



Conceptual Framework on Emotional Intelligence, Digital Competency and Organizational Readiness for Change

Sopian Bujang, Nadri Aetis Heromi, Diana Marie Capel, Hasriq Hadil
Faculty of Cognitive Sciences and Human Development, University Malaysia Sarawak
(UNIMAS)

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ABSTRACT

Competency is identified to be an essential component in determining the proficiency of an employee's skills, knowledge, and abilities. Although it is a continuously developing concept, until today scholars still debate upon the exact factors that influence employee competence. In this paper, Emotional Intelligence is recognized as a mandatory element in the assessment of employees' competencies, which makes specific reference to an employee's mental capability to understand their emotions. This ability enables them to attain situational awareness and make adjustments particularly for problem solving or in decision making. Salovey and Mayer's (1990) in their study discussed the concept and, developed the first model explaining the nature of Emotional Intelligence that can be used to promote intellectual growth. This conceptual paper is presented and explained in a deductive manner from a general perspective to specific whilst, the purpose of systematically explaining the literature aims to produce a robust literature support. The first part of this literature launches the introduction of competency practices in the international context, followed by the presentation of literature concerning competency practices in Asia and Malaysia, whilst the third part clarifies the origins of emotional intelligence and digital competency. In addition to this, the final part of this paper encompasses the inclusion of organizational readiness for change as a mediating factor, with the conceptual framework diagram as this paper's critical construct. This conceptual paper gives recommendation for future studies exploration into additional potential and related factors, that may influence the practice of emotional and competency profiling in the Asian context.

1. Introduction

The emergence of new technology has resulted in significant changes in the human life. Although this has brought in a diverse pack of benefits for industrial needs, it is undeniable that some of its impact could cause adversity to those who find themselves incapable of become accustomed to this revolution. For instance, in the context of the human resource factors, the changes explained in this setting are "Digital Economy" and "Industrial Revolution 4.0". Both of which are moving on a parallel pathway, in tandem with the goal to ensure that all the intended initiatives are implemented. Incidentally, the interference of human factors plays a significant role particularly in shaping the adapting and aligning to these changes (Supramaniam & Singaravelloo, 2021). With the emergence of the digital economy agenda and the impact of a pandemic, the civil servant is entrusted to play a critical role in digitalization initiatives and leverage on their digital competency (Supramaniam & Singaravelloo, 2021).

The impacts of the pandemic, industrial revolution and the economic shift has created a competitive market for Sarawak, not only for the civil service (Sadovyv et al., 2021) but also because, from a psychological and behavioural standpoint it is critical to acquire competence, particularly considering the unprecedented situation created by the pandemic. Therefore, emotional intelligence is a vital component in building psychological competence as an inner