

Abstract of thesis entitled: Emotional Intelligence in the Workplace: A Meta-analysis

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for the degree of Master of Philosophy in Industrial-Organizational Psychology

at The Chinese University of Hong Kong in June 2009

ABSTRACT

Emotional intelligence (EI) is a recent construct that has attracted widespread attention from both public and researchers. As to provide an updated and comprehensive picture on the effects of EI in the workplace, this study examined the quantitative relationship between EI and seven workplace outcomes. Using a meta-analytic approach, findings from 102 independent samples with a total sample size of 13,810 were analyzed. Meta-analytic results show that EI had small to moderate associations with job performance ($\rho=.34$), job satisfaction ($\rho=.24$), commitment ($\rho=.42$), OCB ($\rho=.35$), leadership effectiveness ($\rho=.23$), transformational leadership ($\rho=.32$), and contingent reward of transactional leadership ($\rho=.29$). Moreover, EI models and source of criterion ratings were found to moderate the EI-workplace criterion relations. Result patterns were also identified for emotional labor demand and gender as potential moderators. The present findings support the applied values of EI in the workplace and call for future research on the validity of different EI models.

摘要

近年來，情緒智商引起了大眾與研究人員的廣泛注意，本研究以量性方法分析情緒智商與七種工作成果的關係，為應用情緒智商於工作間提供更清晰的數據和指引。是次研究綜合 102 個獨立樣本內的 13810 名工作人士，經過薈萃分析後，得出情緒智商與工作績效 ($\rho=.34$)、工作滿意度 ($\rho=.24$)、工作承諾 ($\rho=.42$)、組織公民行為 ($\rho=.35$)、領導效能 ($\rho=.23$)、換型領導 ($\rho=.32$)、以及後效酬賞 ($\rho=.29$) 的關係為小到中等。此外，分析顯示情緒智商模型與評核者顯著地調節以上的關係，而情緒勞動需求和性別為潛在調節變項。總括而言，本研究支持情緒智商於工作間的應用價值，並建議日後進行情緒智商模型的效度研究。