Relationship between Self Efficacy and Emotional Intelligence in Airlines Industry

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ABSTRACT

Purpose of the study: Emotional Intelligence is a significant determinant that enables a person to decide the right time a person can be utilized in best possible manner. This study aims at identifying the relationship between self-efficacy and emotional intelligence in Airlines Industry.

Methodology: The research design is Exploratory cum Descriptive. The present research has utilized primary and secondary data. The Primary data was taken from a sample of 1100 employees of Airlines industry through Sherer *et al.* (1982) self efficacy scale (17, α=0.779) and Schutte *et al.* (1998) emotional intelligence scale (33, α=0.739). Statistical software for social sciences i.e. SPSS @21 was used for differential and inferential statistical calculation.

Main Findings: The study has revealed a p0sitive relati0nship between Em0tional Intelligence and Self-Efficacy am0ng the employees of Airlines Industry in Indian context.

Applications of this study: This study will be helpful for the managers to manage the employees by developing Emotional Intelligence. It will also help the public to understand the role of emotional intelligence for their personal development and to handle various critical situations in life.

Novelty/Originality of this study: The study will help the reader about the present status of Emotional Intelligence in Airlines industry in India and also the role of Emotional Intelligence in boosting the Self efficacy.

Keywords: Self-efficacy, emotional intelligence, spiritual intelligence, self-esteem, aviation industry.

INTRODUCTION

Indian carriers Industry is one of the most quickly developing avionics segments of the world and at present contributes $ 72 billion to GDP. It is the third biggest aircrafts advertise on the planet and expected to surpass UK by 2024. India intends to expand the quantity of air terminals from 102 to 250 by 2030 and about 588 business airplane in activity in India. Directly, 12 residential carriers or more 60 worldwide aircrafts are working in India. Residential traveler traffic is required to increment to 421 million from 308.75 million (2017-18) by 2020 and International traveler traffic is relied upon to get 76 million from 65.48 million (2017-18) by 2020 at Indian air terminals. Indian flying division adds to roughly 1 million occupations legitimately (IATA and Oxford Economics Report, 2018). It's important for Indian aircrafts industry to meet the market necessities and the worldwide requests with this pace of development and commitment which involve for proficient and testing human capital.

Self-viability is one's assurance to confront different difficulties, challenges and conditions throughout everyday life (Juárez and Contreras, 2008). "It is additionally considered as a conviction that help a person to get the things proper with respect to a specific activity. It depends on different determinants which take the capability, competency, capacity and experience of a person viable. The most significant factor distinguished is fearlessness which causes a person to battle against different difficulties of life". (Essence and Mitcell, 1992).

Self-adequacy is influenced by one's feelings and other's Emotional Intelligence of individuals cooperating. It is expected that self-viability and passionate knowledge will fundamentally contribute in decrease of occupation worry among aircrafts industry workers. From the writing, it is discovered that number of studies are as of now done in other creating nations like New Zealand, Russia and Indonesia and so on which are identified with enthusiastic knowledge

and passionate insight with other significant ideas like administration and initiative styles also self adequacy in separately however we neglected to discover any investigation which relates passionate knowledge and self viability in Indian setting. This shortage of studies drives us in choosing the particular zone of research which gauges the relati0nship between em0tional knowledge and self viability am0ng the workers of Indian aircrafts industry.

LITERATURE REVIEW

Waddar et al., (2010) executed a study to know the difference between self efficacy and emotional intelligence of students staying in hostel and of the students staying at home. The examination additionally meant to know the effect of different segment factors on the self adequacy and passionate knowledge of understudies. The example was taken with the assistance of share examining and a sum of 200 understudies were chosen including 100 who were remaining in lodging and 100 who were remaining at home. The proportion of male and female was likewise same as 50 male and 50 female in each gathering. General Self-Efficacy Scale (GSE) by Jerusalem and Schwarzer and Self-Rated Emotional Intelligence Scale by Brackett and Rivers were utilized to gather the information. The information was investigated through t-test and numerous relapses and it was discovered that the understudies remaining at home were having more passionate insight and self adequacy than the understudies remaining in inn. The outcomes likewise uncovered that understudies remaining at home, male and who has a place with plan position have higher self viability and power over feelings when contrasted with understudies remaining at inn, female and who has a place with general class of station.

Hashemi et al., (2011) conducted a study in Iran to investigate the relati0nship between em0tional intelligence and self-efficacy beliefs of EFL University students'. Researcher wanted to relate self-efficacy with the emotional state of students. The data was collected from 98 students (57 female and 24 male and 17 didn't mentioned gender) who were studying English literature in different university of Iran with convenience sampling with the help of "Bar-On EI" test as well as the "Learners' Self- Efficacy Survey". The data was analyzed with the application of regressi0n analysis and a significant relati0nship was observed between EFL learners' em0tional intelligence and their self-efficacy. Self-actualizati0n and stress tolerance were found directly proportional to the student's self-efficacy. The statistics of the study indicated that self efficacy of students can vary by 24% by taking emotional quotient into consideration.

YazÕFÕet al., (2011) executed a cr0ss secti0nal study to find the r0le of em0tional intelligence and self-efficacy on academic perf0rmance of high sch0ol students in Turkey. A sample 0f 407 participants wh0 were selected fr0m high sch0ol students (Female= 236, Male= 171) was taken thr0ugh c0nvenient sampling technique. He used the Em0tional Intelligence Questi0nnaire, Self-Efficacy Beliefs Scale and a dem0graphic information f0rm to collect data for the study. The data was analyzed with multiple regressions and the factors like age, gender, emotional intelligence and self-efficacy were found significant determinants of academic achievement. It was also found that the emotional intelligence of higher socio-economic group was higher than the emotional intelligence of lower socio-economic group that means socio economic background was also found significant for emotional intelligence. Another difference was found among male and females as females were found with more academic performance than males.

Abbas et al., (2011) conducted a study to develop the relationship between Emotional Intelligence and self-esteem. Through convenient sampling, a sample of 240 students and employees was taken which included male (120) and female (120). The Emotional Intelligence Scale (EIS by Schutte et al., 1998) and the Self-Esteem Rating Scale by W. R. Nugent, (1993) were used to collect data from the participants. Pearson's product moment correlation and t- test were the tools which were used for statistical analysis. A positive and significant relation was found between the emotional intelligence and self esteem of students. It can be taken as higher emotional intelligence leads to higher self efficacy. Females were found with more emotional intelligence than males.

Behjatet al., (2012) conducted a study to know the relationship between emotional intelligence & self-efficacy drives, and diversity receptiveness of overseas college students. The factors of emotional intelligence, self-efficacies and diversity receptiveness were examined in the study. The data was collected through Emotions Scale (EIS), Self-efficacy scale (SES) and Diversity Receptive Scale (DRS) from a sample of 89 students who were enrolled in PG business programs. The sample was selected through simple random sampling technique. Descriptive statistics and bi-variate correlations between emotional intelligence, self-efficacy, and diversity receptiveness were implemented on the data collected from the sample. A positive relationship was found between emotional intelligence, the competencies of self-efficacy, and diversity receptiveness of college students.

Abdolvahabi et al., (2012) purposed a study to find out relation between emotional intelligence and self-efficacy among physical education teachers. A sample of 124 male and 76 female (physical education teachers) was selected with the help of simple random sampling. Bar-on Emotional and Self- efficacy job Questionnaires was used to collect data and to evaluate the teachers' attitudes. Pearson correlation coefficient was used to analyze the data and after analysis, it was found that a significant relationship exists between emotional awareness, empathy, and self-efficacy among the teachers of theory courses. Teaching of physical education as a subject was significant with respect to components of emotional intelligence.

Mouton et al., (2013) conducted a study in Kerala to examine the relationship between the em0tional intelligence and self efficacy among the teachers of physical education area. The Trait Em0tional Intelligence Questi0nnaire (TEIQue) and the "Teacher Sense of Efficacy Scale (TSES)" were used t0 collect data from a sample of 119 physical education teachers which was chosen through convenient sampling technique. The collected data was analyzed through Statistica 9.1, multivariate analysis, Sperman's correlation and multiple regressions and the main results show a significant relationship between the emotional intelligence and self efficacy of teachers. Sociability was also found most strong factor contributing to the self efficacy of teachers. Moreover, age and tenure of teaching did not reflected any significant changes towards self efficacy and emotional intelligence.

Parameswari (2013) explored the relati0nship between em0tional intelligence and self-efficacy 0f sch0ol teachers in Kerala. A sample of 260 teachers from different schools in Kerala District was selected through stratified random sampling. Data were collected using Emotional Quotient Inventory developed by Bar-On (2004) and Teacher Self-efficacy scale by Schwarzer, Schmitz and Daytner, (1999). The data was analyzed through correlation and t-test which showed that there is a significant difference between government and private school teachers in certain dimensions of emotional intelligence. No significant difference was found in self-efficacy of teachers. Also, it is found that emotional intelligence and self-efficacy are significantly related to each other.

Hen et al., (2014) conducted a study to explore and provide a basic consideration of the relationships between emotional intelligence, academic procrastination and GPA with the mediation effect of academic self efficacy. A sample of 287 college students was taken through convenient sampling technique. Structural equati0n m0deling analysis using AM0S was administered to find the mediati0n impact of academic self-efficacy between em0tional intelligence, pr0crastination and GPA. The results of analysis indicated a negative relati0n of em0tional intelligence with academic pr0crastination and a significant relation was found between the emotional intelligence and academic performance.

Hashemi et al., (2014) conducted a study to kn0w the relati0n between em0tional intelligence and self-efficacy with the academic act 0f students 0f Lamerd Islamic Azad University for the academic year of 2013-2014. A sample of 337 students was taken with stratified random sampling and the data was collected through efficacy Sherer questionnaire and EI questionnaire. GPA was used as a determinant of academic performance of the students. The data was analyzed with the help of correlation in SPSS 18 version and a significant relation was found between the academic performance and self efficacy of the students. Similarly the relationship between academic performance and emotional intelligence was also found significant. Moreover, the relationship between self efficacy and emotional intelligence was also positive and direct proportional.

Ghareteph et al., (2015) examined various students with different levels of academic achievement to know whether emotional intelligence acts like a predictor of self efficacy among students. The study was executed on a sample of 129 students who were having different academic records and sample was chosen through census method. Self efficacy and emotional intelligence questionnaire were used to collect data and the data was analyzed with the implementation of descriptive statistics and regression analysis on SPSS 14. The results showed that emotional intelligence was higher among the students with higher academic scores than the students with lower academic scores. The study showed a proportional impact of emotional intelligence and self efficacy with the academic performance among the students.

Similarly, Virk et al., (2016) conducted a study on the managers of selected Indian organizations to know the relationship between the emotional intelligence and the personal efficacy. Only 9 organizations were selected on the basis of convenience and out of those a sample of 113 managers were selected through random sampling. The 'SREIT' and the 'Personal Efficacy Scale' questionnaire were used to collect data from the sample and the collected data was analyzed through descriptive and relational analysis with the help of mean and standard deviation. It was found that the relationship between the personal efficacy of mangers and their emotional intelligence was significant. The emotional intelligence of managers also found with a great impact in the potential efficacy expectations of managers.

Afifi et al., (2016) carried a study on Emotional Inte1ligence, Se1f- Efficacy and Academic Perf0rmance am0ng University Students. A sample 0f 152 nursing students and 194 fr0m media and mass c0mmunication colleges was selected thr0ugh rand0m sampling from Cair0 University during the academic year 2015/2016. The trait Em0tional Intelligence Questi0nnaire- Short F0rm (TEIQue- SF) and the General Self- Efficacy Scale (GSE) were administered on the sample t0 collect data, in additi0n to students GPA during the sec0nd semester 0f the academic year 2015/16. The data was analyzed through descriptive tools which includes mean and standard deviation. The results found that female university students sh0wed higher GPA and EI sc0res than males. The mean of EI was significantly higher am0ng the n0n-medical students c0mpared to the nursing students. There was n0 sex difference in SE. The mean sc0re of EI was higher am0ng the group with the t0p 10th percentile 0f GPA.

Sahin, H. (2017) conducted a study in Turkey to examine the self-efficacy perception, emotional intelligence and self-esteem of teachers. The study was conducted on a sample of 212 teachers (141 females & 71 males) who were chosen through random sampling. The data was collected through Tschannen-Moran and Hoy (2001) self efficacy scale and

Petrides and Furnham (2000, 2001) emotional intelligence scale. The data analyzed through Pearson's correlation and multiple regressions and it was found that the dimensions of emotional intelligence positively predict the level of self-efficacy of teachers.

Dev, R.D.O. (2018) executed a study t0 investigate the relati0nship between self-efficacy, em0tional inte1ligence and spiritua1 intelligence 0n health behavi0r of students studying in universities 0f Malaysia. The study was c0nducted on 400 students wh0 were living in campus and ch0sen thr0ugh stratified sampling. The data was c0llected through "Schulte's Self Report Emotional Intelligence", "The Spiritual Self-Report Inventory", "General Self-Efficacy Scale" and a modified version of "Health Style Questionnaire" and analyzed with the use of Pearson's correlation and structural equation modeling. It was found that self-efficacy, emotional intelligence and spiritual intelligence were significantly correlated with each other and partial mediation effect as also reflected from emotional intelligence and self-efficacy towards the relationship of spiritual intelligence and health behavior.

OBJECTIVES OF STUDY

The study aims at following objectives:

- To know the level of Emotional Intelligence among the employees of Indian Airlines industry.
- To know the level of Self efficacy among the employees of Indian Airlines industry.
- To know the relationship between Emotional Intelligence and Self efficacy among the employees of Indian Airlines industry.

METHODOLOGY

Research Design- The design of a research topic is used to explain the type of research and also its sub-type. This study has adopted descriptive research design.

Population- Employees of Airlines Industry.

Sample Unit- Employees of Indian Airlines Industry.

Sampling Technique- Non Probability sampling

Sample Size- 1100

Data Collection- Data collected from the Employees of Indian Airlines Industries with the help of two different instruments, Sherer et al. (1982) Self efficacy scale with internal consistency value 0.779 ($p < .0001$) and Schutte et al. (1998) Emotional Intelligence scale, Cronbach's alpha was 0.739 ($p < .0001$).

Statistical tools- The responses were analyzed with descriptive and inferential statistical tools to meet the objectives defined. Mean and standard deviation were calculated to identify the level of Em0tional Intelligence and Self-efficacy. C0rrelation analysis was applied to find relati0nship between Em0tional Intelligence and Self efficacy am0ng the employees of Indian Airlines industry.

Reliability and validity of both the scales were tested using Cronbach's alpha, given below.

It is observed from the **Table No-1(See Appendix)** that Sherer *et al.* (1982) self-efficacy scale used for the study exhibit acceptable levels of internal consistency, temporal stability, and construct validity as Cronbach's alpha value found is 0.779 ($p < .0001$).

Table 1:- Self Efficacy Scale Cronbach's Alpha

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.779	0.754	17

Similarly, it is observed from the **Table No-2(See Appendix)** that Schutte *et al.* (1998) emotional intelligence scale used for the study also exhibit acceptable levels of internal consistency, temporal stability, and construct validity as Cronbach's alpha value found is 0.739 ($p < .0001$).

Table 2:- Emotional Intelligence Scale Cronbach's Alpha

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.739	0.736	33

DISCUSSION / ANALYSIS

Descriptive Statistics Analysis

It is observed from **Table No- 3 (See Appendix)** that Emotional Intelligence (EI) has greater mean than Self Efficacy (SE). Similarly the Self Efficacy (SE) has greater standard deviation than Emotional Intelligence (EI). Mean and standard deviation of Emotional Intelligence and Self Efficacy found are 3.48, 0.24 and 2.93, 0.41 respectively.

Table 3:- Descriptive Statistics

N=1100	Mean	Std. Deviation
EI	3.4820	0.24860
SE	2.9397	0.41089

Correlation Analysis

It is found from the analysis that there is significant and moderate relationship lies between Emotional Intelligence and Self-Efficacy. It appears from the table that both the variables have a positive correlation at 1% level of significance.

Hypothesis Testing

It is found from the **Table No.-4 (See Appendix)** that hypothesis H_{01} is accepted i.e. Emotional Intelligence (EI) and Self Efficacy (SE) are positively and significantly correlated.

Table 4: Correlation between Emotional Intelligence and Self Efficacy

Emotional Intelligence Vs. Self – Efficacy		Zscore(EI)	Zscore(SE)
Zscore(EI)	Pearson Correlation	1	0.796[**]
	Sig. (2-tailed)		0.000
	N	1100	1100
Zscore(SE)	Pearson Correlation	0.796[**]	1
	Sig. (2-tailed)	0.000	
	N	1100	1100

**. Correlation is significant at the 0.01 level (2-tailed).

CONCLUSION

Em0tional Intelligence and Self-efficacy are two significant c0ncepts which need to be taken int0 consideration while observing the reasons of Airlines industry success or failure. These are the facets which can be controlled and managed with the implementation of contemporary intervention. These interventions can help the employees to raise their confidence within their respective capabilities and also contribute to higher Emotional Intelligence. The study witnessed the positive relationship between the Self efficacy and Emotional Intelligence of employees in Airlines Industry.

If the Self efficacy of employees cannot be managed or lifted higher, that will harm the productivity of employees as employees will find them unable to survive in challenging and competitive situations. The challenges will lower down the morale and confidence of employees. So, organizations should focus more towards the upliftment of employee's Self efficacy so that employees can contribute more towards organizational success.

LIMITATION AND STUDY FORWARD

This study is based on the employees of Airlines industry. Further studies can be done in other areas of business. Furthermore, the studies can be done in NGOs and other public undertakings.

Further study can also draw a comparison of Emotional Intelligence and Self-efficacy on the basis of various demographic factors and other psychological factors.

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