



**EMOTIONAL INTELLIGENCE (EI) AND EMPLOYEE PERFORMANCE  
AT JOHOR CUSTOMS TOWER, ROYAL MALAYSIAN CUSTOMS DEPARTMENT**

**NILAM MIZATI BINTI MOHD ISMAIL  
2016645134**

**Submitted in Partial Fulfillment of the Requirement  
For the Bachelor of Business Administration with Honours  
(International Business)**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS AND MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA KAMPUS BANDARAYA**

**JULY 2018**

**DECLARATION OF ORIGINAL WORK**



**BACHELORE OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS AND MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Nilam Mizati Binti Mohd Ismail, (I/C Number : 950624-08-5604)

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:\_\_\_\_\_

---

Nilam Mizati Binti Mohd Ismail

## LETTER OF SUBMISSION

Puan Nurul Azlinda Chek Talib  
Lecturer of UiTM Melaka City Campus  
Faculty of Business and Management  
Universiti Teknologi MARA  
110, Off Jalan Hang Tuah  
75300 Melaka

Dear Puan Nurul Azlinda Chek Talib

### **SUBMISSION OF PRAJECT PAPER (IBM 672)**

Enclosed here is the project paper entitled “**Emotional Intelligence (EI) and Employee Performance at Johor Customs Tower, Royal Malaysian Customs Department**” to fulfill the requirement as needed by the Faculty of Business and Management, Universiti Teknologi MARA (UiTM)

Thank you.

Yours sincerely

---

Nilam Mizati Binti Mohd Ismail

## TABLE OF CONTENTS

	<b>PAGE</b>
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	ix
LIST OF TABLES	x
ABSTRACT	xi
<b>CHAPTER 1 INTRODUCTION</b>	
1.0 Introduction	1
1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Research Questions	6
1.4 Research Objectives	6
1.5 Scope of Study	7
1.6 Significant of Research	7
1.7 Limitation of Study	9
1.8 Definition of Terms	10
<b>CHAPTER 2 LITERATURE REVIEW</b>	
2.0 Introduction	12
2.1 Employee Performance	12
2.2 Emotional Intelligence affect Employee Performance	15
2.2.1 Self-Awareness	16
2.2.2 Self-Regulation	18

## ABSTRACT

The study explored the dimensions of emotional intelligence influence on employee performance at Johor Customs Tower of Royal Malaysian Customs Department, Johor Bahru . This study was divided into five important chapters named as introduction, literature review, research methodology, findings and conclusion and recommendation. The purpose of this study is to investigate whether factor of emotional intelligence influence employee performance. This empirical study collected by using quantitative data from employee at Johor Customs Tower, 180 questionnaires were distributed and all of them has been returned. Four variables has been measured which are self-awareness, self-regulation, self-motivation and social skills. The findings show that there are significant relationship between self-awareness, self-regulation, self-motivation and social skills. towards employee performance. The findings of this study are limited to Johor Customs Tower. There are recommendations provided in every variable accepted and future research for better understanding to conduct this study in the future.

KEYWORDS: *Employee performance, Emotional intelligence, Self-awareness, Self-regulation, Self-motivation and Social skills.*