

EMOTIONAL INTELLIGENCE AND ITS IMPACT ON CONTEXTUAL PERFORMANCE

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The purpose of this study was to investigate the impact of Emotional Intelligence of managers on Contextual Performance of non managerial employees of the banking sector in Sri Lanka. The sample consisted of 100 managers and 400 non managerial employees randomly selected from Systemically Important Banks. Two questionnaires were administered among managers and non managerial employees. Data collected were analyzed using regression analysis and correlation coefficient. The results of the study indicated that Emotional Intelligence had significant positive relationship with Contextual Performance. The utility of Emotional Intelligence in improving Contextual Performance was discussed. It was recommended that Emotional Intelligence of the managers should be enhanced to improve the Contextual Performance of the non managerial employees.

Key Words: Emotional Intelligence, Contextual Performance