Moderating Role Of AI On The Relationship Between Emotional Intelligence And Employee Performance

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ARTICLEINFO	ABSTRACT
	Purpose - The phenomenon of globalization and the establishment of a borderless economy have given rise to significant expectations and prerequisites for individuals in terms of their capacity to function effectively not only within local enterprises but also within multinational firms. The recruitment or deployment of expatriates for international employment is consistently a subject of interest and a primary focus for both professionals and scholars. The existing body of research literature has consistently highlighted the growing significance of emotional intelligence among IT Employees. The objective of this study is to examine the moderating influence of AI on the association between emotional intelligence and employee performance. **Methodology / Approach -** A comprehensive examination of existing literature was undertaken, encompassing a systematic review approach. A total of 40 scholarly research publications were carefully examined in order to ascertain the research gap and determine the variables that would be investigated in the present study. The research employs a descriptive methodology, utilizing a single method quantitative analysis to gather data from IT Employees residing in the city of Bangalore. The sample for the study was established using the Kregcie Morgan method, which takes into account an unknown population size, a margin of error of 10%, and a confidence level of 95%. As a result, a sample size of 100 IT Employees was selected for the investigation. The IT Employees are those who have been residing in Bangalore for a minimum duration of six months due to their involvement in a business endeavor. The IT Employees can be members of any work group. The research instrument utilized in this study was derived from a prior investigation, and its validity was confirmed through the application of master validity statistics as established by Gaskins. The study analysis is performed utilizing the Statistical Package for the Social Sciences (SPSS) software, while the moderation analysis is executed employing the Andrew Hayes method Macros. **Findings -** The study results indicate that AIhas a moderating effect in the association between emotional intelligence and employee performance. The presence of AIis positively associated with enhanced emotional intelligence, which subsequently contributes to improved employee performance. Real time intelligence structures play a essential role in improving the emotional intelligence of IT Employees by using presenting them with immediately access to applicable data and insights. These structures paintings by means of continuously gathering, studying, and interpreting information from numerous resources, including social media, news articles, and consumer comments. By making use of superior technologies like herbal language processing and system studying, real time intelligence structures can perceive styles, trends, and sentiments, allowing IT Employees to make knowledgeable decisions and effectively manage their feelings in go-cultural environments.

Implications - This study holds significance for organizations that employ IT Employees and contributes to the academic domain. Future researchers may choose to utilize IT Employees as a focal point for their investigations, with an emphasis on assessing various components such as cross-cultural adjustment and adaptability.

Keywords: AI, Emotional Intelligence, Employee performance, IT Employees

INTRODUCTION

An indispensable component of every organization is a real-time intelligence system, which plays a pivotal role in the process of human resource management **Song, Y., & Wu, R. (2021).** HR data is in a perpetual state of change and requires regular updates . An automated Human Resource Management (HRM) system provides immediate access to HR data, ensuring efficient performance for firms, particularly for IT Employees **Singh, A., & Chouhan, T. (2023).** In the current era of globalized business, organizations are increasingly undertaking global mobility initiatives to grow their operations and capitalize on international prospects **Arokiasamy, J. M., & Kim, S. (2020).** Deploying staff to international locales may be a potent approach, but accompanied by its own array of problems. Being an expatriate is a highly challenging experience in one's life. **Konanahalli, A., & Oyedele, L. O. (2016).**

Based on the analysis of many ideas, it is evident that the origins of Emotional Intelligence may be traced back to the 1940s, when the concept of "non-intellective abilities" was first introduced **Singh, J. S. K., & Mahmood, N. H. N. (2017).** Nonetheless, the phrase "emotional intelligence" was initially introduced in 1990. However, the majority of current research is founded on Goleman's (1995) first study of five emotional intelligence abilities, namely self-awareness, self-regulation, motivation, empathy, and social skills. **Koveshnikov, A., et al (2014).**

Real-time intelligence solutions are crucial for enhancing the emotional intelligence of IT Employees by providing them with instant access to relevant information and important insights **Samarasinghe, K. R., & Medis, A. (2020).** These systems function by systematically collecting, analyzing, and interpreting data from many sources, including as social media, news articles, and customer feedback. Real-time intelligence systems, utilizing cutting-edge technology like natural language processing and machine learning, have the capability to assess patterns, trends, and attitudes **Votto, A. M., et al (2021).**

Immediate access to valuable information and insights through real-time intelligence solutions is crucial for enhancing the emotional intelligence of IT Employees **Yabanci, O. (2019)**. These strategies assist IT Employees in gaining information about local customs, cultural norms, and social dynamics, so improving their understanding and adaptation to their new environment. Accessing real-time knowledge can enable IT Employees to improve their decision-making, cultivate stronger ties, and adeptly navigate challenging situations. **Agarwal, S., et al (2023).**

An advanced real-time intelligence system enables organizations to analyze their company structure and optimize their workforce use accordingly. HR professionals may improve their organization by making better-informed decisions utilizing analytics that are backed by statistical proof. Real-time intelligence solutions enable IT Employees to enhance their emotional intelligence and enhance workforce performance. **Kholod, S., et al (2021).**

With this background the current study aims to comprehend the influence of IT Employees' emotional intelligence on their performance, and to investigate how AI technologies affect the connection between emotional intelligence and employee performance

The first section of the study gives an overview of the research study. The second section focusses on the review of literature. The research methods are specified in the third section and the fourth section presents the results of the study. The last section of this research concludes with limitations and scope for further research.

REVIEW OF LITERATURE

This study employed a systematic literature review approach to analyze previous scholarly works that were pertinent to the research inquiries under investigation. The articles were sourced from reputed journals and were scrutinized to determine the level of quality exhibited by each study. Elsevier database, Routledge and CRC Press Taylor and Francis database. Emerald Group Publishing database, Springer Nature database and Sage database. Several supplementary articles were acquired from reputable academic databases such as Wiley, Academia, JSTOR, and Guildford Press. A comprehensive examination of existing literature was undertaken, encompassing a systematic review approach. A total of 40 scholarly research publications were carefully examined in order to ascertain the research gap and determine the variables that would be investigated in the present study

IT Employees may benefit from real-time intelligence by receiving current information and insights on their new host country **Singh, A., & Chouhan, T. (2023).** This may encompass details on the indigenous heritage, practices, and protocols, together with data on neighbouring legal statutes and regulations **Gong, Y., et al**

(2022). Accessing such information can assist IT Employees in navigating and adapting to their new environment more effectively **Vrontis, D., et al (2022)**. It can also help them avoid cultural misunderstandings and potentially awkward situations. Furthermore, real-time intelligence may furnish expats with valuable insights into the local market and business practices, allowing them to make well-informed judgments and seamlessly integrate into the local business network **Rane, N. (2023).** Real-time intelligence can assist IT Employees in effectively navigating challenging conditions, such as security worries or political instability, enabling them to make educated decisions and adapt more efficiently to their new surroundings. In general, real-time intelligence may greatly enhance IT Employees' ability to effectively assimilate into their new environment and avoid potential risks **Arslan, A., et al (2022)**. IT Employees may establish themselves as knowledgeable and trustworthy partners in the local business community by remaining educated about the latest marketplace trends and business practices. **Kambur, E., & Akar, C. (2022).** In addition, real-time intelligence allows expats to proactively manage any security concerns or political instabilities that may arise, so reducing risks and safeguarding their personal well-being **Malik, A., et al (2022)**. By relying on real-time knowledge, IT Employees may confidently handle unforeseen challenges and capitalize on opportunities that could have otherwise been overlooked **Malik, A., et al (2020).**

Emotional intelligence and expatriate performance are strongly linked **Crowne, K. A. (2013).** IT Employees who possess high emotional intelligence are much more likely to efficaciously adapt to new cultures, navigate intercultural demanding situations, and build fantastic relationships with colleagues and locals **Abdyrakhmanova, K., & Poór, J. (2023).** This capacity to correctly manage feelings and recognize the feelings of others can substantially enhance their common overall performance in a overseas paintings surroundings **Zhang, W., & Adegbola, O. (2022).** In assessment, IT Employees with low emotional intelligence may additionally warfare to connect to their environment, revel in better stages of pressure, and feature problem communicating correctly, ultimately impacting their overall performance negatively **Huang, H., et al (2022).** IT Employees with excessive emotional intelligence aren't simplest capable of apprehend and manipulate their own emotions, however they're also adept at spotting and responding to the emotions of others **Bal, Y., & Kökalan, Ö. (2022).** This lets in them to construct strong connections and set up agree with with colleagues and locals, developing a high-quality paintings surroundings. In evaluation, IT Employees with low emotional intelligence may additionally locate it tough to construct relationships and can struggle to navigate the cultural nuances in their new environment, leading to feelings of isolation and frustration **Zhang, Y., et al (2022).** Ultimately, their lack of emotional intelligence can hinder their ability to succeed and thrive in a foreign paintings environment **Liao, S. H., et al (2022).**

Research Gap - There are lot of research which paintings on the effect of EI on performance of IT Employees. The function of real time intelligence strategies in improving this courting are only a few. However, recent studies has shown promising results in making use of actual-time intelligence techniques to improve the relationship between emotional intelligence (EI) and the performance of IT Employees. These strategies contain the usage of advanced generation, which include wearable devices and cell packages, to display and provide comments on an individual's emotional nation. By leveraging actual-time intelligence, IT Employees can receive instantaneous insights into their emotional well-being, allowing them to make important modifications and ultimately enhance their overall performance while on international assignments.

RESEARCH OBJECTIVES

The following research objectives are set for the study
- To understand the impact of emotional intelligence of IT Employees on their performance
- To examine the moderating role of AIon the relationship between emotional intelligence and employee performance

RESEARCH METHODOLOGY

According to **Haydam, N. E., and Steenkamp, P. (2021)** , the research process can be visualized as an onion with each layer representing a progressively more comprehensive step The research employs a descriptive methodology, utilizing a single method quantitative analysis to gather data from IT Employees residing in the city of Bangalore. The sample for the study was established using the Kregcie Morgan method **Chaokromthong, K., and Sintao, N. (2021)**, which takes into account an unknown population size, a margin of error of 10%, and a confidence level of 95%. As a result, a sample size of 100 IT Employees was selected for the investigation. The IT Employees are those who have been residing in Bangalore for a minimum duration of six months due to their involvement in a business endeavor. The IT Employees can be members of any work group. The research instrument utilized in this study was derived from a prior investigation, and its validity was confirmed through the application of master validity statistics as established by Gaskins. The study analysis is performed utilizing the Statistical Package for the Social Sciences (SPSS) software, while the moderation analysis is executed employing the Andrew Hayes method Macros. The validity of the questionnaire was measured using the CR- Composite reliability > than 0.70; AVE – Average Variance explained > than 0.50; MSV – Maximum shared square variance > than AVE and MaxR(H) – Maximum

reliability > than MSV. The second criterion to measure validity , the discriminate validity involves evaluating discriminant validity through the utilization of the Fornell-Lacker criterion **Afthanorhan, A., et al.(2021).**

RESEARCH FINDINGS

Demographic Profile of the IT Employees

A majority of 70% respondents belonged to 26-35 years of age, 51.7 % are female IT Employees and remaining is male. 53.3% IT Employees have completed their postgraduate and other majorities are graduates. 56.7% IT Employees are married and more than 80% IT Employees had working spouse and 45% had children. About half of the IT Employees spent only 1-2 hours with their family and three fourth of such IT Employees had a stress full work condition, 60% IT Employees worked between 9-10 hours and preponderance 73.3% IT Employees worked in Day shifts.

Emotional intelligence of IT Employees

Figure -1 Emotional intelligence of IT Employees
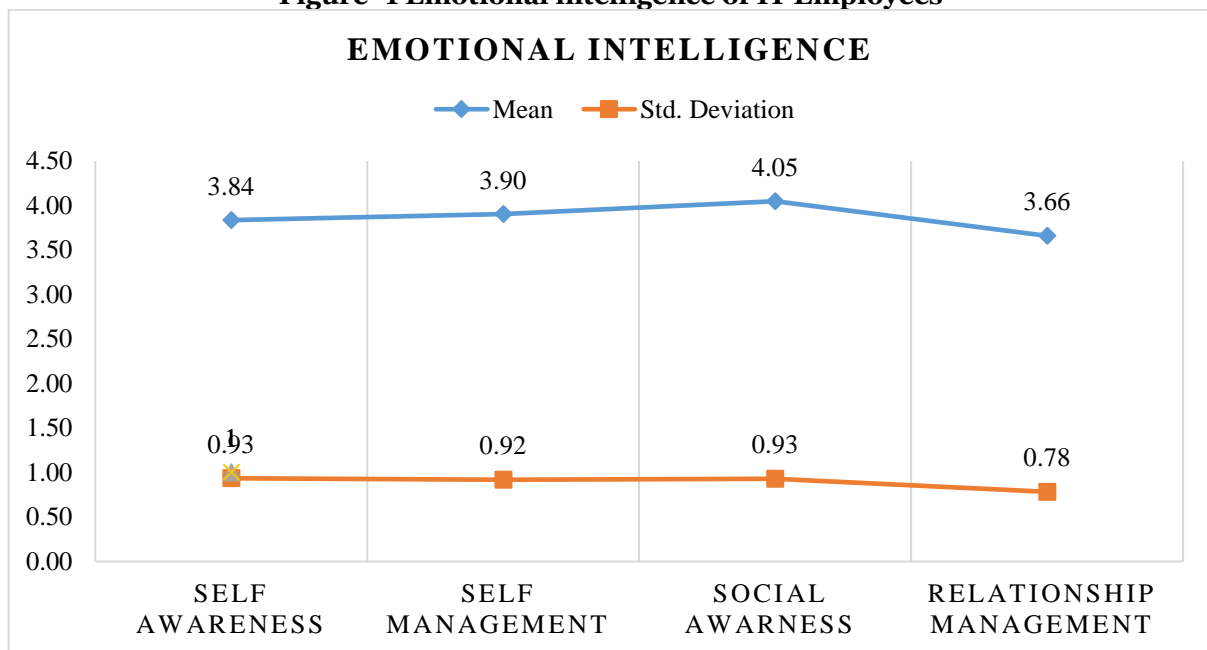
The descriptive statistics show that the mean scores for the four elements of emotional intelligence are above 3.50 but below 4.10 indicating that there is moderate emotional intelligence among IT Employees in Bangalore. The standard deviation is also below 1.000 indicating that there is very less variation in responses which is a good measure for normality of the data in the study.

Impact of emotional intelligence of employee performance
Goodness of fit index

The fundamental model fit statistics indicates that the Chi-square / df ($\chi 2$ / df) falls within the acceptable range of 3 (2.599). The observed Goodness of Fit value (0.816) exceeds that of the proposed attributes. The boundary estimation yields an RMR value of 0.0391. The model in question has achieved a high level of recognition and exhibits a satisfactory level of fit based on relevant measures.

Structural relationship
Table -1 Impact of emotional intelligence of IT Employees on their employee performance

			Unstd co-efficient	Stand co-efficient	p values
EI	<---	SL_AWARENESS	0.114	0.082	***
EI	<---	SC_AWARENESS	0.471	0.579	***
EI	<---	SL_MANAGEMENT	0.166	0.113	***
EI	<---	RL_MANAGEMENT	0.326	0.181	***
PERF	<---	EI	**0.749**	**0.267**	***

The outcomes of the SEM analysis demonstrate the extent to which non-standardized assessments of the connection between the variables are interconnected. There is a statistically significant correlation between a one-unit gain in emotional intelligence and a 75-fold improvement in employee performance, with a significance level of 0.05.The values are as follows: B = 0.749, b = 0.267, and p = less than 0.05.

Most research indicate a correlation between emotional intelligence and workplace performance. The findings indicate that some distinct characteristics have a direct impact on both emotional intelligence and professional efficacy. Four dimensions of emotional intelligence (EQ) and seven dimensions of workplace productivity were identified. The words "self-management," "self-awareness," and "relational management" were employed to characterize them in connection to emotional intelligence. Regarding work output, these factors are referred to as submission, productivity, punctuality, public speaking, subject-matter competence, and interpersonal skills. Consistent with previous research , our results indicate a positive correlation between emotional intelligence and professional achievement. The findings of this study corroborate the assertions put out by Mayer and Salovey (1997), Goleman (1998), and Kelley and Caplan (2001) that emotional intelligence (EQ) explains major positive of the variability in occupational achievement. As individuals progress in their positions and take on greater responsibilities in leadership, the significance of emotional intelligence becomes increasingly vital.

Moderating role of AIon the relationship between emotional intelligence and employee performance

Figure 3 – Moderation effect of AI
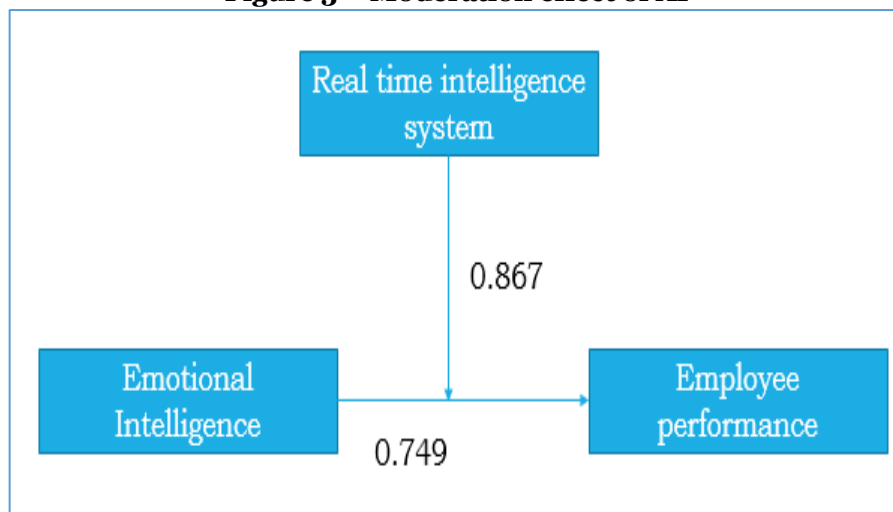
The interaction term was statistically significant (b=0.122, s.e.=0.1563, p=.0007) in the current model, indicating that AIis a significant moderator of the effect of emotional intelligence on the employee performance. The co –efficient for relationship between emotional intelligence and employee performance is 0.749 indicating 75% impact on the employee performance, additionally when AI is introduced to the employees their performance is enhanced to 0.867 indicating 86%. Real-time intelligence structures are crucial for enhancing the emotional intelligence of IT Employees by providing them with rapid access to relevant data and insights. These structures utilize a process of incessantly collecting, analyzing, and interpreting data from many sources, such as social media, news items, and customer feedback. Utilizing advanced technologies such as natural language processing and machine learning, real-time intelligence systems may identify patterns, trends, and attitudes. This enables expats to make informed decisions and efficiently regulate their emotions in cross-cultural contexts.

Real-time intelligence systems play a essential position in improving the emotional intelligence of IT Employees with the aid of imparting them with immediate get right of entry to to valuable facts and insights. These structures permit IT Employees to live up to date on nearby customs, cultural norms, and social dynamics, allowing them to better understand and adapt to their new environment. By having actual-time intelligence readily available, IT Employees can make knowledgeable selections, construct stronger relationships, and navigate tough conditions with extra emotional intelligence.

CONCLUSION

Real-time intelligence solutions are essential for improving the emotional intelligence of IT Employees by offering them immediate access to pertinent information and valuable insights. These systems operate by consistently gathering, scrutinizing, and deciphering data from diverse sources, including social media, news items, and client feedback. Real-time intelligence systems, powered by new technologies such as natural language processing and machine learning, may analyze patterns, trends, and attitudes. This enables expats to make well-informed decisions and efficiently regulate their emotions in cross-cultural contexts.

Real-time intelligence solutions are essential for improving the emotional intelligence of IT Employees by offering them immediate access to useful information and insights. These methods facilitate expats in acquiring knowledge about local customs, cultural norms, and social dynamics, hence enhancing their comprehension

and adjustment to their new surroundings. IT Employees may enhance their decision-making, foster deeper connections, and effectively handle difficult circumstances by accessing real-time intelligence.

HR workers want uninterrupted access to up-to-date data in order to cultivate meaningful insights. An HR system equipped with powerful data analytics and reporting capabilities enables users to effortlessly access data and obtain valuable insights into the overall state of their firm. An integrated HR platform serves as a comprehensive solution for a company's internal and external data. This data is accessible to employees throughout the organization, not only to HR experts. Moreover, the sophisticated Business Intelligence tools offer valuable insights for both HR managers and workers. As organizations grow internationally, HR managers should respond by proactively training their workers to acquire the specific skills required to meet the company's evolving demands. Implementing and utilizing data may provide several advantages for businesses, including facilitating corporate expansion and increasing the responsibilities placed on staff. Furthermore, gaining a deeper understanding of how to design work schedules helps enhance employee involvement. The sophisticated data analytics provided by HR systems give valuable insights into trends of unscheduled absences, allowing managers to effectively plan and allocate shifts. Businesses may address retention concerns by implementing effective training programs, offering development opportunities, managing salary effectively, and implementing other relevant strategies.

A real-time intelligence solution allows firms to not only examine their company structure but also optimize their labor use accordingly. Consequently, HR professionals may enhance their business by making more informed decisions using analytics that are supported by statistical evidence. Real-time intelligence technologies empower expats to augment their emotional intelligence and improve employee performance.

The present-day study examines the correlation between emotional intelligence and its impact on IT Employees and their job performance within the framework of real-time intelligence systems.Future researches might investigate the efficacy of various strategies and treatments to further augment the emotional intelligence of IT Employees and improve their work performance. A qualitative study may be conducted to gain a more profound comprehension of the experiences and perspectives of IT Employees on the impact of emotional intelligence on their performance inside real-time intelligence systems. Future researchers can direct their attention towards factors outside emotional intelligence, such as cultural intelligence or communication skills, in order to assess their influence on employee performance inside real-time intelligence systems. In addition, researchers can also examine the role of organizational support and management in cultivating a positive work environment that enhances employee performance. This might offer valuable information for firms to design holistic strategies for improving employee performance within the framework of real-time intelligence systems.

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