



**EMOTIONAL INTELLIGENCE TOWARDS WORK
PERFORMANCE AT JOHOR EDUCATION DEPARTMENT**

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BANDARAYA MELAKA**

JULY 2013

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**Submitted in Partial Fulfillment
of the Requirement for the
Bachelor of Business Administration
(Hons) Human Resources Management**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JULY 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

We, NurulAtikahBintiZainal (I/C Number: 900710-01-6490) and NurSyarinaBinti Abdul Hakem, (I/C Number: 900823-01-5064), 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 result of any independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature,

Signature,

.....
(NURUL ATIKAH BINTI ZAINAL)

900710-01-6490 / 2011848614

Date: 1st July 2013

.....
(NUR SYARINA BINTI ABDUL HAKEM)

900823-01-5064 / 2011427968

Date: 1st July 2013

LETTER OF SUBMISSION

1st July 2013

The Head of Program
Bachelor of Business Administration (Hons) Human Resources Management
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title **“EMOTIONAL INTELLIGENCE TOWARDS WORK PERFORMANCE AT JOHOR EDUCATION DEPARTMENT”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

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ABSTRACT

Emotional intelligence becomes a common problem faced by employees in many organizations today. The purpose of this project is to study the level of emotional intelligence towards work performance at Johor Education Department. Emotional intelligence provide the world with knowledge about how EI can be interpreted as an emotion towards one and another and how it will relate with work performance. It has been the main purpose of this study to use Emotional Intelligence and Work Performance to test it with the employees of Johor Education Department. The employee in the organization which comes from ages range from 25 to 60 years old and from different department. Data is collected through a questionnaire distributed to 161 employees in the Johor Education Department using cluster sampling. The researcher has found that there is a significant relationship between emotional intelligence and work performance among the line workers at Johor Education Department. Based on 3 elements of emotional intelligence, the expression emotion gets the higher score of correlation compare to regulation emotion and utilization emotion. The Statistical Package for Social Science (SPSS) 20 was able to help the researchers to analyze the findings and interpret it. This study is beneficial to the organization because the organization can study whether emotional intelligence will help the organization or individual performance. In addition, it will help them to gain awareness on the most factor of their work performance even the contribution is only in small number. Recommendations for future researches are also having been discussed.