

PROJECT REPORT ON

THE ROLE OF EMOTIONAL INTELLIGENCE IN EFFECTIVE OFFICE MANAGEMENT

SUBMITTED TO



BY

**FARHANA K**

UNDER THE GUIDANCE OF AFRA

## **DECLARATION**

I, **FARHANA K (OA 0173)** hereby declare that the project report entitled **“THE ROLE OF EMOTIONAL INTELLIGENCE IN EFFECTIVE OFFICE MANAGMENT”** submitted to IQJITA innovative LLP for the award of **DIPLOMA IN OFFICE ADMINISTRATION**.

I also declare that the report contains no material which has been accepted for the award of any other degree or diploma of any university or institution and the best of knowledge and belief, it contains no material previously published by any other person except where due references are made in the report.

Place: KOTTAKKAL Name: FARHANA K  
Register number: OA0173 Date: 26/09/2025

## **ACKNOWLEDGEMENTS**

I would like to express my sincere gratitude to all who supported me in completing this project.

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I'm grateful to my friends for their help and support, and to my family for their constant motivation. Finally, I thank Almighty God for His blessings that enabled me to complete this project.

Date: 26/09/2025

Name: FARHANA K

Register number: OA 0173

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# **CHAPTER 1**

## **INTRODUCTION**

## 1.1 INTRODUCTION

Emotional intelligence (EI) is crucial for effective office management, as it underpins a manager's ability to navigate complex interpersonal dynamics, foster positive relationships, and create a productive work environment. High EI in managers can significantly influence workplace culture, employee retention, and ultimately, a company's bottom line.

Integrating emotional intelligence into office management practices yields numerous benefits. Managers with high EI can communicate more effectively, fostering better teamwork and collaboration by understanding and

responding to the needs and concerns of their team members. They are also better equipped to navigate workplace challenges, adapt to change, and handle stress effectively, creating a more stable and resilient work

environment. This can also translate to reduced employee turnover, as a supportive and appreciative environment leads to higher job satisfaction and commitment.

High EI also enhances conflict resolution by enabling managers to approach disagreements with sensitivity, empathy, and a focus on finding constructive solutions. Emotionally intelligent managers are also skilled at motivating and inspiring their teams, which translates to greater employee engagement and ultimately, improved productivity and performance. For instance, by recognizing and addressing the emotional needs of their team members, managers can foster a sense of belonging and commitment.

Integrating emotional intelligence into office management practices yields numerous benefits. Managers with high EI can communicate more effectively, fostering better teamwork and collaboration by understanding and

responding to the needs and concerns of their team members. They are also better equipped to navigate workplace challenges, adapt to change, and handle stress effectively, creating a more stable and resilient work

environment. This can also translate to reduced employee turnover, as a supportive and appreciative environment leads to higher job satisfaction and commitment.

## **1.2 STATEMENT OF THE PROBLEM**

- Emotional intelligence is increasingly important in the modern workplace.
- Many office managers lack the emotional intelligence skills required to effectively lead their teams.
- This deficiency can hinder their ability to accomplish organizational objectives.
- Poor emotional intelligence may result
- Ineffective communication
- Increased workplace conflict
- Lower employee morale and motivation
- Reduced productivity
- As a result, the overall performance of the organization may suffer.

## **1.3 SIGNIFICANCE OF THE STUDY**

The purpose of this research is to examine how emotional intelligence contributes to efficient office administration. For office managers,

organizational leaders, and human resource specialists looking to enhance office management procedures and accomplish organizational success, the study's conclusions will offer insightful information.

## **1.4 OBJECTIVES OF THE STUDY**

- To investigate the connection between successful office management and emotional intelligence.
- To determine the emotional intelligence competencies required for efficient office administration.

- To look into how office management outcomes like productivity, communication, and conflict resolution are affected by emotional intelligence.

### **1.5 SCOPE OF THE STUDY**

Office managers in kottakkal will be the main focus of this study. The study will look at the emotional intelligence abilities required for efficient office administration as well as the connection between office management results and emotional intelligence.

### **1.6 RESEARCH METHODOLOGY**

A mixed-methods research methodology will be used for this project, including techniques for gathering and analyzing data that are both

quantitative and qualitative. Data from office managers and their staff will be gathered for the study using questionnaires, interviews, and observational studies.

### **1.7 AREA OF STUDY**

The study has been conducted in kottakkal area. This area is chosen due to its diverse range of businesses, access to a relevant sample population.

### **1.8 SAMPLE SIZE**

The sample size will be 15 office administrators and business managers from various companies within the area of study. This sample size is deemed adequate to provide a representative and statistically significant set of data for the quantitative analysis.

### **1.9 SOURCE OF DATA**

- a) Primary data; Primary data are those data, questionnaire was used to collect primary data from respondents.
- b) Secondary Data; Secondary data were collected from published sources like articles, internet etc...

### **1.10 PERIOD OF STUDY**

The period covering for the completing of the study is 21 days



### **1.11 TOOLS FOR DATA COLLECTION**

Here using a well structured questionnaire for collecting the required data for the analysis of data. Questionnaire including questions which can fulfill and the main objectives of the study.

### **1.12 LIMITATIONS OF THE STUDY**

- o Sample size was restricted to the selected area.
- o The study was carried out only among the peoples of kottakkal area.
- o Time available for study is limited.
- o Accuracy of study is purely based on the information given by the respondent.

## **CHAPTER 2**

### **REVIEW OF LITERATURE**

## REVIEW OF LITERATURE

**Mayer & Salovey (1997)** They proposed the Ability Model of Emotional Intelligence, defining EI as the ability to perceive, use, understand, and regulate emotions. This framework laid the foundation for studying how office managers can apply EI in decision-making and people management.

**Daniel Goleman (1995, 1998)** He Mixed Model emphasized five domains—self awareness, self-regulation, motivation, empathy, and social skills. His work demonstrated how emotionally intelligent leadership improves communication and productivity in office management.

**Bar-On (1997)** introduced the Emotional Quotient Inventory (EQ-I), highlighting EI as a set of emotional and social competencies. Research using EQ-I showed that managers with high EI foster healthier office environments and stronger interpersonal relations.

**Wong & Law (2002)** Developed the WLEIS (Wong & Law Emotional Intelligence Scale) and proved its strong reliability in organizational studies. Findings indicated that office administrators with high EI improved staff coordination and job satisfaction.

**Jordan & Troth (2004)** study linked EI with teamwork and conflict resolution. They found emotionally intelligent managers in office settings handle disputes more effectively and enhance group cohesion.

**Carmeli (2003)** explored the relationship between EI and work attitudes among senior managers. Results showed high EI improved job satisfaction, commitment, and positive workplace climate—factors crucial in office administration.

## **CHAPTER 3**

### **THEORATICAL FRAMEWORK**

# **THEORATICAL FRAMEWORK**

## **3.1 INTRODUCTION**

Office management is a dynamic and multifaceted function that goes beyond administrative duties. It requires coordination, decision-making, conflict resolution, and human resource management. In such a setting, Emotional Intelligence (EI) emerges as a critical competency. Emotional Intelligence refers to the ability to perceive, understand, regulate, and manage emotions—both one's own and others'. It is foundational for creating productive work environments, fostering collaboration, and managing stress or conflict effectively. Incorporating emotional intelligence into office management practices enhances not only interpersonal relationships but also boosts overall efficiency and organizational morale. This framework explores the significance of emotional intelligence as a strategic tool in modern office management.

## **3.2 Importance of Emotional Intelligence in Office Management**

- ☐ Improved Communication EI promotes clarity, empathy, and active listening, reducing misunderstandings and enhancing collaboration.
- ☐ Conflict Resolution Managers with high EI can mediate disputes and de-escalate tensions through understanding and tact.
- ☐ Team Building EI fosters trust and cohesion among team members, essential for a healthy work culture.
- ☐ Leadership Development Emotionally intelligent managers inspire and influence positively, leading by example.
- ☐ Employee Satisfaction Understanding emotional needs helps retain talent and maintain motivation.

## **3.3 Need for Emotional Intelligence in the Workplace**

Complex Interpersonal Dynamics Modern workplaces are increasingly diverse, requiring sensitivity to emotional cues.

- Stressful Work Environments High workloads and tight deadlines necessitate emotional regulation and resilience.
- Change Management Navigating transitions like restructuring, technology adoption, or policy shifts needs emotional insight and support.
- Performance Management: Giving feedback and handling underperformance must be done with empathy and tact.
- Customer and Client Relations Emotional intelligence aids in handling customer concerns, negotiations, and service quality.

### **3.4 Types/Components of Emotional Intelligence**

(According to Daniel Goleman's model)

- Self-Awareness: Understanding one's emotions, strengths, weaknesses, and triggers.
- Self-Regulation: Ability to control or redirect disruptive emotions and adapt to changing circumstances.
- Motivation: Being driven to achieve for the sake of achievement, not just external rewards.
- Empathy: Recognizing and understanding others' emotions; vital for team management and customer service.
- Social Skills: Managing relationships, building networks, and navigating social complexities.

### **3.5 Features of Emotional Intelligence in Office Management**

- Empathy in Decision Making: Considering employee perspectives when making policies or delegating tasks.
- Balanced Authority: EI helps managers lead with assertiveness without being authoritarian.
- Emotionally Safe Workplace: Employees feel heard, respected, and valued, reducing turnover and burnout.
- Constructive Feedback Mechanisms: Encouraging open communication that fosters growth rather than fear.

- **Adaptability:** Emotionally intelligent managers are open to feedback and adjust leadership styles accordingly.
- **Ethical Leadership:** EI contributes to honesty, integrity, and transparency in managerial conduct.

### **3.6 Emotional intelligence offers several benefits for office managers**

**Improved Communication:** Emotional intelligence enables office managers to communicate effectively with team members, stakeholders, and customers, reducing misunderstandings and conflicts.

**Effective Conflict Resolution:** Emotional intelligence helps office managers to manage conflict in a constructive and respectful manner, reducing the negative impact on relationships and productivity.

- **Stronger Relationships** Emotional intelligence enables office managers to build strong, positive relationships with team members, stakeholders, and customers, fostering a supportive and inclusive work environment.
- **Increased Employee Satisfaction** Emotional intelligence helps office managers to understand and meet the needs of their team members, leading to increased job satisfaction and engagement.
- **Better Decision-Making:** Emotional intelligence enables office managers to make informed decisions that take into account the emotional and social implications of their actions.

### **3.7 Outcomes of Emotional Intelligence in Office Management**

- **Improved Productivity:** Emotional intelligence helps office managers to create a positive and productive work environment, leading to increased productivity and efficiency.
- **Increased Employee Engagement:** Emotional intelligence enables office managers to build strong relationships with team members, leading to increased employee engagement and motivation.
- **Better Customer Service:** Emotional intelligence helps office managers to understand and meet the needs of customers, leading to increased customer satisfaction and loyalty

- **Reduced Conflict:** Emotional intelligence enables office managers to manage conflict in a constructive and respectful manner, reducing the negative impact on relationships and productivity.
- **Organizational Success:** Emotional intelligence is critical for effective office management, contributing to the overall success of the organization.



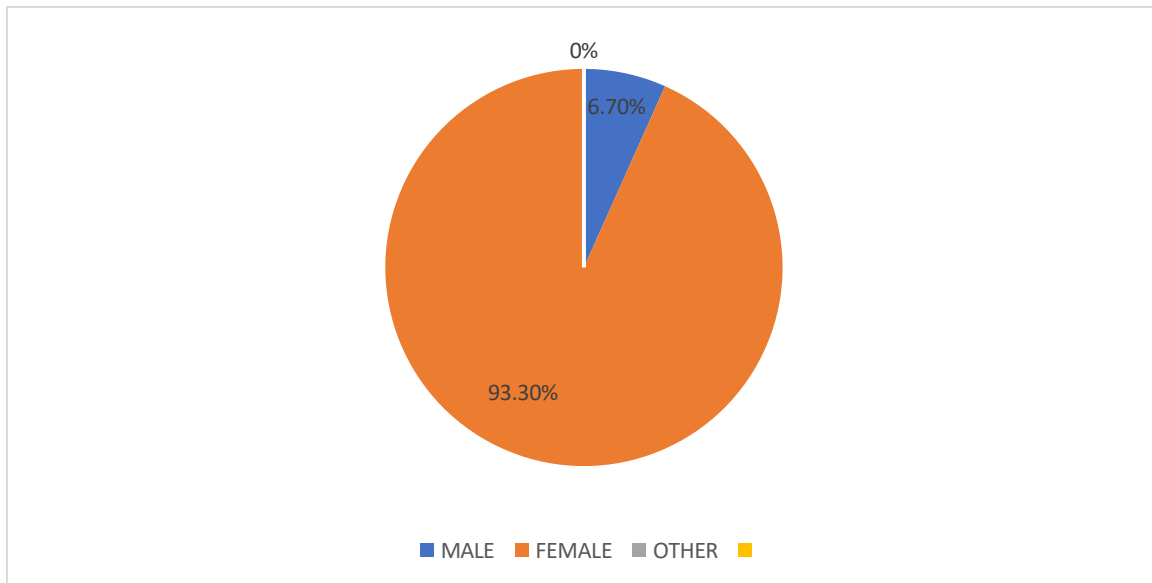
## **CHAPTER 4**

### **DATA ANALYSIS**

**TABLE 4.1**  
**GENDER BASED CLASSIFICATION**

Option	No of respondents	Percentage
Male	1	6.7%
Female	14	93.3%
Other	0	100%
Total	15	100%

**CHART 4.1 GENDER BASED CLASSIFICATION**



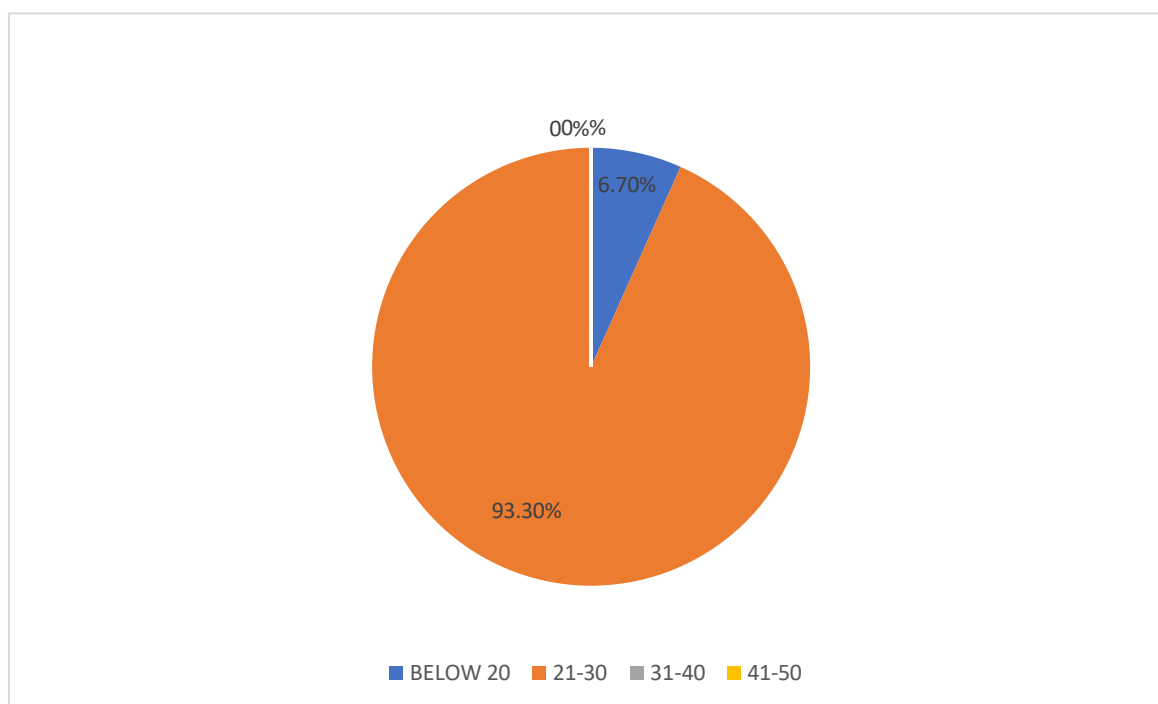
### INTERPRETATION

From the table and figure shows, 93.3% Respondents are FEMALE and 6.7% Respondents are MALE.

**TABLE 4.2**  
**AGE WISE CLASSIFICATION**

OPTION	NO OF RESPONDENTS	PERCENTAGE
BELOW 20	1	6.7%
20-30	14	93.3%
31-40	0	0%
41-50	0	0%
TOTAL	15	100%

**CHART 4.2 AGE WISE CLASSIFICATION**



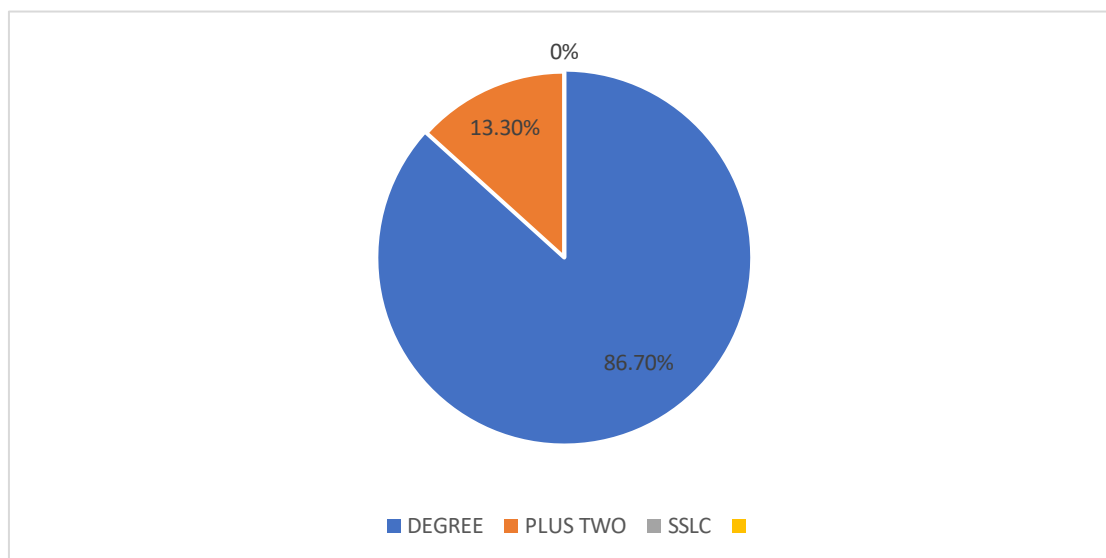
### INTERPRETATION

From the table and figure shows, 6.7% Respondents are 21-30 and 93.3% Respondents are 31-40.

**TABLE 4.3**  
**EDUCATION QUALIFICATION**

OPTION	NO OF RESPONDENTS	PERCENTAGE
DEGREE	13	86.7%
PLUS TWO	2	13.3%
SSLC	0	0%
TOTAL	15	100%

**CHART 4.3 EDUCATION QUALIFICATION**



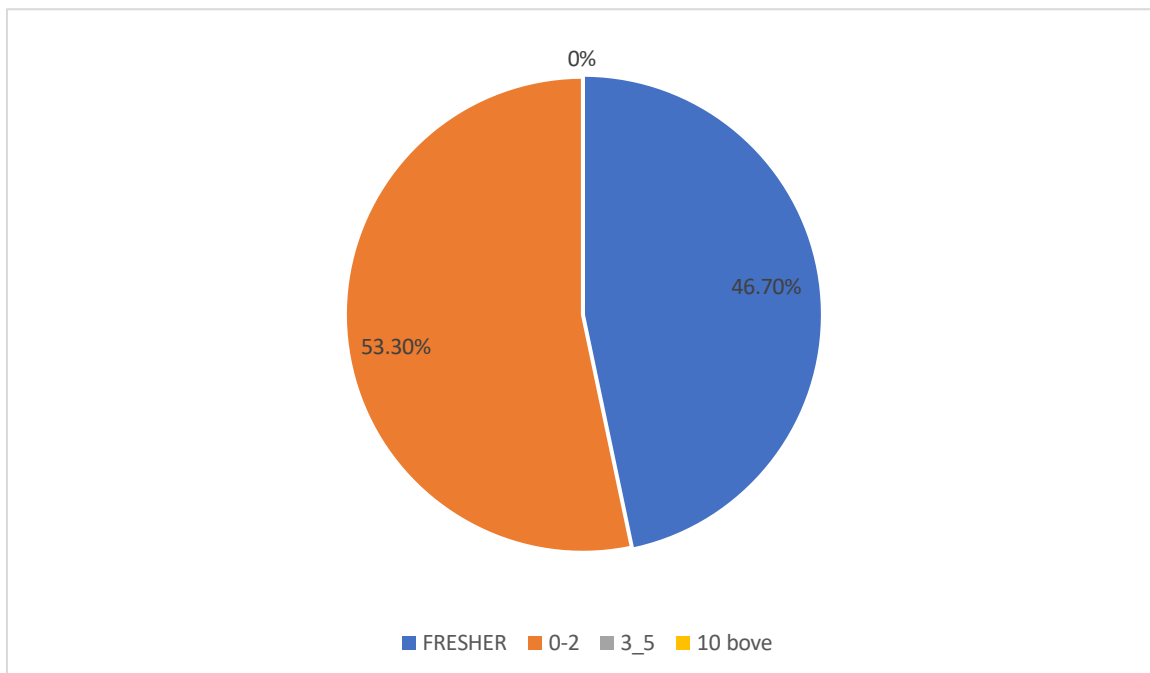
### INTERPRETATION

From the table and figure shows, 86.7% Respondents are DEGREE and 13.3% Respondents are PLUS TWO.

**TABLE 4.4**  
**YEAR OF EXPERIENCE**

OPTION	No of respondents	Percentage
Fresher	7	46.7%
0-2	8	53.3%
3-5	0	0%
10 above	0	0%
total	15	100%

**CHART 4.4 YEAR OF EXPERIENCE**



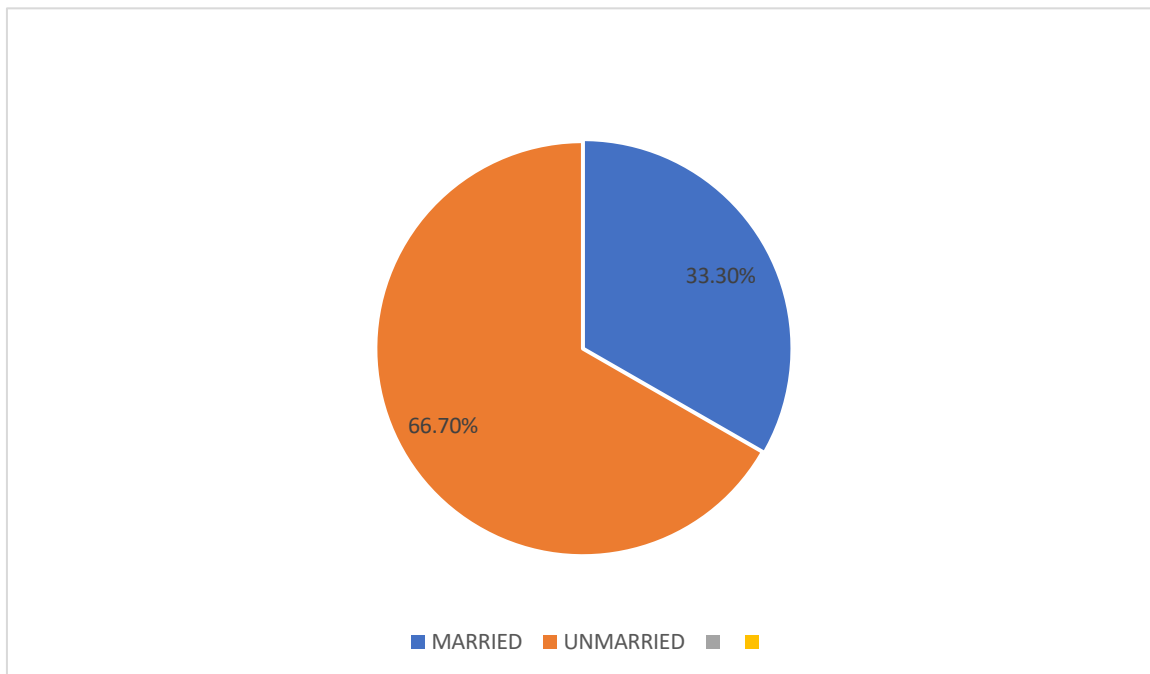
## INTERPRETATION

From the table and figure shows, 46.7% Respondents are FRESHER and 53.3% Respondents are 0-2.

**TABLE 4.5**  
**CLASSIFICATION BASIS OF MARITAL STATUS**

Option	No of respondent	Percentage
Married	5	33.3%
Unmarried	10	66.7%
total	15	100%

**CHART 4.5 CLASSIFICATION BASIS OF MARITAL STATUS**



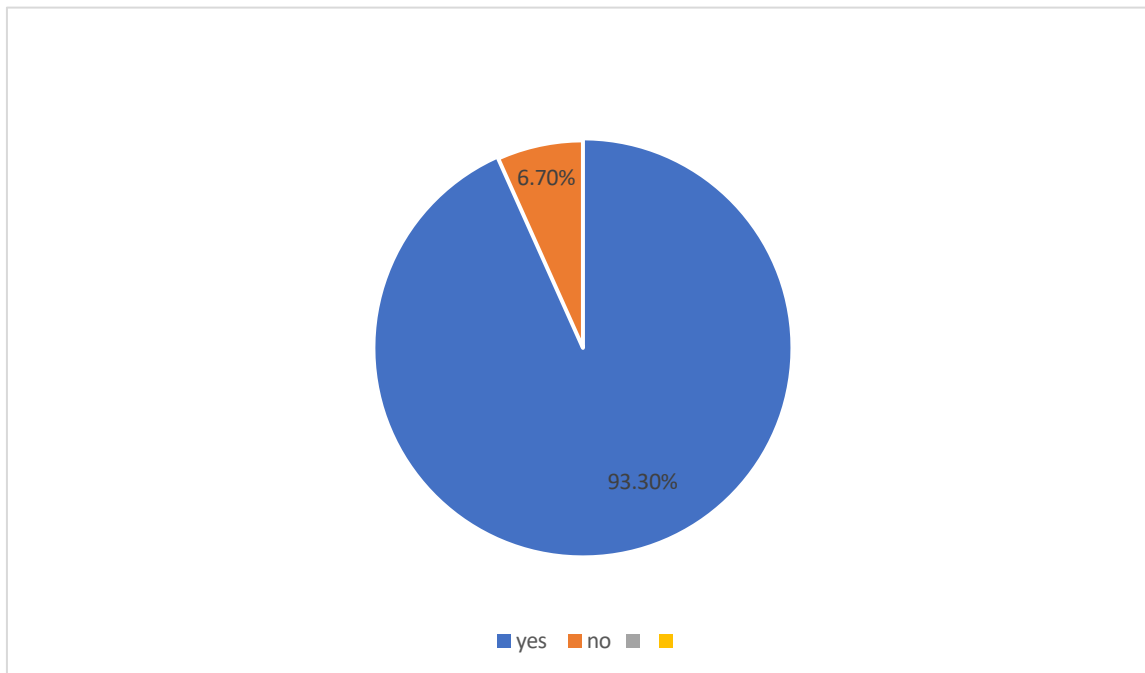
### **INTERPRETATION**

From the table and figure shows, 33.3% Respondents are MARRIED and 66.7% Respondents are UMARRIED.

**TABLE 4.6**  
**EMOTIONAL INTELLIGENCE IMPORTANT FOR OFFICE**  
**MANAGEMENT**

Option	No of respondent	percentage
Yes	14	93.3%
No	1	6.7%
total	15	100%

**CHART 4.6 EMOTIONAL INTELLIGENCE IMPORTANT FOR**  
**OFFICE MANAGEMENT**



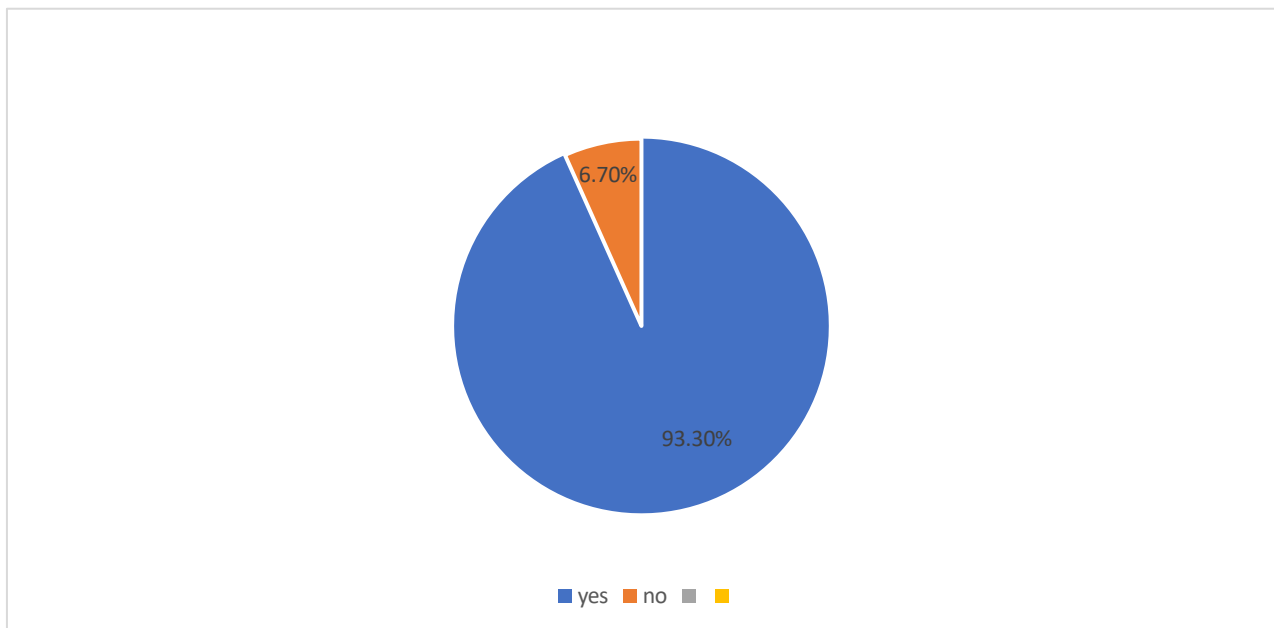
### **INTERPRETATION**

From the table and figure shows, 93.3% Respondents are YES and 6.7% Respondents are NO.

**TABLE 4.7**  
**EMOTIONAL INTELLIGENCE IMPROVE COMMUNICATION**  
**IN THE WORKPLACE**

option	No of respondent	Percentage
Yes	14	93.3%
No	1	6.7%
total	15	100%

**CHART 4.7 EMOTIONAL INTELLIGENCE IMPROVE**  
**COMMUNICATION IN THE WORKPLACE**



### **INTERPRETATION**

From the table and figure shows, 93.3% Respondents are YES and 6.7% Respondents are NO and.

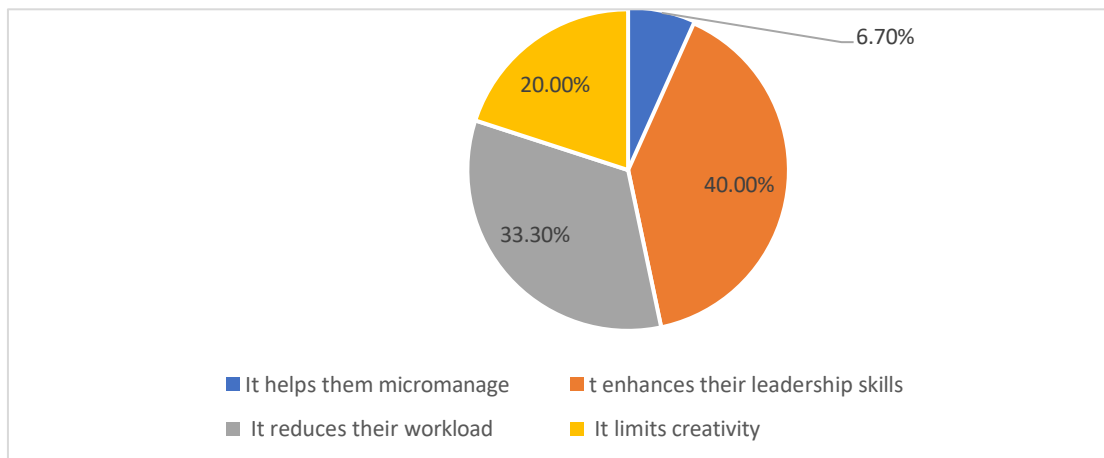


**TABLE 4.8**

**EMOTIONAL INTELLIGENCE BENEFIT OFFICE MANAGERS**

options	No of respondent	Percentage
It helps them micromanage	1	6.7%
It enhances their leadership skills	6	40.0%
It reduces their workload	5	33.3%
It limits creativity	3	20.2%
total	15	100%

**CHART 4.8 EMOTIONAL INTELLIGENCE BENEFIT OFFICE MANAGERS**



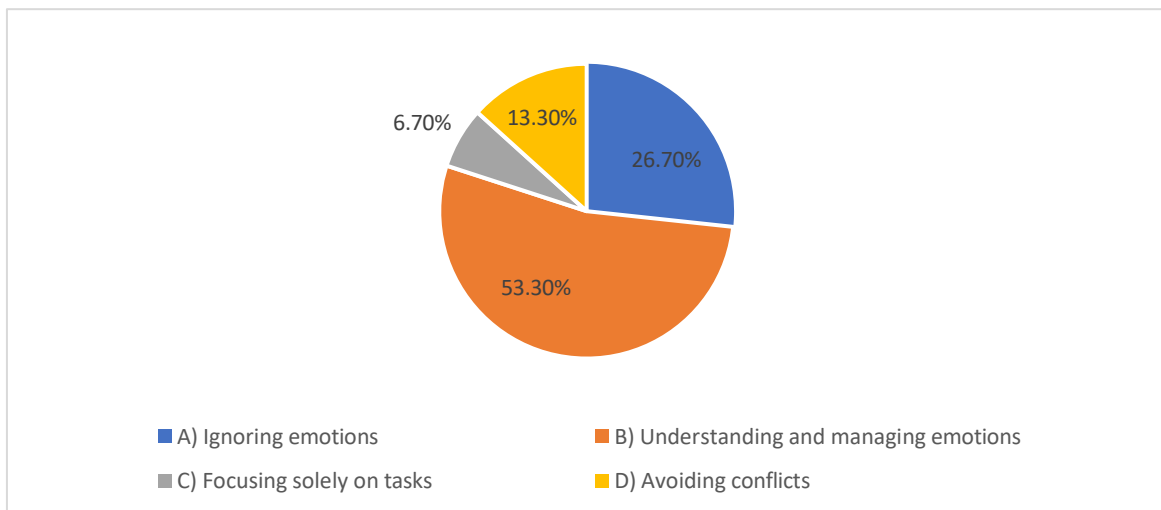
**INTERPRETATION**

From the table and figure shows, 6.7% Respondents are IT HELPS THEM MICRO MANAGE and 40.0% Respondents are IT ENHANCES THEIR LEADERSHIP and 33.3% Respondents are IT REDUCES THEIR WORKLOAD and 6.7% Respondents are IT LIMITS CREATIVITY.

**TABLE 4.9**  
**KEY ASPECT OF EMOTIONAL INTELLIGENCE**

option	No of respondent	Percentage
Ignoring emotions	4	26.7%
Understanding and managing emotions	8	53.3%
Focusing solely on tasks	1	6.7%
Avoiding conflicts	2	13.3%
total	15	100%

**CHART 4.9 KEY ASPECT OF EMOTIONAL INTELLIGENCE**



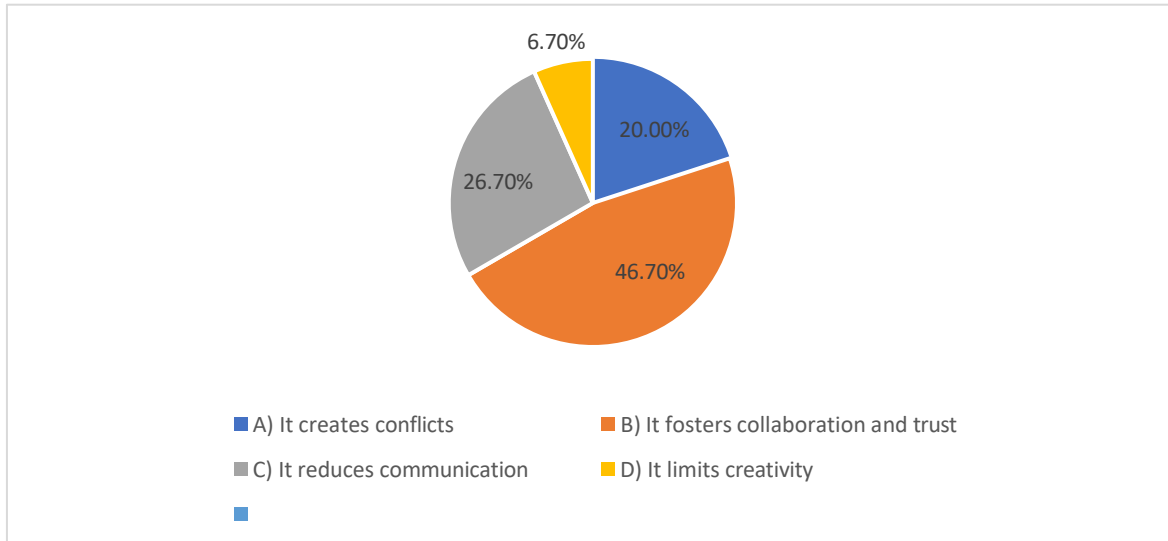
## INTERPRETATION

From the table and figure shows, 26.7% Respondents are IGNORING EMOTION and 53.3% Respondents are UNDERSTANDING AND MANAGING EMOTIONS and 6.7% Respondents are FOCUSING SOLELY ON TASK and 13.3% Respondents are AVOIDING CONFLICT.

**TABLE 4.10**  
**EMOTIONAL INTELLIGENCE IMPACT EMPLOYEE**  
**SATISFACTION**

option	No of respondent	percentage
A) It creates conflicts	3	20.0%
B) It fosters collaboration and trust	7	46.7%
C) It reduces communication	4	26.7%
D) It limits creativity	1	6.7%
total	15	100%

**CHART 4.10 EMOTIONAL INTELLIGENCE IMPACT**  
**EMPLOYEE SATISFACTION**



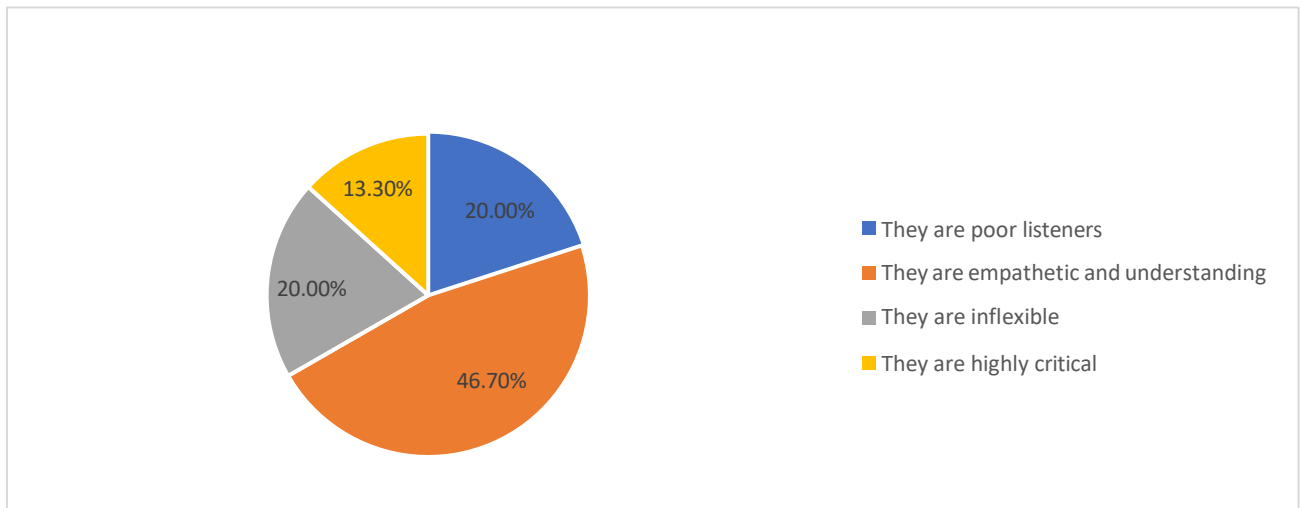
## INTERPRETATION

From the table and figure shows, 20.0% Respondents are IT CREATE CONFLICT and 46.7% Respondents are IT FOSTERS and 26.7% Respondents are IT REDUCES COMMUNICATION and 6.7% Respondents are IT LIMITED CREATIVITY.

**TABLE 4.11**  
**CHARACTERISTIC OF OFFICE MANAGERS WITH HIGH**  
**EMOTIONAL INTELLIGENCE**

options	No of respondent	Percentage
They are poor listeners	3	20.0%
They are empathetic and understanding	7	46.7%
They are inflexible	3	20.0%
They are highly critical	2	13.3%
total	15	100%

**CHART 4.11 CHARACTERISTIC OF OFFICE MANAGERS**  
**WITH HIGH EMOTIONAL INTELLIGENCE**



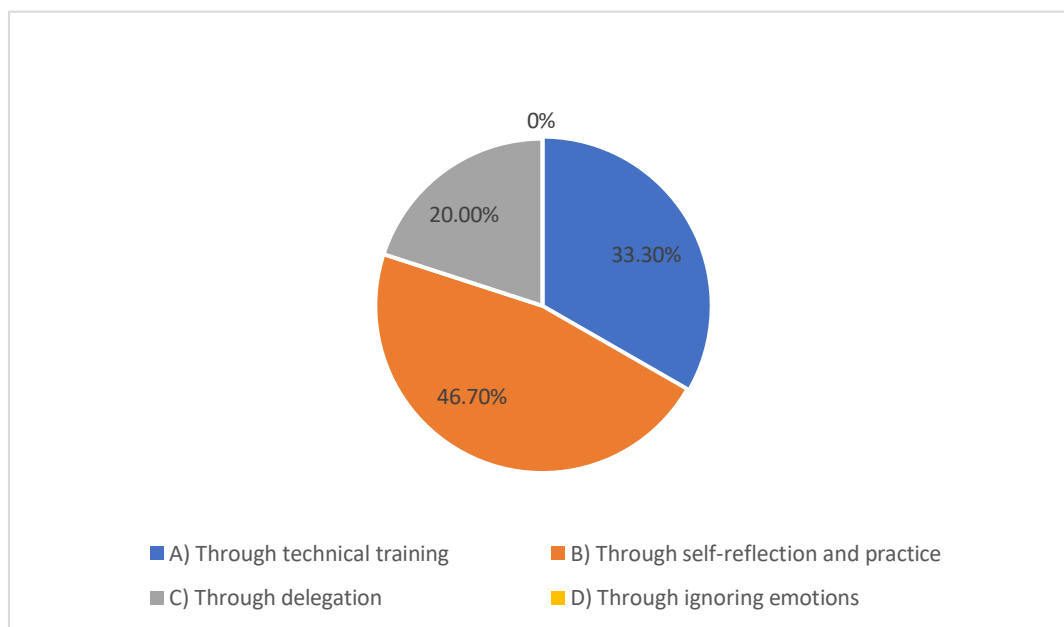
### **INTERPRETATION**

From the table and figure shows, 20.0% Respondents are THEY ARE POOR LISTERNERS and 46.7% Respondents are THEY ARE EMPATHETIC AND UNDERSTANDING and 20.0% Respondents are THEY ARE INFLEXIBLE and 13.3% Respondents are THEY ARE HIGHLY CRITICAL.

**TABLE 4.12**  
**EMOTIONAL INTELLIGENCE BE DEVELOPED**

option	No of respondents	Percentage
A) Through technical training	5	33.3%
B) Through self-reflection and practice	7	46.7%
C) Through delegation	3	20.0%
D) Through ignoring emotions	0	%
total	15	100%

**CHART 4.12 EMOTIONAL INTELLIGENCE BE DEVELOPED**



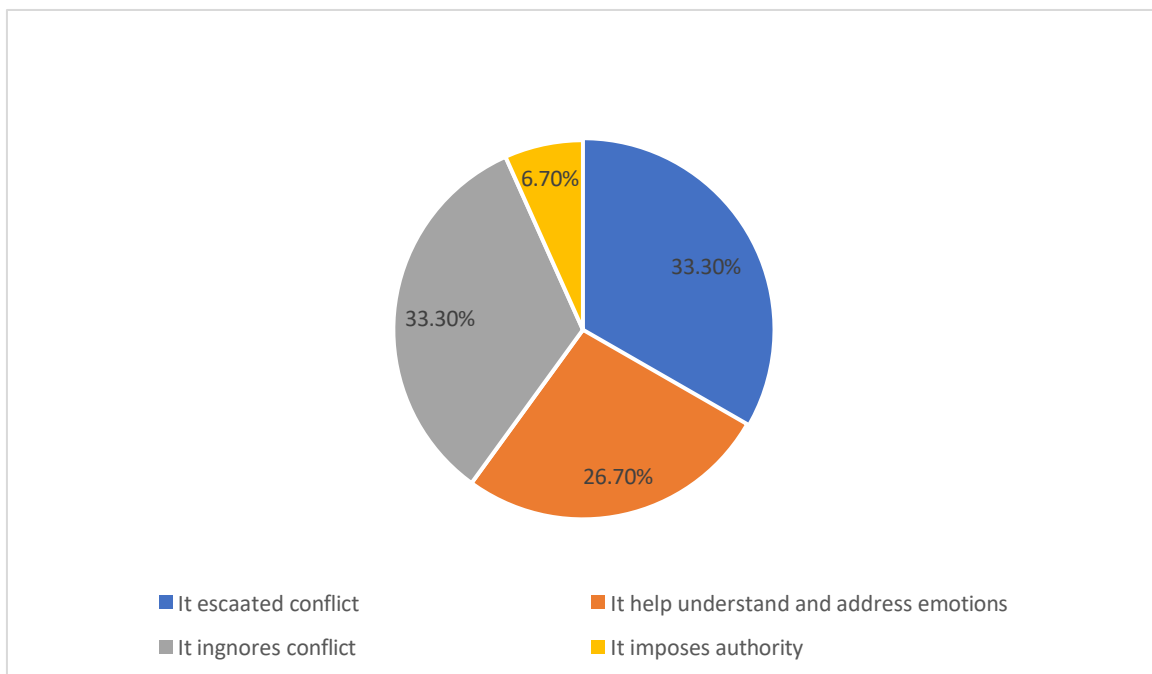
## INTERPRETATION

From the table and figure shows, 33.3% Respondents are THROUGH TECHNICAL TRAINING and 46.7% Respondents are THROUGH SELF-REFLECTION AND PRACTICE and 20.0% Respondents are THROUGH DELEGATION.

**TABLE 4.13**  
**ROLE OF EMOTIONAL INTELLIGENCE**

Option	No of respondents	Percentage
It escaated conflict	5	33.3%
It help understand and address emotions	4	26.7%
It ingnores conflict	5	33.3%
It imposes authority	1	6.7%
Total	15	100%

**CHART 4.13 ROLE OF EMOTIONAL INTELLIGENCE**



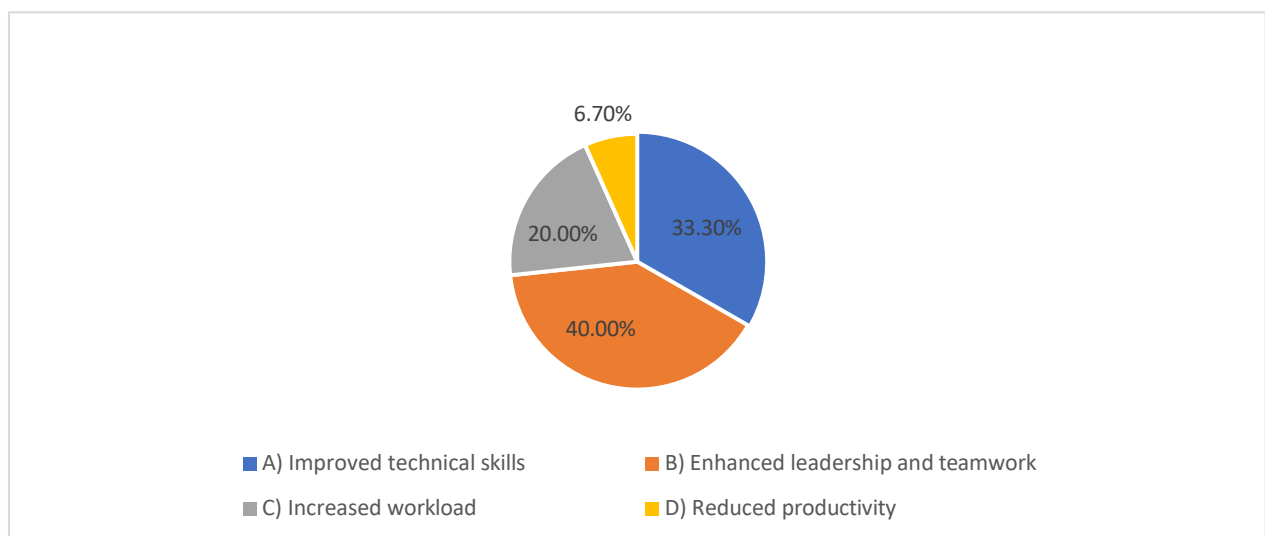
## INTERPRETATION

From the table and figure shows, 33.3% Respondents are IT ESCALATED CONFLICT and 33.3% Respondents are IT IGNORE CONFLICT and 26.7% Respondents are IT HELP UNDERSTAND AND ADDRESS EMOTIONS 6.7% respondents are IT IMPOSES AUTHORITY.

**TABLE 4.14**  
**BENEFIT OF EMOTIONAL INTELLIGENCE FOR OFFICE MANAGERS**

option	No of respondent	Percentage
A) Improved technical skills	5	33.3%
B) Enhanced leadership and teamwork	6	40.0%
C) Increased workload	3	20.0%
D) Reduced productivity	1	6.7%
total	15	100%

**CHART 4.14 BENEFIT OF EMOTIONAL INTELLIGENCE FOR OFFICE MANAGERS**



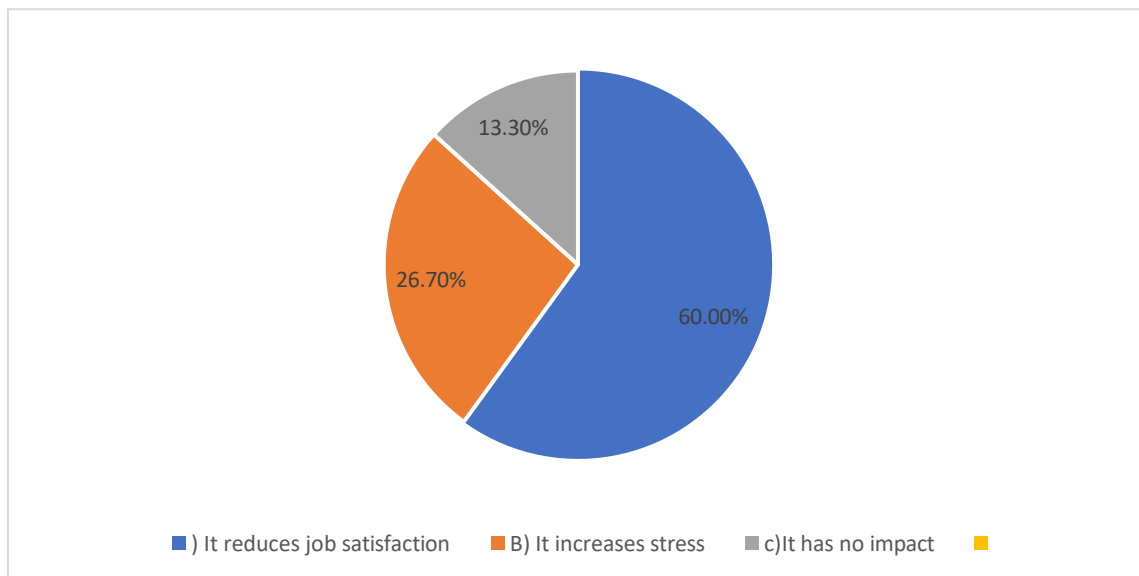
### INTERPRETATION

From the table and figure shows, 33.3% Respondents are IMPROVE TECHNICAL SKILLS and 40.0% Respondents are ENHANCED LEADERSHIP AND TEAMWORK and 20.0% Respondents are INCREASED WORKLOAD and 6.7% Respondents are REDUCED PRODUCTIVITY

**TABLE 4.15**  
**EMOTIONAL INTELLIGENCE IMPACT EMPLOYEE**  
**SATISFACTION**

option	No of respondent	Percentage
A)It reduce job satisfication	9	60.0%
B) It increases stress	4	26.7%
C) It has no impact	2	13.3%
total	15	100%

**CHART 4.15 EMOTIONAL INTELLIGENCE IMPACT**  
**EMPLOYEE SATISFACTION**



## INTERPRETATION

From the table and figure shows,60% Respondents are IT REDUCING JOB SATISFACTION and 26.70% Respondents are IT INCREASES STRSS and 13.30% Respondents are IT HAS NO IMPACT.



## **Chapter 5**

### **Findings,suggestion,conclusion and qustionnaire**

## FINDINGS

- Majority of respondents are female (93.3%)
- Most respondents are in the age group 31–40 (93.3%)
- Educational qualification: 86.7% have a degree.
- Work experience: 53.3% have 0–2 years
- Marital status: 66.7% unmarried
- Almost all agree yes to technology-related questions (93.3% each).
- The majority of respondents (93.3%) answered "YES"
- Main benefits of technology: enhances leadership (40%),
- Key emotional intelligence trait: understanding & managing emotions (53.3%).
- Technology mostly seen as fostering communication (46.7%),
- Respondents describe leaders as empathetic & understanding (46.7%),
- Skills are improved mainly through self-reflection & practice (46.7%).
- Conflict outcomes: escalation (33.3%)
- Technology improves leadership & teamwork (40%)
- Negative impacts include reduced job satisfaction (60%)

## SUGGESTION

- ❖ Gender Balance: Since the majority are female (93.3%), organizations should ensure inclusive policies to support women's career growth while encouraging more male participation in the workforce.
- ❖ Age Group (31–40 focus): Provide career development, leadership training, and stress management programs suitable for mid-career employees.
- ❖ Education & Training: With most respondents holding degrees, advanced skill development programs (digital tools, emotional intelligence, and leadership training) should be prioritized.
- ❖ Experience Gap: As many are fresher or have only 0–2 years' experience, mentorship programs and structured onboarding will help bridge skill gaps and improve confidence.
- ❖ Technology Adoption: Since 93.3% strongly support technology, organizations should invest in user-friendly tools, digital training, and continuous tech upskilling.
- ❖ Leadership Development: Encourage leaders to improve listening skills, reduce criticism, and practice empathy. Emotional intelligence workshops can be effective.
- ❖ Conflict Management: Since conflicts often escalate or are ignored, organizations should introduce structured conflict resolution strategies and open communication channels.
- ❖ Workload & Stress Reduction: While technology helps, it also increases workload and stress. Training on digital time management and workload distribution is needed.
- ❖ Employee Well-being: Address reduced job satisfaction (60%) and stress (26.7%) by promoting work-life balance, wellness programs, and recognition systems.
- ❖ Communication & Teamwork: Use technology to enhance collaboration, but also promote face-to-face/team-building activities to avoid reduced communication.

## CONCLUSION

This study underscores the critical role that emotional intelligence (EI) plays in effective office management, particularly in the modern, dynamic workplace environment. Through quantitative and qualitative data collected from office managers in Kottakkal, it is evident that high levels of EI contribute significantly to better communication, enhanced leadership, improved team dynamics, and overall organizational productivity. A vast majority of respondents (93.3%) affirm the importance of emotional intelligence in managing office environments efficiently.

Key findings reveal that emotionally intelligent managers are more empathetic, understanding, and better equipped to handle stress, conflict, and interpersonal dynamics. They create emotionally safe workplaces where employees feel heard and valued, leading to improved job satisfaction and engagement. However, the study also highlights challenges—particularly the increase in workload and stress, and a notable percentage of respondents indicating that job satisfaction is negatively impacted (60%), suggesting that emotional intelligence alone is not a cure-all. It must be paired with strategic organizational support and balanced workloads.

The demographic insights—such as the high percentage of female respondents, the predominance of young professionals with limited experience, and the high educational qualifications—highlight the need for targeted development programs. These could include emotional intelligence training, mentorship opportunities, conflict resolution strategies, and leadership development programs.

In conclusion, emotional intelligence is not just a soft skill but a strategic asset in office management. Organizations that invest in developing EI among their managers are more likely to foster positive work cultures, reduce employee turnover, and drive performance. For sustainable success, it is essential to embed emotional intelligence into hiring, training, and performance evaluation processes while addressing the related stressors and communication barriers identified in this study.

## QUESTIONNAIRE

1. Gender based classification

A) male

B) female

C) other

2. age wise classification

A) below 20

B) 20-30

C) 31-40

D) 41-50

3. education qualification

A) degree

B) plus two

C) sslc

4. Year of experience

A) fresher

B) 0-2

C) 3-5

D) 10 above

5. classification based Marital status

A) unmarried

B) married

6. emotional intelligence impotence for office managers

A) yes

B) no

7. can emotional intelligence improve communication in the work place ?

A) yes

B) no

8. how does emotional intelligence benefit office managers?

A) it helps them micromanage

B) it enhances their leadership skills

C) it reduces their workload

D) it limits creativity

9. what is a key aspect of emotional intelligence?

A) ignoring emotions

B) understanding and managing emotions

C) focusing solely on tasks

D) avoiding conflicts

10. How does emotional intelligence impact teamwork?

A) it creates conflicts

B) it fosters collaboration and trust

C) it reduces communication

D) it limits creativity

11. What is a characteristic of office managers with high emotional intelligence?

A) they are poor listeners

- B) they are empathetic and understanding c) they are inflexible
- D) they are highly critical

12. how can emotional intelligence be developed?

- A) through technical training
- B) through self-reflection and practice
- C) through delegation
- D) through ignoring emotions

13. What is the role of emotional intelligence in conflict resolution/

- A) it escalates conflicts
- B) it helps understand and address emotions
- C) it ignores conflicts
- D) it imposes authority

14. What is a benefit of emotional intelligence for office managers?

- A) improved technical skills
- B) enhanced leadership and teamwork
- C) increased workload
- D) reduced productivity

15. How does emotional intelligence impact employee satisfaction?

- A) it reduces job satisfaction
- B) it increases stress
- C) it enhances job satisfaction d) it has no impact