

A Study on Level of Emotional Intelligence among the Bank Managers

(Special Reference in Batticaloa District)



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Reg.No:EU/IS/2006/MS/02

MS-761



RCN1182



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2011

ABSTRACT

In this competitive world emotional intelligence is very important for top level of the Employees. This study has explored about the emotional intelligence in the perspective of managers of four selected public and private bank branches of Batticaloa District (BOC, People's bank, HNB, and Commercial bank of Ceylon PLC) in this study area.

The objective of this study were to find out difference in emotional intelligence of managers of selected public and private bank branches of Batticaloa District in terms of working bank branch, job position, gender, age, educational and professional qualifications and year of experience. Find out the level of emotional intelligence among the managers of selected public and private bank branches of Batticaloa District; and to compare the level of emotional intelligence among the selected public and private bank branches of Batticaloa District.

The research framework of study consists of five variables, which are used to measure the level of emotional intelligence of respondents. They are self-awareness, self-regulation, empathy, self-motivation and social-skills. The was conducted among the 102 managers of selected public and private bank branches of Batticaloa District. Purpose of the study, type of investigation, extent of researcher interference with the study, study setting, unit of analysis and time horizon were descriptive, non-casual, minimal, non-centrived, individual and cross sectional respectively. The structured questionnaire was administrated to collect the data from respondents. The collected data were analyzed by using univariate analysis (descriptive measures such as mean and standard deviation) and bivariate (analysis only cross-tabulation).

The research result of the study showed that there is a higher level of emotional intelligence (mean value: 4.16) among the selected public and private bank managers of Batticaloa District. The mean value for the Branch of BOC, People's bank, HNB, and Commercial bank of Ceylon PLC were 4.05, 3.96, 4.26, and 4.38.

In cross-tribulations the level of emotional intelligence with the type of personal in formations there were some slight differences were observed. When comparing the gender female managers has fairly higher level of emotional intelligence, comparing civil status married managers are also higher level of emotional intelligence and

others, and comparing three types of different age groups and educational qualifications and professional qualifications and year of experience and job position who are belong to 40 and below age group managers ,and post graduate qualifications managers ,and CIMA qualified managers, and 5 and below experience managers are has a higher level of emotional intelligence than the others .Finding of the study will be important in understanding empirical knowledge regard the concept of emotional intelligence.

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