

The Research of EQ in MIS Worker

陳建宏、翁淑緣

E-mail: 8603852@mail.dyu.edu.tw

ABSTRACT

This is a study of the information workers' EQ (emotional quotient). There are three objectives in this study: First, to develop and EQ scale. Second, to measure the information workers' EQ and its relationship with other variables (such as health status, job satisfaction, managerial skill, and life planning capability). Third, to construct the EQ percentile norm for the information workers in Taiwan. One hundred and twenty-two completed questionnaires were collected. The results from a canonical analysis are as follows: 1. The high EQ information workers also have high score in interpersonal relation, job satisfaction, managerial skill, life planning capability and controlling the negative emotion. 2. Female information workers have lower ability in emotion control and higher ability in complimenting others than male information workers. 3. The external controlled, younger information workers have higher social ability than the older and internal controlled information workers. Finally, this study has four suggestions for information industry: (1) The EQ scale developed from this study can be used in recruiting the new information department employees. (2) In recruiting new employees, a company should understand the new employee's extent of negative emotion. (3) In promoting employee to managerial position, EQ scale is a useful evaluation tool. (4) A company should include EQ in its training course. Key words: Emotion Quotient, Managerial Skill, Career Planning, Job Satisfaction, Locus of Control, Health Status

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