

## **EMOTIONAL INTELLIGENCE AND EMPLOYEE PERFORMANCE IN SELECTED COMMERCIAL BANKS IN ANAMBRA STATE, NIGERIA**

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### **ABSTRACT**

Following the apparent rigorous recruitment process in the banking sector, which appears to concentrate on the Intelligence Quotient of applicants instead of the Emotional Intelligence level of the prospective employees, this study determined the relationship between Emotional Intelligence and Employee Performance of selected Banks in Anambra State. Emotional Intelligence was decomposed with Empathy while Employee Performance was decomposed with Employee Turnover. The study employed a Correlation Research Design. Three banks were selected from the three senatorial zones in Anambra State for coverage. Pearson's Product Moment Correlation Co-efficient was used to analyze the data. Findings revealed that Empathy has a strong negative relationship with Employee Turnover. It is recommended that management should institute policies that will ensure employment of Emotionally Intelligent workers as well as create avenues within the organization that will enhance the inter-personal relationship of employees towards reducing employee turnover.

**Keywords:** Emotional intelligence, Employee Performance, Commercial Banks, Empathy, Employee Turnover.