EXECUTIVE SUMMARY

Title: **The relationship between Emotional Intelligence and Burnout among Public Sector Employees in Cyprus**

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This dissertation explored the relationship between emotional intelligence (EI) and burnout among Public Sector employees in Cyprus. Burnout, characterized by emotional, mental, and physical exhaustion due to prolonged workplace stress, is a pervasive issue associated with various negative outcomes. This condition is characterized by three key dimensions: exhaustion, cynicism, and professional inefficacy (Maslach & Leiter, 2016). Given that burnout is primarily an emotional reaction to chronic stressors, emotional intelligence may play a crucial role in mitigating its effects.

Emotional intelligence encompasses an individual's capacity to recognize, comprehend, and manage their own emotions and those of others, influencing their ability to navigate social complexities and maintain healthy relationships (Salovey & Mayer, 1990). It is characterized by four key dimensions: Self-Emotional Appraisal (SEA), Others-Emotional Appraisal (OEA), Use of Emotions (UOE) and Regulation of Emotions (ROE) (Wong & Law, 2002).

In order to investigate the existence of any correlation between Emotional Intelligence and Burnout, a three-part structured questionnaire was utilized. This questionnaire comprised of demographic questions and questions related to their job environment, the Greek version of Wong & Law Self-Awareness Emotional Intelligence Scale (WLEIS) which was used to measure the Emotional Intelligence of the participants (Wong & Law, 2002), as well as the Greek version of Maslach Burnout Inventory – General Survey (MBI-GS) which was used to measure the level of burnout of the participants (Maslach et al., 1996).

The statistical analysis of the collected data was carried out using the statistical package SPSS. The reliability of these questionnaires was measured through calculating the internal consistency coefficient of Cronbach alpha for each of the dimensions of EI and

Burnout (.836 for SEA, .834 for OEA, .766 for UOE, .820 for ROE and .883 for exhaustion, .788 for cynicism .755 for professional efficacy). We have also performed a Kolmogorov-Smirnov test which has shown that our numerical data are not normal. Since our numerical data didn᾽t pass the normality test, we proceeded with nonparametric testing.

The results of this study, aligning with what literature suggests in other populations, have shown a negative correlation between emotional intelligence and burnout among the employees of the Public Sector in Cyprus, indicating that high scorers in motional 2 intelligence suffered less burnout related to occupational environment. The strongest negative correlation found was between the "Use of Emotions (UOE)" dimension of EI and "Cynicism" dimension of burnout (Spearman᾽s correlation = -.328). Therefore, our findings suggest that emotional intelligence can serve as a protective factor against burnout in this population. For this reason, and since Emotional Intelligence is acquirable, we recommend the implementation of EI-focused training programs in the Public Sector of Cyprus to mitigate burnout. This study also highlights the impact of demographic characteristics on emotional intelligence, burnout as well as on the relationship between the two, emphasizing the need for tailored interventions.