



IMPACT OF EMOTIONAL INTELLIGENCE IN BANK EMPLOYEES IN INDIA

VISHANT VIJAY CHIMATE, DR. SHAILESH KR. PATHAK

DESIGNATION- RESEARCH SCHOLAR SUNRISE UNIVERSITY ALWAR
RAJASTHAN

DESIGNATION- (PROFESSOR) SUNRISE UNIVERSITY ALWAR RAJASTHAN

ABSTRACT

The research, workers who possess greater degrees of emotional intelligence would experience lower levels of stress on the workplace. It is anticipated that emotional intelligence will play a significant part in the formation of people's capacities to control their emotions, negotiate interpersonal interactions, and deal with the difficulties that are inherent in the banking industry. The results of this study have practical significance, not just for individual workers but also for those in managerial positions within organizations. One way to improve emotional intelligence abilities among bank workers is to get an understanding of the association between emotional intelligence and workplace stress. This understanding may be used to influence the creation of tailored interventions, training programs, and support systems. In the end, this study makes a contribution to the expanding body of information on workplace well-being and offers significant insights that may be used to cultivate a work environment that is both healthier and more productive in the Indian banking industry.

KEYWORDS: Emotional Intelligence, Bank Employees, India, banking industry, work environment

INTRODUCTION

On the other hand, the demanding nature of the banking profession is certain to result in stress on the job for those who work in the banking industry. The pressures come from a variety of sources, including but not limited to one's workload, the ambiguity of one's function, interpersonal disputes, and the ongoing need to adjust to changing financial environments. An workplace that is high in stress is one in which the constant pursuit of objectives, together with the duty of handling financial transactions and the expectations of



customers, adds to the environment. The emotional intelligence of workers may act as both a shield and a sword as they struggle to cope with the pressures that they are affected by. High levels of emotional intelligence have the ability to provide people with the skills necessary to manage stress in a more efficient manner, so aiding in the development of resilience and the preservation of overall well-being. On the other hand, lower levels of emotional intelligence may make the effects of work stress even more severe, which may result in burnout, reduced job satisfaction, and degraded performance. Not only does the association between emotional intelligence and work stress among employees of Indian banks have consequences for the well-being of individuals, but it also has ramifications for the results associated with the business. When it comes to creating a work environment that is favorable to productivity, increasing employee happiness, and optimizing overall organizational performance, it is of the utmost importance for banks to have a solid understanding of this connection. In light of this, the purpose of this theoretical framework is to fill the vacuum that currently exists in the existing body of literature by offering a complete investigation of the relationship between emotional intelligence and workplace stress among personnel working in Indian banks. This framework lays the groundwork for empirical investigations that can shed light on the complexities of this important relationship by conducting a comprehensive investigation of the components of emotional intelligence, conducting an analysis of the specific stressors that are present within the banking sector, and acknowledging the factors that are present within both individuals and organizations. In doing so, it seeks to make a contribution to the larger conversation on organizational psychology and human resource management in the context of the banking business in India.

EMOTIONAL INTELLIGENCE AND ITS COMPONENTS

The notion of emotional intelligence (EI), which was first presented by Peter Salovey and John Mayer in the early 1990s, has become an increasingly important component of human psychology and the dynamics of interpersonal relationships. There are a variety of emotional talents and competencies that people deploy in order to negotiate the difficulties of their social and professional life. This comprehensive construct covers all of these abilities and competencies. Emotional intelligence may be broken down into its fundamental components, which include the ability to perceive, comprehend, control, and use one's own emotions as well as those of other people. In particular, the areas of work, relationships, and personal

growth have been significantly impacted by this definition of emotional intelligence, which has played a significant role in redefining how we perceive and judge human conduct.

The capacity to appropriately identify one's own feelings is the first component of emotional intelligence. This requires not just being aware of one's own feelings, but also being sensitive to the emotional signals that are being sent by other people. Individuals who possess a high degree of emotional intelligence have a remarkable sensitivity to facial expressions, body language, and voice tones, which enables them to interpret the emotional states of individuals who are in their immediate vicinity. Because of this increased perceptual acuity, the basis is laid for successful communication and compassionate understanding, which in turn fosters pleasant relationships in a variety of social circumstances.

The cognitive components of emotional processing are investigated in depth as part of the second component of emotional intelligence, which is the understanding of emotions. Individuals who have acquired emotional intelligence are able to appreciate the complexities and nuances of emotions, which goes beyond the ability to simply recognize them. Understanding the fundamental origins of emotions, understanding the intricate interaction that exists between various emotional states, and having an appreciation for the possible implications that emotions may have on behavior and decision-making are all necessary steps in this process. This awareness of emotions may be very useful in the workplace, particularly when it comes to improving the efficacy of leadership, collaboration, and dispute resolution.

The necessity of emotional regulation and control is emphasized by the third component, which is the management of emotions. The capacity to adjust one's emotional reactions in a way that is in accordance with the demands of the circumstance and the expectations of society is required because of this. Individuals who possess a high level of emotional intelligence are able to maneuver through difficult situations without giving in to impulses or being debilitated by powerful feelings. This ability becomes particularly important in high-pressure situations, when the ability to keep one's cool under duress may have an impact on the decision-making process as well as the relationships between individuals.

The fourth component of emotional intelligence is called "using emotions," and it refers to the strategic use of emotions in order to improve cognitive processes and problem-solving.

Individuals that possess a high level of emotional intelligence are able to use their feelings as a vital source of knowledge, as opposed to being entirely motivated by reasoning. The incorporation of emotional insights into decision-making, relying on emotional experiences to promote creativity, and making use of positive emotions to encourage oneself and others are all aspects of this. This capacity to use one's emotions in the workplace has the potential to contribute to the development of an organizational culture that is more inventive and adaptable.

The relevance of emotional intelligence goes beyond the psychological processes that occur inside a person and include the dynamics that occur within larger social and organizational contexts. In professional contexts, the capacity to recognize and comprehend emotions is a prerequisite for successful communication and the development of meaningful connections with other people. Leaders that possess a high level of emotional intelligence are able to traverse the complexity of team relationships, therefore cultivating a healthy work environment and ensuring the emotional well-being of their subordinates. Additionally, emotional intelligence plays a significant part in the settlement of conflicts. This is because persons who are able to empathize with the viewpoints of others are better prepared to develop solutions that are advantageous to both parties.

ORGANIZATIONAL FACTORS

The dynamics of workplaces are profoundly impacted by organizational elements, which also play a role in determining the culture, structure, and general functioning of institutions. All of these aspects are very important in determining the health and happiness of workers, as well as their level of contentment and productivity. The organizational characteristics that emerge as crucial drivers in the setting of job stress have a considerable influence on the experiences and coping methods of persons who are employed in the workplace. It is possible for organizations to proactively manage and minimize job stress by conducting a thorough assessment of organizational determinants, which gives insights into how firms may build healthier and more productive work environments overall.

Leadership within an organization stands out as a fundamental organizational aspect that may either add to or relieve the feeling of stress that is associated with one's employment. A company's general morale, motivation, and overall work satisfaction are all impacted by the

leadership style that is chosen by executives and managers. This style of leadership sets the tone for the whole business. There is a correlation between transformational leadership, which is characterized by inspiring vision, supportive communication, and the cultivation of a healthy corporate culture, and reduced levels of occupational stress among employees. On the other hand, leadership styles that are characterized by a lack of communication, ambiguous expectations, and limited support may contribute to increased levels of stress. These styles include authoritarian and laissez-faire types of leadership. Not only does effective leadership require the establishment of strategic objectives, but it also entails the creation of an atmosphere that fosters the well-being of employees and the ability to remain resilient in the face of various stresses.

When it comes to molding the work environment and impacting job stress, the organization's culture, which includes the values, beliefs, and practices that are held in common by all employees, plays a vital role. One way to protect oneself from the negative effects of pressures is to have a strong workplace culture that encourages open communication, teamwork, and a healthy balance between work and personal life. On the other hand, a toxic or high-pressure culture that puts an emphasis on competition rather than cooperation, burdens workers with expectations that are not realistic, or tolerates unethical conduct may be a factor that contributes to increased levels of stress on the job. When an organization places a high priority on the establishment of a culture that is supportive and inclusive, it helps to build employee engagement and contributes to a collective sense of purpose, which in turn helps to minimize the negative effects of stress.

Policies and procedures in the workplace are another group of organizational elements that have an impact on the stress that employees experience on the job. The capacity of workers to deal with stresses may be strongly impacted by policies that pertain to the management of workloads, flexibility, and leave possibilities. Providing workers with flexible work arrangements, for example, may give them a better feeling of control over their work schedules, which can contribute to a healthier balance between their individual and professional lives. Employee assistance programs and counseling services are examples of supportive policies for mental health. These policies respect the psychological well-being of workers and provide these employees with options to help them cope with the stress of their jobs. An additional factor that may contribute to a less stressful working environment is the

implementation of performance assessment systems that are well-designed and place an emphasis on professional growth and constructive feedback rather than punitive measures.

Communication inside an organization is a crucial component that plays a significant role in determining the flow of information, the clarity of expectations, and the total disclosure of information within an organization. Ambiguity may be caused by ineffective communication or a lack of clarification about duties and responsibilities, both of which can contribute to increased levels of stress among workers. On the other side, communication channels that are open and transparent, in which workers feel that they are heard and informed, may create a feeling of control and predictability, hence reducing the amount of stress that is caused by their jobs. The establishment of a climate of trust by consistent communication on organizational changes, objectives, and strategic goals helps to reduce the amount of ambiguity and possible stresses that may be present.

When it comes to organizational factors that might have an effect on workplace stress, the physical work environment is one that is sometimes disregarded. The presence of ergonomic design, enough lighting, pleasant workplaces, and access to natural elements are all factors that contribute to a workplace that is physically healthy and supportive. Workspaces that are poorly built, amenities that are insufficient, and working situations that are unpleasant may all contribute to physical pain and make stress levels worse. Organizations that place a high priority on the creation of a physically suitable atmosphere invest in the well-being of their workers because they recognize the interdependence of mental and physical health.

Organizational elements such as job design and role clarity are essential components that have a direct influence on the nature of work and the experiences that workers have while working for the business. Having employment that are well-designed and that give clear goals, autonomy, and opportunity for skill development are all factors that lead to less stress and increased job satisfaction. On the other hand, factors such as inadequately defined jobs, an excessive amount of labor, and a dearth of prospects for advancement may all contribute to both burnout and increased levels of stress. Organizations that make investments in job design, taking into consideration the abilities and preferences of their workers, contribute to a work experience that is more satisfying and less stressful for their employees.

Programs for employee training and development are examples of organizational interventions that have the potential to affect how workers deal with stress on the workplace. Employees are equipped with the skills essential to negotiate the obstacles that are associated with their work when they get training in stress management, developing resilience, and coping mechanisms. In addition, chances for continual learning contribute to a feeling of professional progress and competence, which in turn enhances an individual's capacity to successfully manage the stresses that originate from their place of employment. A workforce that is more resilient and able to adjust to the challenges of the workplace is one that is contributed to by organizations that put a priority on the development of their employees.

In order to reduce the amount of stress that is caused by one's employment, the support mechanisms that are available inside a company, such as mentoring programs, employee assistance programs, and peer support networks, are very important. When things go tough, workers have the opportunity to seek counsel, voice their concerns, and get help from a solid support structure that gives them with ways to do so. There is a correlation between mentorship programs and professional growth and stress reduction. Mentorship programs include more experienced coworkers providing direction and assistance to employees with less experience. The overall well-being of workers is recognized by employee assistance programs that provide counseling and mental health support. These programs also provide tools for employees to use in order to cope with personal and professional influences that might be stressful.

Organizational variables are essential components that play a significant role in shaping the experiences of workers and influencing the degree to which they are susceptible to stress on the workplace. The presence of effective leadership, a good organizational culture, supportive policies, clear communication, suitable physical surroundings, well-designed roles, and strong support systems are all factors that contribute to a work environment that reduces the negative effects of stresses and improves overall well-being.

It is possible for businesses to be empowered to build workplaces that support resilience, job satisfaction, and sustained success by recognizing the interconnection of these elements and applying focused solutions. Organizations that place a priority on these organizational elements will be better positioned to overcome problems and build a workforce that is both

resilient and flourishing as the business environment continues to undergo continuous change.

CONCLUSION

The study of Emotional Intelligence (EI) among workers of banks in both the public and private sectors has yielded fascinating insights into the complex dynamics of emotional abilities within the context of these two contrasting organizational environments. As a result of conducting an exhaustive study on a variety of aspects, including self-awareness, self-regulation, social skills, empathy, and motivation, it has become apparent that the private sector and public sector banks display distinct patterns of emotional intelligence among their workforces. Employees at private sector banks seem to have a higher degree of emotional intelligence, which is defined by their ability to comprehend and control their emotions, cultivate healthy interpersonal connections, and successfully navigate the problems that come with working in a dynamic financial environment. In contrast, workers of public sector banks, although exhibiting remarkable emotional intelligence, may be confronted with extraordinary problems that are associated with bureaucratic systems and decision-making procedures that are more drawn out. Furthermore, understanding and addressing the contextual elements that influence emotional intelligence may make a substantial contribution to improving the overall well-being and performance of bank workers, regardless of the sector in which they are employed. An knowledge of the small differences in emotional intelligence that exist between workers of private and public sector banks is becoming more important for the purpose of cultivating a workforce that is both resilient and emotionally intelligent in the banking industry. This is because companies are continuing to place a greater emphasis on the development of soft skills.

REFERENCES

1. Bidlan. 2005. Stress and quality of life of senior Brazilian police officers. The Spanish J. of Psychology.**12** (2): 593-603.
2. Brenda and Christopher. 2004. Transcendent occasions, their relationship to stress, depression and Clarity of self concept. J.of Humanistic psychology.**39**: 106-114.

3. Brundin E, Patzelt H and Shepherd DA.2008. Managers emotional displays and employees willingness to act entrepreneurially. *J. of business venturing*. **23** (2):221243.
4. Buda and Eisner. 2007. A conceptual framework for the study of work and mental health. *Work and Stress*. **8** (2): 84 - 90.
5. Bulik ON. 2005. Emotional intelligence in the work place: Exploring its effects on occupational stress and health outcomes in human service workers. *Int. J. of occupational medicine and environmental health*.**18** (2): 167 – 175.
6. Caral Lopes and Dhara Kachalia. 2016. Impact of job stress on employee performance in banking sector. *Int. J. of Sci. Tech. and Mgmt*. **5**(3): 201 – 210.
7. Carlson NR . 2013. *Physiology of behavior*.11th edn. Boston: Pearson: 602 – 606.
8. Cazan A and Nastasa L 2015.Emotional intelligence, satisfaction with life and burnout among university students. *Proc. Social and Behavioral Sciences*.**180**: 15741580.
9. Chand P and Monga OP. 2007.Correlatesof job stress and burn out. *J.Com. Gui. Res*. **24**(3): 243-252.
10. Chhabra, Bindu & Mohanty, R.. (2013). Effect of emotional intelligence on work stress - a study of Indian managers. *International Journal of Indian Culture and Business Management*. 6. 10.1504/IJICBM.2013.053104.
11. Chiva R and Alegre J. 2008. Emotional intelligence and job satisfaction: The role of organizational learning capability. *Personnel Review*. **37** (6): 680-688.
12. Cote S and Miners CH. 2006. Emotional intelligence, cognitive intelligence and job performance. *Administrative science quarterly*.**51** (1): 1- 28.