

NANTALE GRACE (2012-M102-20049)

Emotional Intelligence and Employee Performance: A Case Study of Path Uganda.

The study examined the effect of self-awareness, self-management, social awareness and relationship management on employee performance at PATH Uganda. It was guided by four objectives which were: to establish the relationship between self-awareness and employee performance; examine the extent to which self-management affects employee performance; find out the relationship between social awareness and employee performance; and assess how relationship management affects employee performance. A case study design was applied to collect and present data collected from 58 respondents. Pearson correlation matrix was applied to generate the results of the study objectives.

The study showed distinctive results for the relationship between emotional intelligence dimensions and employee performance. The findings showed that self-awareness, self-management, social awareness and relationship management were significantly related to employee performance (Adj R²= 0.312). In conclusion, all the findings on the relationships between self-awareness, self-management, social awareness and relationship management revealed significant effect on employee performance. The findings confirmed that emotional intelligence was a major determinant of employee performance at PATH. The study recommends, therefore, that the management of PATH offers specialised training to employees in the area of emotional intelligence so as to foster self-awareness, self-management, social awareness and relationship management. The study recommends that in order to promote employee performance, PATH needs to help staff become aware of them selves, manage self, become socially aware of themselves and manage their relationships well. Likewise, the management of PATH needs to carryout employee performance surveys so as to assess whether employees are becoming more effective and efficient in the performance of their roles.

Key Words: Emotional Intelligence, Employee Performance