

Leader's Emotional Intelligence Reduces Employees' Turnover Intention Through Organizational Commitment By Playing A Mediator Role In An Organization.

Sheikh Muhamad Hizam Sheikh Khairuddin ^a, Syed Sardar Hussain ^b, Aisha Khan ^c

^{ab}Universiti Kuala Lumpur Business School, Kuala Lumpur, Malaysia

^cUniversiti Malaysia Terengganu, Terengganu, Malaysia

[https://doi.org/10.35609/gcbssproceeding.2021.1 \(50\)](https://doi.org/10.35609/gcbssproceeding.2021.1 (50))

ABSTRACT

According to (Coetzee and Pauw 2013), the retention of capable staff of nursing is crucial for leaders of nursing because of identifying the consequences of shortage in nursing staff. However, the skills and ability of leaders affect reactions to the situations (Coetzee and Pauw 2013). The deficiency of nursing staff relies on many components of the delivery of healthcare. There is a negative influence on the nursing staff's high turnover on patients, finance, and outcomes of hospitals (Mxenge, Dywill, et al., 2014; Langove and Isha, 2017). Recruiting and training of nursing have a monetary impact which is evaded by a good number of healthcare corporations. The standard cost of substituting a nurse is estimated in the USA from 42,000 USD to 64,000 USD (Galati and Moessner 2013). Zhang, Jiang et al. (2017) stated that the organization of healthcare is always changing and the global turnover of nurses is high. According to the Economic Survey of Pakistan (2012), there is an unavailability of 60,000 staff of nursing in Pakistan (Rehman, Jingdong, et al. 2019). Also, Pakistan is one of the 57 countries that have a severe deficiency of nursing staff under the standard of WHO to provide needed healthcare (McGuire 2016). Therefore, organizations of healthcare consistently struggle to retain nursing staff to deal with the issues of nursing scarcity (Ponte and Sturgeon 2014). This research study would provide a more effective understanding of the backgrounds of turnover of employees if job complexity, the volume of job information that a person holds at the selection time, and the scenario of the labor market were carefully considered. For this reason, these issues are taken as research limitations and more study need to be done to address these problems (Lu Lu, Lu, Gursoy, & Neale, 2016; Shaozhuang Ma, Silva, Callan, & Trigo, 2016; Mamoona Rasheed, Iqbal, & Mustafa, 2018) Various earlier researches on productive workplace atmosphere which has focused on several positive results such as performance, employees' well-being, and behavior of organizational citizenship (Lonsdale, 2016; Zhang, Gong, et al., 2017; Evans and Dobrosielska 2019).

Keywords: Emotional intelligence, Organizational Commitments, Turnover Intention, Pakistani Healthcare Sector