



**THE EFFECT OF EMOTIONAL INTELLIGENCE ON EMPLOYEE WORK
PERFORMANCE**

SHAZWANI BINTI ZULKAFLI

2017420682

**BACHELOR OF BUSINESS ADMINISTRATION
HONOURS HUMAN RESOURCE MANAGEMENT**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JULY 2020

DECLARATION OF ORIGINAL WORK



**BACHELOR OF ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, Shazwani Binti Zulkafli,

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 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: *Shazwani Zulkafli*

Date: 14th July 2020

ACKNOWLEDGEMENT

First of all, I would like to express my sincere appreciation to my research advisor, Madam Arnida Jahya who has always been there to guide and encourage me since the starting of the research to the end of it. Also, for her wise advice and comment that I always accept open-heartedly and use them wisely while preparing this research. Without her guidance, the main purpose of this research could not be achievable.

Next, I would like to express my gratitude to Pejabat Setiausaha Kerajaan Negeri Sembilan (PSUKNS) for allowing me to do both my internship program and my research there. Also, with them providing invaluable assistance which does help to ease my research. Not to be forgotten on how generous of them in sharing their knowledge and past working experience with me that does help me in performing my research there.

Besides, I would like to send out my gratitude to my family who always been there for me and had never stopped giving their full moral support and encouragement while I'm doing this research. All those valuable advice that helps me to keep moving forward. Next, my appreciation also goes out to my fellow friends who willing to share their knowledge and show some guidance regarding this research. Together we can complete this research successfully.

ABSTRACT

An organization success would be determined by the performance of the employees. The organization could never perform well if their employees unable to perform well. Most manager starts to provide better benefit and rewards either in monetary or non-monetary form in order to ensure that their employees could always perform well. However, the employee's bad performance sometimes cannot be controlled by the organization but the employees themselves. This involves the employee's ability to understand how the people around them actually feels. This study is to identify the effect of emotional intelligence on the staff of Pejabat Setiausaha Kerajaan Negeri Sembilan (PSUKNS) work performance. This study would analyse the relationship between work performance and emotional intelligence which consist of four dimension which are self-regulations, self-awareness, self-motivation and social skills. All the respondents were employees of the Pejabat Setiausaha Kerajaan Negeri Sembilan. Data was collected through questionnaire survey.

TABLE OF CONTENT

CONTENT	PAGE
TITLE PAGE	i
LETTER OF DECLARATION	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v-vii
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
 CHAPTER 1 INTRODUCTION	
1.1 Introduction	1
1.2 Background of Research	1-2
1.3 Problem Statement	3-4
1.4 Research Questions	5
1.5 Research Objectives	5
1.6 Scope of Study	5
1.7 Significance of Study	6
1.8 Definition of Terms	7
 CHAPTER 2 LITERATURE REVIEW	
2.1 Introduction	8
2.2 Dependent Variable: Employee Work Performance	8-10
2.3 Independent Variable: Emotional Intelligence	11-12
2.3.1 Self-Regulation	13-14
2.3.2 Self-Awareness	15-16
2.3.3 Self-Motivation	17-18
2.3.4 Social Skills	19