

**ASSESSING THE IMPACT OF EMOTIONAL
INTELLIGENCE AND SPIRITUAL INTELLIGENCE
WITH MEDIATING ROLE OF CULTURAL
INTELLIGENCE ON PERCEIVED EMPLOYEE JOB
PERFORMANCE**

BY

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2	02-10-2020	Online	Finalization of Topic	<u>Misbah</u>
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Declaration of Authentication

I, hereby, declare that no portion of the work referred to in this thesis has been submitted in support of any application for another degree or qualification of this university or any other institution of learning.

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Dedication

I am wholeheartedly dedicating this thesis to my beloved people that include my family, my siblings, and my friends, especially to my father and mother who always believed in me and supports me through thick and thin. They give me the strength to work hard and not to give up and continuously provide moral, spiritual, emotional, and financial support.

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Abstract

Purpose

The purpose of this research is to investigate the impact of emotional intelligence (EQ), and spiritual intelligence (SQ) with the mediating role of cultural intelligence (CQ) on perceived employee job performance (EJP). Hence this study examines the relationship between emotional, cultural, spiritual intelligence, and employee job performance. The idea that with improved emotional, spiritual, and cultural intelligence in employees their job performance could be enhanced would be supported in this research, which is the main reason to conduct this research. The insight into the importance of the use of emotional, cultural, and spiritual intelligence to enhance perceived employee job performance would be provided by this study by taking employees of service sector as target population, and credibility of human resource would be improved by taking it as an area of research.

Methodology & Design

The research is quantitative and the unit of analysis was employees from the service sector. A deductive reasoning approach has been used to conduct this research. A structured data collection method has been used to collect the data. The hypothesized causal relationships were tested using a statistical technique that is structural equation modeling (SEM). The data from respondents were collected by Survey method, through an online questionnaire, by Google forms. 61 item scales were used to collect the data. Using conformity analysis data were validated. For hypothesis testing and reliability and validity analysis the PLS (Partial Least Square) method is used in the research.

Findings

The finding of this research shows that Emotional Intelligence (EQ) and Spiritual Intelligence (SQ) have a positive and significant relationship with Cultural Intelligence (CQ). And EQ and SQ have a significant impact on employee job performance with the mediating role of CQ.

Limitations

The research revolves around the Human Resource domain as the employee job performance is main concern for the Human Resource of an organization. The target population is employees from the service sector and this research is limited to 410 employees of the service sector of Karachi, Pakistan.

Recommendations

The study recommends that managers should focus on designing activities related to EQ, SQ, and CQ at the workplace to improve these competencies in employees that would be resulted in increased Employee Job Performance (EJP).

Keywords: Emotional Intelligence, Cultural Intelligence, Spiritual Intelligence, Employee Job Performance, Structure Equation Modeling, Mediation, Self-determination Theory, Partial Least Square.

TABLE OF CONTENTS

CHAPTER 1	1-8
INTRODUCTION.....	1
1.1 Introduction.....	1-3
1.2 Background	3-4
1.3 Problem Statement	4-5
1.4 Research Objectives	5-6
1.5 Research Questions	6
1.6 Significance of Study.....	6-7
1.7 Scope of the Research.....	7
1.8 Organization of the Thesis	7-9
CHAPTER 2	10-22
LITERATURE REVIEW	10
2.1 Emotional Intelligence.....	10-12
2.2 Spiritual Intelligence	12-13
2.3 Cultural Intelligence	13-15
2.4 Employee Job Performance	15-17
2.5 Relationship between Emotional Intelligence and Cultural Intelligence	17
2.6 Relationship between Spiritual Intelligence and Cultural Intelligence	17-18
2.7 Relationship between Cultural Intelligence and Employee Job Performance ...	18-19
2.8 Relationship between Emotional Intelligence and Employee Job Performance with mediating role of Cultural Intelligence	19
2.9 Relationship between Spiritual Intelligence and Employee Job Performance with mediating role of Cultural Intelligence	20
2.10 Summary of Literature Review	21
2.11 Research Hypotheses.....	22
2.12 Conceptual Framework.....	23
CHAPTER 3	24-28
Research Methodology	24
3.1 Research Approach & Type.....	24

3.2	Research Design	24-25
3.3	Research Population	25
3.4	Sample Size & Sampling Technique	25
3.5	Research Instrument	27
3.6	Data Collection.....	28
3.7	Data Analyses Method.....	28
CHAPTER 4		29-38
Results		29
4.1	Respondent Profile	29
4.2	Reliability Analyses.....	31
4.3	Hypothesis Testing	36
4.3.1	Hypothesis 1 Emotional Intelligence has a significant relation with Cultural Intelligence	36
4.3.2	Hypothesis 2 Spiritual Intelligence has a significant relationship with Cultural Intelligence	36
4.3.3	Hypothesis 3 Cultural Intelligence has a significant impact on Employee Job Performance	37
4.3.4	Hypothesis 4 Emotional intelligence has a significant impact on Employee Job Performance with the mediating role of Cultural Intelligence	37
4.3.5	Hypothesis 5 Emotional Intelligence has significant on Employee Job Performance with the mediating role of Cultural Intelligence	37
4.4	Summary of Hypotheses Testing	38
CHAPTER 5		39-42
Discussion.....		39
5.1	Discussion	39
5.1.1	Hypothesis 1 Discussion.....	39
5.1.2	Hypothesis 2 Discussion.....	40
5.1.3	Hypothesis 3 Discussion.....	40-41
5.1.4	Hypothesis 4 Discussion.....	41

5.1.5 Hypothesis 5 Discussion..... 41-42

CHAPTER 643-45

Recommendations and Conclusion43

6.1 Recommendations43

6.2 Limitations of the Research44

6.3 Future Research.....44

6.4 Conclusion45

References.....46-55

APPENDIX.....56-66