

Emotional Intelligence and SMEs' Performance in the Accra Metropolis, Ghana

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Abstract

This study sought to examine the relationship between the components of emotional intelligence and SME's performance. Using the resource-based view and the emotional intelligence concept as the theoretical foundations, a census of 1,532 SMEs was selected in the Accra Metropolis for the study. Empirical results from 717 SMEs, utilising the hierarchical linear regression model, revealed that owner/manger's emotional intelligence can be used to help facilitate work relationships resulting in sales and market performances. Moreover, the study found that Emotional intelligence makes a positive effect on SMEs performance of small and medium-sized enterprises. The practical implications of the results are also discussed