Chapter 6

CONCLUSION AND SCOPE FOR FUTURE WORK

The relationship among employability skills, emotional intelligence and employer satisfaction in recruiting fresh engineering graduates in IT sector was examined. The collected data from survey questionnaire on 507 respondents was analyzed using SEM. The received findings are the indicators on sample size of 507 respondents. The major findings, practical implications, suggestion and recommendations, limitation and future scope are discussed in this present chapter.

Findings

Mean and standard deviation of sub constructs for employability skills, emotional intelligence and employer satisfaction reported as management skills 5.30(.801), technical skills 4.80(.703), communication skills 3.81(1.74), employer satisfaction 5.08(.644), self–emotional appraisal 5.06(.714), other emotional appraisal 3.88(1.63), regulation of emotion 5.28(.633) and use of emotion 4.31(.684).

The correlations were significant in positive and negative direction between the pairs such as management skills and technical skills \( r = .670, p < .01 \), management skills and communication skills \( r = .310, p < .01 \), management skills and employer satisfaction \( r = .604, p < .01 \), management skills and self–emotional appraisal \( r = .709, p < .01 \), management skills and regulation of emotion \( r = .560, p < .05 \), management skills and use of emotion \( r = .
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.439, p < .01), technical skills and communication skills (r = .540, p < .01), technical skills and employer satisfaction (r = .633, p < .01), technical skills and self-emotional appraisal (r = .531, p < .01), technical skills and regulation of emotion (r = .360, p < .01), technical skills and use of emotion (r = -.440, p < .05), communication skills and employer satisfaction (r = .563, p < .01), communication skills and other emotional appraisal (r = .610, p < .01), communication skills and regulation of emotion (r = .560, p < .01), communication skills and use of emotion (r = .492, p < .01), employer satisfaction and self-emotional appraisal (r = .634, p < .01), employer satisfaction and other emotional appraisal (r = .331, p < .05), employer satisfaction and regulation of emotion (r = .280, p < .05), self-emotional appraisal and other emotional appraisal (r = .542, p < .01), self-emotional appraisal and regulation of emotion (r = .291, p < .01), other emotional appraisal and regulation of emotion (r = .310, p < .05), other emotional appraisal and use of emotion (r = .483, p < .05), regulation of emotion and use of emotion (r = .332, p < .01).

Major Findings

1. The relationship among employability skills, emotional intelligence and employer satisfaction in recruiting the fresh engineering graduates for IT sector was examined; the result shows the significant positive and negative correlations among each other.

2. The regression effect of employability skills on employer satisfaction was significant. The entire three sub constructs of employability skills such as management skills, technical skills and communication skills were found positive and significantly effecting the employer satisfaction. Management skills among IT fresh engineering graduates found more
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attracting the employer satisfaction level than the technical skills and communication skills. Technical skills in employability was found at second position in satisfying the employers for their selection to the job. Communication skills was at the least among fresh engineering graduates in impressing the employers for their employability.

3. The regression effect of emotional intelligence on employer satisfaction was found positive and significant. Self-emotional appraisal, other emotional appraisal, use of emotion and regulation of emotion as the four sub constructs of emotional intelligence were examined for their relationship with employer satisfaction in the fresh engineering graduates of IT sector in India. The findings reveal that use of emotion has dominating effect over self-emotional appraisal and regulation of emotion. Self-emotional appraisal at second position has dominating effect over regulation of emotion as determinant to employer satisfaction. However, the sub construct of emotional intelligence as other emotional appraisal found insignificant in showing its effect on employer satisfaction.

4. In the path model, mediation effect of emotion intelligence was examined in the relationship of employability skills and employer satisfaction to understand the cause and effects. The study findings found emotional intelligence as significant mediator in the relationship of employability skills and employer satisfaction showing partial mediation effect.

Practical Implications of the Study

The study has examined the employability skills and emotional intelligence as antecedents of employer satisfaction. The present research study finding shows employability skills and emotional intelligence have significant effect on employer satisfaction in the recruitment
and selection of fresh engineering graduates in the IT sector of India. This will help the employers of other industries such as manufacturing, automobiles and multi-national companies etc. to understand the need of specific soft skills in employability and emotional intelligence part of graduates in recruitment and selection of Indian graduates for their respective organizations. The research study also shows that emotional intelligence as significant mediator in the relationship of employability skills and employer satisfaction while recruiting the fresh engineering graduates in the IT sector of India. The finding will be supportive for the academicians in designing the course curriculum concerning the need of soft skills for engineering or other graduates in Indian universities and institutions. Industry employers will also understand the competencies of Indian graduates. Hence, the research findings will be supportive to highlight the gap between academia and industry on the employability of graduates.

Suggestions and Recommendations

1. The research study has collected the data by following the close ended questions using Likert scale options which had made respondents to answer the questions accordingly. However, if mixed approach was followed, following both quantitative and qualitative methods with some open-ended questions could have generalized more results for understanding the concept.

2. Data were collected from employers and they were enquired about fresh engineering IT graduates for their employability skills and emotional intelligence. However, IT companies in India beside FEG also recruit other degree graduates such as BCA and BSC (IT) etc., which were not included in the study. Hence for the study on IT sector more generalized
and holistic outcomes may be generated, if all such graduate’s degree courses are also considered.

**Limitations and Future Scope**

1. The study has examined employability skills with the sub-factors as management skills, technical skills and communication skills. Emotional Intelligence with sub-factors as self–emotional appraisal, other emotional appraisal, regulations of emotion and use of emotion for employer satisfaction in IT sector. However, to generalize more better results on IT sector. Future scope of study is recommended to include more dimensions for employability skills and emotional intelligence as planning and organizing, problem solving, self-management, learning, initiatives, stress handling and ability to adapt the change process.

2. The study has examined the employers of the companies almost having homogenous nature of work. Future scope of study is recommended to emphasize more on industry 4.0 concepts and to study the employers who have more heterogeneous nature of work for IT engineering graduates with vivid portfolios and projects emphasizing the future need of new job roles in the organizations.

3. The study has been done on primary data collection. Future research studies are recommended to use both primary as well as secondary data. So, that existing results can also be compared with previous research on employability in IT sector for generalization.