



Job Performance and Emotional Intelligence (EI) among University Administrative Personnel: The Case Study of Lyceum of the Philippines University Batangas

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Abstract

Emotional intelligence is the ability to recognize one's emotions, understand what others are telling you, and realize how emotions affect people around them. This study aims to assess the relationship between job performance and emotional intelligence among university administrative personnel, specifically, to present the profile of the administrative personnel, determine the job performance of the personnel; assess the emotional intelligence of the personnel in terms of self-awareness, self-management, social awareness, and relationship management, and propose a plan of action based on the results of the study. The descriptive-correlation design of the research was utilized with 67 or 100 percent of the regular employees as participants of the study. Frequency distribution, percentage, weighted mean, and Pearson-r Correlation were the statistical tools used. Based on the result, the majority of the respondents are 31 to 40 years old, female, married, with a college degree, and serving LPU for 11 to 15 years. Administrative personnel can frequently manage their emotional intelligence as social skills, self-management, social awareness, and self-awareness. The majority of the administrative personnel's job performance rating is on the above-average level. A significant difference was found in the assessment of social awareness and social skills when grouped according to the number of years in the university. An action plan was proposed for the personnel to have an excellent management of their emotional intelligence. Seminar/workshop may be included in the HRMDO Learning Calendar to improve knowledge on how to manage emotional intelligence.

Keywords: *Emotional Intelligence, Job Performance, Administrative Personnel*