The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers

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Abstract
The literature suggests that managerial skills in general, and emotional intelligence in particular, play a significant role in the success of senior managers in the workplace. This argument, despite its popularity, remains elusive. This can be attributed to the fact that although a few studies have provided evidence to support this argument, it has not received an appropriate empirical investigation. This study attempts to narrow this gap by empirically examining the extent to which senior managers with a high emotional intelligence employed in public sector organizations develop positive work attitudes, behavior and outcomes. The results indicate that emotional intelligence augments positive work attitudes, altruistic behavior and work outcomes, and moderates the effect of work-family conflict on career commitment but not the effect on job satisfaction.

Keywords
Job commitment, job satisfaction, altruism, family friendly organizations

Citation

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