

## Emotional Intelligence of Managers in Banking Sector

Uthayasuriyan, K.<sup>1</sup> and Janis Bibiyana, D.<sup>2</sup>

### Abstract

Banking system occupies an important place in a nation's economy. In the multicultural scenario, role of managers is vital in leading banks. The performance of a bank is depending upon the style of functioning of managers. Managers are the potential leaders who help in the credential improvement of the banks. Thus, this study is primarily aimed at identifying the level of emotional intelligence among managers in banking sector. The specific objective of the study is to evaluate the emotional intelligence among the managers of the public, private and modern banks in order to examine whether type of bank has an influence on the E.I. or not. Data were obtained directly by using a well framed (valid and tested) questionnaire. The sample size was 390. Area selected for the study includes Tirunelveli, Tuticorin and Kanyakumari Districts in Tamilnadu, India. It was found that the level of emotional quotient of bank managers in public, private and modern banks in the study area is dependent on type of bank.

***Keywords: Emotional Intelligence, personality traits.***

---

<sup>1</sup> Professor, Dept. of International Business & Commerce, Alagappa University, Karaikudi, India. e.mail id: [suriyankmc@yahoo.co.in](mailto:suriyankmc@yahoo.co.in)

<sup>2</sup> Lecturer in Commerce, St. John's college, Palayamkottai, Tamilnadu, India e.mailid: [janisbibi@gmail.com](mailto:janisbibi@gmail.com)  
mobile: 9442725258