

SYNOPSIS OF THE THESIS ON
EMOTIONAL INTELLIGENCE AND LEADERSHIP STYLES-

A STUDY WITH REFERENCE TO NON-BANKING FINANCIAL INSTITUTIONS IN KERALA

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INTRODUCTION

Globalization has spread its wings over the entire world and the advancement of technology in different areas has established its supremacy in everyday human life. As a result, accessibility to any part of the world has become easily possible and the entire world has shrunk into a 'global village.' It is the ability and capability along with the thirst of human beings for further feats that has made this possible. Human resources help the development of organizations and vice-versa. Development is largely associated with certain personal qualities or skills of individuals.

Change is the only unchangeable thing in the world as is known to everybody. Everything including the thinking process of every being is subject to change. To accept the change and to reap the benefits of it, Emotional Intelligence (EI) is proved to be a very important tool. That is, proper understanding and managing of emotions will help one climb the ladder of long-term gains and success even in unfavourable and turbulent situations.

Leadership is always essential for the progress and development of any organization or nation. The performance of an organization largely depends on the style and performance of its leader-managers. An ideal combination of both task-oriented leadership skills and people-oriented leadership skills makes effective leaders. Effective leadership depends on emotional intelligence and each element of emotional intelligence contributes to leadership effectiveness. Emotional Intelligence and leadership skills are the two strong wheels of the chariot of success in life. It is true that the saga of success of any organization is the sagacity and sincerity of emotionally intelligent individuals with good leadership skills or styles. Similar to the optimistic elements in Shelley's words, 'If winter comes, can spring be far behind?' one can ensure that if one wed these two valuable qualities, there will be a spring of progress and success.

SIGNIFICANCE OF THE STUDY

The concept of emotional intelligence is an infant in the house of Management Studies. Nursing and nourishing this 'baby' properly and timely, an individual can flourish in his personal and professional life. In other words, proper understanding and managing of emotions will help one climb the ladder of long term gains and success, especially in the present competitive global scenario. At present, how one can manage oneself and others is the new yardstick used by employers to judge people for recruitment and retention of employees in the cross-cultural and customer-centric business environment. The relevance/application of the 'head' (IQ) and the 'heart' (EQ) becoming more evident in this context.

Leadership, the ability to influence others, is an inevitable part of work and social life at any time. Good leadership is very decisive in the process of progress and development of any organization or nation. Good leaders inspire, increase team spirit, innovate and enable others to work hard for better performance and organizational effectiveness. The styles of leadership vary from leader to leader, and even a combination of different styles may be present in one person. An emotionally intelligent leader is always an asset for any organization. Hence these two elements – emotional intelligence and leadership- are of much relevance in any context.

STATEMENT OF THE PROBLEM

EI and Leadership are twin qualities required in almost all fields of activity. They create good relationships, team spirit and better performance. Non-Banking Financial Institutions (NBFI) play a significant role in the economic and social development of any country. It is the human element in these organizations that determines the performance and effectiveness of them. As the two variables- EI and leadership- are not seen studied in NBFIs in Kerala, this is an attempt to do so. Hence the study has been titled 'Emotional Intelligence and Leadership Styles- A Study with reference to Non-Banking Financial Institutions in Kerala'.

OBJECTIVES OF THE STUDY

1. To understand and identify the dimensions (domains) of emotional intelligence and leadership styles of managers (officers) of selected NBFIs in Kerala.
2. To study the nature and extent of relationship among the dimensions of emotional intelligence and leadership styles.
3. To compare the leadership styles and the emotional intelligence of managers among the selected NBFIs.
4. To understand the influence of job- related demographic variables on emotional intelligence and leadership styles
5. To understand the influence of job- related demographic variables on leadership styles.

HYPOTHESES

1. There will be significant relationship between overall E I and its dimensions/domains of the officers (managers) of selected NBFIs.
2. There exists significant relationship between EI and leadership styles of managers.
3. There will be no significant difference in EI and its domains of the managers of different organizations.
4. There will be no significant difference in leadership styles of the managers.
5. There will be significant difference among the managers in EI and certain job-related demographic variables.
6. There will be significant difference among the managers in leadership styles and certain job-related demographic variables.
7. There will be no significant difference between leadership styles and EI of managers.

RESEARCH DESIGN

The research design is a descriptive one based on primary and secondary data.

Population

Population of the study was the managers (officers) belonging to the Class I and Class II categories of the employees of the four Non-Banking Financial Institutions selected for study- Kerala Financial Corporation (KFC), Kerala State Financial Enterprises (KSFE), Kerala State Industrial Development Corporation (KSIDC) and Life Insurance Corporation of India. As the area of study was limited to the state of Kerala only, such officers working in Kerala alone were considered as the population in the case of LIC.

