



**EMOTIONAL INTELLIGENCE AND ITS IMPLICATION  
TOWARDS JOB SATISFACTION**

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**MAY 2010**

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TOWARDS JOB SATISFACTION**

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**Submitted in Partial Fulfillment  
Of the requirement for the  
Bachelor of Business Administration  
(Hons) Human Resource**

**FACULTY OF BUSINESS MANAGEMENT  
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**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION**

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**“EMOTIONAL INTELLIGENCE AND ITS IMPLICATION TOWARDS JOB  
SATISFACTION”**

I, HAMIM BIN SENIN (2008426382)

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: \_\_\_\_\_

## LETTER OF SUBMISSION

10th MAY 2010

The Head of Program

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Dear Sir,

### SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**EMOTIONAL INTELLIGENCE AND ITS IMPLICATION TOWARDS JOB SATISFACTION**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

HAMIM BIN SENIN

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## ABSTRACT

Nowadays in locally our beloved country, there is less number of researches about emotional intelligence. It would be valuable and interesting to have more current research on emotion intelligence due to the rapid change of culture and environment of any organization or sector. The purpose of this paper is to analyze the relationship between emotional intelligence (EI) and job satisfaction by considering any other factors that might be influence the emotional intelligence. The spot question or main objective of the study is to analyze the effect of emotion intelligence and job satisfaction itself, thus taking the consideration on how respondent's feeling through their work, and recognize the relationship between job post and job satisfaction.

The data use in this study was gathered from two method of collecting data, which is primary data and secondary data. Respondents have been given 4 pages of questionnaire with the total number of 56 questions, in order to gather information regarding the purpose of the study. Hence, 40 questionnaires successfully answered and the data were compute by using Statistical Program for Social Science (SPSS). The result indicates that, there is no significant relationship between emotional intelligence itself and job satisfaction.

**Keywords:** Emotional Intelligence, administrative workers, lecturers

**Research type:** Research paper