



GENERATION Y EMPLOYEES IN THE ICT SECTOR. THE
INFLUENCE OF EMOTIONAL INTELLIGENCE, SPIRITUAL
INTELLIGENCE AND PERCEIVED ORGANIZATIONAL SUPPORT
TOWARDS INTENTION TO STAY.

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Research Highlights

The aim of this research is to examine the influence of emotional and spiritual intelligence on the intention to stay by Gen Y employees in the ICT sector in Malaysia. The mediating effect of Perceived Organizational Support (POS) among the independent variables and dependent variable will be tested. Primarily, this research would fulfill three requirements. Firstly, how the perception of emotional intelligence would influence Gen Y to remain with an organization. Secondly, the extent to which spiritual intelligence will influence on Gen Y intention to stay. Thirdly, whether POS mediates the relationship among the constructs. The purpose of this study is to emphasize the significant role of emotional and spiritual intelligence towards Gen Y employees intention to stay. Past studies have shown the critical role of emotional intelligence and spiritual intelligence. In addition, Gen Y employees need to feel valued by organizations.

Research Objectives

Gen Y form a majority of world population that counts for 2.5 billion and will represent 75% of the employees by 2025 (The Malaysian Reserve, 2017). In accordance to labour force survey report (2014) done by Department of Statistics Malaysia, nearly 60% of the total employees in Malaysia are represented by Gen Y employees (Yahya, Tee and Johari, 2018). Gen Y workforce are very talented in undertaking variety of experiences at different work atmospheres. Rewards, work life balance, value of work, accessibility of alternate jobs are factors that influence retention (Queiri, Wan Yusoff and Dwaikat, 2015). The other aspects that would affect Gen Y employees to remain longer period include training and development, benefits and compensation, performance evaluation and career growth (Othman and Lembang, 2017). Nevertheless, Gen Y employees pose a challenge to an organization because the focus of Gen Y is on the temporary job prospects. This lead to the fact of Gen Y employees contribute to a greater level of employee turnover. There are very few studies on Gen Y intention to stay in the ICT sector in Malaysia. Additionally, the influence of Gen Y emotional and spiritual intelligence towards intention to stay and the mediation role of perceived organizational support (POS) has not been tested in the ICT sector in Malaysia. This study will examine the role of emotional and spiritual intelligence of Gen Y employees and the mediating effect of perceived organizational support towards intention to stay.

Methodology

This explanatory research is designed to observe the relationship among two independent variables namely emotional intelligence and spiritual intelligence towards intention to stay. The mediating variable of perceived organizational support was tested. A cross-sectional research will be conducted by selecting a sample that represent the chosen population. The variables will be measured at a single point of time utilizing a survey design strategy (Clark and Creswell, 2010). The scholar will collect data through a quantitative process (Clark and Creswell, 2010). This research will be using a deductive approach, in which the scholar focuses on verifying hypothesis using large amount of numerical data (Clark and Creswell, 2010). Self-Administered Questionnaires (SAQ) will be used to gather data from Gen Y employees in the ICT sector. Smart-PLS will be utilized to evaluate the data and present the outcomes.





Results

The results of this research emphasised that emotional and spiritual intelligence are certainly linked to intention to stay of Gen Y employees. A greater level of spirituality within the employees will lead to a better ethical conduct. This would help to increase the performance of employees and intention to stay of employees (McGee and Grant, 2015). Furthermore, employees who have better control of their emotions are able to manifest an environment where higher performance could be accomplished (Goleman, 1998). Ultimately this will create better job performance and intention to remain longer with the conglomerate (Goleman, 1998). POS had a direct and indirect relationship among the concepts in this research. Hence, POS is an important construct that will benefit the organization. Higher levels of POS would eventually boost the commitment level of employees. Valued employees who are obliged, have a higher possibility of enhancing their performance and remain longer in organizations.

Conclusion

In today's environment, it is vital to give attention towards the growth of the human asset. Conglomerates require to emphasize the importance of emotional and spiritual intelligence and develop strategies to retain employees. HR managers need to recognize the perceptions of employees and their emotional and spiritual intelligence and articulate approaches and support programs to enhance the emotional and spiritual intelligence of the employees. The leaders in organizations ought to articulate strategies to boost Gen Y employees' insights and understanding of the company in appreciating the job roles and help uplift their well-being in order to enhance their commitment and intention to stay.

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