

THE RELATIONSHIP BETWEEN EMOTIONAL
INTELLIGENT AND SELF-EFFICACY AMONG
EMPLOYEES AT WISMA PERSEKUTUAN
(MITC AYER KEROH) MELAKA

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CHAPTER 1

INTRODUCTION

This study is focuses on the relationship between emotional intelligent and self-efficacy among employees at the Wisma Persekutuan (Miti Ayer Keroh), Melaka. This study was covered all the dimensions in emotional intelligent that effect on self-efficacy of the employee. In this chapter are includes several topics that are related to this study, which is background of study, statement of problem, research objectives, research question, significant of study, limitations of study, and definition of term for each elements that include in this study. This chapter will helps to understand and provide information about the study.

Background of study.

Emotional intelligent plays an important role that can give effect towards self-efficacy among the employee. Several numbers of researches has been conducted to provide knowledge and information to support this statement. Based on researches that conducted by Hamid Jamshidi, Javad and Mehdi (2012), it has been stated that emotional intelligent have a significant impact on employee's self-efficacy. Besides that, according to Syed Nadeem, Dr. Aisha and Ayesha (2012), it also stated that emotional intelligent provide the positive impact on self-efficacy of the staff.

Emotional intelligent has five dimensions which are self-awareness, self-regulation, self-motivation, empathy and social skills, all this dimensions are based on Daniel Goleman theory (1998), and was used in this study. According to Mayer et.al (2000), and cited by Salami (2008), emotional intelligent is the individual ability to identify and express their emotions then gripping it in thinking, by understand with emotions and regulate them in individual's self and others. Based on previous researches, adopted from Salovey and Grewal (1990), cited by Jaya Amantha and Balakrishnan (2012), emotional intelligent refers to skills that enables person to monitor their emotions and those around them, distinguish between those emotions so the right decision and action can be made.

Self-efficacy that based on Bandura theory (1994), it has explained that, self-efficacy is the individual's belief that will observe the ability to do a task in himself (Hamid Jamshidi, Javad and Mehdi, 2012). Self-efficacy can be the important factors to generate individual to perform the work well and motivated them to take the problem as a challenges. Based on previous researches, Fred (2011), he has found that self-efficacy provide the big influences to the tasks that will employee choose to learn and the goals that they set for themselves. According to Hamid Jamshidi, Javad and Mehdi (2012), employee with high emotional intelligent can perform the better performance, and have a higher self-efficacy to direct individual to achieve the successful goals. All dimensions in emotional intelligent will give the effect to self-efficacy of employees and with self-awareness dimensions provide the most effect (Hamid Jamshidi, Javad and Mehdi, 2012). Based on previous researches, Syed Nadeem Abbas et.al (2012), it has been found that self-awareness, self-regulation, motivation, empathy and social skills, has direct relationship in increasing the beliefs and emotional control of the staff and intensity of self-efficacy.