

DETERMINANTS OF THE USE OF EMOTIONAL INTELLIGENCE IN ENHANCING EMPLOYEE PERFORMANCE IN NAKURU COUNTY, KENYA

JOSPHAT KWASIRA¹, ELEGWA MUKULU² & CHRISTOPHER KANALI³

¹Jomo Kenyatta University of Agriculture and Technology, Nakuru Cbd Campus, Nakuru, Kenya

^{2,3}Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya

ABSTRACT

In response to global business challenges and competitions, most organizations have now re-energized their efforts towards enhancing employee performance and productivity. One initiative that can be used to revolutionize employee performance at the work place is Emotional Intelligence. Understanding employees' emotional intelligence is important because it assists the management attract, retain and reward excellent employees which ultimately increases productivity and success. The study used both qualitative and quantitative approaches in its data collection using an exploratory survey technique. The research instruments used were questionnaire, structured interview and observation. A stratified random sample of 120 employees was drawn from a population of 1048 in Nakuru County. According to the findings, a strong relationship exists between the key variables and employee performance. Regression analysis indicated a linear relationship that respondents with higher levels of education tended to appreciate teamwork as a means of relationship management, hence more committed to work. The study concluded that intrapersonal, adaptability, interpersonal and stress management also play a key role in the enhancement of employee performance.

KEYWORDS: Emotional Intelligence, Transformational Leadership, Employee Performance