

Emotional Intelligence and Organizational Commitment in the Indian Banking sector: An Empirical study

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Abstract

In the present research, the effort has been made to study the relation and impact of Emotional intelligence on Organizational commitment of the employees working in the banking sector in Maharashtra. For this purpose, six banks were taken- 3 public sector banks (PNB, SBI, Canara) and 3 private sector banks (Yes, ICICI, Axis) as sample covering three cities (Mumbai, Pune and Nagpur). Goleman's emotional intelligence framework 1995 was used for data collection from employees of above said leading banks. Different attributes of emotional intelligence were taken into consideration to analyse its relationship with organizational commitment. SPSS 20 was used for data analysis. The empirical analysis revealed that there is a difference of the impact of emotional intelligence on organizational commitment of the employees in private and public sector banks. An analysis conducted derives meaningful conclusions for furthermore of research.

Keywords: Emotional Intelligence, Organizational Commitment, Private sector banks, Public sector bank

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