



# THE EFFECT OF DIMENSIONS OF EMOTIONAL INTELLIGENCE ON INTENTION TO STAY AMONG GEN Y EMPLOYEES. THE MEDIATING EFFECT OF EMPLOYEE ENGAGEMENT.

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## ABSTRACT

One of the challenges faced by organizations is the retention of employees. This study aimed to empirically test the relationship between the dimensions of emotional intelligence and generation Y employees' intention to stay. In addition, the mediating effect of employee engagement was tested. This was a quantitative study that used a survey strategy to collect primary data. The target population were generation Y employees in the ICT sector in Malaysia. By using simple random sampling, a snapshot of data was collected from 369 respondents. The results revealed that all the four dimensions of emotional intelligence, namely self-awareness, self-management, social-awareness and relationship management, were significant predictors of intention to stay. It was also found that employee engagement had a mediating effect between emotional intelligence and intention to stay. From the practical perspective, the result of this study provides a better understanding to human resource managers on the essential role of emotional intelligence in retaining generation Y employees. In addition, the results of this study also contributed to the growing body of knowledge on the role of emotional intelligence and employee engagement.

**Keywords:** *Emotional Intelligence; Intention to Stay; Employee Engagement; Self-Awareness, Self-Management; Social Awareness; Relationship Management*