of Chandigarh. Assertiveness with the question I can't say no when I want to has been ranked 7th, independence has been ranked 8th, flexibility and emotional self-awareness has jointly received 9th rank and impulse control with the question when I start talking, Its hard to stop me has been ranked 10th by female employees. Reality testing has been ranked 11th, social responsibility ranked 12th and happiness has been ranked 13th by the female employees of star category hotels of Chandigarh.

• **Comparison of male and female employees emotional intelligence level**

From the comparison of table no. 2 and 3, it is clear that males rated self-regard first i.e. they are more satisfied with the kind of person they are whereas females rated interpersonal relationship first i.e. they consider themselves very cheerful person. Self-actualization (i.e. I always try to make my life more meaningful) has been ranked 2nd and reality testing (i.e. It's hard for me to understand the way I feel) has been ranked third by male employees whereas females also ranked self-actualization (i.e. I always try to make my life more meaningful as I can) 2nd and self-regard received third rank. People find it hard to depend on me has been last ranked by male employees i.e. most of the people rely on male employees and its hard for me to enjoy life has been lastly ranked by female employees i.e. most of females enjoy their life.

Table 2: Analysis of the male employees emotional intelligence level (SD: Strongly Disagree, D: Disagree, N: Neutral, A: Agree and SA: Strongly Agree, T: Total, WT: Weighted Total, WM: Weighted Mean, R: Ranking)

Dimensions	Subscale	Example question	S D	D	N	A	S A	T	WT	WM	R
Intrapersonal Intelligence	Emotional self-awareness	I can express my feelings easily.	14	14	6	10	12	56	160	2.857143	11
	Assertiveness	I can't say no when I want to.	8	16	8	12	12	56	172	3.071429	8
	Self-regard	I am satisfied with the kind of person I am.	6	8	6	18	18	56	202	3.607143	1
	Self-actualization	I always try to make my life more meaningful as I can.	6	8	14	12	16	56	192	3.428571	2
	Independence	I'm more of a follower than a leader.	12	14	8	12	10	56	162	2.892857	10
Interpersonal Intelligence	Empathy	I'm very much sensitive to the feelings of others.	4	14	4	22	12	56	192	3.428571	2
	Interpersonal relationship	I'm a fairly cheerful person.	8	6	14	18	10	56	184	3.285714	6
	Social responsibility	People find it hard to depend on me.	8	18	14	10	6	56	156	2.785714	12
Adaptability	Problem solving	My approach in overcoming difficulties is to move step by step.	10	4	14	14	14	56	186	3.321429	5
	Reality testing	It's hard for me to understand the way I feel.	4	10	12	20	10	56	190	3.392857	3
	Flexibility	It's difficult for me to change my opinion about things.	6	10	18	12	10	56	178	3.178571	7
Stress management	Stress tolerance	I can handle stress without getting too nervous.	4	8	18	12	14	56	192	3.428571	2
	Impulse control	When I start talking, it is hard to stop.	6	18	16	10	6	56	160	2.857143	11
General mood	Happiness	It's hard for me to enjoy life.	14	4	16	12	10	56	168	3	9
	Optimism	I believe that I can stay on top of tough situations.	6	6	12	26	6	56	188	3.357143	4

Table 3: Analysis of the female employees emotional intelligence level (SD: Strongly Disagree, D: Disagree, N: Neutral, A: Agree and SA: Strongly Agree, T: Total, WT: Weighted Total, WM: Weighted Mean, R: Ranking)

Dimensions	Subscale	Example question	SD	D	N	A	SA	T	WT	WM	R
Intrapersonal Intelligence	Emotional self-awareness	I can express my feelings easily.	10	4	14	16	2	46	134	2.913043	9
	Assertiveness	I can't say no when I want to.	4	12	10	16	4	46	142	3.086957	7
	Self-regard	I am satisfied with the kind of person I am.	2	8	12	8	16	46	166	3.608696	3
	Self-actualization	I always try to make my life more meaningful as I can.	4	2	12	16	12	46	168	3.652174	2
	Independence	I'm more of a follower than a leader.	8	10	12	4	12	46	140	3.043478	8
Interpersonal Intelligence	Empathy	I'm very much sensitive to the feelings of others.	4	8	8	14	12	46	160	3.478261	4
	Interpersonal relationship	I'm a fairly cheerful person.	0	2	12	14	18	46	186	4.043478	1
	Social responsibility	People find it hard to depend on me.	16	10	12	2	6	46	110	2.391304	12
Adaptability	Problem solving	My approach in overcoming difficulties is to move step by step.	2	2	16	16	10	46	168	3.652174	2
	Reality testing	It's hard for me to understand the way I feel.	10	12	12	10	2	46	120	2.608696	11
	Flexibility	It's difficult for me to change my opinion about things.	8	10	14	6	8	46	134	2.913043	9
Stress management	Stress tolerance	I can handle stress without getting too nervous.	4	6	18	10	8	46	150	3.26087	6
	Impulse control	When I start talking, it is hard to stop.	10	14	6	8	8	46	128	2.782609	10
General mood	Happiness	It's hard for me to enjoy life.	18	12	8	4	4	46	102	2.217391	13
	Optimism	I believe that I can stay on top of tough situations.	6	2	14	18	6	46	154	3.347826	5

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