



AIC 2018: FUTURE OF MARKETING AND MANAGEMENT

Does Emotional Intelligence, Psychological Capital and
Proactive Personality Predict Job Performance?

Munazza Zahra *

School of Management, Universiti Sains Malaysia, 11800, Penang,
Malaysia.

Daisy Mui Hung Kee

School of Management, Universiti Sains Malaysia, 11800, Penang,
Malaysia.

*Corrospoding author's Email: munazza.zahra89@gmail.com

*Peer-review under responsibility of 4th Asia International Conference 2018 editorial board
(<http://www.utm.my/asia/our-team/>)*

© 2018 Published by Readers Insight Publisher,
lat 306 Savoy Residencia, Block 3 F11/1,44000 Islamabad. Pakistan,
info@readersinsight.net

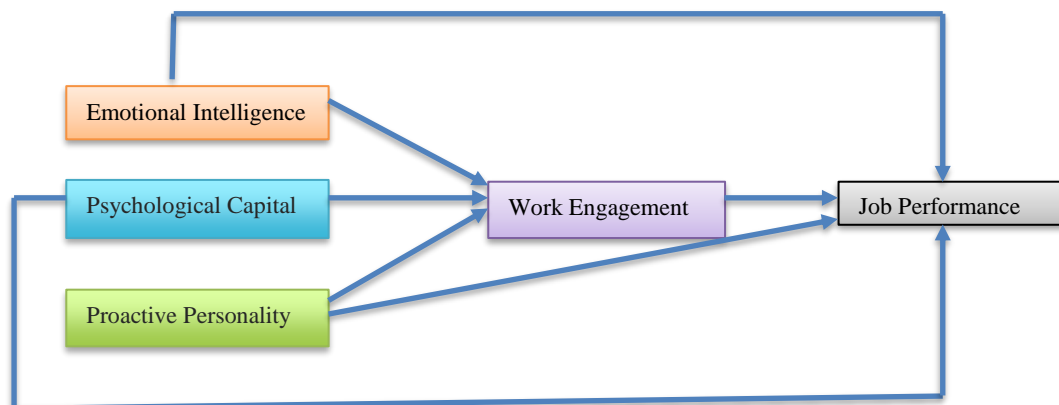
This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).



Research Highlights

With the emergence of latest technologies, manual and routine asks have been changed, ultimately it is the human abilities that will make the organizations successful as human element can never be denied. That is why organizations are concerned about the performance of their employees since their job performance directly affects the overall performance of the organization. Thus current study is proposing predictors that can enhance job performance of the employees. Taking clues from past researches, current research proposed a conceptual framework connecting three independent variables i.e. emotional intelligence, psychological capital and proactive personality to the dependent variable job performance. It has also been proposed that the relationship between aforementioned variables will consider to be more complete with the mediating role of work engagement, hence work engagement is proposed as mediator.

Graphical Abstract



Research Objectives

The objectives of this research are as follows:

1. To examine the relationship between emotional intelligence and job performance.
2. To examine the relationship between psychological and job performance.
3. To examine the relationship between proactive personality and job performance.



4. To examine the mediating role of work engagement in relationship between emotional intelligence, psychological capital, proactive personality and job performance.

Methodology

Current study used two different approaches to get relevant studies. The literature was searched through electronic databases named google scholar, emerald, elsevier, sage, and wiley online library as first approach. After that the researchers searched the relevant studies from different journals of psychology, management, organizational behavior and social sciences using the keywords; emotional Intelligence, psychological capital, proactive personality, job performance and work engagement. Studies that examined the relationships of current study variables were also searched.

Results

The results of the literature search revealed that despite the likenesses among culture and nature, people fluctuate from each other even among same cultures, they have different perspectives, identities, attitudes and experiences (Ramawickrama et al., 2017). Thus those who perform better in all circumstances will be the valuable assets of organization.

Literature revealed that EI has been widely researched in the fields of HRM, Psychology, Management and Organisational behaviour as a predictor of job performance. Various empirical evidences concluded that EI leads to better job performance, employees with a high score on EI were better at job when contrasted with the employees who were satisfactorily at job performance with low EI. Similarly Pyscap measurements have been applied in all kind of organisations around the world including banks, franchises, production companies, police, aviation, shipping, cordiality, military, government, NGOs and others (Luthans & Youssef-Morgan, 2017). Findings of these studies revealed positive relationship of pscap to job performance. Furthermore Researches have confirmed that proactive personality as predictor of job performance because proactive people are activity oriented, they are continually endeavoring to discover new open doors for improvement and endeavor to make their very own condition for better performance (Tolentino et al., 2014).





Findings

It is concluded that employees with high level of emotional intelligence, psychological capital and proactivity predict job performance, but there is a lack of mechanism that can only be filled with work engagement. Work engagement has been enormously valuable in giving a solid hypothetical rationale of reasoning to the examination of interceding and intervening mechanism in relationship among independent and dependent variables (Bakker & Albrecht, 2018; Van Wingerden Derks, & Bakker, 2017). As engaged employees have elevated level of passion and are excited about their job therefore emotional intelligence, psychological capital and proactive personality will be more complete with the contribution of work engagement to quantify job performance.

References

- Bakker, A. B., & Albrecht, S. (2018). Work engagement: current trends. *Career Development International*, 23(1), 4-11.
- Luthans, F., & Youssef-Morgan, C. M. (2017). Psychological capital: An evidence-based positive approach. *Annual Review of Organizational Psychology and Organizational Behavior*, 4, 339-366.
- Ramawickrama, J., Opatha, H. H. P., & PushpaKumari, M. (2017). A Synthesis towards the Construct of Job Performance. *International Business Research*, 10(10), 66.
- Tolentino, L. R., Garcia, P. R. J. M., Lu, V. N., Restubog, S. L. D., Bordia, P., & Plewa, C. (2014). Career adaptation: The relation of adaptability to goal orientation, proactive personality, and career optimism. *Journal of Vocational Behavior*, 84(1), 39-48.
- Van Wingerden, J., Derks, D., & Bakker, A. B. (2017). The impact of personal resources and job crafting interventions on work engagement and performance. *Human Resource Management*, 56(1), 51-67.

