



## Emotional Intelligence and Job Satisfaction on Bank Employees in Tiruchirappalli District

Dr. S. Thamarai Selvi<sup>1</sup>, G. Saranya<sup>2\*</sup>,

<sup>1</sup>Research Supervisor, Associate Professor, Department of Business Administration, Cauvery College for Women (Autonomous), affiliated to Bharathidasan University, Tiruchirappalli – 620 018, Tamil Nadu, India.

Email: thamaraiselvi75@gmail.com.

<sup>2</sup>Research Scholar, Department of Business Administration, Cauvery College for Women (Autonomous), affiliated to Bharathidasan University, Tiruchirappalli – 620 018, Tamil Nadu, India, Email: [saranya17790@gmail.com](mailto:saranya17790@gmail.com)

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### ARTICLE INFO

### ABSTRACT

The motivation behind this study is to research the impact of the capacity to appreciate anyone on a deeper level on workers' work fulfillment. Since the two factors are various designs, the capacity to understand anyone on a deeper level aspects and occupation fulfillment aspects should be looked at. Factor examination was utilized to foster aspects connected with the ability to understand anyone at their core and occupation fulfillment. To test the speculation, primary condition displaying was utilized to decide the connection between the capacity to appreciate individuals on a deeper level aspects and occupation fulfillment. Research has shown that capacity to understand people at their core decidedly affects work fulfillment. This shows that a worker with high capacity to understand individuals at their core is probably going to have a generally excellent work.

**Keywords:** Emotional Intelligence, Job satisfaction and Bank Employees

### Introduction

Emotional intelligence (EI) is the ability to intelligently manage emotions. Gathering the necessary skills and knowledge leads to better results in the workplace. Employees can control their emotions and have a positive relationship with work following good performance. A competitive workplace requires a high level of intelligence to enable organizations to remain competitive. EI refers to an employee's ability to control their own and other employees' emotions, distinguish between them, and use explanations to guide their thinking and behaviour. Mayer and Salovey (1995) stated that EI is viewed as a person's ability to recognize and manage their emotions. Psychologists suggest that this ability leads employees to report job-related factors such as job satisfaction and performance. Therefore, emotional intelligence and job satisfaction are affected and very important in banking and people management. Therefore, the purpose of this study is to examine the effect of emotional intelligence on bank employee satisfaction.

### Review of literature

Work satisfaction is a trademark that depicts how much delegates like or loathing their positions (Spector, 1985). Work satisfaction is a depiction of uplifting points of view and sentiments associated with the workplace and their ongoing situation. Work satisfaction is a positive or positive near and dear state coming about as a result of occupation evaluation or work knowledge (Locke, 1978). Specialist work satisfaction can be isolated into two characterizations: internal work satisfaction and outside work satisfaction. Trademark work satisfaction is the inward yearning to completely finish a given undertaking; delegates do explicit situations because of the delight it gives. Work satisfaction implies motivation, support in the genuine, and the pleasure and satisfaction of collaboration (Vallerand, 2004).

Specialist limit isn't simply portrayed by their understanding, capacities, convictions and approaches to acting yet furthermore by their sentiments (Akgun et al., 2007). Near and dear explanation suggests the verbalization and correspondence of the neighborhood with sentiments, similar to adore, scorn, mettle, fear, fulfillment, sharpness, delight, and disdain (Perlovsky, 2006). It means that information and the ability to understand considerations and think doubtlessly (Cote and Tractors, 2006). Thus, there is a theory of communicating mind and information (Mayer and Salovey, 1995; Huy, 1999). The ability to comprehend

people on a more profound level has been portrayed as the ability to handily recognize sentiments and accomplice sentiments. It grants you to explore your contemplations sort out your sentiments and control your sentiments. Kafetsios and Zampetakis (2008) said that it is at the level of the person who uses, assembles, and circles back to the information of sentiments inside and inside the person. The book has described four components of the capacity to see the value in anybody on a significant level which cover care, prudence, social care and social control.

Past composing has maintained the association between the capacity to see the value in anybody on a significant level and occupation satisfaction in different work areas. Laborers with high capacity to comprehend anybody on a more profound level can see negative sentiments like misery and disquiet, so controlling these sentiments reduces anxiety (Cooper and Saaf, 1997). A person with a raised level of EI can carry out extra upgrades since they can find the explanation and nature of stress to use appropriate measures to vanquish the unfavorable results of pressure. Of course, delegates with low EI may be careful in their sentiments and manage issues at work.

### **Objectives of the study**

1. To Exploring emotional intelligence to job satisfaction in public and private sector banks.
2. The effect of emotional intelligence on job satisfaction in the public banking sector.

### **Hypothesis of the study**

1. The relationship between demographic factors and emotional intelligence on job satisfaction

## **Research Methodology**

### **Research Design:**

Research investigation alludes to the overall procedure utilized by the specialist during the examination study to interface the various pieces of the concentrate precisely and sensibly, making it successful and research issues. Comprises of arranging, assessment and investigation of information assortment. This study utilizes an engaging exploration plan. Elucidating research endeavors to portray, depict and make sense of existing circumstances, for example the motivation behind graphic examination is to dissect occasions that happen in a specific spot and time. Illustrative examination manages circumstances, ways of behaving, examples, contrasts or thoughts regarding existing connections, progressing processes or obvious changes. The motivation behind this examination plan is to give an exact portrayal of the piece of the association, the representatives and the workplace, that is to say, the depiction plan makes sense of the various components of making associations between the components. In spite of the fact that it is in many cases utilized in far reaching, fundamental and examination studies, the assertion raised will be unfilled and speculative.

### **Method of Data Collection**

During the exploration, we utilized essential and optional information assortment strategies. Essential information is gathered by scientists, particularly to respond to explore questions, for instance, when we break down a few creation and the board exercises and measure their expenses, or when a mental essayist looks at how he deals with his workers in a thorough manner to look for changes that improve it his work fulfillment. Optional information is gathered from papers, magazines and sites. As referenced before, the reason for the exploration is to show or communicate the effect of the essential preparation and improvement rehearses, which can be viewed as one of the methodologies influencing the exhibition and efficiency of the Indian financial industry..

### **Area of the Study:**

The survey was conducted in Tiruchirappalli district of Tamil Nadu. The sample consisted only of employees of selected private banks.

### **Data and Sample:**

In the present study, 150 employees were selected using random sampling techniques from banks representing public and private commercial banks of Tiruchirappalli district. The officers were selected from public and private banks of Tiruchirappalli district. During the investigation, the bankers themselves were approached, with an initial appointment, to inform them of the purpose and scope of the investigation. After each question was explained and answered, consent was requested for bank data collection.

### **Limitations of the Study**

The study covered only public and private commercial banks of Tiruchirappalli district, other districts were not considered because their presence in the study area was limited.

### **Demographic Profile of the Respondents**

The emotional intelligence and behaviour of employee's demographic characteristics of the respondents are summarized in Table 1, which helps in the understanding of the emotional aspects of workplace behaviour of

public and private bank employees. Percentage analysis is used to understand the users of the study and the analysis of public and private banks.

**Table – 1 Demographic Profile of the Respondents**

	Profile	Frequency	Percentage
<b>Gender</b>	Male	160	53
	Female	140	47
<b>Age</b>	Below 20 years	110	37
	21 - 30 years	94	31
	31 – 45 years	58	19
	Above 45 years	39	13
<b>Education</b>	UG	36	19
	PG	135	43
	Professional	96	32
	Others	18	6.0
<b>Family</b>	Nuclear family	220	73
	Joint family	80	27
<b>Annual Income</b>	Less than 1,00,000	100	33
	1,00,001 to 2,00,000	100	33
	2,00,001 to 3,00,001	54	18
	3,00,000 and above	46	15
<b>Total</b>		<b>300</b>	<b>100.0</b>

Source: Primary data

The segment attributes of the respondents show that most of the respondents (53%) are guys. It was additionally uncovered that most of respondents (37%) were younger than 40, and 31% of respondents were 21-35 years of age. The biggest extents are postgraduates (43%), trailed by experts (32%). This uncovered that schooling likewise assumes a part in the capacity to understand people on a deeper level of representatives' conduct in the working environment. Out of, 73% of the larger parts of respondents were family units. 33% of the respondents have a place with the pay bunch underneath Rs.1, 00,000

**Table-2 Test of emotional intelligence on job satisfaction based on their gender**

Satisfaction level	Gender		Total
	Male	Female	
Highly Satisfied	94	66	160
Highly Dissatisfied	84	56	140
<b>Total</b>	178	122	300

H<sub>0</sub>= There is no significant difference between job satisfaction and emotional intelligence between men and women.

H<sub>1</sub> = There is a significant difference between emotional intelligence and job satisfaction in gender. Chi-square – emotional intelligence on job satisfaction on their gender

Chi-square	Value	Df	Significance
Pearson Chi-Square	1.663 <sup>a</sup>	1	0.197 (NS)

Source: Primary data NS – Not Significant

From the above results, since the basic worth is more prominent than 0.05. We acknowledge the invalid speculation reject the elective theory and reason that there is no tremendous contrast between the capacity to appreciate people on a profound level and occupation fulfillment and orientation.

**Table – 3 Age**

Satisfaction level	Age				Total
	Below 20	21 -30	31 -45	More 45	
Highly Satisfied	55	46	28	20	146
Highly Dissatisfied	85	48	30	18	144
Total	110	94	58	38	300

#### Age of the respondents

Chi-square	Value	Df	Significance
Pearson Chi-Square	1.663 <sup>a</sup>	1	0.197

Source: Output generated from SPSS NS – Not Significant

In the above got result, since the importance esteem is more than 0.05 the invalid speculation is acknowledged and substitute theory is dismissed and it is presumed that there is no importance distinction between the capacity to understand people on a deeper level on work fulfillment and age.

**Table-4**

Cronbach's Alpha	No. of items
0.955	22

The above table suggested that a satisfactory level of relentless quality for psychometric test starts from .65 in this assessment most of the trustworthiness regard is north of .65. The angle wise outcome of Cronbach's alpha characteristics for the audit is .955 (95.5%)

**Table – 5 KMO and bartlett's test**

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin	.929	
Bartlett's Test of Sphericity	Approx. Chi-Square	3650.467
	Df	496
	Sig.	.000

The Kaiser-Meyer-Olkin size of testing sufficiency is a proportion of the level of debasement got from the hidden variables. Assuming the worth is near 1.0, it demonstrates that the information is finished, and if it is under 0.50, the component examination is unfinished. In this review, the Kaiser-Meyer-Olkin relationship coefficient was 0.929 (92.5%), which is satisfactory.

### **Emotional Intelligence and Its Impact on Job Satisfaction**

The ability to understand people at their core and occupation fulfillment have been laid out in past writing in various workspaces. Representatives with the ability to understand people on a profound level can perceive pessimistic feelings like discouragement and tension, so controlling these feelings will assist with decreasing nervousness since it is one of the most useful assets for labourers in the public area. The principal elements of general work fulfilment and representative age. The above markers are from past investigations. The assessment of the asset capabilities assists with distinguishing the attributes that most influence the consciousness of the clients.

**Table –6 Emotional Intelligence and Its Impact on Job Satisfaction**

Perception	WAM	Rank
Q1 General	5.53	2
Q2 Present	5.28	6
Q3 Pay	5.83	1
Q4 Supervision	5.21	3
Q5 Co-workers	4.47	5
Q6 Others	4.55	4

Source: Primary data

The most important attribute selected by public and private banks is satisfaction with salary (4.83), while the second most popular is job satisfaction (4.53), satisfaction with management (4.21), and others (3.55), and the amount of loans. Job satisfaction (3.47) and current job satisfaction (3.34) are the most important concepts that employees take into account when distributing marketing information, as well as negative opinions of employees.

### **FINDING OF THE STUDY**

From the above results, since the basic worth is more prominent than 0.05, we acknowledge the invalid speculation reject the elective theory and reason that there is no huge distinction between the capacity to appreciate anyone on a deeper level and age work fulfillment and innovativeness. • The outcomes got as a basic worth more prominent than 0.05, the invalid speculation is acknowledged and the elective speculation is dismissed, we reason that there is no distinction between work fulfillment and age. Factual Dependability of The ability to understand people at their core in Occupation Fulfillment The table recommended that the degree of unwavering quality in mental testing begins from 0.65 and in this examination, the greater part of the unwavering quality qualities are higher than 0.65. The consequence of the Cronbach's alpha worth of the review is 0.955 (95.5%) Variables that impact client judgment are considered by dispersing advertising data and pessimistic client decisions about the mental prowess of close to home and emotional work fulfillment.

## DISCUSSION AND CONCLUSION

Consequences of the concentrate on ability to understand people on a profound level and its impact on work fulfillment. This exploration shows that work fulfillment. The discoveries of this study show that there is a huge connection between the capacity to understand people on a deeper level and representatives of public and privately owned businesses in the Tiruchirappalli. This examination is extremely valuable for upper administration to arrive at conclusions about investigating various parts of worker insight including general work fulfillment, present place of employment fulfillment, work fulfillment, the board fulfillment and occupation fulfillment. workers. The above rules depend on past exploration. The examination of auxiliary administrations assists with recognizing the most persuasive attributes in the personalities of representatives working in broad daylight and confidential banks in Tiruchirappalli. A superior client can be accomplished by distinguishing the variables that can create issues in the planning of mental errands. To keep up with and make energy and bliss, you should have the option to impart and comprehend how to fulfill these sentiments. Workers will actually want to guess how they will respond to various circumstances, changes and occasions and deal with those responses successfully. Ranking directors should actually determine struggle, and keep up with and fabricate trust and collaboration. Inspirational perspective and positive reasoning can prompt the age of thoughts to determine clashes and guarantee trust and collaboration all through the association.

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