EMOTIONAL INTELLIGENCE (EI) AND EMPLOYEE PERFORMANCE
AT JOHOR CUSTOMS TOWER, ROYAL MALAYSIAN CUSTOMS DEPARTMENT

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2016645134

Submitted in Partial Fulfillment of the Requirement
For the Bachelor of Business Administration with Honours
(International Business)

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA KAMPUS BANDARAYA

JULY 2018
DECLARATION OF ORIGINAL WORK

BACHELORE OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”

I, Nilam Mizati Binti Mohd Ismail, (I/C Number : 950624-08-5604)

Hereby, declare that:

● This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

● This project-paper is the result of my independent work and investigation, except where otherwise stated.

● All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature : ___________________________ Date:_________

______________________________
Nilam Mizati Binti Mohd Ismail
LETTER OF SUBMISSION

Puan Nurul Azlinda Chek Talib
Lecturer of UiTM Melaka City Campus
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Dear Puan Nurul Azlinda Chek Talib

SUBMISSION OF PROJECT PAPER (IBM 672)
Enclosed here is the project paper entitled “Emotional Intelligence (EI) and Employee Performance at Johor Customs Tower, Royal Malaysian Customs Department” to fulfill the requirement as needed by the Faculty of Business and Management, Universiti Teknologi MARA (UiTM)

Thank you.
Yours sincerely

Nilam Mizati Binti Mohd Ismail
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The study explored the dimensions of emotional intelligence influence on employee performance at Johor Customs Tower of Royal Malaysian Customs Department, Johor Bahru. This study was divided into five important chapters named as introduction, literature review, research methodology, findings and conclusion and recommendation. The purpose of this study is to investigate whether factor of emotional intelligence influence employee performance. This empirical study collected by using quantitative data from employee at Johor Customs Tower, 180 questionnaires were distributed and all of them has been returned. Four variables has been measured which are self-awareness, self-regulation, self-motivation and social skills. The findings show that there are significant relationship between self-awareness, self-regulation, self-motivation and social skills. towards employee performance. The findings of this study are limited to Johor Customs Tower. There are recommendations provided in every variable accepted and future research for better understanding to conduct this study in the future.