

THE IMPACT OF EMOTIONAL AND SPIRITUAL
INTELLIGENCES ON EMPLOYEE JOB PERFORMANCE IN
COMMERCIAL BANKS IN NUWARA-ELIYA DISTRICT



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2016

Abstract

The workplace environment keeps on changing, indicating its dynamic nature as well as unpredictability. Organizations require its employees to be more committed as well as to have a better cohesive working interrelationship. Emotional intelligence (EI) is one of the most important concepts introduced to psychology and management in the last decade. In recent years, spiritual intelligence (SI) in workplace is gradually valued, as many leaders regard spirituality as a meaningful solution and individual job performance (JP) is highly important for an organization. Hence, there is a need to identify the influence of EI and SI on JP. In addition to that only few studies so far have been conducted to explore impact of EI and SI on JP of employees which show an empirical knowledge gap. Hence, the main aim of this study is to emphasize the impact of EI and SI on JP of employee. In this study EI and SI are independent variables and JP as dependent variable. EI has four dimensions and SI has three dimensions.

A cross-sectional survey using structured questionnaire was used to collect data from 165 employees in selected Commercial Banks in Nuwara-Eliya District and all the items in the independent and dependent variables were tested through reliability test to ensure the consistency of the scale. Univariate analysis was carried out and the results show employees have high level of EI, SI and JP. The correlational analysis was carried out and the result indicated there was a medium positive relationship between SI and EI, EI and JP and also SI and JP. The multi linear regression analysis was carried out and the results revealed that EI and SI significantly and strong positively impact on JP of employees. Moreover the above stated empirical knowledge gap has been filled certain extent through this research findings in banking sector.

Keywords: emotional intelligence, spiritual intelligence, job performance

Table of Contents

Acknowledgement.....	I
Abstract.....	II
Table of Contents.....	III
List of Tables and Figure.....	III
List of Abbreviation.....	IX
Chapter - 1 Introduction.....	1-8
1.1 Background of the Study.....	2
1.2 Problem Statement.....	5
1.3 Research Questions.....	5
1.4 Research Objectives.....	6
1.5 Significance of the Study.....	6
1.6 Scope of the Study	7
1.7 The Organization of the Chapter.....	8
1.8 Chapter Summary.....	8
Chapter - 2 Literature Review.....	9-21
2.1 Introduction.....	9
2.2 Introduction to Emotional Intelligence.....	9
2.3 Theories and Models of Emotional Intelligence.....	10
2.4 Dimensions of Emotional Intelligence.....	12
2.5 Introduction to Spiritual Intelligence.....	13
2.6 Dimensions of Spiritual Intelligence.....	15
2.7 Employee Job Performance.....	16
2.8 Dimensions of Job Performance.....	17
2.9 Relationship between Spiritual Intelligence and Emotional Intelligence.....	18
2.10 Relationship between Emotional Intelligence and Job performance.....	19
2.11 Relationship between Spiritual Intelligence and Job Performance.....	20
2.12 Impact of Emotional and Spiritual Intelligences on Job Performance.....	20
2.13 Chapter Summary.....	21

Chapter - 3 Conceptualization and Operationalization.....	22-25
3.1 Introduction.....	22
3.2 Conceptualization	22
3.2.1 Conceptual Framework	22
3.3 Emotional Intelligence.....	23
3.4 Spiritual Intelligence.....	24
3.5 Job Performance	24
3.6 Operationalization.....	24
3.6.1 Summary of Operationalization.....	25
3.7 Chapter Summary.....	25
Chapter - 4 Research Methodology.....	26-34
4.1 Introduction.....	26
4.2 Research Approach and Purpose of the Study.....	26
4.3 Extent of Researcher Interference with the Study.....	27
4.4 Study Setting.....	27
4.5 Unit of Analysis.....	27
4.6 Sample Size, Methods and Framework.....	27
4.7 Time Horizon.....	28
4.8 Methods of Data Collection.....	28
4.8.1 Questionnaire Design.....	29
4.9 Methods of Data Analysis and Data Evaluation.....	30
4.9.1 Reliability and Validity Analysis.....	30
4.9.1.1 Decision criteria for Reliability Analysis	30
4.9.2 Univariate Analysis: Objective One, Two and Three.....	31
4.9.2.1 Decision Criteria for Univariate Analysis.....	31
4.9.3 Bivariate Analysis: Objective Four, Five and Six.....	31
4.9.3.1 The Correlation Analysis.....	31
4.9.3.2 Testing Hypothesis through Correlation Analysis...	32
4.9.4 Multivariate Regression Analysis: Objective Seven.....	33
4.10 Chapter Summary.....	34
Chapter - 5 Data Presentation and Analysis.....	35-55
5.1 Introduction.....	35

5.2 Reliability Analysis.....	35
5.3 Analysis of Respondents Profile.....	36
5.3.1 Gender Distribution	37
5.3.2 Age Distribution	37
5.3.3 Distribution of Job Category.....	38
5.3.4 Educational Distribution.....	38
5.3.5 Distribution of Work Experience.....	39
5.4 Data Presentation and Analysis of Research Objectives.....	39
5.4.1 Analysis of Objective One.....	39
5.4.1.1 Level of Self-Emotion Appraisal	40
5.4.1.2 Level of Others-Emotion Appraisal	41
5.4.1.3 Level of Utilization of Emotion	42
5.4.1.4 Level of Regulation of Emotion	43
5.4.2 Analysis of Objective Two	44
5.4.2.1 Level of Sense of Community	45
5.4.2.2 Level of Meaningful Work	46
5.4.2.3 Level of Inner Life	47
5.4.3 Analysis of Objective Three	48
5.4.4 Analysis of Objective Four.....	49
5.4.5 Analysis of Objective Five.....	50
5.4.6 Analysis of Objective Six.....	51
5.4.7 Analysis of Objective Seven.....	52
5.4.8 Overview of Overall Results Summary.....	54
5.5 Chapter Summary.....	55
Chapter - 6 Discussion of Findings.....	56-66
6.1 Introduction.....	56
6.2 Discussion of Personal Information	56
6.3 Discussion of Research Information.....	57
6.3.1 Discussion - Objective One	57
6.3.1.1 Self-Emotion Appraisal	58
6.3.1.2 Others-Emotion Appraisal	58
6.3.1.3 Utilization of Emotion	59
6.3.1.4 Regulation of Emotion	60

6.3.2	Discussion - Objective Two	60
6.3.2.1	Sense of Community	61
6.3.2.2	Meaningful Work	61
6.3.2.3	Inner Life	62
6.3.3	Discussion - Objective Three.....	63
6.3.4	Discussion - Objective Four	63
6.3.5	Discussion - Objective Five	64
6.3.6	Discussion of Objective Six.....	65
6.3.7	Discussion of Objective Seven.....	65
6.4	Chapter Summary.....	66
	Chapter - 7 Conclusions and Recommendations.....	67-71
7.1	Introduction.....	67
7.2	Conclusions of the Research Objectives	67
7.2.1	Conclusion for Objective One.....	67
7.2.2	Conclusion for Objective Two.....	68
7.2.3	Conclusion for Objective Three.....	68
7.2.4	Conclusion for Objective Four.....	68
7.2.5	Conclusion for Objective Five.....	68
7.2.6	Conclusion of Objective Six.....	69
7.2.7	Conclusion of Objective Seven.....	69
7.3	Contributions of this Study.....	69
7.4	Recommendations	70
7.5	Limitations of the Study.....	71
	References.....	72-82
	Appendix - 01	
	Questionnaire.....	83-85