

# **The Impact of Emotional Intelligence on Workplace Behavior: A Study of Bank Employees**

Sriparna Basu  
Professor  
FORE School of Management  
New Delhi – 10016  
e-mail: [sriparna@fsm.ac.in](mailto:sriparna@fsm.ac.in)

## **Abstract**

*This study investigates the impact of Emotional Intelligence (EI) on the workplace behavior of the employees in the Indian Banking sector. Banking industry was chosen for this research owing to the dynamic nature of this sector propelling a heightened need for compatibility and resilience of employees. The purpose of the study was two-fold: a) to examine if there is a significant impact of emotional intelligence on workplace behavior of the employees in both private and public sector banks; and b) to determine if the impact is more in one sector than the other. Goleman's emotional intelligence framework (1995) and Emotional Competence Inventory (ECI) was used for data collection.*

**Keywords:** Emotional intelligence, Attributes of emotional intelligence, Workplace behavior, Banking sector

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