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Searching for Emotional Intelligence Measurement in Indonesia Context with Innovative Approach

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Abstract

Emotional Intelligence is widely accepted as one of the dominant factors contributing to superior educational and professional performance. Previous research has determined the contribution of Emotional Intelligence and some factors that influence Emotional Intelligence. Researchers have introduced measurement tools for Emotional Intelligence. Those that have been accepted internationally; Multifactor Emotional Intelligence Scale (MSCEIT) of Mayer, Caruso, and Salovey (2000); Emotional Quotient Inventory (EQ-i) of Bar-On (2002); and Emotional and Social Competence Inventory (ESCI-360) of Goleman, Boyatzis and HayGroup (1999). These models are generally accepted but constructed for Western empirical setting and written in the English language.

Moon (2011) suggest that EI cannot be fully or meaningfully understood without consideration of people's cultural values and beliefs due to the existence of cross-cultural differences in EI. Instead of adopting a standard for Emotional Intelligence according to a western approach, it is important to develop an innovative Emotional Intelligence measurement tool according to the context of Indonesia because Indonesia is a multi-cultural country in South East Asia with too strong different characteristic when compared with Western nations. Wang (2009) argues that Eastern and Western cultures have numerous differences because Eastern and Western people live in different environment and are educated in distinctively different way. As a result, the characteristics of each culture are shown in its people behaviour, their attitude toward life and love, and their personalities (Wang, 2009).

This research is done by innovatively analyse the current research on Emotional Intelligence in Indonesia and further research recommendation on innovative Emotional Intelligence measurement for Indonesia context. The purpose of this paper is to learn about and to compile some research on Emotional Intelligence specific to Indonesia's context and its impact on determining success. The various research components such as literature review, exploratory research and descriptive research have been implemented. Self Assessment Questionnaires were designed for Indonesian Business School graduates (undergraduates and master program), leaders of multi-sectors companies, and government employees. At the end, structured equation modelling was

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utilized to create a path model.

The findings indicate that in Indonesia, Emotional Intelligence and Competencies have an important role in determining success and influencing performance. At last, the findings will be a powerful insight to develop innovative Emotional Intelligence measurement tools in Indonesian version.

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Keywords: emotional intelligence; competency; conflict management style; innovative approach

1. Introduction

Emotional Intelligence has an important role in organizational life. It plays a critical role in our decisions and our actions. Emotional Intelligence has gained its popularity among practitioners and has become an area of research interest. Several approaches have been introduced to explore Emotional Intelligence and its applications. According to EI researchers (Salovey and Meyer, 1990; Goleman, 1998a; Weinberger, 2002), Emotional Intelligence is the key contributor to the success of organizations. Emotional Intelligence is a factor that influences employee's work performance as it improves performance. Goleman (1998) claimed that the strongest predictor of academic achievement and success in life is emotional well-being. Goleman (1998) also states that emotional intelligence, not IQ, predicts workplace success and who transpires as a leader. Emotional Intelligence accounted for the major part of a person's success in life whereas IQ only contributed a minor part of one's successful career. Emotional Intelligence has the potential to be a strong predictor for performance. Emotional Intelligence is claimed to have effects on a wide array of work behaviors, including employee commitment, teamwork, talent development, innovation, service quality, and customer loyalty. Those who are categorized as emotionally intelligent perform more effectively in their workplace and benefit from better career advancements.

In Western countries, many researchers have conducted research on Emotional Intelligence and its influence on work performance. However, research about Emotional Intelligence has not yet received enough attention in Eastern countries, including Indonesia. Hence, this research focus on the particular Emotional Intelligence related research that has been done in Indonesia. This research is done by innovatively analyze the current research on Emotional Intelligence in Indonesia and further research recommendation for an Indonesian version of Emotional Intelligence measurement tools.

Shih and Susanto (2008) investigated the relationship between Emotional Intelligence, Conflict Management Styles (CMSs) and job performance at selected local governments in Indonesia. Iswari et al (2011) identified relationship of Emotional Intelligence and Competencies with graduates' success at business school graduates (bachelor degree). Keumalasari et al (2011) identified relationship between Academic Acceptance Test and Competencies with graduates' success at master degree graduates. Azzadina and Bangun (2013) studied the impact of Emotional Intelligence cluster dynamics upon superior performance.

2. Paper Outline

The conceptual framework for this particular research started with a literature review of Emotional Intelligence followed by the problem identification. Afterward, the white paper will describe the current measurement tools to evaluate Emotional Intelligence that are commonly used worldwide. It also describes the current research on Emotional Intelligence in Indonesia's context. At the end, it describes the future research in progress regarding Emotional Intelligence in Indonesia's context.

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