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THE ROLE OF EMOTIONAL INTELLIGENCE IN ENHANCING FINANCIAL DECISION-MAKING AND RISK MANAGEMENT IN THE HOSPITALITY INDUSTRY

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ABSTRACT
Emotional intelligence (EI), which may be defined as the capacity for self-analysis, self-motivation, and self-regulation abilities, is an essential component in the management of financial operations. Consequences and points of view are taken into consideration, which ultimately leads to more informed decision-making. The objective is to determine whether or not emotional intelligence has an effect on the effectiveness of decision-making among bankers. The purpose of this research is to explore the complex relationships that exist between personal financial management, emotional intelligence, risk management attitude, and financial well-being from individual perspectives. To achieve both short-term and long-term monetary objectives, it is necessary to organise, save, and invest in a financial manner that is prudent. People who have a strong financial well-being have a high level of resilience in the face of financial challenges, as well as the knowledge to adapt to changing circumstances and the ability to make prudent choices in a variety of financial situations.

Keywords: Emotional intelligence, Financial decision making, Risk management

Introduction
The growth of the economy is now one of the most important processes that ensures the continued existence of society and its effectiveness. The individuals who are in control of the financial systems are the primary factor that determines how successful such systems are. Due to the fact that contemporary businesses are very competitive and volatile, it is essential for employees to possess strong decision-making abilities and be prepared for the inevitable financial challenges that they will face. Therefore, it is of the utmost importance for workers to be able to make financial choices that are in their best interests and lucrative. Individuals that possess high levels of emotional intelligence are able to manage their own emotional state, as well as be emotionally aware, sensitive to the ideas and feelings of others, and conscious of their own emotions. Emotional intelligence is a significant tool that may be used to accomplish any objective in today's society. Those who are emotionally aware are able to plan well in order to achieve their objectives. Emotional awareness, in conjunction with this, assists in the prioritisation of vital goals, the elimination of criteria that are not required, and the facilitation of the modification of approaches to achieve objectives (Asmara, 2024).

The emotional components of economic conduct that enhance financial efficiency are reflected in emotional intelligence, which is a component of a developed economic society. Emotional intelligence may be gained, which decreases financial risks, particularly highlighting the need of being aware of the feelings that individuals are experiencing. The development of productive partnerships, which in turn improves the outcomes of financial operations, is facilitated by this. It is possible that a lack of emotional intelligence might result in making poor choices about one's finances, which would put one's financial success at risk (Bogdan, 2018).

Literature Review
Numerous studies demonstrate the importance of emotional intelligence for professionals in the present day. When it comes to the financial sector in particular, EI helps to enhance the quality of the delivery of banking services. Furthermore, it boosts the confidence of workers, which in turn has an effect on the financial success of enterprises. Emotional intelligence (EI) is essential for making rational and prudent financial decisions because it helps to ensure that underlying emotional control is maintained, protects the financial stability of the company, and promotes positive trends in financial decision-making. EI also helps to ensure that the self-regulation of financial experts is maintained. Effective management of one's own resources is essential to ensuring one's financial well-being in the contemporary society, which is characterised by a fast-paced and shifting environment. This article analyses the complex link that exists between personal financial management, emotional intelligence, and financial well-being. The research places an emphasis on the function that risk management attitudes play as a mediator in this complicated interaction. Personal financial management encompasses a wide range of skills and behaviours that people use in order to organise and distribute their financial

resources in an appropriate manner. The management of debt, savings, investments, and budgeting are all factors that, when considered together, have an impact on the financial condition of certain individuals (Alarcón-Espinoza, 2022).

At the same time, emotional intelligence, which encompasses both the understanding and management of one's own feelings, is very important in the context of interpersonal dynamics and decision-making scenarios. Individuals who mix emotional intelligence with personal financial management are provided with a foundation for comprehending the combined influence that these two factors have on their financial condition. It is also important to note that the mediation that is given by people's attitudes towards risk management adds even another layer to this complex interaction (Bucciol, 2021). The manner in which one handles financial risks has the potential to bring about major changes in the outcomes of financial choices, which in turn may have an effect on one's overall financial well-being. The overall condition of health and stability of a person's financial status is referred to as their financial well-being. This well-being is comprised of a variety of aspects that influence a person's feeling of security and contentment in their worries over their finances. It encompasses not only the acquisition of money but also the capability of the individual to fulfil their existing financial commitments, make plans for the future, and deal with unforeseen financial issues without incurring an excessive amount of debt for themselves. For a person to be financially secure, it is very necessary for them to have the ability to successfully manage and control their financial resources (Bru-Luna, 2021). Furthermore, psychological and emotional components of a person's life are included in the calculation of financial well-being (Bouzguenda, 2018). It is common for a person who is financially well-off to have a sense of financial stability, which may assist to alleviate stress and minimise concerns over financial difficulties. Consequently, this leads to an improvement in total mental health, which in turn leads to an increase in quality of life. There is a strong correlation between one's financial well-being and their ability to plan for the future, which includes retirement, education, and other long-term financial objectives, including retirement. Those who have a high financial well-being are better able to design and carry out successful financial plans, which increases the likelihood that they will have a pleasant life both now and in the future (Drigas, 2018).

According to the findings of Dierks (2021), a financial choice is a decision that pertains to the management of an entity's financial condition. The selection of the most suitable sources of finance for company activity is shown here. For a very long time, the Expected Utility Theory (EUT) has been the foundational principle in the banking industry for elucidating financial choices. The main concept is on the notion that financial choices are models of rational behaviour. As a result, an individual has a disciplined system of preferences and a higher technical ability to choose the most appropriate solutions. Within the last several years, the concept of "emotional finance" has gained some level of recognition. Emotional finance is a novel concept that may be used to better understand investing behaviour. According to this idea, individuals are more emotionally driven than they are intellectually and deliberately thoughtful animals by their own nature. In light of this, individuals are often influenced by their feelings, which may be conscious or unconscious depending on the situation. As a result, individuals who are emotionally stable and competent also have the potential to increase their performance on certain tasks (Cavaness, 2020).

Consequently, emotional intelligence (EI) is considered to be of utmost significance; moreover, there are scholars who assert that it surpasses cognitive intelligence in terms of its value. Emotional intelligence was first defined by Salovey and Mayer as a subcategory of general intelligence. The authors asserted that the development of emotional intelligence leads to an increase in a person's ability for adaptation via the process of emotional regulation. Emotional intelligence (EI) is the foundation of leadership, according to the findings of experts, since it entails the capacity to recognise and regulate one's emotions in order to achieve the best possible connections. Emotional intelligence is the capacity to establish a resistance to irritation, the ability to self-regulate on a consistent basis, and the ability to respond constructively to stressful situations. Having a higher level of emotional intelligence, which is characterised by the ability to regulate one's emotions, increases one's confidence in their actions and behaviours. In other words, emotional intelligence is the factor that determines a person's level of assertiveness, tenacity, and devotion in terms of completing their work (Chadijah, 2024). This is of utmost significance, particularly in the financial sector, since the choices made by a single individual may have repercussions for the whole organisation. Furthermore, the development of emotional intelligence in conjunction with assertiveness contributes to the enhancement of the coherence of team projects as well as the efficiency of financial choices. It is essential for leaders to exhibit emotional intelligence if they want to facilitate high levels of performance. Given that managers, like regular workers, are responsible for making financial choices, it is abundantly evident that emotional intelligence is a skill that is very crucial for leaders to possess. The topics that are covered include self-control, social skills, personal awareness, and resilience. Those in positions of authority in the financial sector who possess these talents are able to successfully resolve conflicts and implement improvements. As a result, emotional intelligence provides support for the whole of the organisational structure, enhances the performance of management, and contributes to the overall efficiency of the business or organisation (Carminati, 2021).

There is also the possibility that emotional stability and control are factors that influence risk propensity. Risk inclination is an essential skill that is useful in the realm of finance because it assists in decision-making in situations when there is little information or when there are needed circumstances. since of this, the risk is warranted since it guarantees that the judgements made about finances will be beneficial. One may have a better understanding of how long-term emotions influence behaviour and decision-making by cultivating emotional awareness. Despite the fact that the choice is significant, the most crucial factor in determining economic success is emotional intelligence (EI). To a large extent, emotional intelligence (EI) is based on self-regulation, which may be defined as the capacity to exert control over one's own feelings. One example of this skill is the capacity to exercise self-control over impulsive behaviours and to steer clear of negative emotional influences that might result in poor financial choices. It is via empathy that one is able to successfully engage with their environment; having a strong understanding of the emotions of others helps one to work well with others. In the end, emotional intelligence is beneficial since it enables one to make prudent and effective choices about one's finances, which in turn enables one to accomplish significant financial objectives.

Methodology

In this particular piece of work, the quantitative study technique used both analytical and descriptive approaches concurrently. It is important to pay close attention to the main data that was obtained from the structured questionnaire that was provided to each and every answer. An technique that is quantitative will be used in the study. Consumers from the chosen area who made use of digital portals and technologies made up the research population that participated in the study. The sample consists of one hundred fifty individuals; these individuals were chosen from the greater community in order to carry out the study being conducted. The technique of sampling that was used is called as intentional sampling, and it was designed to be representative of the people living in the Gorakhpur district.

Analysis

Table 1: Correlation analysis

Correlations	Financial Emotional Resilience	Long Term Financial Vision	Decision Making Confidence	Emotional Intelligence
Financial Emotional Resilience	1	.890**	.827**	.866**
Long Term Financial Vision	.890**	1	.849**	.865**
Decision Making Confidence	.827**	.849**	1	.834**
Emotional Intelligence	.866**	.865**	.834**	1

With a score of 0.890, the relationship between Financial Emotional Resilience and Long-Term Financial Vision is really strong. Those who can maintain mental stability during financial difficulties are thus also more likely to have a well-organized long-term financial strategy. Financial emotional resilience helps individuals to overcome financial difficulties without resorting to quick decisions, therefore improving their ability to plan and reach long-term financial goals effectively. This strong correlation emphasises the need of emotional stability in advancing financial foresight and sustainability within a field vulnerable to economic instability. With a substantial correlation of 0.827, Financial Emotional Resilience and Decision-Making Confidence indicates that those who are good at controlling their emotions in financial environments have more confidence in their capacity of making decisions. Emotional resilience helps individuals to remain calm under pressure, therefore preventing impulsive or fear-based financial decisions. This finding suggests that, in a field marked by financial instability, emotionally strong hotel employees are better suited in assessing hazards and making wise financial choices.

With a strong correlation at 0.866, Financial Emotional Resilience and Emotional Intelligence emphasises the need of emotional intelligence in financial resilience. High emotional intelligence people are more likely to show self-awareness, self-regulation, and stress management skills that improve their capability to keep stability and reason despite financial crises. This correlation suggests that raising emotional intelligence might directly increase a person's financial resilience, therefore lowering their likelihood of making rash or poorly thought out financial decisions. Long-Term Financial Vision and Decision-Making Confidence's correlation of 0.849 shows that those with a strong long-term financial perspective are often more confident in their capacity for making decisions. This suggests that a properly expressed financial vision offers a clear framework for strategic financial choices, therefore lowering uncertainty and hesitation in the process of making decisions. This implies that companies and those giving long-term financial planning top priority are more likely to produce decision-makers who show confidence and clarity in their financial strategies.

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Furthermore, the 0.865 correlation between Long-Term Financial Vision and Emotional Intelligence indicates that emotional intelligence significantly influences a person's ability to create and maintain long-term financial plan. High emotional intelligence people may more accurately assess market trends, recognise financial challenges, and respond proactively—all of which are very vital for creating a strong long-term financial plan. This finding suggests that those with high emotional intelligence in the hotel sector are better suited for conceptualising and carrying out sustainable financial strategies. The correlation of 0.834 between emotional intelligence and confidence in financial decision-making emphasises the need of emotional intelligence in improving confidence in financial decisions. Emotional intelligence helps individuals to control their emotions, understand the emotions of others, and gracefully face difficult financial problems. According to this relationship, people with strong emotional intelligence are more likely to make wise financial decisions and have greater confidence in their financial judgements

Table 2: Regression analysis

Model	Sum of Squares	df	Mean Square	F	p value
Regression	153.314	3	51.105	207.148	.000b
Residual	36.019	146	0.247		
Total	189.333	149			
Coefficientsa	B	Std. Error	Beta	t	p value
(Constant)	0.237	0.159		1.488	0.14
Financial Emotional Resilience	0.372	0.083	0.371	4.469	0.00
Long Term Financial Vision	0.296	0.083	0.314	3.559	0.00
Decision Making Confidence	0.257	0.071	0.261	3.642	0.00

The effects on the dependent variable of Financial Emotional Resilience, Long-Term Financial Vision, and Decision-Making Confidence are clarified by the regression analysis. With an F-value of 207.148 and a p-value of 0.000, the ANOVA table shows that the regression model is highly significant, therefore confirming that the independent variables together account for a considerable proportion of the variance in the dependent variable. Although the residual variance is quite low at 36.019, suggesting that the model has great explanatory power, the total sum of squares (189.333) is primarily ascribed to the regression sum of squares (153.314). Remarkably low, the mean square error of the residuals is 0.247, indicating that the forecasts of the model substantially match the actual data. Analysis of the regression coefficients reveals that the constant value is 0.237 with a p-value of 0.14, meaning that the dependent variable shows a tiny but statistically negligible baseline influence in the absence of the independent components. Complementing a standard error of 0.083 and a highly significant t-value of 4.49 ($p = 0.00$), the B coefficient for Financial Emotional Resilience is 0.372. Among the predictors, the beta value (0.371) shows that financial emotional resilience has the largest impact; this suggests that people who are good in controlling their emotions under financial problems are more likely to make wise financial decisions and manage risks.

With a B coefficient of 0.296, a standard error of 0.083, and a t-value of 3.559 ($p = 0.00$) the Long-Term Financial Vision has. A beta score of 0.314 shows that risk assessment and decision-making are highly influenced by those having a strategic financial perspective. The significant and positive influence of a long-term financial vision emphasises how more likely people who have a proactive attitude in financial matters are to make consistent and informed decisions in the hotel industry. With a B coefficient of 0.257, a standard error of 0.071, and a t-value of 3.642 ($p = 0.00$), decision-making confidence is really strong. While its impact size is somewhat smaller than that of financial emotional resilience and long-term financial vision, a beta value of 0.261 suggests that confidence in decision-making greatly affects financial results. This shows that while confidence is very important for making financial decisions, its influence is enhanced when it is accompanied with emotional resilience and a long-term perspective. The regression model shows that among the factors influencing financial decision-making and risk management outcomes in the hotel industry, Financial Emotional Resilience, Long-Term Financial Vision, and Decision-Making Confidence taken together account for a notable percentage of the variance. The significance of these three factors shows how important traits shaped by emotional intelligence are in deciding financial conduct. With particular focus on resilience, strategic planning, and confidence in decision-making, the findings highlight the requirement of hotel employees developing their emotional intelligence to enhance financial stability and risk management effectiveness. The little residual variance supports the robustness of the model by implying that in this environment these independent variables are efficient predictors of financial decision-making.

Test of hypothesis

Table 3: Chi square analysis 1

	Emotional Intelligence					
Financial Emotional Resilience	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Strongly Disagree	5	7	0	0	0	12
Disagree	0	6	13	0	0	19
Neutral	0	0	4	0	0	4
Agree	0	0	4	13	37	54
Strongly Agree	0	0	0	26	35	61
Total	5	13	21	39	72	150
Chi-Square Tests	Value	df	p value			
Pearson Chi-Square	225.013a	16	0.00			
Likelihood Ratio	181.886	16	0.00			

Among 150 respondents, the chi-square analysis shown in the table evaluates the relationship between emotional intelligence and financial resilience. From Strongly Disagree to Strongly Agree, the observed frequencies show the reactions of humans with different degrees of emotional intelligence to permission enforcement. Especially in the high degrees of agreement, the distribution of the responses shows a clear trend. A sizable fraction of very intelligent respondents—Agree or Strongly Agree—also voiced great support for the enforcement of permissions. Specifically, whereas 26 people strongly praised emotional intelligence simply, 37 people who highly endorsed emotional intelligence also strongly favoured permission enforcement. The 12 respondents in the Strongly Disagree group and the 19 respondents in the Disagree category clearly illustrate that those who showed less emotional intelligence (Strongly Disagree or Disagree) were more likely to reject permission enforcement. With a Pearson Chi-Square value of 225.013 and a p-value of 0.00, the chi-square test results support the statistical relevance of this correlation, therefore indicating a highly substantial relationship between emotional intelligence and permission enforcement. With sixteen degrees of freedom, this relationship is not likely to develop by accident. The Likelihood Ratio of 181.886 highlights the strength of the association by showing that people with higher emotional intelligence are more likely to advocate for or uphold permission-based frameworks, whereas those with lower emotional intelligence show a more inclination for resistance or neutrality regarding such implementation.

This realisation emphasises how crucial emotional intelligence is for shaping opinions about systems of control and enforcement. Based mostly on their better self-awareness, empathy, and ability to negotiate interpersonal interactions, it suggests that those with high emotional intelligence may show greater openness to controlled environments marked by enforced norms and permissions. Those with low emotional intelligence, on the other hand, might find it difficult to enforce, maybe because of emotional control problems, a lack of appreciation of the benefits of structure, or a lack of knowledge on the rationale of permission-based systems. The general consensus is that dynamics of regulatory compliance and enforcement depend on emotional intelligence being absolutely vital. This is particularly relevant in organisational settings, including the hotel industry, where security, operational effectiveness, and customer service standards depend on the execution of rights being enforced. The strong statistical link between emotional intelligence and permission enforcement implies that improving emotional intelligence in employees and decision-makers might lead to more smooth application of regulatory regulations and higher acceptance. By use of specific training courses, enhancing emotional intelligence may help to reduce resistance to rule enforcement, increase compliance with standards, and provide a more orderly and efficiently run workplace.

Table 4: Chi square analysis 2

	Emotional Intelligence					
Long Term Financial Vision	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Strongly Disagree	0	3	0	0	0	3
Disagree	5	10	0	0	0	15
Neutral	0	0	21	0	0	21
Agree	0	0	0	11	16	27
Strongly Agree	0	0	0	28	56	84
Total	5	13	21	39	72	150
Chi-Square Tests	Value	df	p value			
Pearson Chi-Square	312.203a	16	0.00			
Likelihood Ratio	228.411	16	0.00			

Among 150 respondents, the chi-square study looks at the relationship between emotional intelligence and long term financial vision and finds a strong and statistically significant one. According to the findings, persons with high emotional intelligence often have improved financial emotional resilience; those with low emotional intelligence often struggle to manage uncertainty and financial stress. Of the 56 participants who highly endorse emotional intelligence, most also strongly recommend financial emotional resilience; 28 more respondents in the "Agree" category support this inclination. Similarly, individuals who supported emotional intelligence also tended to agree with financial emotional resilience, therefore strengthening the positive relationship between the two fields. On the other hand, those who strongly disagreed or opposed emotional intelligence lacked financial emotional resilience very significantly. Of the 15 respondents who disagreed with emotional intelligence, 10 also disagreed with financial emotional resilience; 5 voiced significant disagreement. This trend suggests that less adaptability to financial uncertainty, less emotional intelligence is linked with difficulties in controlling financial stress, and an increasing inclination of making emotionally driven financial decisions. A noteworthy concentration of 21 respondents in the neutral group for both variables suggests that a minority of people may show moderate emotional intelligence and financial resilience, however lack strong views about their abilities to control emotions in financial decision-making environments. With a Pearson Chi-Square value of 312.203 and a p-value of 0.00, the chi-square test results confirm the strength of this correlation—that between emotional intelligence and financial emotional resilience—shown by a highly significant link. The likelihood ratio of 228.411 supports this result by showing that the relationship between emotional intelligence and financial stability is fairly strong and not accidental. The degrees of freedom (df = 16) provide statistical validity of the findings, therefore lowering the likelihood of a random occurrence.

Based on the results, financial emotional resilience depends on emotional intelligence. Those with high emotional intelligence are better able to control financial stress, stay cool during economic turbulence, and make reasonable, well-considered financial decisions. In their financial judgements, they are more likely to show self-control, patience, and strategic planning rather than to act impulsively. Those with low emotional intelligence, on the other hand, might find it difficult to be financially resilient, probably dealing with anxiety, tension, and trouble making wise decisions under pressure. This has significant consequences, particularly for the hotel industry where risk management and financial decisions are fundamental components of economic success. Given the erratic and often uncertain nature of the sector, developing emotional intelligence among professionals could significantly increase financial resilience, allowing staff members and decision-makers to skilfully control operational financial problems, investment risks, and economic recessions with more assurance and consistency. The findings highlight the need of emotional intelligence training and development initiatives as they enable individuals to acquire these skills, thereby improving long-term financial sustainability, risk assessment, and financial management.

Table 5: Chi square analysis 3

	Emotional Intelligence					
Decision Making Confidence	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Strongly Disagree	0	7	0	0	0	7
Disagree	5	6	0	0	0	11
Neutral	0	0	17	0	0	17
Agree	0	0	4	4	9	17
Strongly Agree	0	0	0	35	63	98
Total	5	13	21	39	72	150
Chi-Square Tests	Value	df	p value			
Pearson Chi-Square	310.863a	16	0.00			
Likelihood Ratio	213.439	16	0.00			

Emotional intelligence and long-term financial vision are evaluated in chi-square study showing a strong and statistically significant link. According to the response distribution, people with high emotional intelligence are much more likely to have a well defined long-term financial vision; those with low emotional intelligence exhibit greater uncertainty or hesitation in future financial planning. Of the 98 respondents who highly valued emotional intelligence, 63 also strongly agreed with having a long-term financial perspective; another 35 agreed with this point of view. Similarly, among those who supported emotional intelligence, most of them showed a good alignment with long-term financial goals, so supporting the theory that emotional intelligence improves the capacity to make strategic financial decisions that transcend immediate needs and short-term results. On the other hand, those with low emotional intelligence showed clearly poor long-term financial planning ability. Of the eleven respondents who disagreed with emotional intelligence, six also disagreed with having a long-term financial outlook and five strongly disagreed. Among those who fiercely opposed emotional intelligence, the tendency is especially clear as all seven of the respondents also strongly disagreed with the idea of having a long-term financial perspective. This suggests that people with low emotional intelligence could have trouble with financial foresight, maybe because of problems controlling emotions related with uncertainty, inclinations towards impulsive decision-making, or incapacity to control stress in complicated financial planning environments. A neutral cluster of 17 respondents on emotional intelligence and long-term financial vision points to certain individuals who lack confidence in their emotional management techniques or long-term financial plan or who are indecisive.

A Pearson Chi-Square value of 310.863 and a p-value of 0.00 confirm the statistical relevance of this correlation, therefore demonstrating that the relationship between emotional intelligence and long-term financial vision is not explained by chance. With the Likelihood Ratio of 213.439, these findings become more credible as it shows that long-term financial planning behaviour depends much on emotional intelligence. The findings show strong validity with 16 degrees of freedom (df), therefore lowering the probability of statistical errors or abnormalities. This connection emphasises how very important emotional intelligence is in determining a person's ability to create a clear financial future vision. Those with high emotional intelligence often show strategic vision, patience, and a balanced approach in financial planning, therefore insuring stability and continuous improvement. Notwithstanding occasional fluctuations in the economy, they could also be more inclined to assess potential hazards, make wise investments, and have discipline in their financial decisions. On the other hand, those with low emotional intelligence might find it difficult to create long-term financial goals because of poor self-control, stronger emotional reactions to financial stress, and difficulty maintaining financial discipline over long terms.

These findings have great consequences, especially in the hotel industry where financial decisions must balance risk management with long-term viability. Since businesses in this industry can operate in uncertain economic times, developing emotional intelligence among employees and decision-makers may help to improve strategic financial planning, maximise investment decisions, and control financial risk management. By implementing emotional intelligence training courses that help professionals to develop self-awareness, patience, and financial resilience, so fostering more stable, long-term financial decision-making strategies that match with corporate development and sustainability goals

Discussion

This study's results highlight the significant impact of emotional intelligence on financial decision-making and risk management in the hospitality sector. The robust correlations among emotional intelligence, financial emotional resilience, long-term financial vision, and decision-making confidence suggest that individuals possessing elevated emotional intelligence are markedly more proficient in managing financial risks and executing strategic financial decisions. The regression analysis corroborates this link, indicating that financial emotional resilience, long-term financial vision, and decision-making confidence act as primary mediators by which emotional intelligence influences financial results. This indicates that emotional intelligence is not only an ancillary talent but a fundamental element of financial competence, affecting how people perceive, analyse, and react to financial threats and opportunities (Alzoubi, 2021).

The chi-square tests substantiate the assertion that emotional intelligence significantly influences financial behaviours. Individuals with elevated emotional intelligence frequently demonstrate enhanced financial emotional resilience, enabling them to endure financial stress and uncertainty while making reasonable, considered judgements. They are far more inclined to maintain a long-term financial perspective, ensuring that their financial tactics match with sustainable corporate development rather than immediate profits. This is especially pertinent in the hotel sector, where market volatility, seasonality, and economic variations provide considerable hurdles (Baker, 2022). Leaders and financial managers with high emotional intelligence are more adept at managing these issues, as they can maintain composure under duress, evaluate financial risks with more objectivity, and execute plans that ensure the long-term health of the enterprise (Branch, 2023).

An analytical examination of these data indicates that emotional intelligence improves financial decision-making via many psychological and cognitive mechanisms. Individuals with elevated emotional intelligence have enhanced self-awareness and emotional management, allowing them to circumvent impulsive financial judgements influenced by fear, stress, or immediate demands. This corresponds with prior studies suggesting that emotional intelligence enhances financial discipline, reduces vulnerability to cognitive biases, and encourages a systematic method for risk evaluation. Secondly, emotional intelligence enhances social and interpersonal abilities, which are crucial for financial negotiations, stakeholder interactions, and investment conversations within the hospitality sector. Financial choices in this industry often need cooperation with investors, suppliers, regulatory authorities, and internal teams, making emotional intelligence an invaluable skill for sustaining productive financial relationships and obtaining advantageous commercial agreements.

Furthermore, the findings underscore a significant relevance for talent development and management education within the hotel sector. Given the profound connection between financial decision-making, risk management, and emotional intelligence, organisations need to include emotional intelligence training programmes within their financial management frameworks. Fostering financial leaders with elevated emotional intelligence may enhance crisis management, refine risk assessment, and facilitate more successful long-term financial planning. Practically, this implies that hospitality enterprises can bolster their financial resilience by prioritising the recruitment and development of managers with elevated emotional intelligence, as they are more inclined to make judicious, informed, and strategic financial decisions amidst uncertainty.

Conclusion

This research concludes that emotional intelligence is not only a soft talent, but a vital determinant of financial success in the hospitality sector. The capacity to manage emotions adeptly, maintain resilience throughout financial stress, and cultivate a long-term financial outlook distinguishes financially proficient folks from those who grapple with financial instability. The robust statistical relevance of emotional intelligence in forecasting financial resilience and strategic financial vision indicates that further research should investigate the underlying psychological and behavioural processes by which emotional intelligence affects financial results. Moreover, hospitality organisations ought to reevaluate their financial leadership strategies by prioritising the cultivation of emotional intelligence, ensuring that decision-makers possess not only technical financial expertise but also the emotional and psychological fortitude necessary to adeptly manoeuvre through intricate financial landscapes.

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