

RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB SATISFACTION: MEDIATING ROLE OF ORGANIZATION LEARNING CAPABILITY

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ABSTRACT

Purpose: The purpose of this paper is to examine the relationship between emotional intelligence and job satisfaction, mediating role of organization learning capability among private hospitals.

Research Methodology/ Design: Research study is explanatory in nature. Data were collected through closed-ended questionnaires. Sample consist of heterogeneous population of private sector hospitals include doctors, HR, finance, marketing, supply-chain, IT staff and have used convenience sampling for data collection. Total 260 survey form were addressed, from which 204 were returned. On the basis of 204 questionnaires have analyzed data by using SPSS.

Research findings: Results indicate that there is an indirect positive relationship between emotional intelligence and job satisfaction through the significant role of organization learning capability.

Research limitation/ Implications: This study is limited to three private hospitals. An exploratory and qualitative study is needed to more validate this study. Another quantitative study can be conducted in different context.

Practical Implication: When organizations or experts look forward to increase job satisfaction, they should consider the role emotional intelligence with other working conditions i.e. organization learning capability which have a great influence on the level of employee job satisfaction.

Keywords: Emotional Intelligence, Organization Learning Capability, Job Satisfaction