

# **The Effect of Stress of Occupation and Intelligence of Emotion on Work Life Balance in Private and Public Banking Sector**

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## **ABSTRACT**

*This study is to examine the relationship between Stress of Occupation, Intelligence of Emotion with Employee's performance and Satisfaction of job in private and public banking sector. This paper presents a survey related study of 250 employee of private and public banking sector, which was selected randomly for this study. The study shows that positive association between Intelligence of Emotion and Employee contribution and Satisfaction of job of both Public and Private Banking Sector. This study also found Intelligence of Emotion is a moderating variable that reduce the Stress of Occupation and improve mental health condition of the employee-on-Employee contribution. These results showed that the higher EI and Stress of employees is associated with the higher Employee contribution in private and public banking sector.*

**Keywords:** *Stress of occupation; Intelligence of emotion; Employee contribution; Job satisfaction; Private and public banking sector.*

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## **1.0 Introduction**

Stress is terms of the psychological and physiological effects on an individual and can be a mental, physical, or emotional burden. Physiological stress is commonly perceived as a physiological response of the body like headache, migraine, chest pain, fatigue, heart palpitation, sleep disturbance and muscle pain to various stressors in the workplace that directly and negatively affect the productivity, quality of work and personal health of an individual (George, Jones, 1996, Newell, 2002, World Health Organization, 2005). Whereas Psychological stress is an emotional response like anxiety and depression, tension, anger, nervousness, irritability, and frustration that an individual experiences because of stimulating outcome in the workplace (Luthans, 1992, Millward, 2005, World Health Organization, 2005). It can increase employee's ability to cope with their stresses. Stress of Occupation occurs when the knowledge, skills, abilities and attitudes of employees are not up to or do not adapt to their requirements and workloads in organizations.

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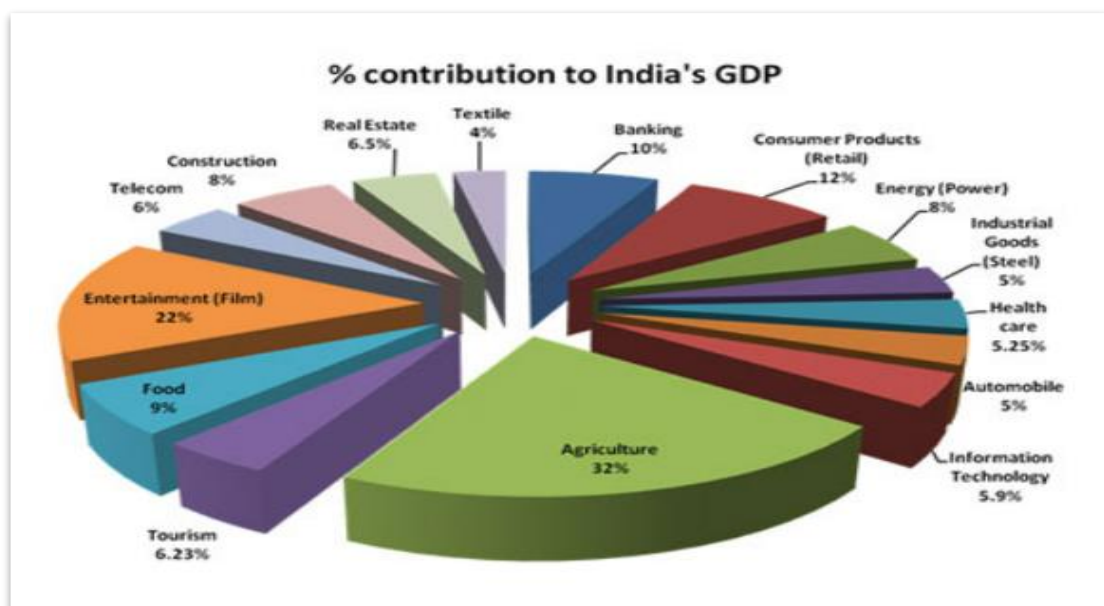
As a result, it can reduce employees' ability to control and cope with physiological and psychological stress, (Basowitz *et al.*, 1995, Cartwright, Cooper, 1997).

Intelligence of Emotion has contributed to job performance by enabling people to control their emotions and cope with stress, and to continue to perform well even under pressure by adapting to organizational modification (Lopes, Grewal, Kadis, Gall & Salovey, 2006). EI helps employees to use their emotions sensibly, especially when selecting an applicable conflict management style and improving job performance. The overall performance of the Employees can be measured by the following parameters such as execution, accuracy, creativity, and several other levels. It relates to the effectiveness, efficiency, quality and performance of their production. The Performance also helps us to evaluate the value addition made by the employees to the organization. A benchmark performance makes the employee happy, glad, and satisfied.

### 1.1 The importance of Indian banking sector

Banking sector is the backbone of the world's economy. Any nation's economic development and growth are greatly influenced by its banking industry. It contributes 10% of India's GDP.

**Figure 1: Contribution to India's GDP**



Source: [www.indiabudget.nic.in](http://www.indiabudget.nic.in)

The contemporary economy cannot work without the banking industry. As the main source of credit, it offers funding for individuals as well as for companies to acquire equipment and pay their employees. By providing health insurance at local branches, banks

serve as a bridge between homes and companies that supply health insurance in distant cities. Third, the bank offers financing to healthcare professionals, enabling them to increase the availability of healthcare.

## **1.2 Objectives**

The objectives of this study are:

- To assess the level of Stress of Occupation and Intelligence of Emotion among the employees who are working in Public and Private Banking Sector.
- To find out the relationship between the level of Stress of Occupation and Intelligence of Emotion with Employee contribution and Satisfaction of job among the employees who are working in Public and Private Banking Sector.
- To find out the role of Intelligence of Emotion within the relationship between the level of Stress of Occupation with Employee contribution and Satisfaction of job among the employees who are working in Public and Private Banking Sector.
- To investigate the effects of employees' Intelligence of Emotion on the level of Stress of Occupation, Employee contribution, and Satisfaction of job among the employees who are working in Public and Private Banking Sector.

## **2.0 Review of Literature**

The review of literature considering the analyses of the research studies that have been done earlier in this field are presented below:

The Comparative study of Bushara Bano and Rajiv Kumar Jha (2012) on "Organizational Role Stress Among Employees in the Public and Private Sector based on ten role stressors" considering the total sample of 302 employees for this study, showed that both govt. and non-govt. sector employees in Uttar Pradesh are exposed moderate levels of stress.

Panagiotis, T., Panagiotis, R., & Platis (2013) reviewed their study on "The effect of job- related stress on employees' satisfaction in Health Care" considering 271 nurses operating in Greek hospitals. This research showed that heavy workload and lack of rule at the work are negatively related to all dimensions of Satisfaction of job and feedback is absolutely related to employees' satisfaction with rewards and job security.

Alam, Saeed, and Rehman (2015) conducted a study on "The impact of Work stress on employee's performance". 200 employees including managers and non-managers were selected basis on their experience (at least five years) on permanent service from completely different banks within the province of Khyber Pakhtunkhwa, Pakistan. This study reveals that motivation plays a moderating role in the relationship between stress at work and Employee contribution in the banking sector in Pakistan, as it faces heavy workload, work disputes, and the environment of physical work.

Kakkos and Trivellas (2011) conducted a study on "Employee contribution is related with job Motivation and work Stress". This study reveals that the high job motivation is not

related to existence needs (pay, fringe benefits), and relatedness needs (superiors, peers) of the high job performance. In addition, the high motivation concerning growing demands for higher work performance and therefore the higher level of work-stress experienced by the employees is related with the lower job performance.

Labhane, Nikam, and Baviskar (2016) conducted a study on “Mental health about to with concerning Satisfaction of job of bank employees in the city of Jalgaon” (Maharashtra, India) considering the sample of 120 employees (male-female ratio, 1:1) and revealed the existence of a male-female difference in the mental health of bank employees, wherein the female employees excel male employees in their mental health ( $t = 2.61$ ;  $p < 0.05$ ). The study further exposed that the bank sector significantly affects mental health, wherein employees from the government sector surpass their counterparts from the private sector in their mental health.

In the comparative study of True Careers, Nancy R. Lockwood (2003) indicated that 70% of more than 1,500 respondents said that they are not to undergo a healthy balance between their personal and professional lives. From another study conducted in 2001 by the Work Institute of America, researcher Nancy R. Lockwood states that the solutions for employees help to reduce overtime of work, stress, workloads, enhancing flexibility, quality time for family & leisure time.

P. Chand and A.S. Sethi (1997) conducted a study on 150 junior officers working in different banking institutions in Himachal Pradesh. They have narrated that a large amount of dearest and most significant predictor which causes strain in the job-related area are role conflict strains working conditions and role overload. Chabungban (2005) conducted a study on “A bridge can be built between stress and better performance by developing Intelligence of emotion”. Unattended effects of stress resulted costly to both the organization and the employee within a given time frame. Intelligence of Emotion can control impulses & helps to face the frustration and obstacles boldly to empathize and get along well with others.

Sigroha (2014) studied Delhi & Near Capital Region among women employees of Manufacturing, Service & I.T. employees. Analysis revealed that childcare facility seems to be more important for improving the performance related to the work of IT sector employees, which helps to reduce their strain and tension than employees with service sector employees. Help desk for the routine task is perceived to be more effective in reducing their stress in comparison with manufacturing sector employees. Flexible working arrangement amenities are deduced to be more effective to improve the health of women employees in IT and service Sector employees compared to Manufacturing Sector employees.

M. Kumaraswamy and Ashwini S. (2015) conducted a study on “Married ladies working in some Indian Banks in Karnataka”. The analysis states that the pressure of work or pressure of personal life work can lead to stress and this case ultimately affects the person's health both physiologically and psychologically. Shah, V., and P. (2016) investigated “The impacts in case of balancing WLB”. In their study, it turned into discovered that excessive strain is observed among the women whereas balancing work life and family life. They have the feeling that there is a shortage of time & this causes stress.

K. Indra (2014) conducted a study on “Social support is required for child care, elder parents/parents in lawn care and other dependents also”. It is mentioned in the study that both organizational support and family-related support are required for a healthy work-life balance. It is concluded that work is important in one’s life to lead a happy and satisfactory. At this old age, parents have trouble dealing with the children. Barik (2017) conducted a study on 45% of teachers in Primary Education in India who are female are facing high work stress and juggling work-life imbalance (UNESCO, Institution for Statistics, 2013). His study comprises the data which are collected from Raipur’s private and government schools, which are made up of married feminine teachers.

Nielsen et al. (2015) conducted a study on “Mental and physical health problems appear to resemblance with Post Traumatic Stress Disorder” (PTSD). Their study found that 26 studies had mentioned the link between bullying and PTSD. Eighteen studies have begun that there are zero order correlations between bullying and PTSD symptoms. They mentioned that another study found that memories of childhood bullying were linked to PTSD symptoms in adulthood.

Nadinloyi, K. B. et al. (2013) examined a study on the topic of “Relationship between Satisfaction of job and mental health of employees” taking into account a total sample of 90 employees from two industrial companies of Ardabil. The data is analyzed using several regressions and a test. Research has shown that positive association between employee dissatisfaction in the workplace and mental health, social action and depression. Working women have been found to be more satisfied with their jobs than working men. Additionally, employees who have extensive work experience in their job have a high level of job satisfaction.

Shamsuddin, N., and Rahman, R. A. (2014) examined a study on “The relationship between Intelligence of Emotion and job performance of call center agents” based in Kuala Lumpur, which has selected of this study, in which 118 respondents participated. The study showed that significant relationship between Intelligence of Emotion and work performance. Analysis of the moderating variables showed that gender had no influence on the relationship between the independent variable (EI) and the dependent variable (work performance).

Hanafi et al. (2017) examined a study on “Measuring the impact of Intelligence of Emotion on teacher job performance” in Kedah. This study shows that a significant relationship between Intelligence of Emotion and job performance, and all Intelligence of Emotion variables can affect the teacher’s job performance. Teachers with high Intelligence of Emotion are more likely to be successful in their work. Skills shows that significant relationship between job performance, so the results will be useful for the Malaysian Ministry of Education to understand the importance of Intelligence of Emotion in improving student job performance.

Tagoe, T., and Quarshie (2016) reviewed a study on “The relationship between Intelligence of Emotion and Satisfaction of job among Nurses in Accra” using the entire sample of 120 registered general nurses (83 women and 37 men) from three Accra public

hospitals. The results showed a major correlational statistic between Intelligence of Emotion and Satisfaction of job among nurses. However, the results showed no significant gender differences in terms of Intelligence of Emotion and job satisfaction.

Alnidawy, A. A. B. (2015) conducted a study on “The impact of Intelligence of Emotion on Job Satisfaction in the Jordanian Telecommunication Sector” considering that the sample of 300 employees for this study showed that Intelligence of Emotion had a significant impact on Satisfaction of job in an organization. This study also recommended some conclusions and recommendations that achieve the objective of this study.

Danquah, E. (2014) analyses a study on “The influence of Intelligence of Emotion on organizational growth in the banking sector.” The study is based on 20 banks in Ghana and also the results of this study show that Intelligence of Emotion is absolutely related with organizational performance, while it has a moderating effect on the relationship between customer satisfaction and business performance. Banks are suggested to formalize and regulate their investments within the acquisition of Intelligence of Emotion skills for maximum organizational performance.

Ghoreishi, F. S. *et al.*, (2011) conducted a study on “Assessment of Intelligence of Emotion and Satisfaction of job among workers of Kashan Hospitals” by considering 121 employees of Kashan hospitals for this study found that the bulk of employees (76%) had moderate Intelligence of Emotion and 88.2% of the staff had moderate job satisfaction. There are no important relationships between Intelligence of Emotion and variables similar to gender, education, and marital status and job status however significant relationships have been found between age and Intelligence of Emotion. Furthermore, there has no significant relationship between Satisfaction of job and demographic variables.

In addition, there’s no important relationship has been found between Intelligence of Emotion and Satisfaction of job ( $P > 0.05$ ). Because the majority of the employees had a median level of Satisfaction of job and Intelligence of Emotion and others had a less than average level, it appears necessary for authorities to explore the explanations for job dissatisfaction, such as burnout, depression and the development of a feeling of helplessness among staff. Educational workshops are also recommended for employees, especially those under 40, in order to promote their Intelligence of emotion.

Shukla, S., Adhikari, B., & Ray, M. (2016) examined a study on “The relationship between Intelligence of Emotion and job satisfaction” on the sample of 120 employees of a service offered by an Indian multinational organization in the national capital region of India. Out of the four dimensions (self-control, well-being, sociability, emotionality) of Intelligence of emotion, only self-control is considerably related with job satisfaction. This study shows that employees with a higher Intelligence of Emotion are more satisfied when organizing their work. This may be because an emotionally intelligent employee has his emotions under control, will face in a positive way all kinds of people and situations, perform better, are going to be additional glad along with his job. The results of the multivariate analysis shows that 11.6% of the variation within the employees’ Satisfaction of job is explained by their Intelligence of emotion.



Shooshtarian, Z., Ameli, F., & Lari, M. A. (2013) conducted a study on “The Effect of Intelligence of Emotion in the Workplace on Job Satisfaction, Job Performance and Engagement” taking into account the total number of 350 participants in this study. The results showed that employees ‘Intelligence of Emotion has positively correlated with job satisfaction, so that there has a big relationship between Intelligence of Emotion in the workplace and their job performance and no relationship between employees’ Intelligence of Emotion and their engagement.

Mohammed & Fekry (2018) conducted a study on “Relationship between Intelligence of Emotion of nursing directors and Satisfaction of job of nursing staff”. The study showed that positively high correlation between the Intelligence of Emotion as well as a moderate level of job satisfaction among head nurses. Karunanithy, K., & Ponnampalam, A. (2013) examined a study on “The impact of Stress on the Employee contribution in banking concern of Ceylon in the Eastern Province” considering a total sample of 88 employees in all the branches in the Eastern Province for this study found that negative association between stress and performance. It is showed that stress has an impact on the performance of the employee of Commercial bank PLC at the same time. The influence of stress in the context of the organization is greater than of work related and individual emphasize.

Kassim, S. I., Bambale, A. J., & Jakada, B. A. (2016) reviewed a study on “Intelligence of Emotion and Satisfaction of job among Professors at Kano State universities”, with 335 representing the teaching population of Kano State. The study revealed that, significant relationship between the use of emotions, the regulation of emotions and job satisfaction, while the emotional assessment and other assessments of emotions found no association with job satisfaction. It is recommended that universities establish an emotional quotient program that is used to develop universities’ ability to get the most out of faculty and build strong relationships in the workplace.

Chatterjee, P. (2016) examined a study on “Stress of work, Employee Satisfaction of Job, and Mental Health of the employee: A Comparative Analysis among the Banking and I.T. Professionals” considering the total sample of 240 employees (60 each employee from private as well as public Bank and IT sector) for this study found that private sector of bank employees faces maximum job dissatisfaction. Whereas, the IT govt sector encounters the least job dissatisfaction.

Raj. A. E. A., & Julius. S. (2015) analysis, a study on “Stress of Occupation among the staff operating public and private sector banks in Karaikal District of Puducherry union area, India” considering the total sample of 316 employees for this study found that there is no statistical evidence of significant difference in the Stress of Occupation between public and private sector bank employees. This analysis shows that different work stressors affecting private sector bank employees and the other factors are the job stressors for employees of public sector banks. The study suggests that for both public and private sector bank employees to evolve a policy and plan to minimize the Stress of job among their employees by using technological advancement.

### 3.0 Hypotheses

For this study, the following hypotheses must be tested:

**H<sub>01</sub>:** The level of Stress of Occupation will not be high among the employees of Private in comparison to Public Banking Sector.

**H<sub>02</sub>:** The level of Intelligence of Emotion will not be different among the employees of Public and Private Banking Sector.

**H<sub>03</sub>:** Employee contribution and Satisfaction of job will not be negatively correlated with Stress of Occupation among the employees of both Public and Private Banking Sector.

**H<sub>04</sub>:** The level of Stress of Occupation among the employees of both Public and Private Banking Sector will not predict Employee contribution and Job Satisfaction.

**H<sub>05</sub>:** Intelligence of Emotion is not positively correlated with Employee contribution and Satisfaction of job of both Public and Private Banking Sector.

**H<sub>06</sub>:** Intelligence of Emotion will not be negatively correlated with Stress of Occupation among the employees of both Public and Private Banking Sector.

**H<sub>07</sub>:** Intelligence of Emotion of the employees is not a moderating variable influencing the impact of Stress of Occupation on Employee contribution and Job Satisfaction.

**H<sub>08</sub>:** There is no significant relation between the level of the position of employee with Stress of Occupation, Intelligence of emotion, Employee contribution and Satisfaction of job among the employees of both Public and Private Banking Sector.

### 4.0 Methodology

The Methodology of the Study consists of – (i) Sample, (ii) Tests/ Instrumentation, and (iii) Test Administration.

#### (i) Sample

The target sample size was on all different levels (Lower, middle, and higher management) of employees working in the private and public Banking sector. N=250. The demographic characteristics like Age, Gender, Marital Status, type of sector and company, Employee position, Educational Qualification, and Experience considered for the study for employees working in both Private and Public Banking sector are given in Table 1.

#### (ii) Tests/Instrumentation

In the present research, the impact of one independent variable (Job stress) on two dependent variables, namely Satisfaction of job and Employee contribution between the position of the employees in the organization has been studied in the context of employees working in both public and private Banking sectors. Also, the Intelligence of Emotion of the employees is a moderating variable influencing the impact of Stress of Occupation on Employee contribution and Job Satisfaction. Standardized questionnaires/tests/tools were used for this research study. A Simple random sampling technique has been used to collect primary data.



**Table 1: Demographic Variables**

Demographic Variables	Categories	Frequency	Percent
Gender	Male	179	71.6
	Female	71	28.4
Age	20 - 30 Years	190	76.0
	31 - 40 Years	31	12.4
	41-50 Years	9	3.6
	51 - 60 Years	12	4.8
	> 60 Years	8	3.2
Marital Status	Married	50	20.0
	Unmarried	200	80.0
Educational Qualification	10th STD	4	1.6
	12th STD	14	5.6
	Under graduate	104	41.6
	Masters	108	43.2
	MPhil/PhD	20	8.0
Company	Private	165	66.0
	Government	85	34.0
Years of Experience	0-3 Years	149	59.6
	4-6 Years	39	15.6
	7-8 Years	23	9.2
	9-10 Years	9	3.6
	>10 Years	30	12.0
Position in the organization	Lower Management	86	34.4
	Middle Management	115	46.0
	Top Management	49	19.6

*Source: Based on authors' study*

### (iii) Test Administration

A structured and standardized questionnaire was used to conduct the survey. This test was administered to an individual and his/her colleagues. The scale of work Stress, Intelligence of emotion, Employee contribution and Satisfaction of job were administered individually on 250 individuals selected from the sample. Everyone was personally connected via face to face and the Internet. Explain the purpose of the research and then seek help with this research. I requested each of individual was requested to spare quarter-hour time ideally at any time betting on his/her availableness for information collection. After the respondent answered all the questions, the researcher took the booklet and expressed gratitude to the respondent for their cooperation. It had been assured to the respondents that each of the information collected for the study are confidential and be used just for the research study.

## 5.0 Data Analysis

The Data analysis for this study was performed using version 25 of the Social Science Statistics Package (SPSS). Frequency analysis was carried out for demographic variables on the nominal and ordinal scales.

## 5.1 Results and Discussion

**Table 2: Reliability Analysis of all Dimensions**

Dimension	Cronbach's Alpha	N of Items
All Variables	0.945	125
Stress	0.946	46
Employee contribution	0.878	13
Job satisfaction	0.939	20
Intelligence of emotion	0.966	16

*Source: Based on Authors' study*

Here Cronbach Alpha is 0.945 which indicates higher level of internal consistency for the specific sample.

## 5.2 Testing of hypotheses

**HA1:** The level of Stress of Occupation will be high among the employees of Private in comparison to Public Banking Sector.

**Table 3 shows,** the p value is 0.043 for Private and Public Banking sector, which is less than 0.05. So, the Alternative Hypothesis is Accepted.

**HA2:** The level of Intelligence of Emotion will be different among the employees of Public and Private Banking Sector.

**Table 4 shows,** the p value is 0.839 for Private and Public Banking sector, which is greater than 0.05. So, the Alternative Hypothesis is rejected.

**HA3:** Employee contribution and Satisfaction of job will be negatively correlated with Stress of Occupation among the employees of both Public and Private Banking Sector.

**Table 5 shows,** the level of Stress of Occupation is positively correlated with the Employee contribution and Job satisfaction. So, Alternative Hypothesis is rejected. Employee contribution will be positively correlated with the level of Stress of Occupation (Low degree). Satisfaction of job will be positively correlated with the level of Stress of Occupation (Moderate degree).

**HA4:** The Stress of Occupation level among the employees of both Public and Private Banking Sector will predict Employee contribution and Job Satisfaction.

**Table 6 indicates** that the significance value is less than 0.05. So, Alternative Hypothesis is accepted and indicates that, overall, the regression model statistically strong match for the

outcome variable (i.e., it is a good fit for the data). The Regression equation is: Employee contribution =  $21.799 + (0.051 * \text{Stress})$ . Here, p value is 0.011 for Stress, which is less than 0.05. The linear regression analysis results show that the Stress significantly predicting the Employee contribution ( $P < 0.05$ ).

**Table 7 indicates** that the significance is less than 0.05. So, Alternative Hypothesis is accepted and indicates that, overall, the regression model is a strong match for the data since it statistically substantially predicts the result variable. The equation of Regression is: Satisfaction of job =  $30.969 + (0.268 * \text{Stress})$ . Here, significance value is 0.000 for Stress, which is less than 0.05. The linear regression analysis results show that the Stress significantly predicting and influence the Job satisfaction.

**HA5:** Intelligence of Emotion is positively correlated with Employee contribution and Satisfaction of job of both Public and Private Banking Sector.

**Table 8 shows that,** Intelligence of Emotion is positively correlated with Employee contribution and Satisfaction of job because Significance value is less than 0.05.

**HA6:** Intelligence of Emotion will be negatively correlated with Stress of Occupation among the employees of both Public and Private Banking Sector.

**Table 9 shows,** that the Intelligence of Emotion will be negatively correlated with Stress of Occupation among the employees of both Public and Private Banking Sector.

**HA7:** Intelligence of Emotion of the employees is a moderating variable influencing the effect of Stress of Occupation on Employee contribution and Satisfaction of job.

**Table 10 shows that,** Stress of Occupation (0.178) is positively and significantly related to Employee contribution ( $P < 0.05$ ). The interaction and moderation effect of Intelligence of Emotion of the employees significantly influences the impact of Stress of Occupation on Employee contribution ( $P < 0.05$ ). The moderation effect of EI and Stress on employees' performance was reduced by -0.102.

**Table 11 shows that,** Stress of Occupation (0.602) is consistently and substantially associated to Satisfaction of job ( $p < 0.05$ ). The interaction and moderation effect of Intelligence of Emotion of the employees did not significantly influence the impact of Stress of Occupation on Satisfaction of job ( $P > 0.05$ ). There was no moderation effect of EI on Stress on employees' job satisfaction.

**HA8:** There is a relationship between the position of employee with Stress of Occupation, Intelligence of emotion, Employee contribution and Satisfaction of job among the employees of both Public and Private Banking Sector.

**Table 12 shows that,** the significance value is 0.037 for Stress. So, Alternative Hypothesis is accepted for Stress of Occupation, but alternative hypothesis is rejected for Intelligence of emotion, Employee contribution and Job Satisfaction.

## 6.0 Conclusion

Stress of Occupation may be either useful or harmful to Employee contribution and Job satisfaction, relying upon its level. From this research study, most employees find their

job Stressful, but Stress increases their productivity in return. Work overload, bad coworker relationships, and competitive professional advancement affect males as well as women. As a result, the stressed might contribute to an increase in corporate productivity, overall improvement in Employee contribution and good work quality, increased Job satisfaction, and so on.

This study concludes that employees in the private banking sector are exposed to higher levels of stress than public banking sector. This analysis shows that, there is a substantial variation in the level of position (Low, Middle, and Top management) of a worker with Stress of Profession among employees in both the public and private banking sectors.

On the other hand, happy/satisfied workers try harder to get the job done and consequently have better Satisfaction of job for which they are motivated for better Job performance. Hence, it tends to increase the overall performance of the organization. But when employees are dealing with too much of Stress at work and feel insecure at workplace, then they find it difficult to focus on tasks.

Each of us has a unique personality, various needs and wants, and varied methods of expressing our emotions. The capacity to identify how you're feeling, grasp what they're conveying to you, and observe how they influence those who surround you is known as Intelligence of emotion. It also has to do with how you see other people; if you know how others feel, you can handle relationships much more skillfully. This is because an emotionally intelligent individual will be able to manage their emotions, cope well with a variety of people and situations, perform better, and be happier at work. The findings revealed that in the banking industry, there is a substantial association between employee contribution and work satisfaction in terms of Intelligence of emotion factors such as self-perception, self-regulation, self-motivation, and social competence.

Employees with high Intelligence of Emotion perform better, but this does not lead to higher job satisfaction. According to the goals of this study, intelligence of emotion is a moderating factor that affects the effect of Stress of Occupation on employee contribution.

Thus, it can be concluded that as employees are valuable resources of the organization, it's necessary for the private and public employees to be Stress free and Anxiety free to boost good Mental health to perform well and be successful in achieving their goals.

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### Appendix

**Table 3: Frequency analysis for Stress, Employee contribution, Satisfaction of Job and Intelligence of Emotion scales**

Stress Scale		
	Frequency	Percentage
Low	106	42.4
Moderate	94	37.6
High	50	20.0
Employee contribution Scale		
Very low	9	3.6
Low	17	6.8
Average	97	38.8
High	93	37.2
Very high	34	13.6
Satisfaction of job Scale		
Low	42	16.8
Moderate	150	60.0
High	58	23.2
Intelligence of Emotion Scale		
Low EI	39	15.6
Average EI	141	56.4
High EI	70	28.0

Source: Based on authors' study

**Table 4: The Level of Stress of Occupation of Employees from Private and Government Banking Sector**

Sector	Categories	N	Mean	Std. Deviation	Std. Error Mean	t Value	95% Confidence Interval of the Difference		P Value
							Lower	Upper	
Banking sector	Private	165	129.255	30.142	2.347		-8.016	4.154	
	Government	85	137.271	32.925	3.571	-			
						1.930			0.043

Source: Based on authors' study

**Table 5: The level of Intelligence of Emotion among the Personnel in Private and Government Banking Sector**

Sector	Categories	N	Mean	Std. Deviation	Std. Error Mean	t value	P Value
Banking	Private	165	57.3818	21.75458	1.69359	0.204	0.839
	Govt	85	56.7647	24.42708	2.64949		

Source: Based on Authors' study

**Table 6: Pearson Correlation on Employee Contribution and Satisfaction of Job versus Stress of Occupation of Employees Working in Public and Private Banking Sectors**

Variables		Employee contribution Total	Satisfaction of job Total
Stress Total	Pearson Correlation	.172**	.521**
	Sig. (2-tailed)	0.066	0.070

Source: Based on authors' study

**Table 7: Regression Analysis on the Level of Stress of Occupation on Employee Contribution**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	984.867	3	328.289	3.537	.015 <sup>b</sup>
	Residual	22832.317	246	92.814		
	Total	23817.184	249			
a. Dependent Variable: Total Employee contribution						
b. Predictors: (Constant), Stress Total						

Source: Based on authors' study

**Table 8: Coefficients Table**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.799	2.890		7.543	.000
	Stress Total	.051	.020	.165	2.551	.011
a. Dependent Variable: Employee contribution Total						

Source: Based on Authors' study

**Table 9: Regression Analysis on the Level of Stress of Occupation on Satisfaction of Job**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21256.823	3	7085.608	37.437	.000 <sup>b</sup>
	Residual	46559.677	246	189.267		
	Total	67816.500	249			
a. Dependent Variable: Total Satisfaction of Job						
b. Predictors: (Constant), Stress Total						

Source: Based on authors' study

**Table 10: Coefficients Table**

Coefficients <sup>a</sup>					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	30.969	4.127		7.504
	Stress Total	.268	.029	.507	9.292

a. Dependent Variable: Satisfaction of job Total

Source: Based on authors' study

**Table 11: Pearson Correlation between Intelligence of Emotion Score with Employee Contribution and Job Satisfaction**

Correlations			
		Employee contribution Total	Job satisfaction Total
Total Intelligence of Emotion	Pearson Correlation	.147	0.035
	Sig. (2-tailed)	0.020	0.006
	N	250	250

Source: Based on authors' study

**Table 12: Correlation between Intelligence of Emotion Score with Stress of Occupation**

		Stress Total
Total Intelligence of Emotion	Pearson Correlation	-0.039
	Sig. (2-tailed)	0.037
	N	250

Source: Based on authors' study

**Table 13: Regression Analysis has been used for Intelligence of Emotion Influencing the Level of Stress of Occupation on Employee Contribution**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.828	3	1.943	3.537	.015 <sup>b</sup>
	Residual	135.102	246	.549		
	Total	140.930	249			
2	Regression	18.786	6	3.131	6.229	.000 <sup>c</sup>
	Residual	122.144	243	.503		
	Total	140.930	249			

a. Dependent Variable: Employee contribution

b. Predictors: (Constant), Stress

c. Predictors: (Constant), Stress, Interaction of EI and OS

Source: Based on authors' study

**Table 14: Coefficients Table**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.677	.222		7.543	.000
	Stress	.178	.070	.165	2.551	.011
2	(Constant)	1.820	.220		8.280	.000
	Stress	.453	.086	.419	5.246	.000
	Interaction of EI and OS	-.102	.021	-.695	-4.918	.000
a. Dependent Variable: Employee contribution						

Source: Based on authors' study

**Table 15: Regression analysis has been used for Intelligence of Emotion influencing the level of Stress of Occupation on satisfaction of Job**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	53.142	3	17.714	37.437	.000 <sup>b</sup>
	Residual	116.399	246	.473		
	Total	169.541	249			
2	Regression	53.916	6	8.986	18.885	.401 <sup>c</sup>
	Residual	115.625	243	.476		
	Total	169.541	249			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Stress						
c. Predictors: (Constant), Stress, Interaction of EI and OS						

Source: Based on authors' study

**Table 16: Coefficients Table**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.548	.206		7.504	.000
	Stress	.602	.065	.507	9.292	.000
2	(Constant)	1.597	.214		7.467	.000
	Stress	.635	.084	.535	7.553	.000
	Interaction of EI and OS	-.016	.020	-.097	-.777	.438
a. Dependent Variable: Job Satisfaction						

Source: Based on authors' study

**Table 17: F-test has been used for Relation between the Level of the Position of Employee with Stress of Occupation, Intelligence of emotion, Employee Contribution and Satisfaction of Job among the Different Level of Position**

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval		F	P
						Lower Bound	Upper Bound		
Stress	Lower Management	86	125.4535	28.25333	3.04664	119.3960	131.5110	2.900	0.037
	Middle Management	115	135.5217	33.28119	3.10349	129.3738	141.6697		
	Top Management	49	135.1224	30.26111	4.32302	126.4304	143.8145		
Employee contribution	Lower Management	86	29.9302	9.08754	0.97993	27.9819	31.8786	0.551	0.577
	Middle Management	115	31.3913	9.96810	0.92953	29.5499	33.2327		
	Top Management	49	30.8980	10.57167	1.51024	27.8614	33.9345		
Job satisfaction	Lower Management	86	57.8023	15.59323	1.68146	54.4591	61.1455	2.408	0.092
	Middle Management	115	62.8435	16.62886	1.55065	59.7717	65.9153		
	Top Management	49	61.7755	17.27747	2.46821	56.8128	66.7382		

Source: Based on authors' study

**Table 18: Coefficients Table**

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval		F	P
						Lower Bound	Upper Bound		
Intelligence of emotion	Lower Management	86	54.4884	22.24714	2.39897	49.7186	59.2582	0.923	0.399
	Middle Management	115	58.6783	22.43491	2.09207	54.5339	62.8226		
	Top Management	49	58.3469	23.87515	3.41074	51.4892	65.2047		

Source: Based on authors' study