Quo vadis? Developing Emotional Intelligence in an Artificial Intelligence world

Sabie Oana Matilda
Bucharest University of Economic Studies, Faculty of Administration and Public Management, Bucharest, Romania

Nica Elvira
Bucharest University of Economic Studies, Bucharest, Romania

Androniceanu Armenia
Bucharest University of Economic Studies, Bucharest, Romania

Abstract: Higher education (HE) in Romania, like everywhere else on the globe, is currently undergoing a period of development and changes. In order to effectively respond to this challenges, HE institutions will require academic leaders who can actively involve the institution and its staff in processes of change and transformation. In an artificial intelligence (AI) growing world, it has been noted that organizations, and especially higher education institutions, must function as learning organizations and have emotionally intelligent (EI) employees in order to become emotionally intelligent organizations. Emotional intelligence (EI) is a very important asset that has the power to rejuvenate and reignite the purpose of an organization, as well as motivate human resources (HR) to enhance their performance. In order to perform better in the contemporary technological era, organizations must develop employees' emotional intelligent skills, giving them the necessary tools to achieve success in a virtual competitive world. In light of the growing academic acknowledgement of the important role of AI and EI, a question emerges: do higher education leaders and human resources posse the necessary emotional intelligence level and skills to ensure the continued success of their institutions within an AI landscape and intensifying competition. The emotional intelligence profiles of various stakeholders in a HE institution are examined in order to answer this question. The findings show, so far, that there is a gap between the existing level of EI and that which is necessary for the successful transformation of an organization in an AI world. The findings emphasize the necessity of customised development programs that can enhance the EI skills of various stakeholders in HE. This, in turn, will improve the performance of organizations in a dynamic and challenging technological environment.