

**A STUDY OF RELATIONSHIP BETWEEN EMPLOYEE'S
EMOTIONAL INTELLIGENCE AND JOB PERFORMANCE AT
PEJABAT PENGURUSAN AIR PAHANG BERHAD (PAIP)**

**Prepared for:
MADAM MAS'UDAH BINTI ASMUI**

**Prepared by:
SHAHDATUL AZIHA BINTI KAMARUDZAMAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT**

July 2020

TABLE OF CONTENTS

	Pages
ABSTRACT	i
ACKNOWLEDGEMENT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	vi
LIST OF FIGURES	vii
 CHAPTER 1	
INTRODUCTION	
Background of the Study	1
Statement of the Problem.....	3
Research Objectives.....	5
Research Questions	5
Research Hypotheses.....	6
Significance of the Study	6
Limitations of the Study.....	7
Definition of Terms	8
Chapter Summary.....	9
 CHAPTER 2	
LITERATURE REVIEW	
Definition.....	10
Sub-Topics	11
Chapter Summary.....	19

CHAPTER 3**METHODOLOGY**

Research Design.....	20
Sampling Frame.....	21
Population.....	21
Sampling Technique.....	21
SampleSize.....	22
Unit of Analysis.....	22
Instrument.....	23
Data Collection Procedures	23
Validity of Instrument.....	24
Plan of Data Analysis	25
Chapter Summary.....	26

CHAPTER 4**FINDING AND DISCUSSION**

Introduction.....	27
Data collections and Data Entry.....	27
Demographic Information.....	28
Analysis of finding.....	37
Chapter Summary.....	52

CHAPTER 5**CONCLUSION AND RECOMMENDATION**

Introduction.....	53
Demographic Background.....	53
Conclusion.....	54
Recommendation.....	56
Chapter Summary.....	57

REFERENCES.....	58
------------------------	-----------

APPENDIXES.....	63
------------------------	-----------

ABSTRACT

The final report project was carried out in order to fulfill the requirement of Academic Project (ASM662). This study was conducted in Pejabat Pengurusan Air Pahang Berhad (PAIP). There were two main objectives which were to analyze the elements of emotional intelligence used among employee's in the organization and to determine the relationship between employee's emotional intelligence and their job performance. The types of emotional intelligence were self-awareness, self-management, social awareness and relationship management.

By referring to the table of Krejcie and Morgan (1970), the population of staff at PAIP was 80 hence the sample size taken was 66. The sampling technique used in this study was simple random sampling and by using ballot. From the overall findings, it can be concluded that there was a relationship between employee's emotional intelligence and job performance. For future researchers might examine relationship between emotional intelligence and other dependent variables such as job motivation and quality of work life.

KEYWORDS: Emotional intelligence, self-awareness, self-management, social awareness, relationship management and job performance.