

# **The role of emotional intelligence in administration mobilizing human resources in health sector**

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## **ABSTRACT**

The purpose of the present thesis is to investigate the role of emotional intelligence in the administration with the aim of mobilizing the human resources in the health sector. This study was carried out by distributing questionnaires to healthcare managers of the 6th Region of Health, in order to measure their emotional intelligence, to assess the feelings they experienced during their work, and to approach their leadership style (management questions human resources). The first part concerns the descriptive data analysis, while the second part examines the relationships between specific variables using statistical measures and controls. In the first section, the participants were evaluated with high score in questions about emotional intelligence. The rates of positive responses regarding the targets and the incentives were indicative. On the contrary, the lowest score was given to "anger management," which means that they do not manage their anger in a right way. In the questions about human resources management (leadership style), the directors stated that they allow initiatives in their subordinates and they do not have strict supervising. The "Use of Emotions" have a positive correlation with "Human Resource Management", so we can conclude that a higher score in the "Use of Emotions" is associated with a more participatory leadership style. In addition, the emotions that are experienced in the work are strongly related to the managers' answers in the questions of emotional intelligence. This means that managers with higher scores in "Emotional Intelligence" experience more positive feelings in their workplace.

**Keywords:** *Emotional Intelligence, communication, Leadership Style, emotional measurement, statistical correlation.*