Effect of Emotional Intelligence and Perceived Work Environment on Performance of Bankers

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Abstract- This collaborative research investigated the effect of emotional intelligence and perceived work environment on performance of bankers. Emotional Intelligence was measured using the scale of Schutte et al. (1996). For Perceived Work Environment (PWE), indigenous scale was constructed by the researchers and Performance Appraisal Form was also constructed by the researcher by taking guide lines from the Performance Appraisal Report, Lakehead University (1996). Reliabilities of the scales for the sample of bankers were quite high. Sixty bank employees from private banks of Lahore were selected. Demographic information was taken from bank records. Perceived work environment and emotional intelligence was measured by the researchers with the help of the scales mentioned above, whereas, bank managers assessed performance of their employees and reported through Performance Appraisal Form. Hierarchical multiple regression analysis showed significant effect of education and gender on performance but when perceived work environment was added in the model, both turned to be non significant. Final model showed that perceived work environment was not affected by emotional intelligence; rather both had independent significant effect on level of performance. Higher emotional intelligence and positive perception of work environment significantly improved performance. Total model accounted for 66% variance in performance of employees. Implications of the research regarding selection and recruitment and workplace environment are discussed.

Keywords- bankers, emotional intelligence, perceived work environment, performance appraisal

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