

Social Network Based Leadership Decision Making supported by Social Capital, Knowledge Management processes and Emotional Intelligence

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8th European Conference on Intellectual Capital, ECIC 2016, Italy

Abstract:

Literature reported a demand for improving the healthcare (HC) service quality, which arose in response to the high rates in patient dissatisfaction due to the highly reported rates of physicians' diagnostic errors. Current research focused on social networks that facilitate HC professionals in sharing knowledge to support their style of decision making (DM). Furthermore, in addition to effective knowledge, leadership skills are also required by physicians for effective decision making (DM). While past research argued on the importance of leadership for DM while predicting this relationship on the supportive role of knowledge management and emotional intelligence, this study extends previous research to further propose a supportive role of social capital of resources, using social networks, to better understanding the role of emotional intelligence to achieve improved HC service quality.

KEYWORDS: Leadership, decision making, Social Capital, Networks, Healthcare emotional intelligence