

# EMOTIONAL INTELLIGENCE AND JOB SATISFACTION IN GREEK BANKING SECTOR

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**CONTENTS**

ABSTRACT	5
1. INTRODUCTION	7
2. EMOTIONAL INTELLIGENCE AND JOB SATISFACTION	8
3. LITERATURE REVIEW	9
4. METHODOLOGICAL ISSUES	9
5. DATA AND EMPIRICAL RESULTS	11
6. CONCLUDING REMARKS	18
REFERENCES	19-21
NOTES	22-23
DISCLOSURE STATEMENT	24

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## **ABSTRACT**

The purpose of this paper is the examination of the issue of emotional intelligence and job satisfaction, concerning a sample of bank employees in the Greek banking sector. Particularly, this paper examines the concept of emotional intelligence and job satisfaction and investigates the application of emotional intelligence based on variables, such as the gender of employees, age, educational level and their previous experience in the Greek banking sector.

In order to satisfy the main objective set above, a conducting quantitative research was designed, based on a questionnaire with closed-ended questions. In combination with the questionnaire' methodology some useful statistical tests and models were used such us Cronbach's Alpha, Kolmogorov-Smirnov's test of normality, Spearman's rho correlation and the simple linear regression model.

The main conclusion of this paper is that gender, age, marital status and job position, representing a portion of the demographic characteristics of the examined sample, affects the levels of emotional intelligence of employees in the banking sector. Additionally, emotional intelligence seems to exert an influence on the everyday life of workers and modulates the levels of professional satisfaction.

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## **KEY WORDS**

Emotional intelligence, job satisfaction, behavioral finance, Greek bank sector

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