

دراسة آراء المهندسين السعوديين حول
الذكاء الاجتماعي والعاطفي وآثارهم على الأداء الوظيفي.

**INVESTIGATING SAUDI ENGINEERS PERCEPTIONS ABOUT
SOCIAL AND EMOTIONAL INTELLIGENCE AND ITS
EFFECT ON THEIR JOB PERFORMANCE**

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Introduction:

There is a significant importance of social (SI) and emotional intelligence (EI) in all aspects of life. It specifically affects pupil's personality, performance, and their abilities to work under pressure. Especially when working and interacting with other people from different nationalities and backgrounds. The more skills one possesses, the more smart they can be in complicated social events or circumstances. Considering that Saudi Arabia is one of the largest oil, gas and metallurgy producers in the world, there are thousands of Saudi engineers who work in this industrial field. Thus, this paper investigates their perceptions about social and emotional intelligence and how it affects their job and performance.

Statement of the problem:

According to the Saudi Council of Engineers (SCE), Saudi only make 6 percent of the total number of engineers registered in Saudi Arabia. The remaining 94% in country are expatriates from different countries and backgrounds. Therefore, there is a significant importance of Emotional and social intelligence in this case, and that is because Saudi Engineers interact and with other nationalities. Saudi Engineers have some difficulties in their job. The reasons behind these difficulties might be nervousness, low level of foreign language proficiency, and lack of social and emotional skills. Therefore, these problems that face the Saudi Engineers might have a strong impact both on their performance and on the other expatriates who work with them.

Importance of the study:

This research was designed to investigate the perceptions of Saudi engineers about social and emotional intelligence. This study provided Saudi Engineers with the knowledge of the importance of social and emotional intelligence. Also, this research shows the value if these skills. Thus, Saudi Engineers will benefit and adopt these skills in their daily life. Besides, corporates and companies can also benefit from this study which might result in providing the Saudi Engineers with the appropriate practice and training for the employees.

Purpose of the study:

This research was designed to investigate the perceptions of Saudi Engineers about the effect of social and emotional intelligence. Therefore, the research aim was to explore the Saudi Engineers understanding and comprehension of the importance of the emotional and social skills on their job and performance.

Research Questions:

This study answers the following questions:

- What were the Saudi Engineers' perceptions about social and emotional anxiety?
- What was the effect of social and emotional intelligence on Saudi Engineers' performance?
- What were the emotional and social skills Saudi engineers adopted to provide the best performance possible?

Research Hypothesis:

According to Harvard Business school, emotional intelligence is the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you. Also, Mamie Albritton and Sunday Moulton defined the social intelligence as the person's ability to have interpersonal relationships and understand those relationships. This is done by observing other people and reacting appropriately to their thoughts, feelings, and behaviors (Albritton & Moulton, 2023). Using the alternative hypothesis (H1), the first and independent variable in this study is the sample, which is the Saudi Engineers. The second and depended variable is the effect, which is the emotional and social intelligence. Thus, the hypothesis will be: Saudi Engineers with high emotional and social intelligence have a better performance at work. Also, Saudi Engineers with low emotional and social intelligence perform less than others. So, the emotional and social skills affect the performance of Saudi engineers.

Literature review and Theoretical model of the study:

Introduction:

According to Harvard Business school, emotional intelligence is the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you (Landry, 2019). Also, Mamie Albritton and Sunday Moulton defined the social intelligence as the person's ability to have interpersonal relationships and understand those relationships. This is done by observing other people and reacting appropriately to their thoughts, feelings, and behaviors (Albritton & Moulton, 2023).

Dependent variable and independent variable:

The independent variable in this study is the sample, which is the Saudi Engineers. The depended variable is the effect, which is the emotional and social intelligence.

Summary of the past studies:

A study was conducted by Josh Dazel (2013) to examine the effects of leader social intelligence on employee engagement. The researcher measured 36 leaders' social intelligence and interviewed 20 leaders. The result of the study suggested that the social intelligence of the leaders made an impact on the team work. Besides, 17 leaders with high employee engagement scores experienced a clear relationship between the employee engagement and the social intelligence such as teamwork, awareness, empathy and social awareness. This study also had a practical implementation. These were the coaching and training investments in social intelligence aspects.

Another study conducted by Widodo (2021) in Indonesia. This study illustrated how social intelligence, integrity, and Self-efficacy Affect Job Satisfaction. The purpose of this research was to explore thee effect of social intelligence, integrity, and Self-efficacy on job satisfaction. Besides, it presented an empirical evidence with a proof of a theoretical model as mediator between the variables. This study used a quantitative approach by presenting a survey method through a Likert scale model questionnaire. According to the research, affective commitment, self-efficacy, social intelligence, and integrity can all help teachers be more satisfied in their jobs. In order to improve job happiness in the future through social intelligence,

integrity, self-efficacy, and affective commitment, academics and practitioners might embrace a new empirical paradigm.

Also, a study was conducted by Fareed, Qin Su, Awan (2021) in china to show the effect of emotional intelligence, intellectual intelligence and transformational leadership on project success. Over the past twenty years, scholars have focused on project success (PS). Still, a lot of undertakings fall short. This study looked at three of the most researched aspects of leadership and how they affect the outcome of a project. The specific goal of this study was to ascertain how project managers' performance was impacted by their transformational leadership style, emotional and intellectual capabilities, and leadership style. The link between transformational leadership (TL), emotional intelligence (EQ), intellectual intelligence (IQ), and PS was the focus of this study. Pakistan's public sector serves as the study's particular background. A survey of 382 project managers, team members, and stakeholders was used to gather data. It was examined how EQ, IQ, and TL affected the project's final result as a whole. The findings indicate that the success of a project is significantly influenced by IQ and EQ. Furthermore, transformative leadership has a big impact on how well public sector initiatives work.

Another study was conducted by Jennifer Marecki (2014) in Netherlands. This study aimed to highlight the importance of social intelligence for entrepreneurial leaders. A qualitative study using standardized, open-ended in-depth interviews was carried out to investigate this. To discover out how leaders encourage employees to behave entrepreneurially and how crucial social intelligence is for leading employees in an entrepreneurial approach, 25 managers who hold leadership positions in German organizations were questioned. Consequently, a causal-network model was created to illustrate the relationships that emerged from the research. The results show that, either through the social intelligence-influenced mediating function of motivation or the social intelligence-only moderating role, an entrepreneurial leadership style may promote entrepreneurial attitudes and actions among workers. In the end, this relationship affects how well an organization performs and, thus, how successful it is.

A study conducted by Mohamed in Egypt (2021) to emphasize the impact of social intelligence and employees' collective self-efficacy on service provider's performance in the Egyptian governmental hospitals. The purpose of this study was to examine how social intelligence affects service providers'

performance and its constituent parts indirectly through the mediating function of collective self-efficacy. The goal of this study was to create a conceptual framework that would combine the performance constructs of service providers, collective self-efficacy, and social intelligence into one framework. Data was gathered from 220 physicians working in Egyptian government hospitals. Confirmatory factor analysis investigated the research constructs' latent structure. Structural equation modeling was employed in this work to verify the research model hypotheses. According to the study, the performance of service providers had a positive relationship with social intelligence.

Another study conducted by Habosh and AlHashmi in Jeddah, Saudi Arabia to show the impact of emotional intelligence on project managers. The researchers used the descriptive analysis method, and they sent out an online questionnaire to a large number of project managers in the Kingdom of Saudi Arabia who work in different industries. There were 107 responses to the study. The results of the study demonstrated that the project manager's competence, credentials, and experiences have virtually little bearing on the success of his team. However, the study found a significant association as well as an impact between emotional intelligence and project success across its five dimensions (self-awareness, self-management, social awareness, relationship management, and leadership).

As shown previously, the emotional and social intelligence seems to have a strong impact on leaders, workers and employees. Thus, this study aims to highlight the relationship between the two variables and illustrate the importance of SI and EI.

Methodology:

Introduction:

According to Mental Health America (MHA), the emotional intelligence and strong interpersonal skills are crucial especially in situations that require conflict management in the workplace. Also, the Harvard Business Review states that social intelligence is particularly crucial during times of crisis. So, because of the importance of these two skills, the researcher will study the effect of SI and EI. This section includes an explanation of the research process in detail.

Research design:

This research will adopt a mixed-methods approach. It will include both quantitative and qualitative data.

Population of the study:

The target population of this study are Saudi Engineers who work in Saudi Arabia. The data will be collected online from these Engineers. The number of participants is yet to be determined.

Data collection procedure:

the data will be collected by the researcher after spreading the questionnaire to the study sample. The questionnaire will be written by the researcher according to the likert scale.

Tools of the Research:

The following research tools were used:

Questionnaire. An online questionnaire will be designed using Google Forms that included two parts to investigate the participants' perception about the effect of social and emotional intelligence on Saudi Engineers performance.

The study depended on the Likert Scale to determine the results and discussion of the study. The questionnaire consisted of 10 statements on a Likert scale with the following responses SA- strongly agree, A- agree, N- neutral, D-disagree, and SD- strongly disagree.

Then, it was followed by the open-ended part which included two questions that answered the questions: What were the effect of social and emotional intelligence on Saudi Engineers performance and What was the emotional and social skills Saudi engineers adopted to provide the best performance possible?

Limitations of the study:

There are few reasons why results cannot be generalized to all other situations. For instance, the sample of this study was very small since the Saudi engineers who could participate in the study were only Besides, all participants are male. So, this study cannot be generalized on female Saudi engineers.

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