

Emotional Intelligence and Job Performance: An Empirical Investigation of Employees Working in Hospitals in Sri Lanka

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Emotional intelligence is an emerging concept in today's workplace. The major reason is some level of emotional intelligence is needed to perform each role of the workplace. Nursing work involves cognitive and technical skills, there has been increasing recognition of the interpersonal and intrapersonal skills required to cope with the complex demands of modern health care systems.

This study examined the impact emotional intelligence on job performance of nurses in private and public sector hospitals. The sample size was 100 female nurses. Researcher conducted correlation analysis, regression analysis and descriptive statistics in order to testing the hypothesis. SPSS package was found that there is a positive moderate relationship between emotional intelligence and job performance. Further it was found that there is a significant impact of emotional intelligence on job performance and it is revealed that there is a higher impact in private sector.

Findings of this study is vital to determine that identifying and managing own and others emotions is essential to nurses to enhance their performance and make critical decisions such as death and life decisions. The researcher recommended to organizing educational and training programs regarding emotional intelligence and job performance to achieve above objectives.

Keywords: *Emotional Intelligence, Job Performance, Nursing*