

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

Milan Nikolić, Jelena Vukonjanski, Milena Nedeljković, Olga Hadžić,  
Edit Terek\*\*

*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.*

*Diese Arbeit fokussiert sich auf die Beziehung zwischen interner Kommunikationszufriedenheit und emotionaler Intelligenz. Zusätzlich haben wir den Einfluss der GLOBE Organisations- und Kulturdimensionen als Moderatoren in der Beziehung zwischen der emotionalen Intelligenz des mittleren Managements und deren Kommunikationszufriedenheit in serbischen Organisationen untersucht. Wir zeigen, dass einige Dimensionen der Kommunikationszufriedenheit stark mit der emotionalen Intelligenz des mittleren Managements korrelieren und dass diese Korrelationen einem moderierenden Einfluss der GLOBE Dimensionen unterliegen. Dadurch sind Manager in der Lage, die Komponenten der emotionalen Intelligenz und die GLOBE-Dimensionen zu identifizieren, die sowohl für sie als auch ihre Organisationen entscheidend sind.*

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

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\*\* Milan Nikolić, Assoc. Prof., Technical Faculty "Mihajlo Pupin", University of Novi Sad, Zrenjanin, Serbia. Main research interests: quantitative methods in management, business decision making, product development, reengineering, benchmarking, organizational culture, public relations. E-mail: mikaczr@sbb.rs

Jelena Vukonjanski, M.Sc., Technical Faculty "Mihajlo Pupin", University of Novi Sad. Main research interests: organizational culture, job satisfaction, knowledge management, human resource management. E-mail: jelena.vukonjanski@gmail.com

Milena Nedeljković, Assis. Prof., Faculty of Sciences, University of Novi Sad. Main research interests: organizational psychology, job satisfaction, leadership. E-mail: milena.nedeljkovic3@gmail.com

Olga Hadžić, Prof., Faculty of Sciences, University of Novi Sad. Main research interests: statistics, organizational behavior, organizational psychology. E-mail: ohadzic@dmi.uns.ac.rs (corresponding author)

Edit Terek, Technical Faculty "Mihajlo Pupin", University of Novi Sad. Main research interests: public relations, organizational culture, knowledge management. E-mail: terekedita@gmail.com