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Title of Thesis: Emotional Intelligence and Effective Leadership: A study of managers from service sector organizations in Delhi

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The research focused on determining if a relationship exists between emotional intelligence and transformational leadership among banking managers working with public and private sector organizations. Emotional intelligence is studied as the independent variable; and subcomponents of transformational leadership (idealized attribute, idealized behavior, inspirational motivation, intellectual stimulation, individualized consideration) are studied as the dependent variables. This study attempted to address the gap in literature by investigating if there was a relationship between EQ and TL in managers working with public and private banks of Delhi. A total of 300 respondents were targeted for the study and this comprises 150 managers from public sector organization and 150 managers from private sector organization of Delhi who had minimum one year of experience and above. For each Individual bank (PV1, PV2, PB1, PB2) 30 branches were visited by the researcher for data collection. Probability and Non probability convenience sampling techniques are used to gather the sample for the research. This study used a quantitative procedure (questionnaire) to collect primary data from respondents. For the purpose of this study two questionnaire were put to use; Multifactor leadership questionnaire (MLQ) by Bass and Avolio, 1997 and Emotional competency profiler (ECP) by Wolmarans and Martins, 2001. MLQ measured the five subcomponents of transformational leadership i.e. idealized attribute (IA), idealized behavior

(IB), inspirational motivation (IM), intellectual stimulation (IS), individualized consideration (IC) of managers and ECP measured the emotional quotient (EQ) of the managers.

The result of the first hypothesis showed, through correlation analysis, scatter plot, linear regression analysis, that there is a statistically significant positive relationship between emotional intelligence and idealized attribute (first component of transformational leadership). The second hypothesis showed, through correlation analysis, scatter plot, linear regression analysis, that there is a significant positive linear relationship between emotional intelligence and idealized behavior (second component of transformational leadership). The third hypothesis showed, through correlation analysis, scatter plot, linear regression analysis, that there is a significant positive linear relationship between emotional intelligence and inspirational motivation (third component of transformational leadership). The fourth hypothesis showed, through correlation analysis, scatter plot, linear regression analysis, that there is a significant positive linear relationship between emotional intelligence and inspirational stimulation (fourth component of transformational leadership). The fifth hypothesis showed, through correlation analysis, scatter plot, linear regression analysis, that there is a significant positive linear relationship between emotional intelligence and individual consideration (fifth component of transformational leadership). The sixth hypothesis showed, through z test that there is no significant difference between emotional intelligence levels of managers working in public and private sectors. The seventh hypothesis showed, through z test that there is no significant difference between effective leadership (TL) levels of managers working in public and private sectors. The eighth hypothesis showed, through z test that there is a significant difference between the two sectors in relation with emotional intelligence and transformational leadership and can conclude private sectors are more transformational than public sector.