The relationships between communication satisfaction, emotional intelligence and the GLOBE organizational culture dimensions of middle managers in Serbian organizations*

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The focus of this paper is the relationship between internal communication satisfaction and emotional intelligence. Moreover, we also investigated the impact of the GLOBE organizational culture dimensions as moderators of the relationship between the emotional intelligence of middle managers and their communication satisfaction in Serbian organizations. We show that some communication satisfaction dimensions strongly correlate with some emotional intelligence abilities of middle managers and that these correlations are under the moderating influence of the GLOBE dimensions. With these managers will be able to identify the components of emotional intelligence and GLOBE organizational culture dimensions that are vital for them and their organizations.

Key words: emotional intelligence, communication satisfaction, GLOBE dimensions, power distance, collectivism, Serbia (JEL: D23, D83)

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