

The emotional intelligence: the views of staff members of Kigali Institute of Education on the implications of emotion in a day-to-day life situation within the organizational setting.

Murungi Pelly and Nyakusinga Fausta

Independent Institute of Lay Adventists of Kigali (INILAK); Kigali, Rwanda

Abstract: Emotional intelligence is the capacity for effectively recognizing and managing emotions. Research in a variety of organizations and job levels reveals that Emotional Intelligence is two times more important in contributing to excellence than intellect and expertise alone. This study analyzed the level of Emotional Intelligence among the staff members of Kigali Institute of Education who have the power to influence outcomes by being the Kigali Institute of Education's greatest asset in relationship building. 50 staff out of a population of 500 that was randomly selected served as the sample for the study. This survey involved the use of a statistical strategy- SPSS through which One-Way analysis of Variance were worked out. The findings reveals that Emotional Intelligence tends to increase as we learn to be more aware of feelings, effectively handle distressing emotions, listen to and empathize.

Key words: Emotional Intelligence, Staff Members, Organizational setting.