

ASSESSING EMOTIONAL INTELLIGENCE AND ITS IMPACT ON STRESS MANAGEMENT, JOB PERFORMANCE, AND ORGANIZATIONAL COMMITMENT AMONG BANK EMPLOYEES

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ABSTRACT

This study focuses on emotional intelligence (EI) in the banking industry, which is the ability to identify, evaluate, understand, and deal with one's own and other people's feelings. It examines the impact of emotional intelligence on stress management, work performance, and employee loyalty to the company. A sample of bank workers from different departments and levels was taken and interviewed, and they were asked to fill out a survey as part of a mixed-methods study. The research data reveal that the employees with higher EI levels manifested stronger resilience and stress-coping skills, which shows that there is a strong positive correlation between EI and stress management. Furthermore, the people with better EI were more successful at their jobs, had better interpersonal skills, and faced problems better. The fact that EI has a positive effect on work performance indicates that EI is a beneficial skill to have when it comes to work. Besides, a strong link was found between EI and organizational commitment; the workers who had higher EI were more committed to the company's success and the team they were working with. The study of the above results shows that attitude development programs are the key to boosting organizational performance, employee happiness, and job satisfaction. Hence, the importance of EI in the banking industry is highlighted. We discuss the destinations of this field of study and what it could signify for HR management in the future.

Keywords: Emotional intelligence, Bank employees, Stress management, Job performance, Organizational commitment, Workplace dynamics, HR management, Employee well-being.

I. INTRODUCTION

As we explore the workings of the banking industry, we find that a number of things are coming together to change the scene and provide the workers with significant obstacles. Rising levels of stress in the banking industry are a direct result of many factors, including the ever-changing policies of governments, the lightning-fast pace of technology development, the prevalence of digital changes, and the widespread problem of low financial literacy. There are far-reaching consequences of occupational stress that go beyond only the workplace; it endangers employees' physical health and their productivity as a whole. Globally pervasive and impacting workers across diverse sectors, including the banking industry, executive stress has been starkly designated as one of the most serious occupational hazards of the 21st century by the International Labor Organization [1]. Numerous studies

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focusing on stress-related factors examined by specialists have traced the history of the Indian financing industry from its communalist fustian days to the era of advertising chanting [2]. Bank workers are faced with a multitude of stresses, which include role stress, psychological stress, and physical stress, and are under extreme pressure. Personal and contextual factors aggravate the stress cocktail of both individual and organizational performance, and therefore, the performance is diminished. Workplace stress has serious impacts that are not only related to efficiency but are also concerning for the employees. Staff mood, excitement, and loyalty to their companies are all badly affected by stress. The strong connection between the inner emotional undercurrent and one's behavior and performance at work is evident. Hence, businesses have to do something to prevent and help solve the problem of workplace stress because of the health of the employees and the survival of the business [3]. EI training is a remarkable method that can be used by workers in order to cope with and even succeed in stressful work environments. Self-protection from stress and increasing of productivity may be achieved by controlling one's emotions. Salovey, a specialist in this field, has defined EI abilities, and they have proved to be a vital factor in cutting down work-related stress by employees [4]. A thorough plan that considers the relationship between outgoing and internal variables, human health, and organizational effectiveness is the only way to solve the current problems that the banking industry is facing. The companies can allow their most valuable asset—the employees—to be healthy and successful through the tough times of change if they take preventive measures, motivate Emotional Intelligence, and propose a wellness environment.

II. REVIEW OF LITERATURE

Prior research on EI and its effects on workers' WLB and WP has been useful in a variety of corporate, industrial, and manufacturing contexts via conceptual, analytical, and theoretical investigations. Recognizing the significant impact EI has on WLB, Shylaja and Prasad [5] assert that EI helps in balancing one's professional and personal lives. According to Mafuzah et al. [6], EI is a key component in striking a healthy work-life balance. This is due to the fact that workers who score higher on the EI scale will be better able to manage their emotions, creating a healthier work-life balance. Another study that indicated that EI influences WLB and aids in maintaining a good work-life balance was Azizi Yahaya et al. [7]. A person's WLB can only be established with EI abilities, as pointed out by Koubova and Buchko [8]. High EI workers are less likely to be worried about their jobs and have less stress in the workplace, according to another research by Brackett et al. [9]. Research by Gupta [10] shows that EI suffers when one's family or employment gets in the way of one's ability to do one's job well. A large body of research indicates that EI has a favorable and statistically significant relationship with WLB. According to research by Nanda and Randhawa [11], EI is an important factor that affects all aspects of work-related well-being. These dimensions include stress, job satisfaction, and work engagement. According to their findings, WLB mediates the relationship between EI and work-related well-being. They also provided a model for this relationship. The connection between EI and WP has also been the subject of several investigations. Emotionally intelligent professionals are masters of their relationships, whether with clients, superiors, or peers in the office, according to Jordan et al. [12]. An emotionally intelligent worker is able to regulate and control their emotions as well as their interactions with others in the workplace, which is a sign of emotional competence and

maturity [13]. There is a positive correlation between WP and EI, as shown by Narayan et al. [14]. Among Malaysian educators, Mohamed [15] discovered a statistically significant correlation between WP and EI's four dimensions: self-regulation, self-awareness, self-motivation, and social ability. While nurses in Saudi Arabia had an acceptable amount of EI, it was marginally inversely related to their work performance, according to a cross-sectional investigation by Alonazi [16] that looked into the relationship between EI and WP during the COVID-19 crisis.

Hafiza Jaweria Bibi and colleagues [17] The results showed that P at Punjabi universities is strongly and positively correlated with instructors' emotional intelligence. There was a correlation between instructors' EI and their performance in the classroom. According to [18], these results hold water. They discovered a robust positive and statistically significant correlation between EI and P, lending credence to the idea that educators with higher levels of EI are more likely to be committed to their work, build strong relationships with their students, show tolerance when confronted with difficult emotions, and remain calm under pressure. In addition, they are competent in resolving problems between their job and personal lives. The data clearly show that the emotional intelligence of the instructors in Punjab province significantly affects their success in higher education. In addition, the results showed that there are significant differences between the sexes in terms of the following aspects of emotional intelligence: teaching assessment skills, classroom management, the quality of the student-teacher relationship, and the following aspects of emotional intelligence: intrapersonal intelligence, interpersonal intelligence, self-motivation, and adaptability. This research also found that instructors' EI had no impact on how well they did in terms of their academic credentials. Based on the results, emotional intelligence might be useful in Pakistan, particularly in contexts where instructors are being hired. Teachers with high emotional intelligence are not only talented in the classroom but also highly motivated individuals with strong interpersonal and intrapersonal abilities, as well as the capacity to adapt to different situations. Since emotional intelligence can be taught to educators, it has the potential to improve working conditions in educational institutions greatly. (23)

III. METHODOLOGY

Data Collection

After defining the issue and outlining the research plan, the next step is to gather data for the study. One must exercise extreme caution when selecting a data-gathering approach.

- **Primary data:-** Data that is fresh and obtained for the first time are known as primary data, and they are original. Based on the goals, a well-designed and organized questionnaire will be used to gather the main data.
- **Secondary data:** Secondary data are records that have already been compiled and analyzed by another party. The research's secondary data was gathered from various sources.
- **Selections of Organization**—The two organizations (Public and private Banks) have been selected using a purposive (non-probability sampling) sampling method.
- **Selection of Respondents**—200 Public and 200 private employees will be selected using a simple random sampling method from the selected organization of public

banks, and the same respondent will be taken from the selected organization of private banks.

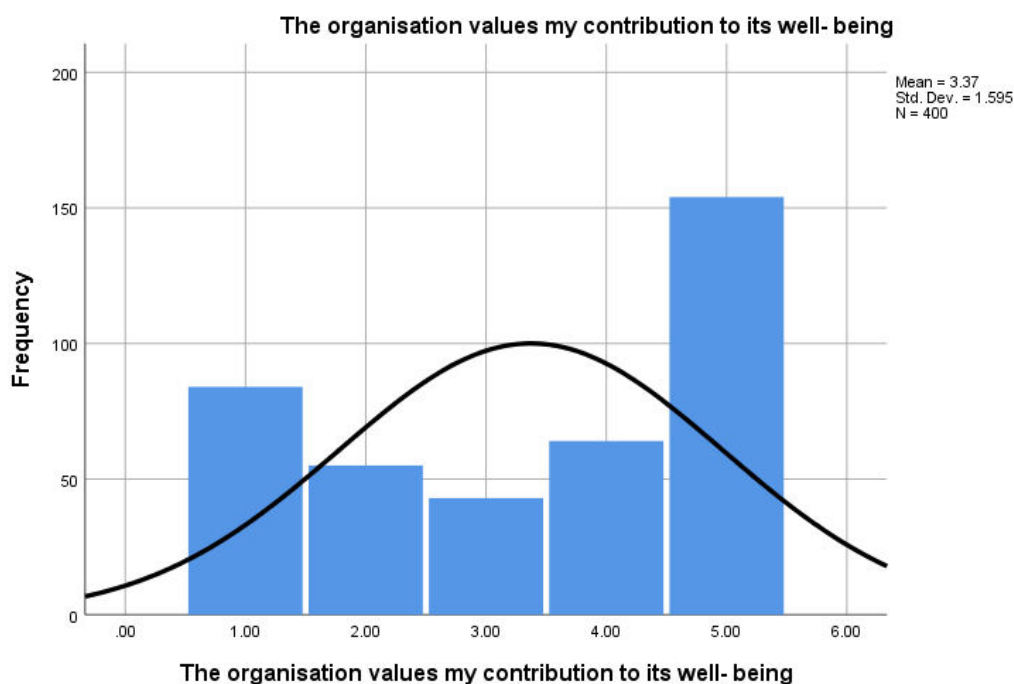
Tool and Techniques Used for Data Analysis

The questionnaire will be the main tool of primary data collection, and the collected data may be analyzed by using SPSS. There are many techniques that can be used for the analysis of the data, including mean, standard deviation, Likert scale, t-test, ANOVA, Chi-square test, Pearson correlation, and multiple regression analysis. In order to analyze the relationship between variables, chi-square test can be used. For this research analysis, the Likert scale technique is to be adopted.

IV. RESULTS

Case Processing Summary	
N	%
398	99.5
2	.5
400	100.0

Frequency Table



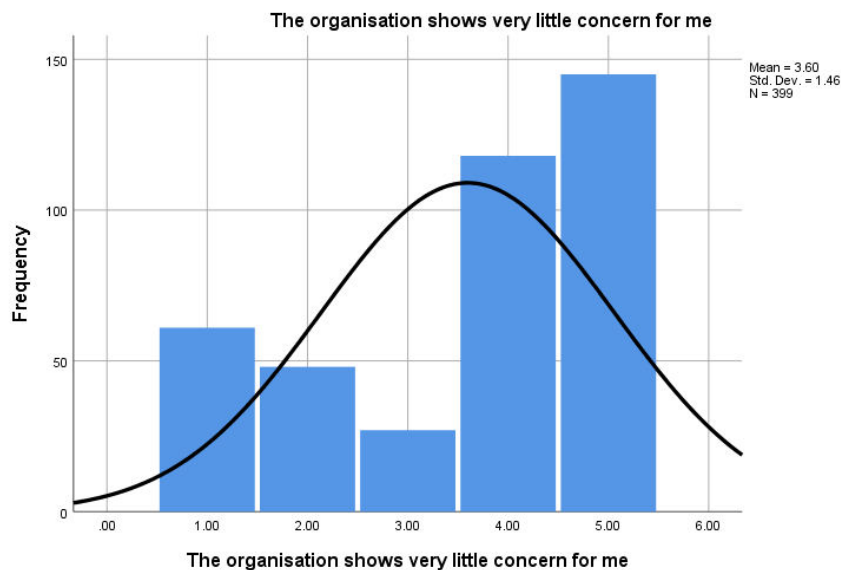
"The organization values my contribution to its well-" 84(21%) respondents responded Strongly Agree, 55(13.75%) respondents responded Disagree, 43(10.75%) respondents responded Neutral and 64(16%) respondents responded Agree and 154(38.5%) respondents responded Strongly Agree.



"The organization fails to appreciate any extra effort from me." 112(28%) respondents responded Strongly Agree, 59(14.75%) respondents responded Disagree, 26(6.5%) respondents responded Neutral and 81(20.25%) respondents responded Agree and 121(30.25%) respondents responded Strongly Agree.



"The organisation really cares about my well-being" 95(23.75%) respondents responded Strongly Agree, 55(13.75%) respondents responded Disagree, 43(10.75%) respondents responded Neutral and 43(10.75%) respondents responded Agree and 164(41%) respondents responded Strongly Agree.



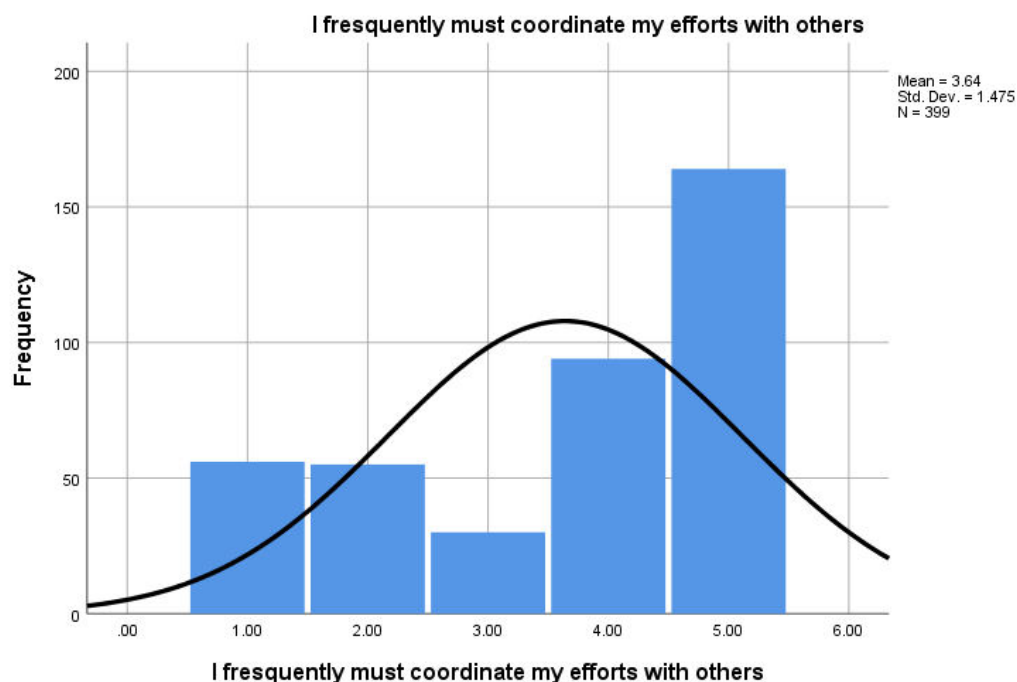
"The organisation shows very little concern for me" 61(15.25%) respondents responded Strongly Agree, 48(12%) respondents responded Disagree, 27(6.75%) respondents responded Neutral and 118(29.5%) respondents responded Agree and 145(36.25%) respondents responded Strongly Agree.



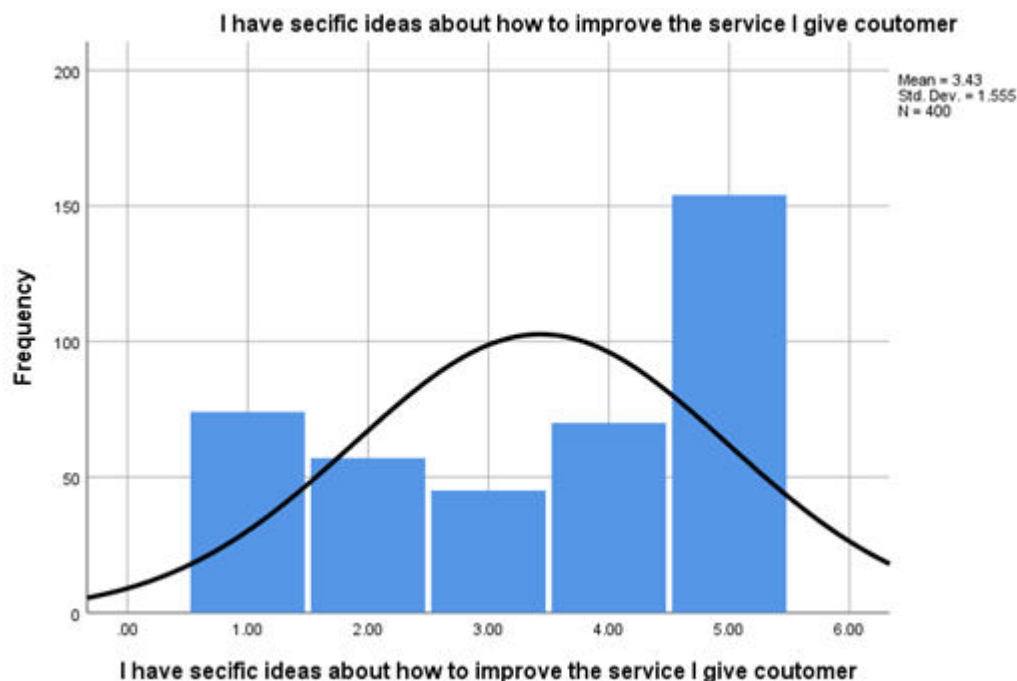
"The organization takes pride in my accomplishments at work." 61(15.25%) respondents responded Strongly Agree, 45(11.25%) respondents responded Disagree, 20(5%) respondents responded Neutral and 128(32%) respondents responded Agree and 145(36.25%) respondents responded Strongly Agree.



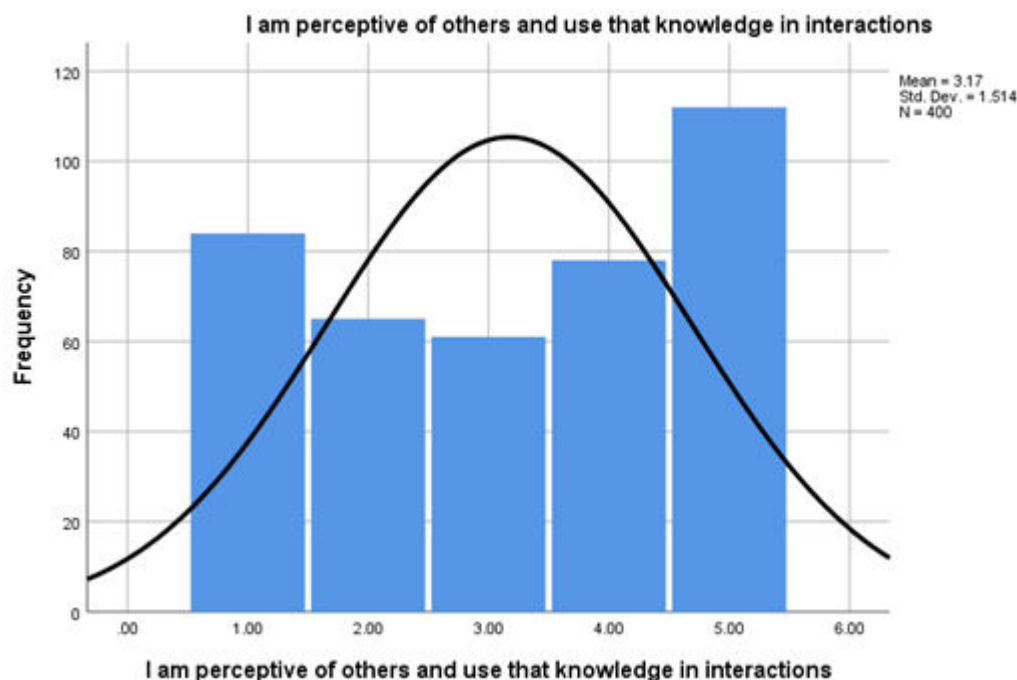
"I work closely with others in doing my work." 71(17.75%) respondents responded Strongly Agree, 55(13.75%) respondents responded Disagree, 30(7.5%) respondents responded Neutral and 68(17%) respondents responded Agree and 175(43.75%) respondents responded Strongly Agree.



"My work requires me to consult with others fairly frequently." 56(14%) respondents responded Strongly Agree, 40(10%) respondents responded Disagree, 30(7.5%) respondents responded Neutral, and 98(24.5%) respondents responded Agree and 175(43.75%) respondents responded Strongly Agree.



"I have specific ideas about how to improve the service I give customers." 74(18.5%) respondents responded Strongly Agree, 57(14.25%) respondents responded Disagree, 45(11.25%) respondents responded Neutral, 70(17.5%) respondents responded Agree, and 154(38.5%) respondents responded Strongly Agree.



"I am perceptive of others and use that knowledge in interactions." 84(21%) respondents responded Strongly Agree, 65(16.25%) respondents responded Disagree, 61(15.25%) respondents responded Neutral, and 78(19.5%) respondents responded Agree and 112(28%) respondents responded Strongly Agree.

V. CONCLUSION

In sum, our knowledge of bank workers' emotional intelligence and its varied impacts on productivity and stress at work is enhanced by this research. Having a high level of emotional intelligence is important in many areas of business, not just banking. Workplace stress and poor performance are manageable when workers learn to regulate their emotions, communicate them effectively, and cultivate harmonious relationships with coworkers. Researchers found that emotional intelligence does not help bank employees deal with stress on the job or improve their productivity. Emotionally intelligent employees are less likely to experience burnout and more likely to function at a high level on the job. Some ways that may assist organizations in overcoming the lack of emotional intelligence include holding seminars, providing training on stress management and emotional management, holding workshops, and providing suitable counseling and motivation. The business should also see things from the bank workers' perspective and make adjustments that will help boost their emotional intelligence without them even realizing it. A long-term, mutually beneficial connection between a company and its personnel is every business owner's goal. One certain way to make this vision a reality is to invest in the emotional intelligence of your staff, which will, in turn, boost your company's productivity.

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