EMOTIONAL INTELLIGENCE AND LEDERSHIP EFFECTIVENESS OF THE HOTEL MANAGERS FROM THE PERSPECTIVE OF EMPLOYEES

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ABSTRACT

This study investigates the relationship between Emotional Intelligence and Leadership Effectiveness of the hotel managers from the perspective of employees in selected five hotels in Pasikudah. In this study Emotional Intelligence is independent variable and Leadership Effectiveness is the dependent variable. This study helps to eliminate the empirical knowledge gap on this topic in hotel industry in Pasikudah.

A quantitative survey was carried out with closed structured questionnaire in five selected hotels in Pasikudah. In order to achieve the objective of this study a sample of 152 employees were taken to collect the data and the collected data were analyzed by using descriptive statistics, correlation, and regression analyses.

The findings reveal that from the perspective of employees, the hotel managers' emotional Intelligence and Leadership Effectiveness are in high level and it was found that there is a positive relationship between Emotional Intelligence and Leadership Effectiveness and EI positively impact on Leadership Effectiveness

Keywords: ***Emotional Intelligence and Leadership Effectiveness***

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