



اَوْنُوْرَسِيْتِي تِيْكْنُوْلُوْجِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**PSYCHOLOGICAL DIVERSITY TOWARDS TEAM INTERACTION  
PROCESSES IN LEMBAGA ZAKAT NEGERI KEDAH (LZNK)**

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**BACHELOR OF BUSINESS ADMINISTRATION**

**WITH HONOURS**

**(HUMAN RESOURCE MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT**

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**DECLARATION OF ORIGINAL WORK**



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

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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 the information have been specifically acknowledged.

Date: 28 JUNE 2019

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## **ABSTRACT**

Nowadays, team interaction processes is a crucial thing for an organization to have a better quality result to achieve the organizational goals. The purpose of this study is to examine the relationship between independent variables with dependent variable of employees in Lembaga Zakat Negeri Kedah. The items of emotional stability, extraversion, agreeableness and emotional intelligence could possibly affect team interaction processes in Lembaga Zakat Negeri Kedah. The total sample of three populations is 113 after the distribution result. The questionnaire is acceptable and can be regarded as normal distribution through the random sample from Lembaga Zakat Negeri Kedah. This study helps to identify the matter regarding the work as a team among the employees in the organization. The results of hypotheses can identify that there are relationships of four independent variables which are emotional stability, extraversion, agreeableness and emotional intelligence towards team interaction processes of employees in Lembaga Zakat Negeri Kedah.