THE IMPACT OF EMOTIONAL INTELLIGENCE ON JOB STRESS OF EXECUTIVE LEVEL EMPLOYEES IN BANKING SECTOR IN SRI LANKA

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Dissertation submitted in partial fulfilment of the requirements for the MSc/PG Diploma in Occupational Safety and Health Management

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DECLARATION

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……. ……..

The above candidate has carried out research for the Master's Dissertation under my supervision. I confirm that the declaration made above by the student is true and correct.

Name of Supervisor: Pro (Mrs.) Udayangani Kulatunga

…… …….

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ABSTRACT

In general, as humans, we have all experienced stress of some kind. Either positively or negatively is possible. However, prolonged unpleasant mental doubt may have negative effects on our lives. Job stress is the most prevalent type of stress. Job stress impairs employees' performance, which creates a survival problem for the business because people do not work productively and efficiently. Consequently, job stress hinders the performance of the organization paving the way to a natural death. Job stress is inheriting many negative consequences to the organization where job stress exits. This study investigates the relationship between emotional intelligence and job stress level in executives working for reputable regional commercial and public banks in western province. In the current study, questionnaires were the major data collection tool and the main data source. IBM SPSS statistics 21 was used to analyze data to come to conclusions with regard to the developed hypotheses based on existing literature. Except for the emotional intelligence component of relationship management, the researcher finds that the majority of emotional intelligence dimensions (self-awareness, self-management, and social awareness) had a significant negative impact on the job stress of executive-level employees at the different banks.

KEYWORDS: Self-awareness, Self-management, Social awareness, Relationship management, Emotional intelligence, Job stress

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