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Abstract
Due to the high staff leaving rate, international tourist hotels frequently get into difficulties in controlling the sources and quality of human resources. In addition, because of the great wave of the human requirement, the low and busy seasons, customers' diverse need, and the instability of work time, such as the shift work system, the employees' job stress will arise. As a result, it will definitely have a great influence on the employee's job performance or turnover intention. In the workplace, employees' emotional intelligence, which may produce an effect on job stress and job performance, surely has much to do with the purchasing behavior of the customers.
Based upon above statements, the main purpose of this study aims at the understanding of international tourist hotel employees' emotional intelligence, job stress and job performance and investigation of the moderating effect on job stress and job performance. The study takes the employees of the international tourist hotels, with more than 200 rooms, as sample and uses the convenient sampling of non-probability to conduct the research. A total of 370 copies of questionnaire have been delivered, and the valid returned copies are 316 in total. The findings have shown as the following:
1. The higher the employees' job stress, the lower the job performance.
2. The higher the employees' emotional intelligence, the higher the job performance.
3. The negative impact of job stress on job performance is lower for staves with high emotional intelligence than for those with low emotional intelligence.
Keyword：job stress, job performance, emotional intelligence
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