

The Role of Emotional Intelligence on Job Performance and Job Satisfaction: An Empirical Investigation of the Jordanian Universities

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Abstract : The term emotional intelligence has been unnoticed by a number of scholars in the early 1990s, which was then a major factor that many business managers became interested in understanding its meaning, functions and how it could be integrated in their business life, emotional intelligence is very important for the top managers, to operate in emotionally intelligence way to meet the needs of their employees. Speaking of emotional intelligence success is influenced by personal qualities such as self-awareness, motivation, empathy and relationship skills. The aim of this research is to critically evaluate the potential contribution of emotional intelligence for the Jordanian universities on the level of job satisfaction and the performance of faculty as well as its positive impact on the educational standards.

Keywords : emotional intelligence, higher education, job performance, job satisfaction

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