

The Mediating Role of Quality Management in the Relationship between Emotional Intelligence and Leadership Competency among Secondary School Principals in Malaysia

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Abstract

This study aims to explore the effectiveness of quality management as an effective mediator in linking emotional intelligence and leadership competency. A total of 152 from 152 secondary schools were used as the sample. The sample determination in this study was using a simple random sampling technique. The researcher used two software to analyze the study data, namely IBM SPSS Statistics 23 and SMARTPLS 3.0 (Partial Least Squares) software. The result found that quality management has a significant effect on emotional intelligence ($r = 0.57, p < 0.01$). The findings of this study also showed that quality management was an effective mediator in emotional intelligence and leadership competency. Thus, it can be concluded that emotional intelligence and quality management have a significant effect between emotional intelligence and leadership competency.

Keywords

Emotional Intelligence, Quality Management, Competency, Principal.