

Emotional Intelligence, Burnout and Subjective Well-Being in Public Bank Employees (Clerical)

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Abstract

The aim of study was to explore the relationship between Emotional Intelligence, burnout and adjustment in clerical employees of public sector banks and also to examine the contribution of Emotional Intelligence in the burnout and subjective wellbeing of this segment. Taking this view in mind, the present study was conducted on a mixed sample of 220 public sector clerks (140 males and 80 females), married, belonging to an age group of 35-45 years, having atleast 8-10 years of job experience, and having children. Swinburne University Emotional Intelligence Test (SUIET) by Palmer and Stough (2001), Maslach Burnout Inventory (MBI) by Maslach & Jackson (1986) and Subjective Wellbeing Inventory by Sell & Nagpal (1992) were administered to measure these variables. The results revealed the significant contribution of dimensions of Emotional Intelligence on the enhancement of personal accomplishment (dimension of Burnout) and subjective wellbeing of Clerical Employees.

Keywords: Emotional Intelligence, Burnout and Subjective Well-Being

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