

# Emotional intelligence and its association with working environmental factors and spiritual intelligence among Ministry of Health government doctors: moderator effects

Neong Shuet Ching<sup>1</sup>, Md Isa Zaleha<sup>2</sup>, Abdul Manaf Mohd Rizal<sup>2</sup>, Hassan Jamiyah<sup>3</sup>, Md Zain Maizun<sup>4</sup>, Jaafar Hayati<sup>5</sup>, Mohamed Aina Waheeda<sup>6</sup>, Abdullah Siti Zainab<sup>4</sup>, Che Arifin Izzul Ikhwan<sup>4</sup>, N.Anwar Ibrahim Tahir<sup>1</sup>, Awang Zainudin<sup>7</sup>

<sup>1</sup>Hospital Pulau Pinang, <sup>2</sup>Universiti Kebangsaan Malaysia, <sup>3</sup>Universiti Teknologi MARA, <sup>4</sup>Hospital Raja Perempuan Zainab II, <sup>5</sup>Hospital Umum Sarawak, <sup>6</sup>Hospital Kuala Lumpur, <sup>7</sup>Universiti Sultan Zainal Abidin

## ABSTRACT

**Introduction:** Emotional intelligence has been cited as one of the innovations in this century particularly valuable in testing the low-order personality trait, which is the trait model of emotional intelligence. **Methods:** This study investigates the trait emotional intelligence and its association with working environmental factors, namely organisational culture, cultural competence and cultural awareness; and spiritual intelligence among 704 doctors working in 5 different state hospitals in Malaysia. This study also investigates the role of moderating factors i.e., age, gender, doctor's grade, income, level of education, marital status, race, social support, and personality in moderating the relationship between organisational culture, cultural competence, cultural awareness, spiritual intelligence, and emotional intelligence. The state hospitals chosen were from 5 different regions in Malaysia, namely the Hospital Pulau Pinang, Hospital Raja Perempuan Zainab 2, Hospital Kuala Lumpur, Hospital Sultanah Aminah Johor Bahru, and Hospital Umum Sarawak. **Results:** The results of this study in its Structural Equation Modelling (SEM) analysis showed that there are moderating effects of sociodemographic factors, social support and personality in the relationship between organisational culture, cultural competence, cultural awareness, spiritual intelligence, and emotional intelligence. **Conclusion:** In conclusion, this study has been successful in investigating the moderating effects of the emotional intelligence of doctors in government hospitals in Malaysia and its associated working environmental factors and spiritual intelligence.