



RESEARCH ARTICLE

EMOTIONAL INTELLIGENCE, INTERPERSONAL COMPETENCY AND SOFT SKILLS TO ENHANCE EMPLOYABILITY IN THE PRESENT SCENARIO OF ARTIFICIAL INTELLIGENCE TECHNO-COMPETITIVE ENVIRONMENT

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ABSTRACT

At the present of multifaceted and intricate techno-competitive business environment, the application of the artificial intelligence, interpersonal relations and competence collaborated and corroborated soft skill are playing a crucial role in the management and success of an organisation. The innumerable soft skills supported with emotional intelligence in sundry respects supported by interpersonal skills of a human being in a position to knob and lever different and diversified real life situations in the organisation's environment. The key issue of the job seekers and unemployed, even though they are highly educationally qualified are the issue of lack of emotional intelligence, interpersonal relations and soft skills at the application level. At the application level the youth who pass out from the various educational institutions are deficient the employability at the very outset as because they are lacking such key qualities like emotional intelligence, interpersonal competency and soft skills. In order to improve the employability of the youth, educational institutions are required to provide rigorous training with practical situations and simulations which helps to acquire the most important qualities of employment rather than providing simply theoretical classes. The latest employability research report issued by Mercer Mettl unveiled that the employability among Indian graduates 42.6% in the year 2024.

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INTRODUCTION

Emotional Intelligence, Interpersonal Relations and soft Skills are the three important pillars of fostering employability and improving the efficiency of the employees. The term Emotional Intelligence as pivotal as intelligent quotient for the efficiency and success of human beings in their academic, social, employment, profession, economic and business life of an individual. Hence, this discussion about emotional intelligence, interpersonal relations and soft skills are most prominent at the present scenario of fast changing dynamic environment.

OBJECTIVES OF STUDY

- To examine the standing of emotional intelligence, interpersonal relations and the soft skills to enhance the employability at the present scenario.
- To analyse how the emotional intelligence, interpersonal relations and soft skills to enhance the employability in the scenario of Artificial Intelligence tecno-competitive environment.

IMPORTANCE OF STUDY

The success and failure of a person in his social, economic, academic, employment, professional, business, personal, conjugal life that much significantly depends up on how efficiently and effectively a person is in a position to manage his emotions. A person who is in a position to manage his emotions rationally and cautiously in a position to create success and development in his personal life in all respects. Emotional Intelligence is the ability of person to recognise, understand, control and manage his emotions, thoughts, likes and dislikes, responses himself and other persons who are related to this issue. It consists of recognising, understanding and controlling ourself in many occasions to attain and gain maximum benefit out of it. It also requires the skill and ability to understand and recognise the emotions of others and also manage effectively. The control and management up on our consciousness and emotions are playing a very pivotal role in the success of a person. The success of a person belongs to his emotional control, sustainability, interpersonal and soft skills. The independence of India is entirely based up on the efficient and effective management of emotional intelligence, control, surveillance, self-control, interpersonal relations of eminent leaders of India to influence the freedom fighters and others especially Mahathma Gandhi. Actually, Mahathma Gandhi,

father of the nation of India is the role model of a leader who applied emotional intelligence components very effectively to get freedom from British. He is the role model of the leaders in business, politics and all spheres of life. Hence, at the changed environment of social, economic, technological environment, the emotional intelligence, interpersonal and soft skills that ensures the success of a person in all respects. This topic is highly relevant at the present scenario of changed environment of emotional intelligence, interpersonal relations and competence, soft skills of employees at the Artificial Intelligence techno-competitive environment.

METHODOLOGY OF STUDY

The article entitled “Emotional Intelligence, Interpersonal Competency and Soft Skills to enhance employability in the present scenario of Artificial Intelligence techno-competitive environment” is a study that give insights in to the various aspects of the requirements, possession and application of the most important elements to sustain and boost employability of a person at any age. The data collected for this survey is both primary and secondary. In order to get access into the primary data, the researcher executed a questionnaire survey consisting of 25 questions to measure the impact of emotional intelligence, interpersonal relations and soft skills up on the employability of a person. The questionnaire survey competed with the help of the google form circulation and the data collected processed with the help of some graphical, statistical representations and applying statistical methods and techniques including Mean, rank- correlation, Chi-square.

ANALYSIS AND INTERPRETATION

The correlation between the variables of Emotional Intelligence and Interpersonal relationship is $r = 0.766$ which is a very high degree of positive correlation. The correlation between two variables are showing a very high degree of positive correlation which permit to interpret that the Emotional Intelligence and Interpersonal Relations are very highly positively correlated shows that an increase in the one variable called Emotional Intelligence results in the same level of increase in the skill of Interpersonal Relations. These two variables are correlated. The relationship between variables of Emotional Intelligence and Soft Skills are concerned, the correlation between two variable $r = 0.72$. The established correlation between these two variable depicts a high degree of positive correlation and, hence, we can conclude that the two variables consists of Emotional Intelligence and Soft Skills are highly related. The change in these two-variable affect the other variable. When we come to the relationship between Interpersonal Relations and Soft Skill competency, the calculated Spearman's rank correlation is $r = 0.744$, showing a high degree of positive correlation. Hence, it will permit us to interpret that the two variables of interpersonal Relations competency and Soft Skill competency are positively high correlation and moving together.

The correlation analysis between these variables narrates that these three variables including Emotional Intelligence, Interpersonal Relations and Soft Skills are highly positively correlated. Therefore, the final interpretation is that whenever, there is strong emotional intelligence in a human being the other variables of Interpersonal Relations and Soft Skill are also high. All these three variables are interrelated and moving

together, if one or two variables are strong in a person other variable is also strong.

Testing of Hypothesis – Chi-Square Test

Null Hypothesis (H0): There is significant relationship between Emotional Intelligence, Interpersonal Relations, soft skills and employability. Alternative Hypothesis (H1): There is no significant relationship between Emotional Intelligence, Interpersonal Relations, soft skills and employability. The calculated value of Chi-Square is 10.19, whereas the table value at 5 degrees of freedom is 37.16. The calculated value of Chi-Square 10.19 is less than the table value of 37.16, hence, it falls in the acceptance region and accept the null hypothesis. The conclusion as per Chi-Square test is that there is significant relationship between Emotional Intelligence, Interpersonal Relations, soft skills and employability. When the various quotients like emotional intelligence, Interpersonal Relations and Soft Skills indexes are high, the employability is also high.

FINDINGS

- 93% of the participants of this survey can recognize their emotions and their impact on decisions. Recognising, understanding the emotions of the themselves, majority of the participant employees can recognise an understand the impact of this upon the decisions.
- 50% remain calm and composed under stressful situations, 21% cannot remain calm under stressful situations.
- 59% of this survey can adapt easily to changes in my work environment, where as 41.7% are undecided or neutral.
- Regarding this query 93% of the participants aware of their strengths and weaknesses of themselves.
- In this query can control my emotional reactions in difficult situations, 12.5% Strongly Agree, 62.5% Agree, 16.7% Neutral and 8.3% Disagree.
- The question with respect to recognize and understand the emotions of others, 80% of the participants either recorded ‘Strongly Agree’ or ‘Agree’ and 12.5% are recorded ‘Neutral’.
- The statement regarding ‘remain motivated and focused even when facing challenges’, 50% ‘Agree’ and 16.7% ‘Strongly Agree’, 25% ‘Neutral’ and 8.3% ‘Disagree’.
- Regarding ‘respond positively to constructive criticism’, 8.3% ‘Strongly Agree’, 79.2% ‘Agree’, and 8.3% ‘Neutral’.
- Concerning the question ‘actively listen and show interest in others’ perspectives, 16.7% ‘Strongly Agree’ and 75% ‘Agree’.
- Effective communication of ideas in a clear and structured manner, 25% ‘Strongly Agree’, 62.5% ‘Agree’ and 8.3% ‘Neutral’.
- Vis-à-vis work well with colleagues from diverse backgrounds, 30% recorded ‘Strongly Agree’, 62.5% ‘Agree’ and 8.3% stated ‘Neutral’.
- Can manage and resolve conflicts in a professional manner, 8.3% noted ‘Strongly Agree’, 58.3% ‘Agree’ and 29.2% ‘Neutral’.

- Concerning the query related to build and maintain strong professional relationships, 30% recorded 'Strongly Agree', 55% 'Agree' 15% 'Neutral'.
- Regarding the issue of 'comfortable in giving and receiving feedback', 12.5% stated 'Strongly Agree' and 83% 'Agree'.
- With respect to 'demonstration of empathy towards colleagues and team members, 45.8% 'Strongly Agree', 41.7% stated 'Agree' and 12.5% 'Neutral'.
- About a question 'can effectively influence and persuade others when needed', 8.3% 'Strongly Agree', 58.3% 'Agree' 16.7% 'Neutral' and 16.7% 'Disagree'.
- Regarding the question 'management of time effectively and meet deadlines', 16.7% stated 'Strongly Agree', 54.2% 'Agree' and 25% 'Neutral'.
- 16.7% stated 'Strongly Agree', 70.8% 'Agree' with respect to the statement that take 'initiative and proactively contribute to work'.
- Regarding 'open to learning new skills and adapting to changes in the field', 21% recorded 'Strongly Agree', and 75% 'Agree'.
- Statement concerning 'analysis of problems critically and propose effective solutions' 16.7% stated 'Strongly Agree', 71% 'Agree', and 12.5% 'Neutral'.
- 'Demonstration of leadership skills when working in a team', regarding this issue 62.5% noted 'Agree' and 29.2% 'Neutral'.
- The statement regarding 'make informed decisions even in uncertain situations', 45.8% stated 'Agree', 45.8% 'Neutral' and 8.5% 'Disagree'.
- Verifying the statement 'effective use technology and digital tools in work', 8.3% 'Strongly Agree', 54.2% 'Agree', 29.2% 'Neutral', and 8.3% 'Disagree'.
- Validating the statement 'stay positive and maintain a strong work ethic even during challenges', 8.3% noted 'Strongly Agree', 70.8% 'Agree' and 20.8% 'Neutral'.
- Confirming the query 'actively seek opportunities for professional growth and career advancement', 20.8% recorded 'Strongly Agree' and 75% 'Agree'.

All the above findings and discussions based on the questionnaire survey pertaining to the Emotional Intelligence, Interpersonal Relations and Soft Skills amongst the employees in various sectors shows that the employees are having sound and sufficient attributes of Emotional Stability and Intelligence, Interpersonal Relations and Soft Skills required for their job or profession.

All the indexes and the scores and percentages of their responses are showing majority of these employees at various age levels are still employed because of such skills. The correlation studies and hypothesis testing of this survey also showing that these variables are highly positively correlated and highly relevant at the present scenario of tight, neck-to-neck competition in all sectors of jobs. The skills including Emotional Intelligence, Interpersonal Relations skills and soft skills certainly increases the employability of a person multi-fold. Therefore, these skills and employability are highly correlated, suppose you have sound knowledge and skills of these the chances of employment is also very high.

CONCLUSION

At the rapid changing environment of Artificial Intelligence, the Emotional Intelligence, Interpersonal Relations and Soft Skills are playing a crucial role in enhancing the employability. Emotional stability and Intelligence are the basis for effective interpersonal relations and acquiring and applying soft skills. The calculations of correlation of interrelations between the variables consisting of Emotional Intelligence, Interpersonal Relations and Soft Skills are highly positively correlated.

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