RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG EMPLOYEES AT SOCIAL SECURITY ORGANIZATION (SOCSO) JALAN AMPANG

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BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT)

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Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business Administration with Honours

(Human Resource Management)

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DECLARATION OF ORIGINAL WORK

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“DECLARATION OF ORIGINAL WORK”

I Rabiatun Adawiyah Bt Ahmad Zaini, (I/C Number: 960812-14-6186)

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: 5th July 2018

Rabiatun Adawiyah Bt Ahmad Zaini
LETTER OF SUBMISSION

Madam Norraeffa Bt Md Taib
Lecturer of UiTM Melaka City Campus
Faculty of Business Management
Universiti Teknologi MARA
110, Off Jalan Hang Tuah
75300, Melaka.

Dear Madam Norraeffa Bt Md Taib,

SUBMISSION OF PROJECT PAPER (HRM 672)

Enclosed here is the project paper entitled “Relationship between Emotional Intelligence and Job Satisfaction among employees at Social Security Organization (SOCSEO) Jalan Ampang” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

Rabiatun Adawiyah Bt Ahmad Zaini

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ABSTRACT

This study has intended to examine the relationship between emotional intelligence and job satisfaction among employees in Social Security Organization (SOCSO) at Jalan Ampang. This relationship was examined based on variables in emotional intelligence which is Other emotion appraisal, Use of emotion, Self-emotion appraisal and Regulation of emotion. This study use quantitative method whereby set of questionnaires are used to collect the data. There were 113 of data respondents. The data analyses in this study were analysed by using the IBM SPSS statistics software. Descriptive statistics were used to measure relationship between emotional intelligence and job satisfaction. Meanwhile, testing of means analysis, Pearson Coefficient and regression analysis were performed to examine the relationship between emotional intelligence and job satisfaction. Results indicate there is a strong significant relationship between emotional intelligence and job satisfaction. The discussions of study implications and future research will be explained at the end of this study.

KEYWORD: Emotional Intelligence, Job Satisfaction, Other emotion appraisal, Use of emotion, Self-emotion appraisal, Regulation of emotion