
Emotional intelligence as a determinant of job commitment and job performance: a meditational analysis

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Key words

Emotional intelligence, job satisfaction, job commitment and job performance

Abstract

Role of emotional intelligence in organizational behavior has been studied since 1995. Hence the documented work on the contribution of emotional intelligence in job commitment and job performance is inadequate. The present study examined the relationship of emotional intelligence with job commitment and job performance mediated through job satisfaction. One hundred and seventy sales officers (120 male & 50 female), age ranged between 30 and 45 years from four seller companies in Pakistan were engaged for data collection. Convenient sampling technique was used to recruit the sample. The participants completed four questionnaires and demographic data sheet. Results indicate that a job commitment and job performance are significantly predicted by emotional intelligence, age and gender of sales officers. Job satisfaction partially mediated the link between emotional intelligence, age, and gender (independent variables), and job commitment and job performance (dependent variables).
