



**The Impact of Emotional Intelligence on
Occupational Stress of Managerial Level Employees
in Hotel Industry
(With Special Reference to Star Hotels in Kandy Area)**

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Name of the Candidate: K.G.A.S. Jayalath

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Department of Management Sciences

ABSTRACT

Occupational stress is a significant problem in the hotel industry. As the scarcity of studies on employees' emotional intelligence in the hotel industry in Sri Lankan context, this study will investigate the impact of emotional intelligence on occupational stress of managerial level employees in hotel industry with special reference to the star hotels in Kandy Area. Thus the study was based on five objectives. First, to identify the impact of self-awareness on occupational stress. Second, to identify the impact of self-regulation on occupational stress. Third, to identify the impact of motivation on occupational stress. Fourth, to identify the impact of empathy on occupational stress and finally, identify the impact of social skills on occupational stress. Questionnaires were distributed by using stratified sampling method to collect primary data from 150 managerial level employees in hotel industry. Data analysis was performed using descriptive statistics, Pearson correlation analysis and regression analysis. Results of the analysis indicated that emotional intelligence has a significant negative impact on occupational stress. Researcher found that the hotel industry should be taken the appropriate strategies to develop the emotional intelligence competencies to reduce the occupational stress level of the managerial level employees.

Key words: Occupational stress, Emotional intelligence, Hotel industry