

THE CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND EMPLOYEE ENGAGEMENT IN THE BANKING SECTOR

Shahjalal Islami Bank PLC

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Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration



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Internship/Project Report Approval Form

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Letter of Transmittal

28th August 2025

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Satmasjid Road, Dhanmondi, Dhaka-1209

Subject: Submission of Internship Report on “*The Correlation between Emotional Intelligence and Employee Engagement in the Banking Sector*”

Dear Sir,

With due respect, I would like to submit my internship report titled “*The Correlation Between Emotional Intelligence and Employee Engagement in the Banking Sector*” as a part of the requirements for the completion of my undergraduate program, Bachelor of Business Administration (BBA) at the University of Liberal Arts Bangladesh (ULAB).

This report combines theoretical knowledge gained throughout my studies with practical insights drawn from my internship experience at Shahjalal Islamic Bank. I hope that the content of this report meets your expectations, and I look forward to receiving your valuable feedback.

Sincerely,

Samia Tabassum

ID: 212011014

Bachelor of Business Administration (BBA); Major: Human Resource Management

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Acknowledgement

First and foremost, I would like to express my deepest gratitude to the Almighty for giving me the strength, patience, and opportunity to complete this internship report successfully.

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I am also grateful to the management of Shahjalal Islami Bank Limited (SJIBL) for granting me the opportunity to complete my internship at the Satmasjid Road Branch. My heartfelt thanks go to the Branch Manager, officers, and staff members for their kind cooperation, encouragement, and practical guidance during my internship period. Their friendly and supportive behavior created a positive learning environment and helped me gain meaningful insights into banking operations.

Finally, I would like to express my gratitude to my family, friends, and classmates for their constant inspiration, motivation, and moral support throughout this journey. Without their encouragement, completing this report would not have been possible.

Contents

Acknowledgement	5
Executive Summary	8
Part A	9
Chapter 1: Internship Preparation	9
1.1 My Motivation to Do the Internship	9
1.2 Internship Search Process	9
1.3 Internship Interview Experience	9
1.4 About the Organization	10
1.4.1 Branch Network and Banking Services	10
1.4.2 Vision of the Bank	11
1.4.3 Mission of the Bank	11
1.4.4 Organizational Structure and Leadership	11
Chapter 2: About the Internship	13
2.1 Job Duties and Responsibilities as an Intern	13
2.2 Office Description and Work Environment	13
2.3 Skills Applied, New Skills Learned, and My Contributions	14
2.4 Connection Between Education and Internship Roles	15
Chapter 3: Self-Reflection	16
3.1 Feedback on My Internship	16
3.2 How I Could Improve and How the Organization Could Utilize Me Better	17
3.3 Recommendations	17
Chapter 4: Personal Development Plan	19
4.1 Future Career Goals	19
4.2 Skills I Want to Improve	19
4.3 Educational Plans and Learning Approach	20
4.4 Conclusion	20
Chapter 1: Introduction	21
1.1 Research Title	21
1.2 Research Question and Research Objectives	21
1.3 Research Context/Background of the Study	21
Chapter 2: Methodology	23
2.1 Type of Research	23
2.2 Research Design	23

2.3 Population and Sampling	23
2.4 Methods for Sampling, Data Collection, and Analysis.....	23
Chapter 3: Findings and Discussion.....	25
3.1 Demographic Profile of Respondents	25
3.2 Questionnaire Analysis	26
3.3 Department-wise EI and EE Scores	27
3.4 Correlation Analysis	27
3.5 Discussion.....	28
Chapter 4: Recommendations.....	29
Chapter 5: Conclusion.....	30
References.....	32
Appendix.....	33
Questionnaire	33
Section A: Demographic Information.....	33
Section B: Emotional Intelligence (EI)	33
Section C: Employee Engagement (EE)	34

Executive Summary

This report examines the relationship between emotional intelligence (EI) and employee engagement (EE) at Shahjalal Islami Bank Limited (SJIBL). Emotional intelligence refers to the ability of employees to understand and manage their own emotions as well as the emotions of others, while employee engagement reflects the level of energy, dedication, and focus employees bring to their work. The main objective of this study was to determine whether higher levels of emotional intelligence lead to stronger employee engagement in the banking sector.

The study was carried out among 30 employees of the Satmasjid Road branch of SJIBL. Data was collected through a structured questionnaire that measured five dimensions of emotional intelligence, self-awareness, self-regulation, motivation, empathy, and social skills—and three dimensions of employee engagement, vigor, dedication, and absorption. The results showed that both emotional intelligence and employee engagement levels were moderately high, with average scores of 3.81 and 3.77 out of 5, respectively. A strong positive correlation ($r = 0.72$) was found between the two variables, indicating that employees with higher emotional intelligence are more engaged in their work. Managers and deputy managers scored the highest in both EI and EE, which highlights the importance of leadership in shaping engagement. In contrast, employees in departments such as Cash and Trade Finance reported lower engagement due to heavy workloads and repetitive tasks. Among the EI dimensions, self-awareness and empathy scored the highest, while motivation scored the lowest, showing an area that requires improvement.

The findings confirm that emotional intelligence significantly influences employee engagement in the banking sector. Based on the results, the study recommends that Shahjalal Islami Bank invest in emotional intelligence training for employees, introduce leadership development workshops for managers, create recognition and reward programs to boost motivation, provide stress management support in high-pressure departments, and encourage team-building activities to strengthen collaboration. It is also important to expand career development opportunities to sustain long-term employee commitment.

In conclusion, this research establishes that emotional intelligence plays a vital role in improving employee engagement at SJIBL. By strengthening emotional intelligence among its workforce, the bank can increase productivity, enhance customer service, and ensure sustainable organizational growth in the competitive banking industry of Bangladesh.

Part A

Chapter 1: Internship Preparation

1.1 My Motivation to Do the Internship

As a student of Business Administration majoring in **Human Resource Management (HRM)** at the University of Liberal Arts Bangladesh (ULAB), I always wanted to gain practical experience that could help me connect my academic learning with real-life situations. I chose to do an internship because I wanted to understand how HR actually works in a professional environment, not just in theory.

I wanted to experience a structured organization where departments are well-coordinated, employees follow rules, and HR plays a vital role. I believed that a bank would be the best place for this because banks have clear operational systems, professional standards, and a disciplined environment. Through the internship, I aimed to improve my communication skills, understand HR practices better, and prepare myself for future full-time employment.

1.2 Internship Search Process

Finding the right internship took time and effort. I looked at different job portals, discussed options with seniors and faculty at ULAB, and shared my interest with family and friends. I was specifically looking for opportunities that were aligned with my HR major. Eventually, I learned that **Shahjalal Islami Bank PLC** was open to taking interns. I applied through proper communication with my updated CV and cover letter, expressing my intention to learn and contribute. After some follow-up, I was invited to an interview at their **head office**.

1.3 Internship Interview Experience

The interview for my internship at **Shahjalal Islami Bank PLC** was a very important part of my journey. I was both excited and nervous as I reached the **head office** for the interview. It was my first time entering a professional office environment, and naturally, I felt a bit anxious about how things would go.

When I arrived at the reception, I was guided to the Human Resources (HR) Department. Soon, I met the HR officer who was friendly and made me feel more comfortable. He welcomed me politely, offered me a seat, and started the conversation in a relaxed and calm tone. That helped ease my nervousness and allowed me to speak more confidently.

During the interview, the HR officer asked me some common but important questions to understand my interests and personality. One of the first questions he asked was: **“Why do you want to work here?”** I explained that as an HRM major at ULAB, I wanted to work in a respected and well-structured organization where I could apply my knowledge and gain real-life experience. I told him that I believed Shahjalal Islami Bank would be the perfect place to learn about HR operations in a formal and professional setting.

He then asked: “**What are your strengths?**” I shared that I consider myself hardworking, eager to learn, and always willing to take responsibility. I also mentioned that I am a team player who enjoys working with others and that I want to improve my technical skills like Microsoft Excel and communication during my internship.

The HR officer also asked me about the topic I would like to work on for my internship report, and I briefly discussed my interest in learning how performance, recruitment, or HR systems work inside a bank.

The interview lasted around 10 to 12 minutes in total. Even though I was very scared at the beginning, the HR officer’s friendly tone and encouraging questions helped calm me down. I felt more at ease as the interview continued.

After our discussion, he asked me which branch I would prefer to join. I requested the **Satmasjid Road, Dhanmondi Branch**, since it is close to my home. Two days later, I was informed that I had been selected for the internship, and I received my joining letter mentioning that I was assigned to the **Satmasjid Road, Dhanmondi Branch**. I was very happy because it matched my preference.



1.4 About the Organization

Shahjalal Islami Bank Limited (SJIBL) is one of the most reputed and fast-growing private commercial banks in Bangladesh. The bank was founded on **April 1, 2001**, and since then, it has been providing **Shariah-compliant banking services** to customers across the country. The bank was established under the **Bank Companies Act of 1991**, and it operates under the supervision of the **Bangladesh Bank**, the central bank of the country.

The bank has a vision to offer modern banking services while following the **ethical and spiritual guidelines of Islamic Shariah**. Unlike traditional banks, SJIBL ensures that all of its banking products and services are interest-free and based on Islamic principles such as profit-sharing, risk-sharing, and social responsibility.

1.4.1 Branch Network and Banking Services

At present, Shahjalal Islami Bank operates through **132 branches** located in different parts of Bangladesh. It also has a large network of **ATM booths**, **agent banking outlets**, and **mobile banking services** to reach more customers, especially those in rural and underserved areas.

The bank provides a wide range of services to individuals, businesses, and institutions. Some of its major services include:

- **Deposit Schemes** (Mudaraba Savings, Term Deposits, Monthly Profit Scheme, etc.)

- **Investment Services** (business loans, personal finance, SME financing)
- **Foreign Trade & Exchange** (LCs, remittance, export-import services)
- **Digital Banking** (Internet banking, mobile apps, and SMS banking)
- **Card Services** (Debit, Credit, and Prepaid cards under Islamic principles)
- **CSR Activities** (donations, scholarships, health camps, disaster relief)

SJIBL works hard to ensure **customer satisfaction, operational efficiency, and social responsibility**, all while maintaining strict compliance with Shariah guidelines.

1.4.2 Vision of the Bank

The vision of Shahjalal Islami Bank Limited reflects a progressive and inclusive Islamic banking model for the 21st century. It focuses on three core sectors: the formal, informal, and voluntary sectors. In the formal sector, the bank strives to provide modern commercial banking services using the latest technologies to stay competitive and meet evolving customer expectations. In the informal sector, it supports low-income families and small entrepreneurs through interest-free microcredit and micro-enterprise programs, promoting financial inclusion. The voluntary sector focuses on social responsibility through charitable initiatives such as Cash Waqf, Zakat funds, and community-focused development efforts. A key part of the bank's vision is its commitment to reducing poverty and building a more compassionate and inclusive society. This is reflected in the bank's motto: **"Working Together for a Caring Society."**

1.4.3 Mission of the Bank

Shahjalal Islami Bank's mission is to provide high-quality, Shariah-compliant banking services with integrity and innovation. It is dedicated to delivering excellent customer service, ensuring sustainable growth, introducing technology-driven solutions, and investing in employee training all while upholding Islamic values and ethical standards.

1.4.4 Organizational Structure and Leadership

SJIBL has a strong **corporate structure** designed to manage large-scale banking operations efficiently. The bank is led by:

- **Chairman: Mr. Mohammed Younus**
Provides strategic direction, governance, and oversight for the bank's activities.
- **Managing Director & CEO: Mr. Mosleh Uddin Ahmed**
Responsible for overall business operations, implementation of policies, and decision-making.
- **Shariah Supervisory Committee**
A group of Islamic scholars who ensure all services and activities follow Shariah rules.
- **Board of Directors**
Includes experienced professionals and financial experts who monitor the bank's performance and help guide long-term strategies.

The bank currently employs more than **2,000 full-time staff members** and continues to grow as it opens new branches and digital platforms. Each branch is led by a **Branch Manager**, supported by Deputy Managers, HR Officers, and Executives in different departments such as General Banking, Investment, Foreign Trade, and Operations.

Chapter 2: About the Internship

2.1 Job Duties and Responsibilities as an Intern

Shahjalal Islami Bank Limited (SJIBL) operates over 100 branches across Bangladesh, and I was assigned to the **Satmasjid Road Branch (SMR)**. This branch is moderately sized but very active, serving a large number of customers daily. The branch consists of three key departments: **General Banking**, **Investment Banking**, and **Foreign Exchange**. During my internship, I had the opportunity to work in all three departments, which helped me gain a broad understanding of banking operations.

- **General Banking Department:** In this department, I assisted clients with opening new accounts. I helped them fill out forms, checked if all required documents were submitted (such as NID, nominee's NID, photos, and birth certificates), and forwarded the files for final approval and filing. I even got the opportunity to provide **front-desk client service**, which helped me improve my **communication skills** and confidence in dealing with customers directly.
- **Investment Banking Department:** Here, my main responsibilities were organizing documents for clients and sometimes filling out forms on their behalf. I had to ensure files were complete, accurate, and ready for processing. I also scanned and sent official documents to the **Head Office** when needed.
- **Foreign Exchange Department:** In the Foreign Exchange department, I worked on **LC (Letter of Credit)** data management. I entered LC outstanding data into the **Ultimus** and **Bangladesh Bank website**, calculating the outstanding charges for each transaction. This task sharpened my attention to detail and significantly improved my **typing speed and numeric accuracy**.

In this department, I also observed how the branch handles **international transactions through SWIFT (Society for Worldwide Interbank Financial Telecommunication)**. I learned how banks use SWIFT to send and receive secure financial messages related to foreign exchange, import/export payments, and LC transactions.

Furthermore, I saw how employees update client and transaction data in the bank's **internal core banking software, Ultimus**. This system is essential for tracking account activities, maintaining compliance, and managing workflow efficiently. By observing these digital tools in action, I gained practical insight into how modern banks maintain **transparency, speed, and accuracy** in international and domestic transactions.

2.2 Office Description and Work Environment

The **Satmasjid Road Branch** of Shahjalal Islami Bank is located in one of the busiest areas of Dhanmondi, Dhaka. Although the office is not very large, it is well-organized, neat, and professionally arranged. Each department—General Banking, Investment, and Foreign Exchange

has a dedicated space and clear responsibilities. The overall setup ensures a smooth workflow and efficient service for customers.

One of the best parts of my internship experience was the extremely friendly and supportive work environment. From the staff members to the officers and even the branch manager, everyone was very cooperative and welcoming. They treated me with respect and kindness, which made me feel valued even though I was just an intern.

The team not only gave me opportunities to participate in practical tasks but also helped me with my internship report. They shared their personal experiences and gave me helpful suggestions which added real-life insights to my report. They were flexible with my work and made sure I could balance my daily tasks and report-writing responsibilities without any stress. Whenever I had a question, someone was always ready to guide me with patience. Their supportive behavior created a comfortable learning atmosphere, and I never felt hesitant to ask for help or clarification.

Overall, the branch had a positive, professional, and learning-friendly culture, which greatly enhanced my internship experience and helped me gain both confidence and practical skills.

2.3 Skills Applied, New Skills Learned, and My Contributions

During my internship at Shahjalal Islami Bank's Satmasjid Road Branch, I learned many new things and improved several skills that I had previously studied in theory. I also had the chance to apply some existing knowledge and contribute meaningfully to the branch's daily operations.

Skills I Applied:

- **Communication Skills:** I used my communication abilities to talk with clients, help them fill out forms, and answer their questions politely and clearly.
- **Organizational Skills:** While working with account documents and investment files, I had to keep things organized and accurate.
- **Teamwork:** I worked closely with officers from different departments and cooperated with them to complete tasks on time.

New Skills I Learned:

- **Data Entry on Bangladesh Bank Website:** I learned how to calculate LC outstanding values and enter them in the central banking system.
- **Using Ultimius Software:** I observed and learned how Ultimius is used for banking data entry, employee tasks, and internal workflow tracking.
- **Understanding SWIFT System:** I gained a basic understanding of how international financial messages are sent securely through the SWIFT system.
- **Handling Client Documents:** I learned how to verify documents and ensure they match all the requirements before sending them for approval.
- **Time Management:** I had to manage several small tasks each day, which helped me improve my time planning and task prioritization.

- **Professional Behavior:** Observing how bank officers behave with clients and coworkers taught me how to act professionally in a formal workplace.

My Contributions to the Company:

- I helped reduce officers' workload by handling tasks like checking documents, assisting clients, and organizing files.
- I provided support during busy hours by answering client queries and helping them fill out account forms.
- I maintained accuracy while entering important LC data into the Bangladesh Bank portal, which saved time for the foreign exchange department.
- I helped with scanning and emailing documents to the Head Office, supporting the branch's communication processes.

Even though I was an intern, I tried to be responsible and committed to every task given to me. I feel proud that my small contributions helped the team in different departments work more efficiently.

2.4 Connection Between Education and Internship Roles

During my BBA studies at ULAB, I took several HRM and business courses that helped me understand real office work during my internship at Shahjalal Islami Bank Limited. Courses like **Human Resource Management** and **Human Resource Planning** gave me insights into recruitment, documentation, and organizational practices, which I found reflected in tasks like client file management and office communication. From **Managerial Skills Development** and **Industrial Psychology**, I learned how to adapt to workplace responsibilities and observe leadership behavior. My **Training and Development** course helped me value the way officers guided and taught me through informal learning. Courses like **Business Communication** improved my email writing and professional interactions. I also used knowledge from general courses like **Financial Accounting** and **Operations Management** to understand tasks related to document verification and banking processes. Additionally, systems like **Ultimus** and **SWIFT**, which I used during the internship, became more understandable because of my academic background. This internship allowed me to apply theory into practical work, making my education more meaningful.

Chapter 3: Self-Reflection

3.1 Feedback on My Internship

My internship at **Shahjalal Islami Bank Limited (SJIBL), Satmasjid Road Branch** was a great experience. It was the first time I got to work in a real office environment and apply what I learned in my BBA studies. One of the best things about my internship was the **work-friendly and respectful environment** of the branch. From the manager to the officers and staff, everyone treated me very kindly. They were always ready to help, guide me, and even encouraged me when I felt confused. This welcoming attitude made it easy for me to adjust quickly and learn better.

I also liked that I got the opportunity to **work in three different departments**: General Banking, Investment, and Foreign Exchange. This gave me the chance to see how different sections of a bank operate. I did tasks like helping customers fill out account opening forms, checking necessary documents, updating LC outstanding data in the Bangladesh Bank portal, and preparing documents. These tasks made me more confident and gave me hands-on experience.

Another thing I liked was that the **staff supported me in writing my internship report**. They didn't just allow me to work on tasks, they also gave me helpful suggestions based on their experiences. I also enjoyed how flexible they were with my report schedule. I could manage my learning and my academic work together, which made the experience smoother and more effective.

There weren't many things I disliked, but I did face some small **challenges in the beginning**. For example, I was not very confident with using **Microsoft Excel** and didn't know much about **banking systems like SWIFT and Ultim**. Because of this, I felt nervous and made a few mistakes. But the officers were very supportive, they corrected me kindly and showed me how to improve. I slowly got better through practice and support.

Although I am majoring in **Human Resource Management (HRM)**, I didn't get the chance to work directly in the HR division. However, I understand that most HR tasks are handled at the Head Office and not in the branch. Still, I appreciated the learning opportunity and exposure to different departments which improved my communication, coordination, and document-handling skills many of which are relevant to HR too. My internship at Shahjalal Islami Bank PLC has been one of the most impactful and rewarding phases of my academic journey. As my first experience in a professional setting, it allowed me to transition from classroom learning to real-world application. I had the opportunity to work in multiple departments and witness firsthand how a bank operates on a daily basis.

While I initially faced challenges—particularly with technical tools like Microsoft Excel—I gradually overcame them through consistent practice and support from the bank's staff. The working environment at the Satmasjid Road Branch was incredibly positive and cooperative. The officers, staff, and even the branch manager were always ready to guide me, making me feel like a valued part of the team.

This internship not only enhanced my understanding of banking and HR practices but also helped me grow personally by improving my communication, time management, and problem-solving

skills. It reaffirmed my interest in pursuing a career in Human Resource Management and inspired me to continue developing my abilities.

I am sincerely grateful to Shahjalal Islami Bank PLC for the opportunity and to my teachers at ULAB for their continuous guidance. I leave this internship with confidence, clarity, and a strong commitment to future growth.

3.2 How I Could Improve and How the Organization Could Utilize Me Better

If I think about my own performance, there are some areas where I could have done better. First, I should have prepared myself more before starting the internship. I could have learned basic Excel functions and banking terms earlier. This would have made my first few weeks less stressful and more productive.

Also, I could have been more confident in asking for help or feedback. Sometimes I felt shy to ask questions or clarify tasks. But as time went on, I improved and started communicating more openly. In the future, I want to be more proactive from the beginning.

In terms of how the organization could use me better, I want to clearly say that **it was not their mistake** that I didn't get placed in an HR role. I am thankful that even though I was not directly involved in HR tasks, I still got to do activities related to **client service, documentation, data entry, and administrative coordination**, which are linked to HR support roles. Also, the officers shared **HR-related experiences and advice**, which gave me insights from real professionals.

Still, if possible, the bank could think about offering interns short HR-related assignments such as assisting in attendance records, leave updates, or employee file maintenance (even at the branch level). This would help HR majors like me apply academic learning more directly.

3.3 Recommendations

Based on my internship experience, I would like to offer a few recommendations that may help improve the internship program at Shahjalal Islami Bank PLC. Firstly, it would be very helpful if the bank could provide a short orientation or training session at the beginning of the internship. This training could introduce commonly used systems such as Ultimus, SWIFT, and Excel tools, which are essential for daily banking operations. Many interns, including myself, are unfamiliar with these tools at first, so a basic overview would help us get started more confidently.

Secondly, I suggest that interns, especially those with an academic background in Human Resource Management, be given the opportunity to engage in small HR-related tasks. Even if the core HR functions are handled at the Head Office, allowing branch-level exposure to HR practices such as assisting with recruitment paperwork, learning about employee record-keeping, or sitting in on staff meetings would make the internship experience more aligned with our field of study.

Another recommendation is to introduce weekly feedback sessions. Regular check-ins with the supervisor can help interns understand their progress, identify areas of improvement, and feel more

connected to the organization. It would also give interns a platform to ask questions and reflect on their learning experience.

Lastly, I believe interns should be encouraged to observe internal meetings or small planning sessions. This exposure can provide insights into professional decision-making, teamwork, and problem-solving in a real corporate setting. Observing how experienced officers handle discussions, address challenges, and coordinate with others would be a valuable learning opportunity that goes beyond routine tasks.

These recommendations aim to enhance the internship experience for future students by making it more structured, educational, and relevant to their academic goals.

Chapter 4: Personal Development Plan

4.1 Future Career Goals

As I complete my academic journey in Human Resource Management at ULAB, my focus now shifts toward building a strong and meaningful career. My long-term dream is to become a successful entrepreneur, but I know that running a business requires real-world experience, discipline, and deep industry knowledge. For that reason, my short-term goal is to first get a full-time job in a reputed organization ideally in the HR department where I can learn how corporate systems work and how employees are managed in a professional setting.

By working in a structured environment like a bank or a corporate office, I want to gain practical skills in HR functions such as recruitment, employee relations, performance evaluation, and compliance. I also hope to understand how decisions are made at the management level and how teams are led effectively. Once I gather enough experience, I plan to gradually transition into my own business, combining my learning, values, and passion into something impactful and sustainable.

4.2 Skills I Want to Improve

My internship experience helped me identify several areas for growth. While I gained confidence in communication and office etiquette, I also realized that there are technical and interpersonal skills I still need to develop to succeed in the job market and eventually run my own business.

Microsoft Excel & Digital Tools:

Excel is a crucial tool used in almost every department from HR to finance to customer service. During my internship, I struggled initially with data handling and formulas, but with practice, I started to get better. Now, I plan to take a professional Excel course to master advanced tools like pivot tables, VLOOKUP, and charts. I also want to learn more about internal software systems like Ultimus or HRMS, which are often used in large companies.

Professional Communication:

I realized how important it is to speak and write clearly in a formal environment. From writing emails to talking to clients or seniors, every interaction matters. I plan to work on my email writing, presentation skills, and verbal communication by joining workshops and practicing in real situations.

Time Management and Organization:

Balancing my office responsibilities with my internship report taught me the value of managing time effectively. I aim to continue improving this skill by using digital tools like calendars, mobile apps, and to-do lists to plan and prioritize my tasks.

Leadership and Decision Making:

As someone who wants to lead a team in the future, I know that leadership isn't just about giving instructions it's about inspiring people, making tough decisions, and building trust. I want to attend leadership development seminars and read books on team management and organizational

behavior. Observing senior executives during my internship has already given me a great start in understanding what good leadership looks like.

Business and HR Knowledge:

Since I plan to work in HR and later start a business, I want to stay updated with the latest HR practices, labor laws, and digital HR tools. I'll keep learning through online courses, webinars, and by following HR professionals on platforms like LinkedIn. I'm also interested in exploring how technology is shaping modern HR—like AI-based recruitment tools, employee engagement software, and remote work strategies.

4.3 Educational Plans and Learning Approach

Learning should never stop, even after completing a degree. I am considering pursuing a **Master's degree** in Human Resource Management or Business Administration to deepen my knowledge and increase my job opportunities. If possible, I would like to pursue higher education abroad or attend international certification programs to gain global exposure and build a stronger professional profile.

Besides formal education, I will continue self-learning through YouTube tutorials, Coursera/LinkedIn Learning courses, and attending free online workshops on HR and entrepreneurship. I also plan to participate in professional networking events and job fairs to meet industry professionals and learn from their experiences.

4.4 Conclusion

My internship experience at Shahjalal Islami Bank PLC has been one of the most important and valuable phases of my academic life. It was not only my first exposure to a professional work environment but also a journey of personal and professional growth. Through this internship, I was able to apply the knowledge and theories I learned at ULAB into real-life practice, gain hands-on experience in various banking departments, and understand how corporate systems function on a day-to-day basis.

Despite initial nervousness and challenges especially in technical areas like Excel, I overcame them with guidance, self-practice, and determination. The supportive environment at the Satmasjid Road Branch, along with the encouragement from the officers and staff, helped me feel confident and welcomed. Their mentorship and willingness to share experiences enriched my learning beyond routine tasks.

This experience has helped shape my career vision, sharpened my skills, and provided clarity on my future path. It strengthened my interest in the HR field and motivated me to continue developing both my technical and interpersonal capabilities.

I am grateful to Shahjalal Islami Bank PLC for the opportunity, and to my academic mentors at ULAB for preparing me for this journey. I leave this internship with not just a certificate, but with practical knowledge, meaningful relationships, and a strong desire to keep learning and growing as a professional.

Part B

Chapter 1: Introduction

1.1 Research Title

This paper will discuss the connection between emotional intelligence and employee engagement in banking scenario with special reference to Shahjalal Islami Bank Limited (SJIBL). Emotional intelligence (EI) has become an important individual competency that affects how individuals conduct themselves on the job, how they communicate with others and how they perform in business activities. Employee engagement (EE) on the contrary depicts emotional and cognitive connection employees have towards their job that has a direct and specific influence on productivity as well as retention. This study called, The Correlation between Emotional Intelligence and Employee Engagement in the banking sector, seeks to establish whether emotionally intelligent employees have a higher likelihood of being engaged in their jobs.

1.2 Research Question and Research Objectives

Research Question:

This study is guided by the following primary research question:

Is there a significant correlation between emotional intelligence and employee engagement in the banking sector?

Research Objectives:

This research seeks to reveal the impact of emotional intelligence on employee engagement in the banking sector, and further examines how it is done by Shahjalal Islami Bank Limited. The major research goals are the following ones:

- To assess the emotional intelligence levels of employees at Shahjalal Islami Bank Limited.
- To evaluate the level of employee engagement within the organization.
- To examine whether there is a significant correlation between emotional intelligence and employee engagement.
- To provide practical recommendations for enhancing employee engagement through emotional intelligence development initiatives.

1.3 Research Context/Background of the Study

Emotional intelligence (EI) and employee engagement (EE) have taken the center-stage in the current dynamical business environment to drive individual and organizational performance in the contemporary business environment. Emotional intelligence may be a capability that an individual possesses in terms of processing, accurately managing, and assessing the emotions of self and others, whereas employee engagement is a commitment-oriented emotional and psychological involvement that employees have with their tasks. In general, these two variables largely affect motivation, communication, teamwork, customer service and job satisfaction especially under high-stress situations in the banking industry.

This topic is relevant and it is confirmed by the changes in the human resource management perspectives in the financial sector where the factors of service excellence, emotional labor, and relationships between people are regarded as the key elements of performance. The banking industry in Bangladesh is a highly competitive field, and technical knowledge is not the only thing required by the institution, such as Shahjalal Islami Bank Limited, to achieve a healthy productivity level and customer satisfaction. Workers within these organizations are regularly exposed to clients, time pressures, and even legal requirements all of which cannot be addressed without emotionally perceptive qualities and a profound sense of engagement.

The research by Sanjay Thapa (2021) and other literature sources offer convincing evidence of the positive elements of emotional intelligence and employee engagement. The study carried out by Thapa established that emotionally intelligent staff had higher commitment, resilience, and organizational alignment. Specifically, according to other global research, EI also leads to an enhanced teamwork, decreased turnover, and increased employee morale. Most of this research has been carried out in non-Bangladeshi markets or non-Bangladesh corporate areas.

Although this field is gaining momentum across the world, there is spineless research on the topic in regard with the Islamic banking institutions in Bangladesh. There has been little research on the immediate impact of emotional intelligence to employee engagement in the context of faith based and customer-centric organisations such as Shahjalal Islami Bank Limited. Although many HR practices have been adopted by banks in Bangladesh in order to facilitate productivity and retention of their workforce, not much has been studied about the capability of emotional intelligence and how it can influence employee engagement.

The study will help close this gap to meet the objective of examining the connection between emotional intelligence and employee engagement in Shahjalal Islami Bank Limited. It thus adds to this knowledge base and to the knowledge bearing on organizational behavior in general, and it makes a contribution that the banking institutions seeking to enhance workforce performance and enhance emotional well-being should heed.

1.4 Research Problem/Statement

While numerous global studies have investigated the link between emotional intelligence and employee engagement, there remains a lack of empirical research within the context of Bangladesh's banking sector, particularly in Islamic banks such as Shahjalal Islami Bank Limited. Understanding whether emotional intelligence significantly impacts employee engagement in this context is vital for developing effective HR practices and leadership strategies. This study addresses that gap by examining the relationship between emotional intelligence and employee engagement in the banking sector.

Chapter 2: Methodology

2.1 Type of Research

This study adopts a **descriptive and correlational research approach**. The descriptive aspect allows the researcher to measure and describe the levels of emotional intelligence and employee engagement among bank employees, while the correlational aspect investigates the statistical relationship between the two variables. The purpose of the study is not to establish causality but rather to determine whether a significant relationship exists between emotional intelligence and employee engagement in the banking sector.

2.2 Research Design

The research follows a **quantitative research design**, specifically a **correlational survey design**. Quantitative design is appropriate because it provides measurable data that can be statistically analyzed to identify patterns and relationships. A structured questionnaire was developed based on validated scales of emotional intelligence (covering dimensions such as self-awareness, self-regulation, motivation, empathy, and social skills) and employee engagement (covering dimensions such as vigor, dedication, and absorption).

The use of a correlational design is suitable for this research because it allows for testing the hypothesis that higher emotional intelligence levels are associated with higher employee engagement among banking professionals.

2.3 Population and Sampling

The population of this study consists of employees of **Shahjalal Islami Bank Limited (SJIBL)**. Employees working in both customer-facing (e.g., relationship managers, tellers, service officers) and non-customer-facing roles (e.g., administrative staff, mid-level managers) were considered, ensuring diverse perspectives.

A **purposive sampling technique** was employed to select respondents who have at least **one year of work experience** in the bank. This ensures that participants have sufficient exposure to workplace demands and organizational culture, enabling them to provide reliable responses about their engagement and emotional intelligence.

Since the internship environment offered limited time and access to the employees, the sample size is restricted to 30 employees in the Satmasjid Road branch. Although the sample size is not large, it gives beneficial insights on the linkage of emotional intelligence with employee engagement within a selected setting.

2.4 Methods for Sampling, Data Collection, and Analysis

Sampling

The proposed study will focus on employees at Shahjalal Islami Bank Limited (SJIBL), Satmasjid Road branch, and they are both the customer-facing (tellers, relationship managers, and service

officers) and non-customer-facing (administrative employees and mid-level managers) classes. The sample size of this study will be 30 employees since this is the appropriate size considering the time constraints and the constraints of accessibility during internship tenure.

A non probability purposive type of sampling will be used. Only those employees with more than one year of work experience will be invited to participate, which will guarantee that they have enough experience of working practices, emotional factors, and engagement processes. The purposive approach is adopted because it will enable the researcher to target respondents who can give the appropriate and informed feedback whereas the basic condition is not to violate the practical limitation of time and reach during the internship.

Data Collection

- **Survey:** Primary data will be collected using a **structured questionnaire**, consisting of two sections. The first section measures **emotional intelligence** (independent variable), drawing from established EI scales that include self-awareness, self-regulation, motivation, empathy, and social skills. The second section measures **employee engagement** (dependent variable), using adapted items from the Utrecht Work Engagement Scale (UWES) covering vigor, dedication, and absorption. A **five-point Likert scale** (1 = Strongly Disagree, 5 = Strongly Agree) will be applied for consistency and ease of analysis. The questionnaire will be distributed either in **print form** or via **Google Forms**, depending on the accessibility and convenience of participants.
- **Demographics:** The survey will also include a short section on demographic details such as age, gender, job position, and years of experience, to provide additional context for the findings.

Data Analysis

- **Quantitative Data Analysis:**
Data collected from the survey will be analyzed using **Microsoft Excel** and **SPSS**. Descriptive statistics (means, standard deviations, and frequencies) will first be applied to summarize employees' responses to EI and engagement items. To test the relationship between emotional intelligence and employee engagement, **Pearson's correlation analysis** will be conducted. This will determine both the strength and direction of the relationship between the two variables.
- **Interpretation:**
The correlation results will be examined at a **5% significance level ($p < 0.05$)** to determine statistical significance. The findings will be presented in tables and charts for clarity.

Chapter 3: Findings and Discussion

3.1 Demographic Profile of Respondents

The study was carried out on **30 employees** of Shahjalal Islami Bank Limited, Satmasjid Road branch. Demographic analysis is essential for understanding the background characteristics of the respondents, as these may influence their emotional intelligence (EI) and employee engagement (EE) levels.

Table 1: Gender Distribution of Respondents

Gender	Frequency	Percentage
Male	18	60%
Female	12	40%
Total	30	100%

The results reveal that a majority of respondents were **male (60%)**, with females making up **40%**. This distribution reflects the broader **male-dominated banking industry in Bangladesh**, where male employees often hold frontline and mid-level positions. However, the notable female participation in this study (40%) is consistent with the **growing trend of female employment in the banking sector**, which is gradually contributing to gender diversity and inclusiveness. Since both male and female respondents were well represented, this balance provides meaningful insights into the general perception of EI and EE without major gender bias.

Table 2: Department-wise Distribution of Respondents

Department	Frequency	Percentage
Manager	1	3%
Deputy Manager	1	3%
Cash	4	13%
General Banking	7 (incl. GB In-Charge)	23%
Trade Finance	7 (incl. TF In-Charge)	23%
Investment	5	17%
Other Staff	5	17%
Total	30	100%

The table highlights that most responses were collected from **General Banking and Trade Finance departments (23% each)**, followed by Investment (17%), Cash (13%), and Other Staff (17%). The presence of both **Manager and Deputy Manager** ensures representation from leadership roles as well. This distribution is important, as it allows the study to capture perspectives from customer-facing staff, back-office departments, and leadership.

3.2 Questionnaire Analysis

The survey questionnaire was divided into two parts: one measuring **Emotional Intelligence (EI)** and the other assessing **Employee Engagement (EE)**. Respondents rated items on a 5-point Likert scale.

3.2.1 Emotional Intelligence (EI)

Table 3: Emotional Intelligence Questionnaire (Sample Items and Mean Scores)

EI Dimension	Sample Items (Likert Scale 1–5)	Mean Score
Self-Awareness	I can recognize my emotions and their effects easily	3.9
Self-Regulation	I can keep in check my disturbing emotions and desires.	3.8
Motivation	I push myself to improve or meet a standard of excellence.	3.7
Empathy	I understand others' feelings and perspectives.	3.9
Social Skills	I listen to others effectively and resolve disagreements.	3.8
Overall EI Mean		3.81

The results indicate a **moderately high EI** among respondents (overall mean = 3.81). The highest scores were recorded for **Self-Awareness (3.9)** and **Empathy (3.9)**, suggesting that employees at Shahjalal Islami Bank are generally aware of their emotions and sensitive to others' perspectives, which is crucial in a customer-oriented industry. However, the relatively lower score in **Motivation (3.7)** suggests that some employees may feel less driven to excel, possibly due to repetitive tasks or limited career growth opportunities in branch operations.

3.2.2 Employee Engagement (EE)

Table 4: Employee Engagement Questionnaire (Sample Items and Mean Scores)

EE Dimension	Sample Items (Likert Scale 1–5)	Mean Score
Vigor	I feel energetic about my job.	3.8
Dedication	I am enthusiastic and proud of my work.	3.7
Absorption	At work, my mind is fully focused on my tasks.	3.8
Overall EE Mean		3.77

The results show that employee engagement is also **moderately high (mean = 3.77)**. Employees scored highest in **Vigor (3.8)** and **Absorption (3.8)**, reflecting that most employees put effort and focus into their tasks. However, **Dedication (3.7)** scored slightly lower, indicating that while employees are committed, some may not feel deep enthusiasm or pride due to job stress, workload, or lack of recognition.

3.3 Department-wise EI and EE Scores

Table 5: Average EI and EE Scores by Department

Department	EI Mean	EE Mean
Manager	4.2	4.3
Deputy Manager	4.0	4.1
Cash	3.5	3.4
General Banking	3.8	3.7
Trade Finance	3.6	3.6
Investment	3.9	3.8
Other Staff	3.7	3.5
Overall Mean	3.81	3.77

The departmental analysis reveals that **managers (EI = 4.2, EE = 4.3)** and **deputy managers (EI = 4.0, EE = 4.1)** scored the highest across both variables, confirming the importance of emotional intelligence in leadership and its influence on engagement. In contrast, **cash department employees scored lowest (EI = 3.5, EE = 3.4)**, which may be attributed to heavy workload, time pressure, and repetitive transactions that reduce motivation and engagement.

Employees in **general banking and investment** reported relatively balanced EI and EE, reflecting their direct involvement with customers and decision-making tasks. Meanwhile, **other staff (EI = 3.7, EE = 3.5)** showed moderate levels, which could be influenced by limited opportunities for recognition or advancement.

3.4 Correlation Analysis

Table 6: Correlation between Emotional Intelligence and Employee Engagement

Variables	Emotional Intelligence	Employee Engagement
Emotional Intelligence	1	0.72
Employee Engagement	0.72	1

The correlation coefficient ($r = 0.72$) indicates a **strong positive relationship** between Emotional Intelligence and Employee Engagement. This means that employees with higher EI are more likely to be engaged, motivated, and focused at work. The finding supports the central research question of this study:

“Is there a significant correlation between emotional intelligence and employee engagement in the banking sector?”

The answer is **yes**, the results clearly show a significant correlation.

3.5 Discussion

The findings clearly establish that **emotional intelligence significantly influences employee engagement** at Shahjalal Islami Bank Limited.

- **Support for Theory:** This aligns with Goleman's (1998) emotional intelligence framework, which emphasizes self-awareness, self-regulation, motivation, empathy, and social skills as drivers of workplace success. It also supports Kahn's (1990) model of employee engagement, where personal and psychological resources influence commitment and focus.
- **Leadership Matters:** Managers and deputy managers reported the highest EI and EE, demonstrating that **emotional intelligence is a key leadership competency**. Leaders with high EI are better at motivating staff, resolving conflicts, and fostering a supportive work environment.
- **Departmental Variations:** The employees in the Cash and Trade Finance department had lower scores, which is characteristic of employees with transactional, repetitive tasks. Stress management training programs, EI development workshops and employee recognition programs are some of the areas likely to help these groups.
- **Gender Neutrality:** No great disparities between male and female employees were recorded thus depicting that both gender can display high EI and EE when given similar consideration.
- **Applied Implications:** The bank can take into account the following points:
 - Instituting EI training opportunities to every employee.
 - Designing recognition and reward systems to increase motivation.
 - Promoting interventions to reinforce socialization and collaboration and team-building activities.
 - Offering to stress management units that are under a heavy load.

On the whole, the work shows that the development of emotional intelligence is a strategic measure to increase employee engagement in the banking industry. Not only do engaged employees perform better, they also add to organizational growth and satisfaction of customers.

Chapter 4: Recommendations

The results of the survey can be seen as a valuable piece of information concerning the nature of the connection between emotional intelligence (EI) and employee engagement (EE) at Shahjalal Islami Bank Limited. The findings demonstrate that employees with higher EI are highly involved in their job especially in the domain of understanding their own feelings/emotions and understanding others. Higher levels of EI and engagement were evident amongst managers and deputy managers, and this shows that leaders have a strong influence in establishing the culture at the workplace. The vast majority of employees gave favorable marks to the degree of dedication to the job, cooperation with others and commitment in most departments, which shows that the bank currently has a positive climate.

Nonetheless, the study also notes what remains to be attended to. Motivation scored low when compared to other EI dimensions indicating that some employees are less motivated and do not feel rewarded when given the opportunity to do something significant. Those in intense departments, like Cash and Trade Finance, reported rather less engagement as they have to work large amounts with repetitions. Although social skills were alright, teamwork, as well as collaboration and communication between departments could be enhanced.

These suggestions are aimed at empowering the employee because of the positive aspects the study revealed in combination with the focus measures that require more attention:

- Introduce **emotional intelligence training programs** for employees to develop self-awareness, empathy, and motivation, with special focus on high-stress departments.
- Conduct **leadership development workshops** for managers and supervisors so they can act as role models in guiding and inspiring teams.
- Design **employee recognition and reward initiatives** to boost motivation and dedication, such as performance awards and appreciation ceremonies.
- Provide **stress management and task rotation strategies** in Cash and Trade Finance departments to reduce workload pressure and increase engagement.
- Organize **team-building activities and cross-departmental projects** to strengthen communication, collaboration, and social interaction among employees.
- Expand **career development opportunities** through skill-based training, mentorship programs, and transparent promotion paths to maintain long-term employee commitment.
- Introduce **work-life balance and wellness initiatives** including flexible hours, mental health awareness, and wellness programs to sustain employee energy and focus.
- Include **emotional intelligence measures in recruitment and appraisal processes** so that EI becomes a standard part of employee development and evaluation.

By adopting these recommendations, Shahjalal Islami Bank can create a more emotionally intelligent workforce, which will lead to higher engagement, stronger collaboration, and improved organizational performance in the long run.

Chapter 5: Conclusion

This research study establishes the fact that emotional intelligence (EI) positively impacts employee engagement (EE) in Shahjalal Islami Bank Limited, Satmasjid Road branch in an important way. The study of 30 employees showed that the more self-aware, empathetic and socially competent employees proved to be, the more engaged they showed themselves concerning vigor, dedication, and absorption. The correlation test ($r = 0.72$) indicated statistical results showing the strong relation to be either way, as employee engagement is related to EI in a strong way in the banking sector.

It was witnessed that employee engagement helped in positively influencing workplace productivity because the engaged employees went with much energy, focus, and enthusiasm in their work. The finding can be supported by previous research like the one by Goleman (1998) or Kahn (1990) which postulates that employees who are aware of their emotions can better cope with work-related issues, have better relations with co-workers and remain motivated, all of which contribute to better engagement and output. A similar conclusion was made by Thapa (2021) who specifically highlighted that high EI increased resiliency and goal alignment of these employees that translates directly to higher levels of engagement and productivity.

The outcomes also indicate departmental differences Managers and deputy managers had the highest EI and EE-levels notifying that they are the key in building an engaged workforce. On the other side, the Cash and Trade Finance employees registered fewer points because of the monotonocity and responsibility of their work. This observation is in line with the empirical evidence in other countries (Schaufeli et al., 2002; Bakker & Demerouti, 2008) that job demands and job-related stress can undermine engagement unless they are countered by supportive measures and recognition with appropriate emotional resilience.

Generally speaking, this paper has demonstrated that developing emotional intelligence does not only serve an individual employee well but is also a strategic issue in organizational performance. With the help of EI training, leadership development, and stress management programs, the needed improvement of the staff performance in banks such as SJIBL can be achieved by means of making the staff environment as closer, as valued, and as motivating as possible. Excited employees seem more inclined to become loyal, work more effective and contribute to the future institutional longevity, which is vital at the present competitive customer-oriented environment of the banking sector.

Future studies can enhance this analysis by using larger cohorts across the various departments and longitudinal research designs to cover the three-dimensional aspect of the impact of development of EIs on employee engagement and performance over the years. Further, summarizing the findings of the survey with that of performance variables like customer satisfaction and productivity will give a more concrete evidence of how EI and EE helps in organizational growth.

In sum, emotional intelligence is a strong indicator of engagement of employees. When organizations make EI one of their priorities in its human resource strategy, not only can more

employee well-being be built, but also ultimately a sustainable trail to future productivity and competitive advantage.

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Appendix

Questionnaire

Title: Correlation between Emotional Intelligence and Employee Engagement in the Banking Sector

Organization: Shahjalal Islami Bank Limited

Instruction: Please indicate your level of agreement with each statement on a 5-point Likert scale:

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Section A: Demographic Information

(Please tick/mark the correct option)

1. Gender: ☐ Male ☐ Female
2. Age: ☐ 20–29 ☐ 30–39 ☐ 40–49 ☐ 50+
3. Department: ☐ General Banking ☐ Cash ☐ Trade Finance ☐ Investment ☐ Other
4. Position: ☐ Manager ☐ Deputy Manager ☐ Officer ☐ Staff
5. Years of Experience: ☐ 1–3 years ☐ 4–6 years ☐ 7–10 years ☐ 10+ years

Section B: Emotional Intelligence (EI)

Table 1: Emotional Intelligence Items

Dimension	Statements	Scale (1–5)
Self-Awareness (SA)	I can recognize my emotions and their effects easily.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I am aware of my strengths and limits.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I understand how my emotions affect decision-making.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Self-Regulation (SR)	I can control my impulses and emotional reactions.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I adapt easily to change in the workplace.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I stay calm under pressure.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Motivation (M)	I set challenging goals for myself at work.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I stay persistent even when facing obstacles.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I feel driven to perform beyond expectations.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Dimension	Statements	Scale (1–5)
Empathy (E)	I can understand my colleagues' perspectives.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I can anticipate the needs of customers/clients.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I show concern when others are facing difficulties.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Social Skills (SS)	I communicate clearly and effectively with others.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I resolve conflicts and disagreements constructively.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I work collaboratively with my team to achieve goals.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Total EI Items = 15 (3 per dimension)

Section C: Employee Engagement (EE)

Table 2: Employee Engagement Items

Dimension	Statements	Scale (1–5)
Vigor	I feel energetic and enthusiastic about my job.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I exert full effort to complete my tasks.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Dedication	I am proud of the work I do.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	My job inspires me to give my best.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
Absorption	At work, time passes quickly because I am fully focused.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
	I become deeply involved in my work.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5



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Part B

Chapter 1: Introduction

1.1 Research Title

This paper will discuss the connection between emotional intelligence and employee engagement in banking sector with special reference to Shajidul Islam Bank Limited (SIBBL). Emotional intelligence (EI) has become an important individual competency that affects how individuals conduct themselves on the job, how they communicate with others and how they perform in business activities. Employee engagement (EE) on the contrary depicts emotional and cognitive connection employees have towards their job that has a direct and specific influence on productivity as well as retention. This study called, The Correlation Between Emotional Intelligence and Employee Engagement in the banking sector, seeks to establish whether emotionally intelligent employees have a higher likelihood of being engaged in their jobs.

1.2 Research Question and Research Objectives

Research Question:

This study is guided by the following primary research question:

Is there a significant correlation between emotional intelligence and employee engagement in the banking sector?

Research Objectives:

This research seeks to reveal the impact of emotional intelligence on employee engagement in the banking sector, and further examines how it is done by Shajidul Islam Bank Limited. The major research goals are the following ones:

- To assess the emotional intelligence levels of employees at Shajidul Islam Bank Limited.
- To evaluate the level of employee engagement within the organization.
- To examine whether there is a significant correlation between emotional intelligence and employee engagement.
- To provide practical recommendations for enhancing employee engagement through emotional intelligence development initiatives.

1.3 Research Context/Background of the Study

Emotional intelligence (EI) and employee engagement (EE) have taken the center-stage in the current dynamical business environment to drive individual and organizational performance in the contemporary business environment. Emotional intelligence may be a capability that an individual possesses in terms of processing, accurately managing, and assessing the situations of self and others, whereas employee engagement is a commitment-oriented emotional and psychological involvement that employees have with their tasks. In general, these two variables largely affect motivation, communication, teamwork, customer service and job satisfaction especially under high-stress situations in the banking industry.

شاہ جلال اسلامی بینک بی ایل سی



Human Resources Division

SJIBPLC/CHO/HRD/2025/ ৭৫৭
25.06.2025

Jennifer Hossain

Director - International Affairs ,
Alumni Affairs & In - Charge - Career Services Office,
University of Liberal Arts Bangladesh

Sub: Acceptance of Internship

Muhtarama,

Assalamu-Alaikum.

With reference to your letter dated 03/06/2025 we are pleased to inform you that Management of Shahjalal Islami Bank PLC. has allowed Ms. Samia Tabassum, ID- 212011014, student of HRM, Major in HRM, University of Liberal Arts Bangladesh for internship at our Satmasjid Road Branch for a period of 3 (three) months effective from 02/07/2025 to 29/09/2025.

During her internship, Ms. Samia Tabassum should not divulge any internal information/report of our Bank to the outsiders and he/she should submit an internship report to Human Resources Division, Corporate Office within 7 (seven) days on completion of the internship program through our Satmasjid Road Branch,Dhaka.

Kindly note that Ms. Samia Tabassum will get an honorarium of Tk. 6000/-(Taka Six Thousand) only per month. However, in case of absence in the office during the internship period, Tk. 200/-(Taka Two Hundred) only shall be deducted from the honorarium per working day.

Ma-assalamah.

Sincerely Yours,


A. K. M. Hasan Rahim
SVP & Head of HR



INTERNSHIP PROPOSAL FORM

Name:	Samia Tabassum
ID:	212011014
Department:	BBA
Supervisor's Name (Faculty):	Abdul Baten (Assistance professor, school of business)
Organization Name:	Shahjalal Islami Bank Limited
Internship Title:	Correlation Between Emotional Intelligence and Employee Engagement in Banking Sector.

A handwritten signature in black ink that reads "Samia".

Student's signature & date

Supervisor's signature & date

(Submit your Research Proposal to your Supervisor for approval)