ABSTRACT
Emotional Intelligence and thereby management of it has been a important part of everyday work life. Recent research in the area of emotional intelligence has begun to focus on the role of emotional intelligence in the workplace. This research study aims to examine the relationship between emotional intelligence, stress and anxiety. Emotional Intelligence (EI) involves behaviors related to the experience of emotion; specifically Emotional Intelligence involves expressing, recognizing, understanding and managing emotions.

The research examines the role & importance of Emotional intelligence in managing Stress and Anxiety at the workplace in the Private Banking & Insurance Sector in Pune. A questionnaire containing 105 queries was designed for the purpose and administered to the respondents. The data was collected from the employees of three private banks and three private insurance companies in Pune. The sample size of the study was 150 employees.

The statistical techniques which were used in the research are Means, standard deviation, correlation analysis, regression analysis and Factorial analysis. Means and standard deviation was used to identify the scores and range of the respondents on emotional intelligence, stress and anxiety. Correlation analysis helped us to find the relation between emotional intelligence, stress and anxiety. Regression analysis helped us identify the importance of the independent variables such as stress and anxiety in predicting the dependent variable emotional intelligence. Factorial analysis assisted in identifying the factors which can help an individual reduce stress and anxiety.

The thesis examines the relationship between EI, stress and anxiety. It was found that emotional intelligence is negatively correlated with both stress and anxiety. It means that an employee having high emotional intelligence is able to cope up with his work environment in a better way and is consequently less anxious and stressed.

On the other hand if an employee has low emotional intelligence than he/she finds it difficult to cope up with the work environment thereby resulting in higher stress and anxiety.

The research also found out that the levels of stress and anxiety may help predict the emotional intelligence of an individual. The study also found out the
factors at the work place which causes stress and anxiety. These factors if they are dealt with in the right manner will enhance the emotional intelligence of an employee and thereby reduce stress and anxiety.

The research done is extremely useful for the corporate world as it can help alter the current recruitment methods. The research focuses on the most important asset of the company, the employees and also suggests measures to maintain its wellbeing and thereby increase employee productivity. Emotional intelligence tests can be a part of the recruitment process of corporate to identify candidates who will have the ability to be successful at their work.

Companies can also introduce a module of emotional intelligence as a part of employee training which will help increase self-awareness and empathy amongst employees. The corporate world can also look at the factors which help reduce stress and anxiety at work and work towards implementation of the same.