



A PAPER ON EQ, IQ & SQ WORK FORCE IN SELECTED SOFTWARE COMPANIES AT ANDHRA PRADESH

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Abstract:

The changing scenario demands a high level of commitment and contribution from the leadership. The leader of a group or an organization usually acts as a driver who steers the organization and its members towards success by taking the right decision on time. The role of Intelligence quotient, emotional quotient and spiritual quotient in identifying and accelerating the success of a leadership has become significant. High level of IQ, EQ and SQ makes a person alive, dynamic, sociable, innovative and performing. While IQ allows a person to analyze "what is" which primarily helps him to solve logical problems, EQ determines "how to adapt" with the changing environment with self awareness, empathy, motivation and compassion and SQ "transforms" oneself and others, heal relationship scope with grief and move beyond conditioned habits of the path. Emotional quotient and Spiritual quotient can be developed through training which helps in a cognitive decision making, reduced stress and the ability to motivate and guide the group members and to enhance one's leadership qualities.

Index Terms: Finding the correlation for employees in attention, clarity and Repair factors of EQ, Relation between EQ and Stress of employees in Selected Software Companies, construct the spiritual intelligence scale and to find the determinants of sq & To find the IQ levels of Employees in Selected Software Companies.

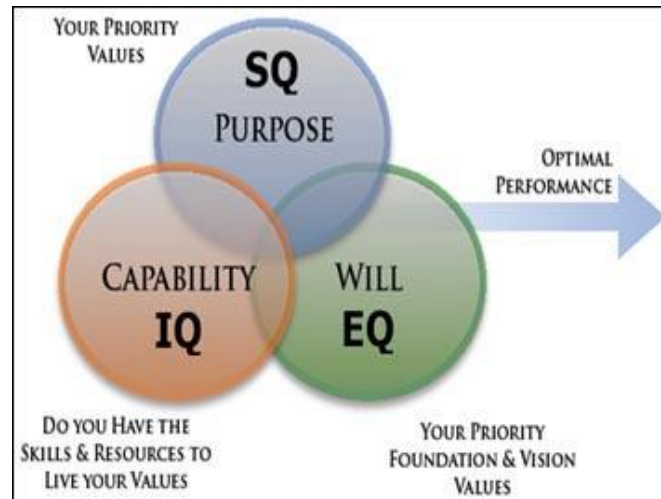
Introduction:

Leadership identified as the process of influencing people and governing their aid and support in accomplishing a common task demands a higher degree of potential, commitment, vision, performance and effectiveness. An improvisation of these qualities definitely contributes to an efficient and effective leadership. The search for the real characteristics or traits of a leader was the theme taken up by several scholars from the ancient period itself. Several theories have been propounded by various thinkers attributing leadership qualities to the genetic traits, propounding leaders are born but not made, and they inherit the qualities of a good leader such as intelligence, dominance, adaptability, persistence, integrity etc compared to a non leader. The areas such as intelligence quotient, emotional quotient and spiritual quotient paved the way to boosting up one's leadership efficiency.

Three-Intelligence Mapped on to the Optimum Performance Model:

All group of people whether, corporate, family, society as a whole, needs an efficient leadership system, to impart vision, motivation and with a purpose. Effective leaders must be confident, vision oriented, enthusiastic and with an immense sense of responsibility. The first challenge before a leader is to have a vision, to build trust

among people and to empower them to give fruitful results. Outstanding performers have high IQ, EQ and SQ. This makes them alive, dynamic, sociable and innovative. Once these factors are analyzed and related to each other, it can be noticed that IQ, EQ and SQ pave way to the holistic development of a person and thus contributing to a very effective society.



Need of the Study:

All the projects in software companies are knowledge based projects and also time bounded completion of the projects. So this needs continuous efforts and monitoring of the activities involves in the project. The people involved in this project feels tension in discharging their duties at the same time higher authorities will be create a pressure on work force in order to complete the projects within a stipulated time. The projects will be completed with combined efforts or team work of the employees involved in the projects. These actions leads to suffering of various health problems including hyper tension and diabetes and other health problems so, every employee should have balance of mind in order to run the smooth team work for completion of the projects. The balance of mind of individual employees will depend upon his/her IQ, EQ & SQ levels in view of the above facts there is a need to study the IQ, EQ & SQ levels of individual employees in order to design a timing and coordination programs.

Objectives of the Study:

The objective of the study is to study the joint and individual contribution of Emotional quotient, and Spiritual quotient and intelligent quotient in predicting Psychological Risk.

- ✓ To find the determinants of EQ,
- ✓ To find the relationship between EQ and stress in Employees work force,
- ✓ To construct spiritual intelligence scale and to find determinants of SQ,
- ✓ To find the intelligence quotient of individual employees,
- ✓ To study spiritual intelligence of prospective employees in relation to 9 dimensions,

Literature Review:

Are you looking to be ‘The Special Person’? A cut above the rest? The one to reach the pinnacle of success? The one to do it better than all others? Then, awareness and balanced use of higher dimensions of intelligence is the key. In this small masterpiece, a thoroughly researched and time tested wisdom to achieve success is most authoritatively presented.

In the first section of the book, we look into the basics of intelligence. This section talks about the importance of Intelligence Quotient (IQ) and the significance of IQ. It explains techniques to improve our IQ. Dr. MacDaniel, a researcher in the realm of intelligence, has stated, "Hoping to increase intelligence through an intelligence quiz or an intelligence quotient test is an illusion. Many programs, books and teachers claim to have some kind of breakthrough method for improving intelligence, but none of them qualify as far as the American Psychological Association is concerned. What's more likely is that the more we train our brains towards specific types of activities, the better we get at those specific types of activities."

The last section on IQ concludes presenting the shortcomings of IQ and looking ahead to a higher dimension of intelligence. It stresses that IQ is not the only measure of one's intelligence and subsequently, success, paving way towards the higher dimensions of intelligence.

The second section deals with Emotional Intelligence (EQ). Daniel Goleman, the author of a popular book on Emotional Intelligence explains why EQ is perhaps more important than IQ: "With a positive, optimistic attitude, a person with an IQ of 100 will earn more success than a negative, pessimistic individual with an IQ of 120." We learn how to improve EQ using the handy 90/10 principle by Stephen Covey, which clearly equips us with the necessary emotional tools to battle out the ever increasing agonies in our fast paced lives.

But possession of a high EQ is also insufficient for achieving success. The third section deals with, what researchers now consider to be the most important aspect of intelligence - Spiritual Intelligence (SQ).

SQ, deemed by researchers as the 'ultimate intelligence', involves asking the most fundamental questions – the 'why?' before the 'what?' or the 'how?' It also equips a person with the IQ and EQ in a balanced manner. If, for example, when watering a tree, if one wastes his time trying to water individual leaves, flowers, fruits or branches, then he is understood to be in ignorance. Instead if he directly waters the root of the tree, he nourishes the tree in the best possible manner. The study and implementation of SQ is exactly like watering the root of the tree, and no separate endeavor is required to nurture IQ and EQ, just as the other parts of the tree like the leaves and branches are automatically nourished by watering the roots. If one has a brief idea of IQ and EQ, then it is recommended that one directly start from the SQ section.

Spiritual intelligence (SQ) involves asking the most fundamental questions. Unless we ask and seek answers to these fundamental questions, we are no better than animals. This section also addresses some fascinating questions like: Who are you? Are you your body? Are you your mind? Or are you something higher? Do you know who you are, or do you merely think you know? And does it really matter?

"Applied SQ" - Lecture at Massachusetts Institute of Technology, the first in the series of such articles, is based on a lecture presented by His Divine Grace A.C.Bhaktivedanta Swami Prabhupada, who is considered a master at the spiritual science by the world's intelligentsia, at the Massachusetts Institute of Technology.

The unforgettable story of "Liquid Beauty," dramatically exposes the underlying principle of human sexuality. This illuminating exposition on the nature of "Sensual Pleasures" is timeless and startling. The story serves as an eye opener for many youth absorbed in the beauty of the opposite sex and enlightens us on higher pleasure.

"Who is Crazy?" brings to light that, the whole world is divided into factions, and each accuses the others of being crazy. But if there are no criteria by which to judge sanity, then who can decide?

“The Only Peace Formula” speaks about the threats of war that are looming large, increasing crime rate the world over and the means to reduce it.

“World of Modern Science” expounds the childishness of the scientific community in conducting space programs costing billions of dollars of tax payers money. The section also exposes many of the glaring shortcomings of the famous “Theory of Evolution” by Darwin.

Thus, in this literature on intelligence we take you through a wonderful journey into the higher and ultimate realm of intelligence. It concludes by presenting the best path to develop ultimate intelligence, Spiritual Intelligence (SQ) in “Perfect Questions”. Let your journey to ultimate bliss begin now!

We hope you have a wonderful and fruitful reading experience. Wish you the ultimate success in your life with a developed SQ.

Research Methodology:

Objective 1: To find the determinants of EQ

Test Used: Mayer – salvoy – Caruso test

Formula Used: spearmen brawn split half correlation

$\frac{X}{X}$ = Score of X

\bar{X} = mean of x

y = Score of y

\bar{y} = mean of y

$$r = \frac{\sum(X - \bar{X})(Y - \bar{Y})}{\sqrt{\sum(X - \bar{X})^2} \sqrt{\sum(Y - \bar{Y})^2}}$$

Error Calculation:

E = X-T

E= Error

X= Observed Score

T= True score

Objective 2: To find the relationship b/w EQ & Stress employees

Formula Used:

T-Test

$$T = \frac{\frac{m_x - m_y}{\frac{s_x^2}{n_x} + \frac{s_y^2}{n_y}}}{\frac{m_x - m_y}{\frac{s_x^2}{n_x} + \frac{s_y^2}{n_y}}}$$

m_x = mean of x

m_y = mean of y

$$s_x^2 = \frac{\sum(x - m_x)^2}{n-1}$$

$$s_y^2 = \frac{\sum(y - m_y)^2}{n-1}$$

Correlation:

Objective 3:

$$r = \frac{\sum(X - \bar{X})(Y - \bar{Y})}{\sqrt{\sum(X - \bar{X})^2} \sqrt{\sum(Y - \bar{Y})^2}}$$

To study spiritual intelligence of prospective employees in relation to 9 dimensions

$$t = \frac{M_x - M_y}{\sqrt{\left[\frac{\left(\sum X^2 - \frac{(\sum X)^2}{N_x} \right) + \left(\sum Y^2 - \frac{(\sum Y)^2}{N_y} \right)}{N_x + N_y - 2} \right] \cdot \left[\frac{1}{N_x} + \frac{1}{N_y} \right]}}$$

- Σ = sum the following scores
- M_x = mean for x
- M_y = mean for y
- X = score in x
- Y = score in y
- N_x = number of scores in x
- N_y = number of scores in y

Objective 4: To find the IQ of individual employees
Formula used

$$IQ = \frac{MA}{CA} \times 100$$

IQ = Intelligence quotient, MA = Mental age,
CA = Chronological age

Data Analysis & Interpretations:

Objective 1(A): Determinants of EQ-Kensium Soft

Finding the Correlation for Employees in Attention, Clarity and Repair Factors of EQ:

Table 1: Correlation of Attention factor in Kensium soft

Item	Correlation	Item-23	0.0978369
Item-1	0.2645396	Item-25	0.4787094
Item-3	0.429901	Item-27	0.1093522
Item-5	-0.030265	Item-29	0.209593
Item-7	0.3318278	Item-31	0.5326048
Item-9	0.2327557	Item-33	0.1715623
Item-11	0.4495084	Item-35	0.035291
Item-13	0.2866891	Item-37	0.2037377
Item-15	0.1304	Item-39	0.2659596
Item-17	0.1576763	Item-41	0.0976446
Item-19	0.5485856	Item-43	0.2115186
Item-21	0.2996818		

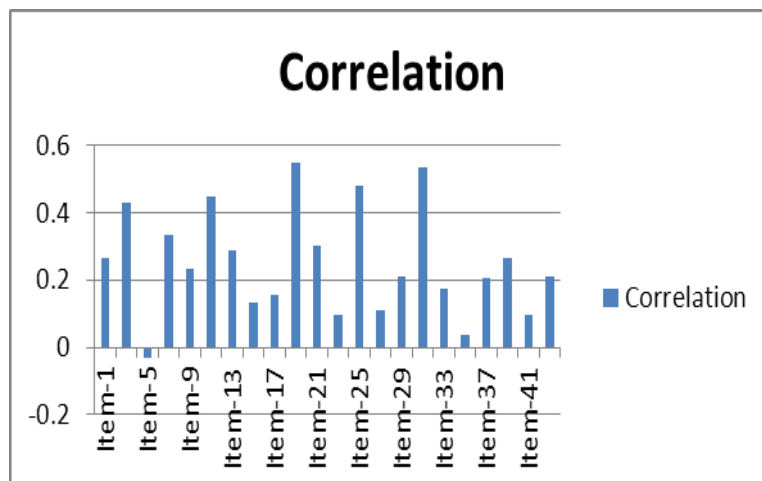


Figure 1: Correlation for odd half

Interpretation: The Fig shows that the respondent EQ level on the Mayer –Salovey – Caruso test the respondent EQ is calculated by using the spearman brown split half

correlation method. Most of the respondent has Positive correlation in odd half total in Attention factor.

Objective 1(B): Determinants of EQ in Tech Mahindra

Table 2: Correlation for Attention Factor in Tech Mahindra

Item	Correlation	item-23	0.34768118
item-1	0.25219596	item-25	0.28211283
item-3	-0.1059733	item-27	0.31897539
item-5	0.19771524	item-29	0.20054823
item-7	0.20397996	item-31	-0.1933295
item-9	0.22648293	item-33	-0.0824906
item-11	-0.040198	item-35	0.38997526
item-13	0.09464357	item-37	-0.004968
item-15	0.27467753	item-39	0.3894284
item-17	0.1504201	item-41	0.21717872
item-19	0.46913417	item-43	0.22386475
item-21	0.16449032		

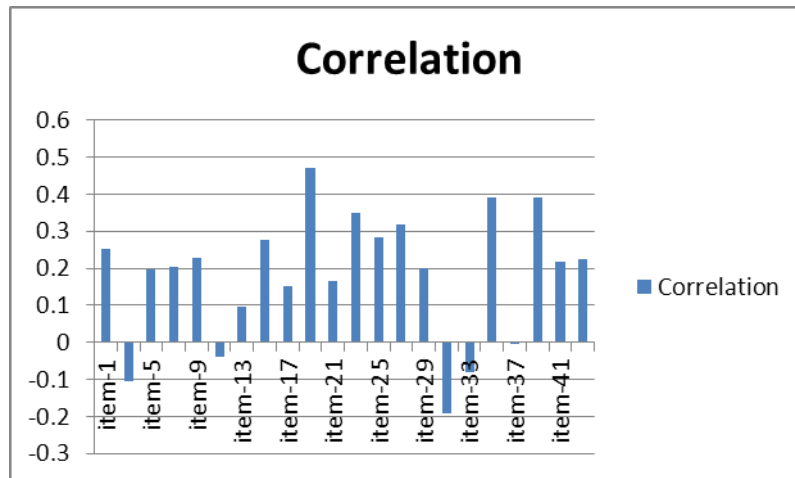


Figure 2: Correlation for Odd half

Interpretation: The Fig shows that the respondent EQ level on the Mayer –Salovey – Caruso test the respondent EQ is calculated by using the spearman brown split half correlation method. Most of the respondent has Positive correlation in Odd half total in Attention factor.

Note: I can mention one sample calculation of EQ of selected companies and remaining as usual same as above example.

Objective 2(A): The Relation between EQ & STRESS of employees in Kensium soft:

Table 3: Correlation for Pre-test and post test

Item	correlation	item21	0.4058632
item1	0.2734477	item22	0.165035
item2	-0.249644	item23	-0.271285
item3	0.0429187	item24	0.3509324
item4	0.1046618	item25	0.0159705
item5	0.0967356	item26	0.3763437
item6	0.1132643	item27	-0.191844
item7	-0.064634	item28	0.3602023

item8	-0.09343	item29	-0.113754
item9	-0.117878	item30	0.5608493
item10	0.0293326	item31	-0.082395
item11	-0.096918	item32	-0.070229
item12	-0.014332	item33	-0.019543
item13	0.0298807	item34	-0.040147
item14	0.1679236	item35	-0.206758
item15	-0.300128	item36	-0.045259
item16	0.3293231	item37	-0.102895
item17	-0.03441	item38	-0.174034
item18	0.0577561	item39	0.2246555
item19	0.2623231	item40	-0.150358
item20	0.195459	item41	-0.06927
		item42	-0.277201
		item43	-0.200826
		item44	0.1412511

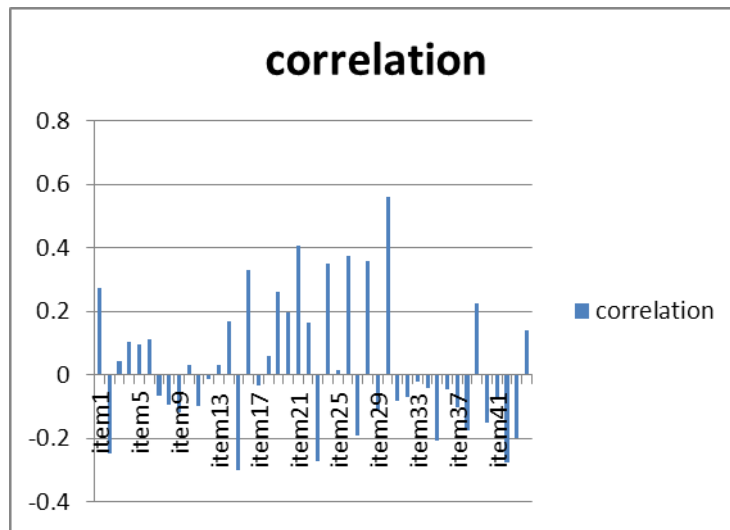


Figure 3: Correlation for Pre-test and Post -test

Interpretation: The figure shows that the respondent’s significant relation exists between EQ and stress management by utilizing the OPQ32 measuring instrument. The individual’s relation between EQ & Stress is calculated by conducting a pre-test and post -test and the correlations is calculated. This reveals that there is about 50% of the employees are high in balancing the EQ and Stress where as 50% are low.

Table 4: T-Test

Item	T-test	item22	0.7702836
item1	0.2062306	item23	0.966936
item2	0.7116123	item24	0.5875749
item3	0.3186668	item25	0.9256083
item4	0.794059	item26	0.7054341
item5	0.9094672	item27	0.655146
item6	0.7055776	item28	0.5209
item7	0.3141547	item29	0.7782628
item8	0.7772549	item30	0.2725637

item9	0.5450636	item31	0.2093924
item10	0.961176	item32	0.7206812
item11	0.8569299	item33	0.5503517
item12	0.8430365	item34	0.2187257
item13	0.3746384	item35	0.9650537
item14	0.5209	item36	0.3522919
item15	0.2731336	item37	0.415494
item16	1	item38	0.3364029
item17	0.8011795	item39	1
item18	0.3734119	item40	0.5354729
item19	0.9557773	item41	0.4719748
item20	0.5817432	item42	0.5041941
item21	0.8535167	item43	0.1811149
		item44	0.6965763

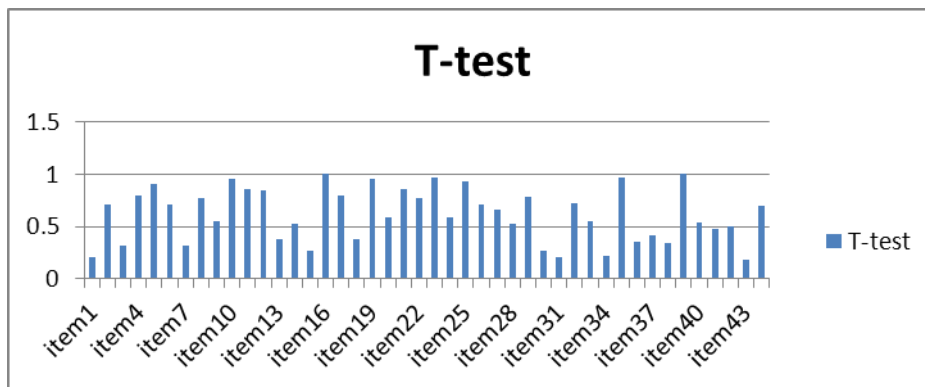


Figure 4: T-Test for pre-test and Post-test

Interpretation: The fig shows that the respondents level of balancing EQ and Stress by the T - Test which is mentioned in the methodology which is used to compare whether protest results differ between post tests.

Objective 2: Relation between EQ and Stress of employees in Tech Mahindra

Table 5: Correlation for Pre-test and Post -test

Item	Correlation	Item-23	-0.069632
item-1	-0.029305	Item-24	-0.210936
Item-2	-0.373862	Item-25	-0.03776
Item-3	-0.168628	Item-26	-0.42148
Item-4	-0.269979	Item-27	0.096212
Item-5	0.141189	Item-28	-0.283211
Item-6	-0.21423	Item-29	0.121516
Item-7	-0.049367	Item-30	0.1355491
Item-8	0.0939151	Item-31	-0.175507
Item-9	-0.04341	Item-32	-0.21787
Item-10	-0.157663	Item-33	0.0820661
Item-11	0.164507	Item-34	0.110091
Item-12	-0.185101	Item-35	-0.11945
Item-13	-0.296463	Item-36	-0.34181
Item-14	-0.047638	Item-37	-0.030374

Item-15	-0.29081	Item-38	-0.21016
Item-16	0.125736	Item-39	0.188658
Item-17	0.120021	Item-40	-0.373605
Item-18	0.0112537	Item-41	0.030647
Item-19	-0.03792	Item-42	0.130322
Item-20	0.0039807	Item-43	-0.453106
Item-21	0.240592	Item-44	-0.057801
Item-22	0.3053952		

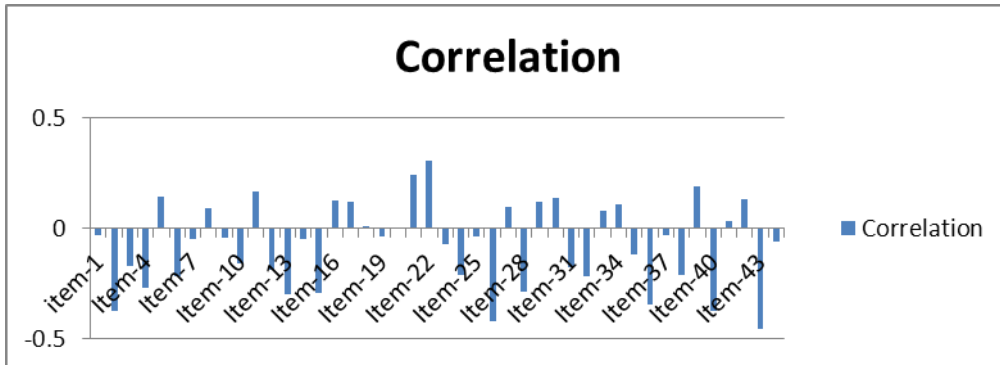


Figure 5: Correlation for Pre-Test and Post-test

Interpretation: The figure shows that the respondent’s significant relation exists between EQ and stress management by utilizing the OPQ32 measuring instrument. The individual’s relation between EQ & Stress is calculated by conducting a pre-test and post-test and the correlations is calculated. This reveals that there is about 70% of the employees are high in balancing the EQ and Stress where as 30% are low.

Table 6: T-test

Item	T-test	Item-23	0.5904705
item-1	0.324348	Item-24	0.374198
Item-2	0.8292285	Item-25	0.742748
Item-3	0.393361	Item-26	0.224446
Item-4	0.544936	Item-27	0.202054
Item-5	0.317864	Item-28	0.9681237
Item-6	0.659348	Item-29	0.28987
Item-7	0.245802	Item-30	0.2260887
Item-8	0.7472672	Item-31	0.0833
Item-9	0.873034	Item-32	0.784497
Item-10	0.7256874	Item-33	0.7419144
Item-11	0.5568	Item-34	0.686356
Item-12	0.2335534	Item-35	0.250163
Item-13	0.9598537	Item-36	0.578481
Item-14	0.40021	Item-37	0.414365
Item-15	0.00211	Item-38	0.2122707
Item-16	0.635672	Item-39	0.71303
Item-17	0.389929	Item-40	0.6941287
Item-18	0.0500527	Item-41	0.734942
Item-19	0.876635	Item-42	0.173879
Item-20	0.9190469	Item-43	0.87433

Item-21	0.704713	Item-44	0.470899
Item-22	0.5981738		

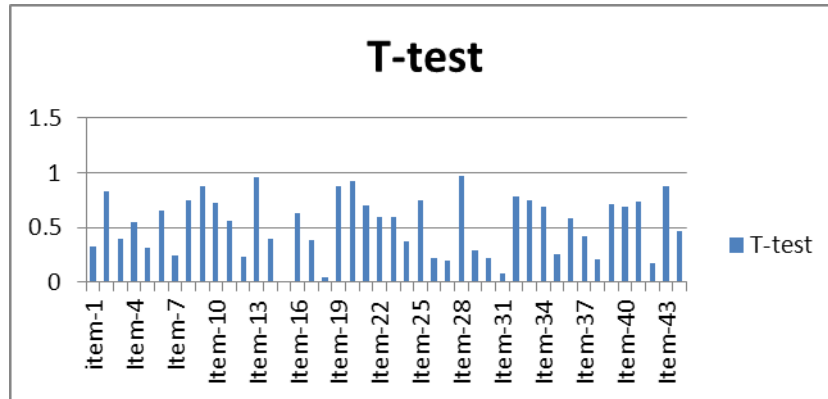


Figure 6: T-test for Pre-test and Post-test

Interpretation: The fig shows that the respondent’s level of balancing EQ and Stress by the T - Test which is mentioned in the methodology which is used to compare whether protest a result differs between post tests.

Note: I can mention one sample calculation of EQ and Stress level of selected companies and remaining as usual same as above example.

Objective 3: To Construct the Spiritual Intelligence Scale and To Find the Determinants of SQ- In KENSIUM Soft.

Table 7: Correlation and T-Test

correlation	0.368856
t-value	-0.15

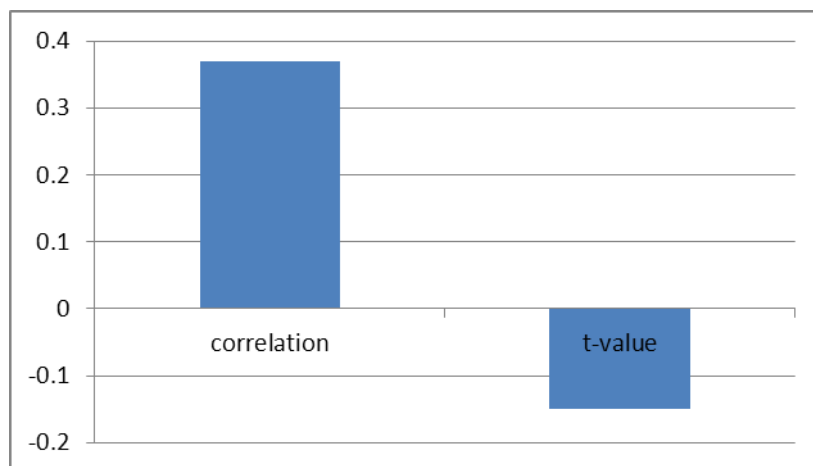


Figure 7: Correlation and T-Test

Interpretation: The above graph shows that the respondent SQ level on the spiritual quotient scale. The respondent SQ is calculated by using the empirical formula of T-Test the graph reveals that with df=18, t must be at least 2.10 on the probability table to reach < 0.05, so this difference is not statistically significant. However the individual has highly correlated in 9 major factors.

Note: I can mention one sample calculation of SQ of selected companies and remaining as usual same as above example.

To Construct The Spiritual Intelligence Scale And To Find The Determinants Of SQ- In Tech Mahindra:

Table 8: Correlation and T-Test

Correlation	-0.10254
t-value	0.553066

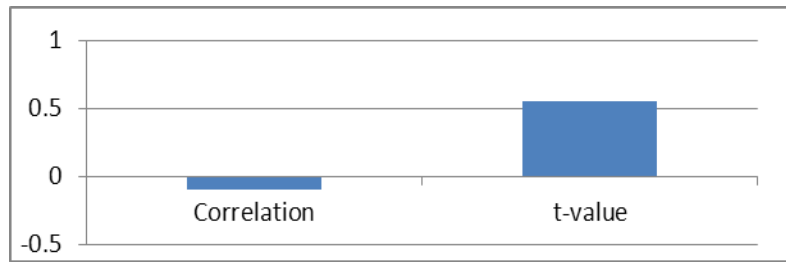


Figure 8: Correlation and T-Test

Interpretation: The above graph shows that the respondent SQ level on the spiritual quotient scale. The respondent SQ is calculated by using the empirical formula of T-Test the graph reveals that with $df=52$, t must be at least 2.01 on the probability table to reach < 0.05 , so this difference is not statistically significant. However the individual has negatively correlated in 9 major factors.

Note: I can mention one sample calculation of Spiritual Intelligence of selected companies and remaining as usual same as above example.

To find the IQ levels of Employees in Tech Mahindra:

Table 9: IQ range on Binet scale

Respondent-iq-	Binet scale
107	140
	120
	100
	80
	60

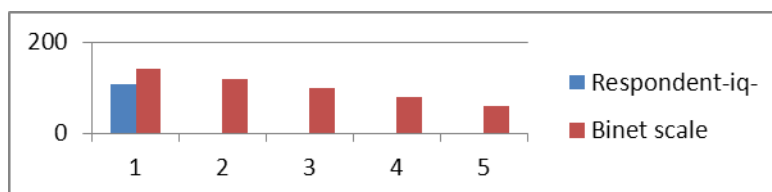


Figure 9: IQ level of respondents

Interpretation: The Fig shows that the respondent IQ level on the Binet scale is calculated by using the empirical formula which is mentioned in methodology. The individual IQ level is 107 which is represented as “super intelligence as per scale of Simon Binet IQ scale.

Note: I can mention one sample calculation of IQ of selected companies and remaining as usual same as above example.

Findings:

- ✓ It is that more than 50% people are above the normal intelligence and some are with dullness & superior intelligence because all are employees they have minimum IQ levels however if the same test is conducted for the mix sample the result may be varied.
- ✓ It is that the employees of Kensium Tech Mahindra are highly good in balancing the EQ & Stress levels in their workforce. It may vary if the same result is conducted for the mix sample.
- ✓ Mostly all the employees are positively correlated in EQ levels

- ✓ There is a positive correlation for all the employees after conducting pre test & post test.

Conclusion:

These findings of the present investigation are very useful to develop the team spirit and also improve the work efficiency and productivity. In present day's employee's psychology varied from time to time and in order to understand the psychology of individual. Necessary psychology test has to be conducted in the present study 3 tests are proposed to study the work behavior and team spirit of employee under adverse conditions. The results of the investigation can be used to develop a model for linking the psychological behavioral parameters (IQ, SQ & EQ) with job satisfaction; team spirit and cooperation coordinate of Te.

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