

ABSTRACT

Modern workplaces are becoming increasingly dynamic due to technological advancements and sociocultural shifts. With the changing work dynamics, the proposition that interpersonal and intrapersonal skills are just as crucial for successful job performance as other core competencies or essential technical expertise has gained further affirmation. Social Intelligence (SI), refers to a set of abilities focused on how individuals interact with one another, has been associated with one's interpersonal faculties, which contribute to people skills or life skills. SI is instrumental for both personal and professional accomplishments, it gains greater relevance in the context of non-governmental organizational management, as human resources are the fundamental and most crucial resource; in fact, they are considered the cornerstone of the Non-Government Organizations. Extant literature highlighted that research in this domain is scarce, and this study is an attempt towards this. This thesis studies SI under the overarching framework of the Job Demands-Resources (JD-R) model. This study comprises two parts, Study 1 and 2. The first part explicates the concept of personal resources under the JD-R model framework, here SI is positioned as a personal resource. In the second part of the study, the effect of SI along with other personal resources like emotional intelligence (EI) and psychological capital (PsyCap) on work-related outcomes like work engagement and organizational citizenship behaviour (OCB) have been examined. The structural model analysis was employed to test the hypothesis by utilizing Partial Least Squares- Structural Equation Modelling (PLS-SEM) SmartPLS 3.0 software package. The data has been collected from employees of Indian NGOs, 205 employees participated in study 1 and 288 in study 2. The findings of the study revealed that SI as a personal resource positively contributes towards positive job outcomes i.e., work engagement and psychological well-being. There is also a significant positive relationship between SI and PsyCap, and EI and PsyCap. Further PsyCap has a positive relationship with work engagement, and work engagement influence OCB positively. This thesis offers significant theoretical as well as practical implications for non-governmental organizational management in general and Indian NGO management in particular.

Keywords: Social Intelligence, Emotional Intelligence, Work Engagement, Job Demands-Resources Model, Personal Resources, Non-governmental Organizational Management, Indian Non-Government Organizations.