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RESEARCH NOTE

An empirical study on impact of demographic factors on emotional intelligence

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ABSTRACT

The study found that some demographic factors like gender and education affected the emotional intelligence of the employees in a retail firm. Emotional intelligence is an important ability besides the cognitive intelligence. It is found to be related with personality, job performance, interpersonal relations and job satisfaction. Emotional intelligence is an ability to understand the emotions, in yourself and others and react accordingly. The study aimed at identifying the relationship of emotional intelligence with gender, age, education and job experience. The study was conducted with 150 employees of a famous retail store in India. Deepa Krishnaveni Emotional Intelligence Test (DKEIT) (Ranganath and Krishnaveni, 2011) was used for measuring the emotional intelligence of the employees Independent T test and Pearson correlation co-efficient was used for the analysis.

KEY WORDS : Emotional intelligence, Ability, Emotions

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