

**A STUDY ON RELATIONSHIP OF FORGIVENESS AND EMOTIONAL INTELLIGENCE  
WITH PSYCHO-IMMUNITY AMONG MANAGERS OF BANKING SECTOR**

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**Abstract:** With the advent of the 21st century, a dimension that's currently regarded as an element for success than intellect was added by the human brain. This is defined as Emotional Intelligence (EI) and measured as Emotional Quotient (EQ). The present study focuses on identifying the relationship between emotional intelligence and forgiveness with psycho-immunity among the managers working in the banking industry. Accessibility of the researcher with some selected private and public sector banks of India has motivated to select them as a sample of the present study. It is found that bank managers having higher emotional intelligence and forgiveness tendencies will have greater psycho-immunity leading to mental health along with extraordinary performance which also results in the improvement of potent leadership skills.

**Keywords:** Emotional Intelligence, Forgiveness, Psycho-immunity, etc.

### **1.1 Introduction:**

EI is regarded as the most crucial determinant of success in professional and private life among human beings. Emotional Intelligence Quotient is described as a group of competencies demonstrating that the ability one has to handle them based on the circumstance and to comprehend behaviors, moods, and impulses. Ordinarily, "emotional intelligence" is believed to include psychological understanding; emphasis to, and discernment of a person's emotions; correct acknowledgement of one's own and others' moods; temperament control or management over emotions; reaction together with appropriate (elastic) emotions and behaviors in different life situations (particularly to stress and stimulating situations); and balancing of frank expression of emotions contrary to anyway, attention, and respect (i.e., ownership of great social skills and communication abilities). Over the preceding some decades, studies on mental power have largely focused on the adaptive usage of understanding. With the advent of the 21st century, a measurement that's currently observed as an element for success than intellect was addition to the human brain. This can be called Emotional Intelligence (EI) and enumerated as Emotional Quotient (EQ).

With this background, the present study concentrates on identifying the relationship between emotional intelligence and forgiveness with psycho-immunity among the managers working in the banking industry. Accessibility of the researcher with some selected private and public sector banks of India has motivated to select them as a sample of the present study.

### **2. Literature Review:**

Panah, Sharif and Entezar (2011) investigates the accuracy of emotional intelligence and forgiveness in predicting the degree of satisfaction in marital communications between Iranian married couples. A total of 200 Iranian married couples were randomly selected for investigation. Multivariable regression and correlation coefficients were used to measure the accuracy. Results show that the correlation coefficient

calculated between emotional intelligence and satisfaction in marital communications was 0.405, which was significant at 0.01 level. The correlation coefficient calculated between emotional intelligence and forgiveness did not reach a level of significance. The correlation coefficient calculated between satisfaction in marital communications and forgiveness was 0.71 for original families and 0.243 for nuclear families, which were significant at 0.05 level. An analysis of multivariable regression of female and male data showed a significant coefficient between predictions and evidence variables. The correlation coefficients calculated between satisfaction in marital communications and forgiveness were 0.71 and 0.243 for the original and nuclear families, respectively. The predictive accuracy of emotional intelligence is 0.505 for males and 0.253 for females.

Kulshetra and Sen (2006) researched the subjective wellbeing in connection with mental intelligence and locus of control among executives. They have researched on 150 executives of distinct project strata of Hero Honda Motor Ltd. The outcome of their study proved that intelligence and locus of control have a significant relationship. Cases with greater intelligence and scored low on affect and inner locus of control felt high. Lopes, Grewal, Kadis, Gall, and Salovey (2006) analyzed the connection between emotional intelligence and office outcomes of 44 analysts and clerical workers from the finance division of a Fortune 400 insurer. Results proved that higher employees held a business rank that was greater compared to their colleagues and received merit gains that were higher. These workers obtained / or manager ratings of pressure tolerance and facilitation and peer-reviewed. Intelligence was depicted by the results and significantly associated with learning. The findings have implications for management of individuals towards maintaining and developing learning.

### **3. Research Methodology:**

3.1 Research Design: In this research, descriptive research design has been used to study the emotional intelligence, forgiveness and psycho-immunity among bank managers of public and private sector banks.

#### **3.2 Objective of the research: Following are the objectives of this research:**

- a. To study the relationship between emotional intelligence and psycho-immunity among bank managers of public and private banks
- b. To examine the relationship between forgiveness and psycho-immunity among bank managers of public and private sector banks.
- c. To examine the relationship between emotional intelligence, forgiveness together with psycho-immunity among bank managers of public and private sector banks.

#### **3.3 Sampling Technique and Sample Size:**

In the present research, convenient sampling technique has been used to collect the data from bank managers of public and private sector banks. The sample size of 100 managers (50 each from public and private sector bank) are considered for the study.

### **4. Data Analysis:**

On the basis of literatures reviewed, the variables of emotional intelligence and forgiveness were developed. The data has been collected using a Likert scale ranging 1 to 5 was used this helped to assess the level of emotional intelligence and forgiveness of the employees working in selected private and public sector banks.

A total of 100 respondents were selected for the study (50 from private banks and 50 from public banks),

the data collected was analyzed using the software SPSS and Microsoft Excel.

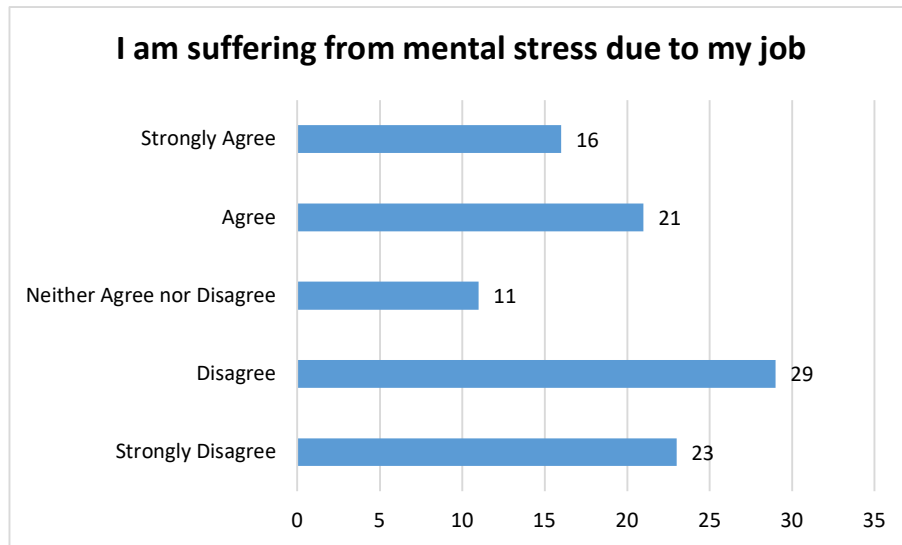


Fig. 1

(Source: Primary Data)

From the above fig. 1 it is found that majority of the bank managers agree that they are suffering from mental stress due to the work pressure in their job, which is supported by 23% of respondents who strongly agree to this. 11% of the respondents neither agree nor disagree to this. Whereas, 21% of the respondents disagree to this and remaining 16% strongly disagree to this.

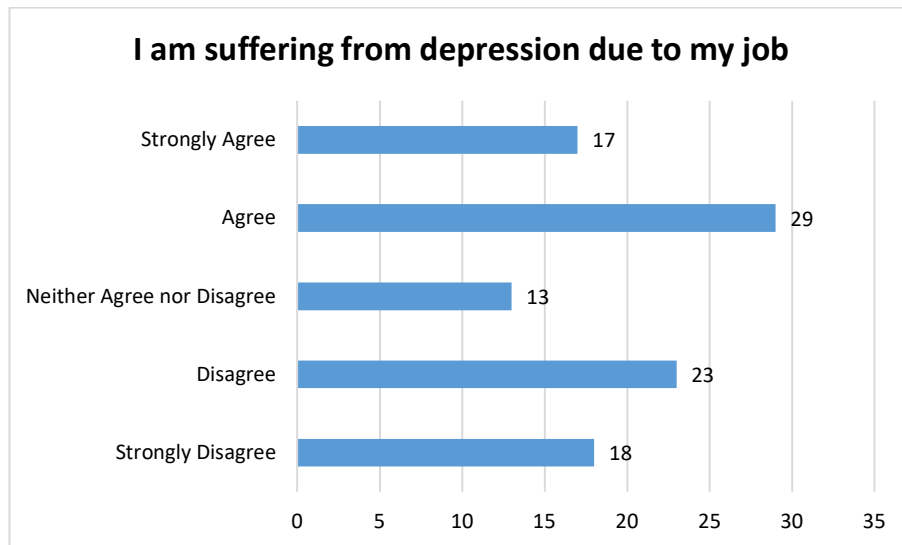


Fig. 2

(Source: Primary Data)

From the above fig. 2 it is found that majority of the bank managers i.e. 29% agree that they are suffering from depression due to the work pressure and non-co-operation from their employees in their job, which is supported by 17% of respondents who strongly agree to this. 13% of the respondents neither agree nor disagree to this. Whereas, 23% of the respondents disagree to this and remaining 18% strongly disagree to this.

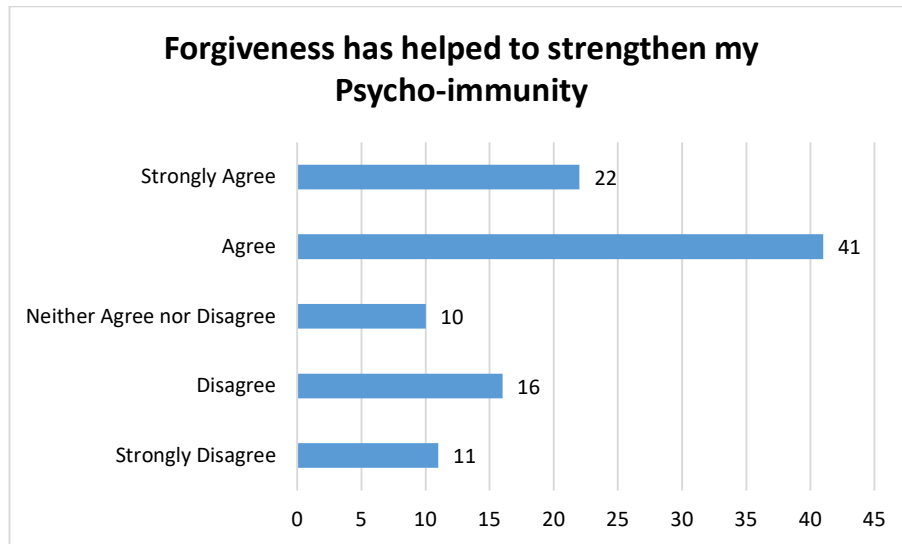


Fig. 3

(Source: Primary Data)

From the above fig. 3 it is found that majority of the bank managers i.e. 41% agree that they applied the strategy of forgiveness and it has helped them to strengthen their Psycho-immunity which helped them in managing syndromes like stress and depression within controllable limits, which is supported by 22% of respondents who strongly agree to this. 10% of the respondents neither agree nor disagree to this. Whereas, 16% of the respondents disagree to this and remaining 11% strongly disagree to this.

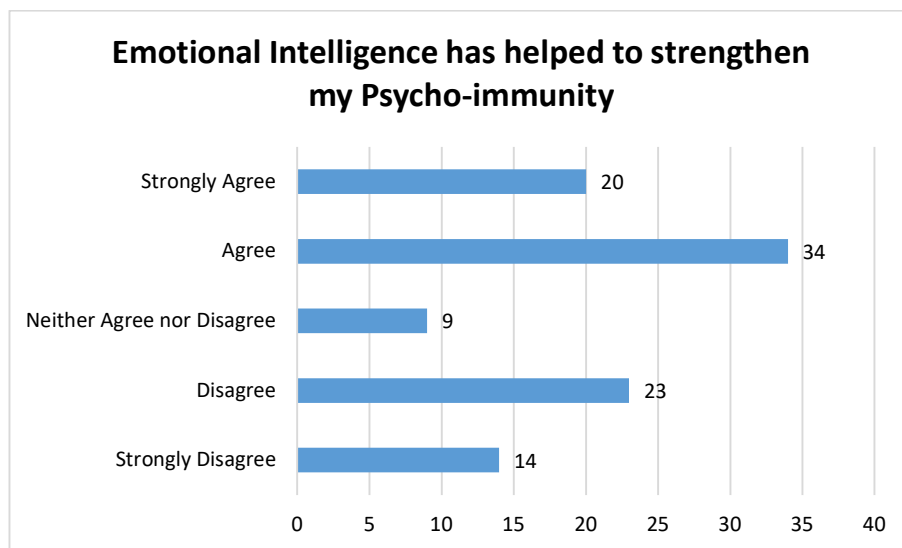


Fig. 4

(Source: Primary Data)

From the above fig. 4 it is found that majority of the bank managers i.e. 34% agree that they are emotional intelligence has helped them strengthen their Psycho-immunity which was found extremely useful for them in managing negative syndromes like stress and depression, which was supported by 20% of respondents who strongly agree to this. 9% of the respondents neither agree nor disagree to this. Whereas, 23% of the respondents disagree to this and remaining 14% strongly disagree to this.

### **5. Conclusions:**

During the research it is found that the job of public and private bank managers is highly stressful and it can cause health issues like stress, depression, etc. These problems are very well managed provided the psycho-immunity of the incumbent managers is strong. It was evidential from the research data analyzed in present study that factors like emotional intelligence and forgiveness play a vital role in strengthening the psycho-immunity of the incumbent managers. The supporting factors like self-awareness, empathy, self-motivation and self-control helped them to reduce negative syndromes which they were bearing. This study reveals that bank managers having higher emotional intelligence and forgiveness tendency will have greater mental health as they possess higher psycho-immunity, which leads to the extraordinary performance and the development of potent leadership skills.

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