

RELATIONSHIP BETWEEN DEMOGRAPHIC FACTORS AND EMOTIONAL INTELLIGENCE OF EMPLOYEES IN BANKING SECTOR, MADURAI

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ABSTRACT

This article investigates into the effect of demographic factors on the level of Emotional Intelligence, that directs to organizational performance among male and female employees of the banks working in Madurai. Total 196 respondents were selected. To know the reliability Cronbach's Alpha was calculated, which resulted the score of 0.889 which shows high reliability. The findings of the study have been done by using SPSS Software. The findings show that the female sector of the bank employees is more emotionally intelligent than their male equivalents and the age of the male and female employees have opposite relationships with the Emotional Intelligence. While the level of education increases the Emotional Intelligence level also increases. The more satisfied employees will be in a better position and perform well in an organization.

KEYWORDS: Emotional Intelligence, Demographic Factors, Organizational Performance