



**A Study on Role of Emotional Intelligence on
Employees' Organizational Commitment
(With Special Reference to Selected Banking Sector
in Batticaloa District)**

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ABSTRACT

Emotional intelligence is one of the most important concepts and plays a vital role in the victory of employees in the banking sector. Not only bank employees but also for all humans. Moreover, emotions consider as one of the most important personal characteristics for every individual the individual's emotional intelligence level is directly affects for individual's personal characteristics and performances, based on that the degree of emotional intelligence varies from person to person and it is very important to everyone's career life to be success The purpose of the study sought to analyze the relationship between emotional intelligence and employees' organizational commitment in banking sector in Batticaloa district. In this study Goleman's emotional intelligence dimensions were used to measure the emotional intelligence, they are self-awareness, self-management, social awareness and relationship management. The sample consisted of 100 Employees of 5 selected banks in Batticaloa district. Primary data were gathered through a structured questionnaire among the respondents in sample. The research findings revealed that there is a significant positive relationship between emotional intelligence and organizational commitment further there is a significant positive relationship between self-awareness and organizational commitment, there is a significant positive relationship between self-management and organizational commitment, there is a significant positive relationship between social awareness and organizational commitment. However, relationship management dimensions of emotional intelligence is most significantly impact on employees' organizational commitment in banking sector in Batticaloa district. The data were analyzed using Descriptive, correlation Coefficient, multiple regressions. Based on the results, possible managerial implications were discussed and future research subjects were recommended.

Key words: *Emotional Intelligence, Organizational commitment, Bank employees*