

**INFLUENCE OF EMOTIONAL INTELLIGENCE  
ON CONFLICT HANDLING STYLE AT  
GOVERNMENT ORGANIZATIONS IN  
TRINCOMALEE DISTRICT WITH SPECIAL  
REFERENCE TO THE EXECUTIVES STAFF**



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# INFLUENCE OF EMOTIONAL INTELLIGENCE ON CONFLICT HANDLING STYLE AT GOVERNMENT ORGANIZATION IN TRINCOMALEE DISTRICT WITH SPECIAL REFERENCE TO THE EXECUTIVE STAFF

## ABSTRACT

Emotional intelligence is the one of the main determinant factors to skill of executive staff and organizational success. It has five elements behind such as self-awareness, self regulation, self motivation, empathy and social skill. Meanwhile this is one of the major factors to select the suitable conflict handling styles by executive staff. First objective of this research were to identify the emotional intelligence level of executive staff in the government organizations. Second objective of this study were to identify the influence of emotional intelligence level on conflict handling style of executive staff. And third objective of this study were to find out difference in emotional intelligence of executive staff of government organizations in term of designation, age, gender and experience. Data was collected from 96 executive staff of selected government organization in Trincomalee district.

Regarding the first objective, executive staff perceived high level of emotional intelligence. Then Based on second objective .Out of the respondents who had high level of the emotional intelligence most of them selected integrating conflict handling style. And out of respondents who had moderate level of emotional intelligence most of them selected compromising conflict handling style. Then finally who had low level of emotional intelligence most of them selected avoiding conflict handling style. And cross tabulating were calculated to measure the overall level of the emotional intelligence of executive staff with age, gender, designation, and working experience of respondents. When comparing the level of the emotional intelligence with age and experience, here there is a positive relationship between emotional intelligence and both age, experience. Then when we comparing overall emotional intelligence with gender, male perceived high level of emotional intelligence than female. Then when we comparing the overall level of the emotional intelligence with designation, head of the department perceive high level of emotional intelligence than accountants and administrative officers.

Key words- Emotional intelligence , Conflict handling style

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