

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

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Abstract

This study aims to investigate the perceptions of Saudi Engineers about social and emotional intelligence and highlight its effect on the employees job performance. Since Saudi Arabia is one of the biggest producers of oil, gas and metallurgy in the world, Saudi engineers work in a multi-diversity environment. They interact with many different people from other nationalities, races and cultures. So, the important role of emotional and social intelligence appears in this research. The participants of the research are 31 Saudi Engineers who work in Saudi Arabia. An online questionnaire is designed according to Daniel Goleman's Emotional Intelligence Quadrant model. It was given to the participants to investigate their opinions about social and emotional intelligence. The second part is concerned about the participants experience regarding their job performance and how emotional and social intelligence affect their work and relationships at work. The result of this research clearly highlights the important role of social and emotional intelligence. The participants shared their experience and mentioned the factors that affected their performance at work. The most mentioned factors were the significant part that social and emotional intelligence play in their work. For instance, their answers in the open-ended questions showed that it affects their high-stakes decisions, the success of their tasks and projects, teamwork, and relationships.

المستخلص

تهدف هذه الدراسة إلى استكشاف وجهات نظر المهندسين السعوديين حول الذكاء الاجتماعي والعاطفي وتبسيط الضوء على تأثيرهم على أداء الموظفين في عملهم. نظرًا لأن المملكة العربية السعودية هي واحدة من أكبر منتجي النفط والغاز والمعادن في العالم، فإن المهندسين السعوديين يعملون في بيئة متعددة التنوع حيث انهم يتفاعلون مع العديد من الأشخاص المختلفين من جنسيات وأعراق وثقافات أخرى. لذلك، يظهر الدور المهم للذكاء العاطفي والاجتماعي في هذا البحث. المشاركون في البحث هم واحد وثلاثون مهندسًا سعوديًا يعملون في المملكة العربية السعودية. تم تصميم استبيان عبر الإنترنت وفقًا لنموذج دانييل جولمان للذكاء العاطفي الرباعي. تم إعطاؤه للمشاركين للتحقيق في آرائهم حول الذكاء الاجتماعي والعاطفي. أما الجزء الثاني من الاستبيان فإنه يتعلق بتجربة المشاركين وخبرتهم و أداء وظائفهم وكيف يؤثر الذكاء العاطفي والاجتماعي على عملهم وعلاقاتهم في العمل. تسلط نتيجة هذا البحث الضوء بوضوح على الدور المهم للذكاء الاجتماعي والعاطفي. شارك المهندسون السعوديون تجربتهم وذكروا العوامل التي أثرت على أدائهم في العمل. كانت الحقائق الأكثر ذكرًا هي الدور المهم الذي يلعبه الذكاء الاجتماعي والعاطفي في عملهم. على سبيل المثال، أظهرت إجاباتهم على الأسئلة المفتوحة أن ذلك يؤثر على قراراتهم ذات الأهمية البالغة في العمل، ونجاح مهامهم ومشاريعهم، والعمل الجماعي، وعلاقاتهم مع الآخرين.

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Introduction

There is a significant importance of social and emotional intelligence in all aspects of life. It specifically affects pupil's personality, performance, and their abilities to work under pressure. Social intelligence is considered one of the major components of personality since it is tied to the ability of a person to cope with others and build positive connections with others including the ones at work. If an individual has social intelligence then he is more likely to be considered more brilliant than others especially in dealing with social conflicts. Also, it is immensely important 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. To begin, you must be able to relate to people one-on-one, in small groups, in a large room, and in even larger gatherings. You engage in brain-to-brain communication. The human brain is the most intricate, smart, and powerful organ in the known world. Dealing with one (your own!) is hard enough. Dealing successfully with a big number of other brains at the same time is undoubtedly a sign of genius! Socially intelligent persons must use their entire brain and body to communicate with and 'read' others. They must develop attitudes that encourage others to grow, create, communicate, and befriend, as well as know how to make and keep friends (Buzan, 2002). Buzan also added that all of these skills require that the Socially Intelligent person is a superb conversationalist and listener, able to relate successfully with the wider world. Socially Intelligent people are comfortable with others from different backgrounds, ages, cultures and social strata, and (more importantly) are able to make those people feel relaxed and comfortable around them. Managers need Social Intelligence to do their jobs effectively. Buzan also says that social intelligence, luckily, can be cultivated! (2008). Goleman defined emotional intelligence in his book "emotional Intelligence" as the array of skills and characteristics that drive leadership performance (1995). Emotional intelligence includes abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one's moods and keep distress from swamping the ability to think; to empathize and to hope (Goleman, 1995).

Besides, considering the importance of emotional and social intelligence and taking into account 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 the perceptions of Saudi Engineers 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?
- Why are social and emotional intelligence important to these engineers?

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 dependent 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.

Theoretical model of the study

This study was undertaken to develop a conceptual framework that integrates social intelligence and emotional intelligence, which include various aspects such as self-awareness, social-awareness, self-management, relationship management, and dealing with unknown people/ situations in one framework. The model was inspired from Daniel Goleman's Emotional Intelligence Quadrant. It included all important aspects of social and emotional intelligence. Thorndike first defined social intelligence as the, “ability to understand and manage people” (Thorndike & Stein, 1937). Also, emotional intelligence was defined as a set of skills that are thought to contribute to the appraisal of emotions in oneself and others. It can also help contribute to the effective regulation of emotions as well as feelings (Salovey & Mayer, 1990). In the 1990s, Salovey and Mayer proposed that the ability to comprehend, manage, and use emotions could possibly be evaluated and studied. After that, the publication of the book Emotional Intelligence in 1995 written by Goleman marked the start of a new trend. As a result, the concept gained widespread recognition. This research highlighted the importance of emotional and social intelligence by reviewing the opinions and perceptions of Saudi Engineers in Saudi Arabia. The study will answer three questions. Firstly, this study provided the perceptions of Saudi engineers regarding social and emotional intelligence. Secondly, it integrated those participants to share their work experience regarding how emotional and social intelligence can impact their performance. Finally, the participants were given the opportunity to write freely about the reason why they think these skills were important in their job. Findings section will explain further more about these questions and discuss the answer.

Literature review

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).

Theoretical framework of the study

The goal of this study was to create a conceptual framework that combines social and emotional intelligence. This framework would include a range of topics, including relationship management, self-management, social awareness, and dealing with unfamiliar people and situations. Daniel Goleman's Emotional Intelligence Quadrant served as the model's inspiration. It covered every crucial facet of emotional and social intelligence. The "ability to understand and manage people" was the original definition of social intelligence given by Thorndike (Thorndike & Stein, 1937). Additionally, a collection of abilities believed to aid in the evaluation of emotions in both oneself and others was described as emotional intelligence. Additionally, it may aid in the efficient control of feelings and emotions (Salovey & Mayer, 1990). Salovey and Mayer suggested in the 1990s that it would be possible to assess and investigate the capacity to understand, control, and utilize emotions. This was followed by the introduction of a new movement with the 1995 release of Goleman's book *Emotional Intelligence*. The idea became well-known as a consequence. This study examined the views and opinions of Saudi engineers in Saudi Arabia, highlighting the significance of emotional and social intelligence. Three questions will be addressed by the study. First, the study presented Saudi engineers' opinions on social and emotional intelligence. Second, it allowed the participants to discuss how emotional and social intelligence might affect their success in the workplace.

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.

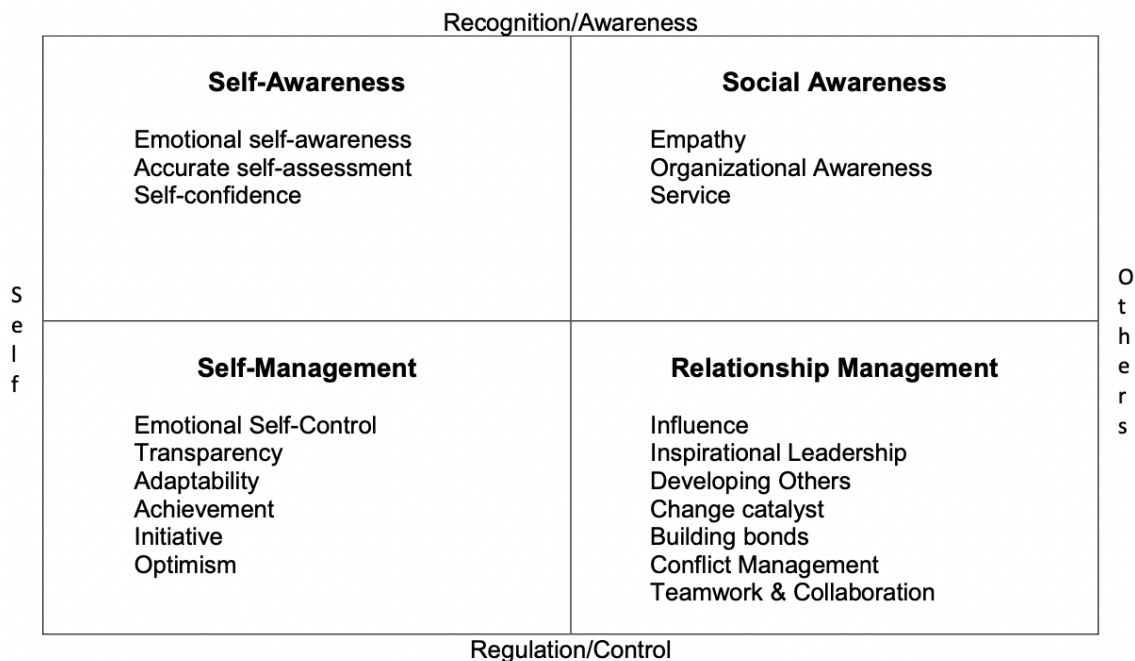
Methodology

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 social intelligence and emotional intelligence. This section includes an explanation of the research process in detail.

Research design

Daniel Goleman designed a model with four domains: self-awareness, self-management, social awareness and relationship management. This was originally developed in 1998 with five domains and redesigned in 2002 with four domains. The figure below demonstrates the four domains.

Daniel Goleman's Emotional Intelligence Quadrant



This model was used in this study to illustrate and highlight the different aspects of emotional and social intelligence. In fact, lots of different researchers considered emotional intelligence as a part of social intelligence. So, this study will incorporate both of them in the questionnaire given to the participants. Besides, this research adopted a mixed-methods approach. It included both quantitative and qualitative data. Using mixed-method approach allows the researcher to explore diverse perspectives and uncover relationships that exist between the research questions. The mixed method approach was chosen to gain a better understanding of connections between qualitative and quantitative data; they can also provide the opportunity for participants to have a voice and share their experiences regarding the research topic.

Population of the study/ Sample Characteristics

The target population of this study are Saudi Engineers who work in Saudi Arabia. All participants were male participants due to the lack of female workers in the field of engineering in Saudi Arabia. The age of the Saudi Engineers ranged between 25 to 35 years old. All participants were native Arabic speakers but all of them used English as the formal language in their job and with their colleagues. The total number of participants was 31 Saudi Engineers.

Data collection procedure

the data was collected by the researcher after spreading the questionnaire to the study sample. The questionnaire was written by the researcher according to the Likert scale. The questionnaire was designed relying on Goleman's model of emotional intelligence that

included four main domains: self awareness, social awareness, self management, and relationship management.

Tools of the Research

The following research tools were used:

Questionnaire. An online questionnaire was 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 first section contained three questions aimed to collect information about the participants' background and to make sure that they were involved in doing their practicum online. The participants were asked to inform the researcher with their age and nationality.

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 was 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/ Study Determinants

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 20 participants. Besides, all participants are male due to the lack of female workers in this field. So, this study cannot be generalized on female Saudi engineers. Further more, the location of this study is in Yanbu, Saudi Arabia. So this data might be presented differently in various areas of the country.

Method of Analysis

The first part of the results included the quantitative data. The data was collected and analyzed according to the Likert scale. The results was analyzed into descriptive statistics. First, the frequency of answers was calculated. Then the qualitative data was demonstrated.

Results and Data Analysis

This section presents the results and analyzes the data. In this study, a two-part questionnaire was designed online and distributed to the participants to collect the data.

Research findings

Section one. this section contained three questions aimed to collect information about the participants' background and to make sure that they were involved in doing their practicum online. The participants were asked to inform the researcher with their age, gender and nationality.

Section two. The participants were asked to answer the close-ended part to investigate their perceptions about foreign language anxiety in teaching EFL. The question 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. The following table (Table 1) demonstrates the perceptions of the participants.

Table 1

Response frequencies for questionnaire items.

Item	SA	A	N	D	SD	MEAN RESPON SE
I have the ability to control my own emotions at .work	7	13	5	4	2	3.52
I can clearly understand the feelings of my colleagues around me	8	14	3	6	0	3.29
I understand body language cues from people .around me	7	14	7	1	2	3.33

When making a high-stakes decision, I try to factor in how I'm feeling now as well as how I might feel later	7	9	8	6	1	3.71
I do not get overwhelmed and bothered by challenging situations	4	10	8	4	5	4.24
I can often understand what others are trying to accomplish without the need for them to say anything	2	16	9	3	1	3.71
I am good at getting on good terms with new people	13	7	6	3	2	3.19
I frequently have problems finding good conversation topics	1	8	8	10	4	4.81
It takes a long time for me to get to know others well	1	9	8	9	4	4.71
I can often predict other people's feelings and reaction toward various situations at work	5	15	7	2	2	3.52
I can often understand what others really mean through their expressions, body language, etc	4	16	9	1	1	3.43
I often feel uncertain around people that I don't know	1	8	14	4	4	4.52

As Shown in Table 1, the mean response to statement one (3.52) shows that 46.5% of the participants have the ability to control their own emotions at work. Also, the mean response of statement two was (3.39). It shows that 71% of the participants can understand the feelings of their colleagues clearly. On the other hand, 19.4% have a hard time understanding the feelings if their colleagues. While in the third statement, the mean response (3.33) shows that 67.8% of the participants understand body language cues from the people around them, while 9.7% disagreed with the statement, meaning that they do not have the skill to understand the body language of their colleagues. The mean response of statement fourth is (3.71) shows that 22.6% didn't know how they are feeling when making a high-stakes decision. 51.6% of them try to factor in how they are feeling when making important decisions. Besides, the fifth statement's mean response was (4.24) and it shows that 45.2% of the participants do not get overwhelmed by challenging situations. On the other hand 29% of the participants felt anxious and were bothered by facing difficult situations. The mean response of statement six was (3.71) and it demonstrates that 58.1% can understand what others are trying to accomplish without the need for them to say anything while 12.9% cannot do that. The mean response of the seventh statement was (3.19) shows that 64.5% of the

participants agree that they are good at dealing with new people. While 19.4% do not realize how they feel when they meet new people. On the other hand, 16.2% have no idea how to act around new people. The mean response of statement eight was (4.81) shows that 29% of the participants frequently have problems finding good conversation topics. In contrast, 45.2% of the participants are good in finding great topics to talk about with their colleagues. The mean response of statement nine was (4.71) and it shows that 32.2% of the participants take a long time to get to know other people very well. The mean response of statement number ten (3.52) shows that 64.5% of the participants can often predict other people's feelings and reaction toward various situations at work. The mean response of statement eleven (3.34) shows that 64.5% of the participants can often understand what other really mean through their facial expressions, body, and language. Finally, the mean response of statement twelve was (3.52) shows that the number of participants who feel uncertain around people who they do not know equals the number who feel confident around strangers.

Section three. The participants were asked two open-ended questions to find out how social intelligence have an impact on their relationships at work. Table 2 provides some of their answers in general.

Table 2: participants answers to the two open-ended questions.

Question	Answers
As a Saudi engineer, you must have social interaction with other people with different cultures and backgrounds. Can you explain how social intelligence have an .impact on your relationships at work	• It helps me understand people around me and improve my reactions around them • Not quite sure about it • It helps the team members understand each other well and enhance their relationship • It helps in finishing the tasks easier and quicker when we understand each other • It builds trust between the colleagues. • The high social intelligence within a team leads to better collaboration between the team members • It is effective in conflict resolution • It make the work environment more positive and productive. • It helps people accept you and trust you much faster • It helps me understand body language and expressions when making important decisions. • Social intelligence helps in cultural diversity of the workplace because it can be considered as a response to need to recognize and respect others from different backgrounds regardless of their race, ethnicity, and gender. Social intelligence help us and give us the skill we need to accomplish that. • Social intelligence affects harmony and understanding of others, which of course affects progress in project tasks.

Do you think that social emotional intelligence is important in your job? Why?	• Yes, Having emotional intelligence help me protect myself from any difficult situation that might occur at work. • Yes, emotional intelligence is a part of our daily life. • Yes, it is an important skill for everybody who work with others in daily basis. • Yes, it is one of the most important factors in how to control your emotions toward others as well as understanding their feelings. • Yes, because it helps me understand my colleagues and provide me with the skills to communicate with them and understand them. • Yes, because strong communication is key at good working relationship. Emotional intelligence can help employees build a better communication with colleagues. • Yes, because if an employee has a low rate of emotional intelligence, they might struggle to work as a part of a team. • Yes, because in work projects you are supposed to work with the team regardless of the different cultures and nationalities.
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As shown in table 2 above, the participants answers varied depending on their context, and by context I mean their workplace, personality, language proficiency, self-esteem and their colleagues behavior. Most of the participants agreed that having social and emotional intelligence is very important. Most of them highlighted the role of emotional and social intelligence in their job in relation to teamwork. It shows clearly from their answers that teamwork is not easy for everyone. If an employee has a high social intelligence, he can cooperate more with his team members, especially the ones from different cultures and backgrounds. Also, many of them mentioned the fact that they need the social and emotional intelligence to help them understand other's facial expressions and body language, especially when making a high-stakes decision.

In conclusion, it appears very clearly that social and emotional intelligence have a strong impact on the Saudi Engineers job performance. Especially in the part of team work and communication with colleagues. Also, the findings of this study agrees strongly with the study done by Habosh and AlHashmi. Both studies agree on the importance of social and emotional intelligence and it is positive effect on project success. Besides, according to the study done by Mohamed (2021), the performance of service providers had a positive relationship with social intelligence. The current study's participants mentioned that possessing the skills of emotional and social intelligence have an impact on the projects and tasks success. At the same time, the study done by Fareed, Qin Su, and Awan (2021) indicated that the success of a project is significantly influenced by both of them as well. Thus, this study agrees with the previous studies' results which highlights the importance of both emotional and social intelligence.

Recommendations

I recommend that further research should be done by the companies to measure the level of social and emotional intelligence of their employees since it is a crucial skill to gain by the employees. Also, companies should provide their employees with courses, training, and coaching about social and emotional intelligence to enhance their skills and help them perform better in a multi-diversity environment.

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Appendix

Questionnaire

Midocean University

RESEARCH ON

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

QUESTIONNAIRE BOOKLET

Prepared by:
Hassan Yunus Marghalani

Year
2024

Dear Respondent,

I am a Master's candidate (Management) at Midocean University. Currently, I am conducting a study titled "INVESTIGATING SAUDI ENGINEERS PERCEPTIONS ABOUT SOCIAL AND EMOTIONAL INTELLIGENCE AND ITS EFFECT ON THEIR JOB .”PERFORMANCE

I would like to request your cooperation to answer this questionnaire. Any information obtained will be kept confidential and only used for academic purposes. Your cooperation is highly appreciated. Thank you in advance for agreeing to participate in this study. If you have any questions, please do not hesitate to contact me on my email address written below.

Supervisor
Associate Professor
Dr. Alfaisal Abdulhameed
Dr. Faiz Aljarad
Faculty of Project Management

Hassan Yunus Marghalani
Faculty of
Project Management
Midocean University
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Section A:

A: Demographic Characteristics

Please tick (✓) the appropriate choice

1. **Gender:** Male ☐ Female ☐
2. **Age:** ☐ 25 - 30 years old
☐ 30 - 35 years old ☐ 40 - 49 years old and older
3. **I am a Saudi Engineer working in Saudi Arabia:**
Yes ☐ No ☐

Section B:

Please indicate your degree of agreement or disagreement with the following statements, so please sign (✓) for the choice that reflects your opinion by choosing one of the five alternatives.

The following set of statements measures Emotional and social intelligence and its effect on Saudi Engineers and their job performance in Saudi Arabia. Please mark according to your level of agreement.

Section A: Perceptions of Social and Emotional Intelligence (close-ended Questions).

Item No		1	2	3	4	5
	I. Self Awareness	Str on gly Dis agr ee	Di sa gre e	Na tur al	Ag ree	Str on gly Ag ree
ASTI1	I have the ability to control my own emotions at work					
ASTI2	When making a high-stakes decision, I try to factor in how I'm feeling now as well as how I might feel later.					
	II. Social Awareness	Str on gly Dis agr ee	Di sa gre e	Na tur al	Ag ree	Str on gly Ag ree
ASRII1	I can clearly understand the feelings of my colleagues around me.					
ASRII2	I am good at getting on good terms with new people.					
		1	2	3	4	5

III. Self Management		Str on gly Dis agr ee	Di sa gre e	Na tur al	Ag ree	Str on gly Ag ree
ASRIII 1	I can often understand what others are trying to accomplish without the need for them to say anything.					
ASRIII 2	I can often predict other people's feelings and reaction toward various situations at work					
IV. Social Management		1	2	3	4	5
		Str on gly Dis agr ee	Di sa gre e	Na tur al	Ag ree	Str on gly Ag ree
ASAIIV 1	I understand body language cues from people around me.					
ASAIIV 2	I can often understand what others really mean through their expressions, body language, etc.					
V. Dealing with other unknown people/ situations.		1	2	3	4	5
		Str on gly Dis agr ee	Di sa gre e	Na tur al	Ag ree	Str on gly Ag ree
ASEV1	I often feel uncertain around people that I don't know.					
ASEV2	It takes a long time for me to get to know others well.					

SECTION C: OPEN-ENDED QUESTIONS

C1) As a Saudi engineer, you must have social interaction with other people with different cultures and backgrounds. Can you explain how social intelligence have an impact on your relationships at work.

C2) Do you think that social and emotional intelligence is important in your job? why?

Gratitude:

We appreciate you for sparing your time to fill out the survey. Your involvement means a lot to us and we highly value it. The information you shared is significant to our analysis and will enable us to make improvements in our bank's performance. Once again, we are very grateful for your contribution.

Sincerely,
Hassan Yunus Marghalani
Midocean University
0590222313

Midocean University
College of Management
Department of Project Management



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

Prepared by:
Hassan Yunus Marghalani

Supervised by:
Dr. Alfaisal Abduhameed
Dr. Faiz Aljarad

Year
2024