

An Empirical Study on Reducing Stress by improving Emotional Intelligence among the Employees of Banking Sectors in India

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Abstract

There have been several significant changes in banking since the arrival of the private sector and international institutions. It takes much hard work from bank employees to meet all their client's demands. This article attempts to explore the association between reducing stress causes and enhancing emotional intelligence in the Indian banking sector. This paper seeks to determine the stress factors affecting employees' performance and also measures the emotional intelligence factors that manage employees' stress in banking sectors in India. A sample of 350 employees from different banking sectors, such as private & public banks, has been considered. A random convenient sampling technique was used in this study. This study will change employee performance in Indian banking sectors by improving their emotional intelligence. The relationship between stress factors and emotional intelligence was examined through Correlation analysis.

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Keywords : Stress; Employees Performance; Emotional Intelligence; Banking; India

I. Introduction

1.1 *Meaning of Stress*

AS A RESULT of global competition, businesses have been forced to confront new issues and develop strategies that provide their own people a long-term competitive edge. Thus, a greater emphasis has been placed on human resources management, which is often believed to be the lifeblood of every firm. There is a growing awareness among workers and employers alike that workplace stress is becoming a significant problem. Mismanaged organisational stress has a negative impact on an organisation's human capital. It also has a negative impact on quality, production, health, and morale. Banking has seen tremendous transformations over the last decade, including policy shifts brought on by globalisation and liberalisation, increasing competition sparked by the entry of more private sector banks,

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takes time. Emotional awareness, control, and management and an understanding of others are necessary for success. According to this research, other personality types may also benefit from developing their personal strength. So the emphasis here is not on altering one's personality but rather on changing one's attitudes and actions. According to this research, developing an individual's attitude and conduct may have a substantial impact on their performance. If we may infer from this study, we can say that individuals with high emotional intelligence (EI) are more likely to construct a solid social fabric inside and between a firm and its customers, whereas those with low EI are more likely to cause issues to the company.

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