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Stress, Well-Being and Emotional Intelligence in the Workplace

A thesis presented in partial fulfillment of the requirements for the degree of

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Abstract

The aim of this study is to investigate the relationships between Emotional Intelligence (EI) and demands, coping and outcomes in a transactional stress process (Lazarus & Folkman, 1984). The specific focus is whether EI acts to mediate or moderate any of the relationships in the stress process. The secondary objective is to explore the relationships between workplace demands, coping and the outcome variables of job satisfaction and psychological health.

The sample comprised of 186 New Zealand professional staff, from all role levels in industries including banking, insurance, exporting and consulting. The findings indicate that EI partially mediates between pressure from workplace relationships and positive outcomes, suggesting EI is particularly useful in dealing with interpersonal demands in the workplace. EI also mediates relationships between coping and outcomes. There was no support for the moderating role of EI. Such findings demonstrate that EI has an important role to play in the stress process.

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