

TABLE OF CONTENTS

| | | |
|--------------------------|--|-------------|
| Chapter 1 | | Page |
| 1.0 | Introduction | 1 |
| 1.1 | Background | 1 |
| 1.2 | Purpose and Significance of the Study | 4 |
| 1.3 | Research Question | 7 |
| 1.4 | Objectives of the Study | 8 |
| 1.5 | Scope of the Study | 10 |
| 1.6 | Organization of the Study | 11 |
| | | |
| Chapter 2 | | |
| Literature Review | | |
| 2.0 | Introduction | 13 |
| 2.1 | The ability based model | 14 |
| 2.2 | Emotional Intelligence & Leadership In Managing | 19 |
| 2.3 | Emotional Intelligence & Job Performance | 23 |
| 2.4 | Emotional intelligence in organizational process | 31 |
| 2.5 | Emotional intelligence in leadership | 35 |
| 2.6 | Emotional intelligence in management effectiveness | 42 |
| 2.7 | The Importance of Emotional Intelligence | 46 |

CHAPTER 3

DEVELOPMENT OF HYPOTHESIS AND RESEARCH METHODOLOGY

| | | |
|-----|---------------------------|----|
| 3.0 | Introduction | 48 |
| 3.1 | Research Model | 48 |
| 3.2 | Selection of Measures | 51 |
| 3.3 | Sampling Design | 52 |
| 3.4 | Data Collection Procedure | 53 |
| 3.5 | Data Analysis Techniques | 54 |

CHAPTER 4

RESEARCH RESULTS

| | | |
|-----|----------------------------|----|
| 4.0 | Introduction | 56 |
| 4.1 | Description of the Sample | 56 |
| 4.2 | Descriptive Data | 57 |
| 4.3 | Descriptive Statistics | 61 |
| 4.4 | Reliability Analysis | 61 |
| 4.5 | Correlation Analyses | 62 |
| 4.6 | Multicollinearity Analysis | 64 |
| 4.7 | Results | 65 |

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

| | | |
|-----|--|----|
| 5.0 | Introduction | 67 |
| 5.1 | Summary and Conclusion | 67 |
| 5.2 | LIMITATIONS AND SUGGESTIONS FOR FUTURE RESEARCH | 69 |

Appendix

| | |
|------------|-----|
| REFERENCES | I |
| APPENDIX 1 | i |
| APPENDIX 2 | ii |
| APPENDIX 3 | iii |
| APPENDIX 4 | iv |
| APPENDIX 5 | v |
| APPENDIX 6 | vi |