LIST OF ABBREVIATIONS

- EI - Emotional intelligence
- EQ-i - Emotional Quotient Inventory
- MEIS - Multifactor Emotional Intelligence Scale
- MSCEIT - Mayer-Salovey-Caruso Emotional Intelligence Test
- IQ - Intelligent Quotient
- IT - Information Technology
- SD - Standard Deviation
- ANOVA - Analysis of variance
- Bar-On EQ-i - Bar-On emotional intelligence quotient
- MBTI - Myers-Briggs Type Indicator
- BPO - Business process outsourcing
- EOU - Export Oriented Units
- FDI - Foreign Direct Investment
- ITeS - Information Technology enabled Services
- CAGR - Compound annual growth rate
- MTPA - Metric Tonnes per annum