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The Influence of Regulation and Management of Emotion, and Self-Esteem towards Employee Commitment in Public Sector

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Abstract

Emotional intelligence has gained a place in the fundamental framework of organization psychological research. Emotional intelligence was detected can influence the employee commitment in an organization. The theoretical solutions are simply not able to unlock the psychological issues in organizations because it is closely linked to affective, cognitive and human behaviour in the workplace. In this study, the issues in the workplace are referring to emotional intelligence, self-esteem and commitment of employees. The specific purpose of this study was to test the impact of emotional intelligence (regulation and management of emotion) among employees whether it was able or unable to influence a commitment to the organization through employee self-esteem factor. A total of 196 civil servants in the Local Authority (LA) have been selected as respondents. Measurement tools that are used in the data lump is Emotion Intelligence Self-Description Inventory (EISDI), Rosenberg Self-Esteem Scale (RSES) and the Employee Commitment Survey Revised Version (ECS). The data then was analyzed using the hierarchical regression analysis. The finding shows that regulation and management of emotion has a direct impact on affective and normative commitment. In fact, the regulation and management of emotion also has an indirect effect on affective and normative commitment when self-esteem as mediator factor is controlled. Employee self-esteem later found to function as a partly mediator that affecting the relationship between regulation and management of emotion and affective and normative commitment. The most important findings are found emotional intelligence among employees are able to become more relevant with the increasing availability of commitment of employee when there was element of self-esteem as a mediator factor.

Keywords: Regulation and Management of Emotion; Self-Esteem; Employee Commitment; Mediator