



**Trabajo Fin de Grado**

Grado en Psicología

***Influencia de la Inteligencia Emocional  
en el rendimiento laboral***

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## **Resumen**

La Inteligencia Emocional es uno de los temas de más interés en la psicología y en la gestión, esto se debe a que según diferentes investigaciones la Inteligencia emocional es un predictor importante del rendimiento laboral, siendo esta decisiva para determinar por qué ciertas personas prosperan en la vida y en sus trabajos.

La IE se define como la habilidad de procesar las emociones propias y de los demás (Mayer, Caruso y Salovey, 1999; Mayer y Salovey, 1997) y el Rendimiento laboral como aquellos comportamientos que son importantes para las metas de la organización y que se encuentran bajo el control del individuo (Gabini & Salessi, 2016; Koopmans, Bernaards, Hildebrandt, de Vet, & van der Beek, 2014).

El presente estudio tiene como objetivo analizar el efecto de la IE en el rendimiento laboral de empleados de diferentes empresas, planteando como hipótesis que el rendimiento será mayor en personas con IE. La investigación se llevó a cabo durante diciembre de 2020 y febrero de 2021, con 1045 personas que participaron de forma voluntaria y anónima rellenando un cuestionario mediante la plataforma Google Forms.

El cuestionario evaluaba IE mediante la escala WLEIS-S: Wong and Law Emotional Intelligence Scale, rendimiento mediante el IW PQ: The Individual Work Performance Questionnaire (Koopmans, 2014) y otras variables como sexo, sector laboral y antigüedad en la empresa.

Los resultados se obtuvieron mediante la correlación de Pearson y muestran que hay una correlación significativa entre IE y Rendimiento, así como en sus subescalas. Estos datos apoyan la hipótesis del estudio. Por lo que se concluye que la IE es un indicador de mayor rendimiento laboral en la empresa.

Palabras clave: Inteligencia Emocional, Rendimiento Laboral, Empresas, Empleados.

## **Abstract**

Emotional Intelligence is one of the most interesting topics in psychology and management, this is due to the fact that according to different investigations, emotional intelligence is an important predictor of work performance, being decisive in determining why certain people prosper in life and in their jobs.

It is defined as the ability to process one's own and others' emotions (Mayer, Caruso, & Salovey, 1999; Mayer & Salovey, 1997) and Job Performance as the behaviors that are important to organizational goals and are under the individual's control (Gabini & Salessi, 2016; Koopmans, Bernaards, Hildebrandt, de Vet, & van der Beek, 2014).

The present study aims to analyze the effect of EI on the work performance of employees of different companies, hypothesizing that performance will be higher in people with EI. The

research was conducted during December 2020 and February 2021, with 1045 people who participated voluntarily and anonymously by filling out a questionnaire using the Google Forms platform.

The questionnaire assessed EI through the WLEIS-S: Wong and Law Emotional Intelligence Scale, performance through the IWPQ: The Individual Work Performance Questionnaire (Koopmans, 2014) and other variables such as gender, work sector and seniority in the company.

The results were obtained through the Pearson correlation and show that there is a significant correlation between EI and Performance, as well as in its subscales. These data support the study hypothesis. Therefore, it is concluded that EI is an indicator of higher job performance in the company.

Key words: Emotional Intelligence, Work Performance, Companies, Employees.

## INTRODUCTION

In recent years, EI, a concept popularized by Goleman in 1995, has become one of the most interesting topics in psychology and management (Grandey, 2000; Law, Wong y Song, 2004; Mayer, Roberts y Barsade, 2008).

**EI:** is the ability to process one's own and others' emotions. This ability includes four factors (Mayer, Caruso y Salovey, 1999; Mayer y Salovey, 1997):

1. Emotional perception (ability to recognize and express emotions)
2. Emotional facilitation (ability to use emotions for non-emotional purposes)
3. Understanding emotions
4. Handling emotions (control of emotions intrapersonally and interpersonally)

The present study focuses on the possible benefits of EI in the work environment since according to different research emotional intelligence is an important predictor of job performance, being decisive in determining why certain people thrive in life and in their jobs.

**Job performance** is defined as behaviors that are important to the organization's goals and that are under the control of the individual (Gabini & Salessi, 2016; Koopmans, Bernaards, Hildebrandt, de Vet, & van der Beek, 2014).

As we know, the main objective of companies is success and affectivity, and to achieve this, a key element is the work performance of their employees. This is why EI has increased the interest of human resources professionals, making it a tool to train their employees and to make them capable of dealing with change, working in teams, seeking achievement, influencing others in an efficient and positive way and thereby achieving higher performance.

### PURPOSE

Analyzing the effect of EI on job performance

### HYPOTHESIS

We assume a significant correlation between EI and job performance

## METHODS



### Participants

60.7% female and 39.3% male from 18 to 63 years. The sectors with the highest percentage in the sample were administration (22%), education (19%) and industry (18%).

### Procedure

Administered between December 2020 and February 2021. Data were collected through Google Forms on a voluntary and anonymous basis.

### Instruments

- **WLEIS-S: Wong and Law Emotional Intelligence Scale.** 16 items with responses ranging from 1 (strongly disagree) to 7 (strongly agree), that evaluate four dimensions of self-reported EI ability.

Some examples are "I have good control of my own emotions" or "I really understand what I feel."

- **IWPQ: The Individual Work Performance Questionnaire** (Koopmans, 2014).

18-item scale developed to measure the three main dimensions of job performance and 5-point rating scale.

Some examples are "I was able to do my job well with a minimum of time and effort" or "I worked to keep my knowledge up to date."

## RESULTS

	Mean	SD
Intrapersonal perception	5,44	,86
Interpersonal perception	5,42	,92
Emotional assimilation	5,42	,95
Emotional regulation	5,59	,92
IE total	5,47	,83
Task performance	3,15	,61
Contextual performance	3,08	,67
Counterproductive work	1,57	,91
Work performance total	2,92	,49

Table 2

	1	2	3	4	5	6	7	8	9
Intrapersonal perception	1	,79**	,72**	,74**	,89**	,37**	,32**	-,19**	,41**
Interpersonal perception		1	,77**	,81**	,92**	,37**	,32**	-,16**	,39**
Emotional assimilation			1	,81**	,91**	,36**	,31**	-,19**	,41**
Emotional regulation				1	,92**	,38**	,33**	-,19**	,42**
IE total					1	,41**	,35**	-,19**	,45**
Task performance						1	,36**	-,21**	,66**
Contextual performance							1	-,08*	,76**
Counterproductive work								1	-,63**
Work performance total									1

\*\* . The correlation is significant at the 0.01 level (bilateral)

\* . The correlation is significant at the 0,05 level (bilateral)

## CONCLUSION & DISCUSSION

At the end, statistical results provided evidences supporting our hypothesis. This data can be used to promote EI in companies and thus increase their success.

### Limitations

- EI measured by questionnaire and not in ability.
- Use of correlational study, but correlation does not imply causation.

### Future directions

- To consider more variables that influence performance
- Differentiate between males and females
- Assess the different labor sectors for a more specific study

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