EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG EMPLOYEES IN THE BANKING SECTOR, VIRUDHUNAGAR

DR.R.PERUMAL*, MRS.M.PRADEEBA**

*DIRECTOR OF DISTANCE EDUCATION, ALAGAPPA UNIVERSITY, KARAIKUDI, TAMILNADU, INDIA.

**RESEARCH SCHOLAR, ALAGAPPA UNIVERSITY, KARAIKUDI, TAMILNADU, INDIA.

ABSTRACT

Emotional Intelligence is regarded as a vitally important concept that leaders have to learn for the success of any organization. In reviewing the Indian research literature for the purpose of finding the ways to enhance the Job Satisfaction, the researcher could identify Emotional Intelligence of the employees as one of the most important but abandoned concepts. The purpose of this study was to investigate the Emotional Intelligence of employees in the banking sector in Virudhunagar. And how it helps an employee to feel job satisfaction. The sample consisted of 123 employees from the Commercial Banks in Virudhunagar. A questionnaire was administered to collect primary data from employees. Collected data were analyzed using correlation tools and other statistical methods. The results of the study indicated that Emotional Intelligence had a significant positive relationship with Job Satisfaction. The relationship between five elements of Emotional Intelligence (self awareness, managing emotion, managing oneself, empathy, social skills) and Job Satisfaction was further investigated. It is recommended here that Emotional Intelligence of the employees can be further improved through yogas, meditations and other soft skill trainings.

KEYWORDS: Empathy, Emotional Intelligence, Job Satisfaction, Managing emotion, managing oneself, self awareness, Social skills.

REFERENCES

- www.danielgoleman.info/blog/
- www.myskillprofile.com/tests/eiq16
- Kothari C.R “Research Methodology Methods and Techniques”, New Delhi, New Age
International Publishers, II edition, 2005

- Asian Economic and Financial Review 2(5):617-634
- JHD Journal Of Human Development(July-dec.,2013) pg. no: 175-185
- Prabandhan : Indian Journal Of Management ( November,2012) pg.no: 24-32