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Poster Presentation

The Relationship between Emotional Intelligence and Job Satisfaction and Performance

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Abstract

Emotional intelligence (EI) is a new concept and a type of intelligence that is described as "the ability to understand exactly, evaluate and represent emotion". Many studies were evaluated the effect of emotional intelligence on work satisfaction and performance. The results were shown that the employees with high level of emotional intelligence are valuable property for their organizations. In fact, increasing EI among employees dissolves many obstacles in health, education and management in work situation and it play an important role in organization. On the other words, job satisfaction is a significant topic in organizational success and it was determined that people with high level of EI have higher levels of internal job satisfaction. In addition, there is a remarkable relationship between EI and job performance and employees with high level of EI can control their own emotion and have favorable job performance and are able to adjust their own emotions that it can be influence their behavior and outcomes. In according to studies, people with high emotional and social capacity can have better management in their emotions which result in their good performance and it is a great advantage for their workplace and it has a main effect on their job satisfaction.

Keywords: Emotional Intelligence, Emotions, Job Satisfaction.

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