



Leaders' Emotional Intelligence, Team Trust, Team Commitment and Service Delivery In Kampala Capital City Authority (KCCA)

ABSTRACT

The study was to establish the relationship that exists between leaders' emotional intelligence, team trust, team commitment and service delivery in Kampala Capital City Authority (KCCA). The study used the following specific objectives: to establish the relationship between leaders' emotional intelligence and team commitment at KCCA, to examine the relationship between leaders team trust and service delivery at KCCA and to establish the relationship between team commitment and service delivery at KCCA. A sample size of 250 respondents was used using simple random sampling technique. The researcher used a structured questionnaire as the data collection tools. Furthermore after data was collected, entered in SPSS, coded and statistical tests (correlation and regression) were performed. The findings indicate a positive and significant relationship between effect of leaders' emotional intelligence constructs and service delivery at KCCA; further trust and team commitment. The effect of standardized coefficient in mediator effect of team commitment in relationship with leader EI, team trust and service delivery, before entrance of mediator variable, increased after entrance. For each case, the first independent variable (leader's emotional intelligence) was entered first in the model. For the dependent variable service delivery, the second model of variable entered in the regression (team trust) resulted in a statistically significant increase in explained variable, as did the third variable (team commitment). The results of this regression analysis indicated that team trust can explain 25.3% of variance of the dependent variable. Team commitment (mediator) provided additional 8.2% explanation of variance on service delivery. It is concluded that all the attributes had positive and significant relationships with service delivery. Leaders' emotional intelligence shows that, employees are feeling safe in their positions within KCCA when the leaders have positive attributes of EI. The level of team trust is a decisive element for the move towards service delivery improvement and team commitment positively mediates in the relationship with leaders' EI, team trust, and service delivery changes in service delivery at KCCA. It is recommended that variables that will increase service delivery should be put in place like ensuring adequate team trust, encourage interpersonal relationships among the employees and the leader's emotional intelligence should be appropriate in different situations and circumstances. Secondly in order to promote teamwork, communication is very important in creating clarity around team goals and responsibilities of all employees. It is recommended that more mechanisms aimed at improving team trust should be arranged for employees to gain more knowledge and new skills in their respective fields. Finally, team commitment needs to be given much emphasis since it can help

in enhancing the quality of social relations within the team. This result suggests that KCCA should invest in activities that increase affective team commitment as, for instance, team building activities.