

## The Relationship Between Job Satisfaction and Social Skill

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### ABSTRACT

*Emotional Intelligence (EI) which can be defined as emotion regulations dimension becomes an essential element needed by an employee in achieving the organizational goals. It is also found that there is a strong relationship between emotional intelligence and job satisfaction. Job satisfaction is one of the elements which had been eagerly discussed, however there is a limited number in study focusing on the relationship between job satisfaction and the dimension in emotional intelligence which is social skill. This study is focusing on the sport organization employees, 148 respondents had giving their cooperation by answering the developed questionnaire. The findings show that, social skill had a positive and significant relationship with job satisfaction. With  $p < 0.005$ , this shows that there is a significant relationship not to be forgotten the value of correlation is .857 which classified as high level of correlation. This shows that social skill will positively affects the job satisfaction for employees in sport organization.*

**Keywords:** *job satisfaction, social skill, sport organization, emotional intelligence*

### INTRODUCTION

Towards creating a whole new world that is competitive align with other countries, Malaysia had been greatly know in achieving success in the economy, tourism and many other industries. Not to be forgotten, the success in sports had been one of the key factors for Malaysia acknowledgement around the world. For all the success there are a solid foundation behind it and for sports in Malaysia the sport organization plays important role in creating the success for sport industry.

In each organization the employees play an important role in achieving the organization goals. According to Önday (2016), organization can be defined as a tool in completing goals through groups of human power and regulated by the external environment, this statement proved that in organization the employees were the linkers and coordinators in achieving organization goals. By having this it is important to understand how to keep the employees in a good shape both physically and emotionally. World Health Organization (2010) also stated that, a healthy workplace is a place where everyone works together to achieve an agreed vision for the health and well-being of workers and the surrounding community. In addition, it also provides all members of the workforce with physical, psychological, social and organizational conditions that protect and promote health and safety and enables managers and workers to increase control over their own health and to improve it, and to become more energetic, positive and contented (World Health Organization, 2010).

From this statement it was also important to understand the state of emotional intelligence of an employee. Emotional intelligence study had evolved ever since the model of emotional intelligence was developed by Daniel Goleman in 1995 which encompasses self-awareness, social skills, self-regulation, motivation and empathy. From five of the dimensions the social skill dimension was seemingly related in achieving job satisfaction, thus this study was focusing on identifying the relationship between social skills and job satisfaction among employees of sport organization in Klang Valley.

## **LITERATURE REVIEW**

### **Job Satisfaction**

Accordingly, job satisfaction can be defined as individual differences and the differences in task completing (Benjamin & Melissa, 2001). However, study by Rintaugu (2013) defined job satisfaction as being pleasure and comfortable in a working environment. Previous statement can be related by a statement by Awang, Ahmad, and Zin (2010) which mentioned that the degree of satisfaction can be varied as it can be caused by the intrinsic or the extrinsic factors which include in the organization. Job satisfaction derived from external and internal factors which regulates an individual routine of work and affected an individual personal growth and recognition from others (Rintaugu, 2013). By understanding the job satisfaction in an organization, it may result in a better quality of work and productivity (Grimaldi-Puyana, Pérez-Villalba, Bernal-García, & Sánchez-Oliver, 2018). The previous statement is related to a study by Awang, Ahmad, and Zin (2010) which mentioned that, job satisfaction may be a contributor for job performance and work commitment, an employee who is satisfied with his job would be performing well and committed to his job and subsequently to his organization.

In addition, job satisfaction is also an operation of work expectations, works objective conditions and the perception form of individual toward these conditions. The previous study showed that there are four main reasons were reported, namely (1) the nature of staff relationships, (2) career development, (3) scope of work, and (4) salary (Wan Ahmad & Abdurahman, 2015). The previous researchers also mentioned that, all participants agree that the social relationship with their peers is very supportive and very important as they can give them a sense of social belonging and a sense of social and psychological needs. (Wan Ahmad & Abdurahman, 2015). Past study also shows that there are many varieties that affects work satisfaction, and these affect the worker's perception (Grimaldi-Puyana, Pérez-Villalba, Bernal-García, & Sánchez-Oliver, 2018). The statement mentioned is align with statement from a study conducted by Singh (2013), the employee's personal factors was influenced by financial status, stress coping, social and communication skill and as well as the optimism in working.

### **Emotional Intelligence**

According to Al-hamami, Hashim, Songip, and Al-saeed (2015), Emotional Intelligence (EI) is an essential element for an organizational success. Emotional Intelligence is on of the must-have skills that need to be empowered in an organization. Related to the previous statement, Emotional Intelligence is important in an organization as it helps in increasing the leadership skills and as well as creating a good follower (Al-hamami, Hashim, Songip, & Al-saeed, 2015). Accordingly, Emotional Intelligence can be defined as an ability to understand, manage, and control emotions of self and others (Singh, 2013) emotional intelligence also an innate potential to feel, use, communicate, recognize, describe, remember, identify, manage, learn from, understand and explain emotions (Assanova & Mcguire, 2009). In a

previous study conducted the expansion and globalization towards business, corporate industry had led to adaptations by organizations in regulating a new and fresh strategies for the workers in developing an efficient and effective product and productivity of services provided (Ealias & George, 2012). The employee's effectiveness can be determined through factors such as financial support, educational background, job position and attitude (Al-hamami, Hashim, Songip, & Al-saeed, 2015). In order to achieve the goals, the focus is the workers, by having a good Emotional Intelligence regulation an organization may achieve its goal successfully. In facing the global challenges, the workers tend to face stress and affected their job satisfaction, this makes Emotional Intelligence important (Shazia Suhail, Ishak, & Khan, 2013).

### **Job Satisfaction and Emotional Intelligence (social skills)**

According to a study conducted there is a strong relationship between emotional intelligence and job satisfaction (Shazia Suhail, Ishak, & Khan, 2013). The results from the study showed that higher scores of employees' EI, the higher scores for the job performance and satisfaction. Previously, the study shows that, people with good emotional intelligence tend to have a better control upon their behavior, they are more satisfied with their job, have healthy interpersonal relationships, and enjoy good quality of personal and organizational lives (Siti Sarawati Hj. Johar, 2011) The previous statement does suit the earlier research conducted by Assanova and Mcguire (2009), individuals with high levels of emotional intelligence experience more successful job route, establish stronger individual relations and are directed more effectively. Accordingly, Goleman and Nunes (2003) mentioned that, emotional intelligence is the combination of self-awareness, social skills, self-regulation, motivation and empathy, it is about on how one could understand themselves better. Our success was not only will be judge based on how smart we are but as well as how good we are in controlling ourselves (Goleman & Nunes, 2003). Nowadays, job satisfaction and emotional intelligence received much attention by the academicians and as well as the industry.

Relatively, the relationship between Emotional Intelligence does affect the employees in an organization. Though there are 5 dimensions in emotional intelligence, one of the dimensions relevant to be studied is the social skills. Social skill is an interpersonal element that requires an individual handling others' emotion in a relationship (Siti Sarawati Hj. Johar, 2011). The previous statement supported by a statement by Jones, Jones, Latreille and Sloane (2009), in order to equip them with skills and abilities necessary to do their tasks and duties, and more importantly, to get them satisfied with their job once training was found to have a relationship with job satisfaction. Even though the previous study had already mentioned the relationship between job satisfaction and emotional intelligence, limited studies had been conducted in focusing on the social skill dimension, additionally in previously there was a limited study done on sports organization. Thus, this study was conducted in focusing on the relationship upon job satisfaction and social skill among employees in sport organization in Klang Valley.

## **FINDINGS**

### **Respondent Background**

The samples were selected from the five sports organizations identified in Klang Valley, namely the National Sports Council, Selangor Sports Council, Wilayah Persekutuan Sports Council, Youth and

Sport Department Kuala Lumpur, and the Youth and Sport Department Selangor. A total of 190 questionnaires were issued but only 148 questionnaires were completed.

## Results

**Table 1: Correlation between Job Satisfaction and Social Skill**

		Job Satisfaction	Social Skill
Job Satisfaction	Pearson Correlation	1	.857**
	Sig. (2-tailed)		.000
	N	148	148
Social Skill	Pearson Correlation	.857**	1
	Sig. (2-tailed)	.000	
	N	148	148

Table 1 shows that job satisfaction had a significant positive relationship with social skills as the  $p < 0.005$ . Not only that the from the table as well we can see that the correlation level is .857\*\* which is classified as high correlation.

## DISCUSSION

The relationship between job satisfaction and the social skills are essential in determining the success of an organization. Most of the previous study revealed that both job satisfaction and Emotional Intelligence are interrelated (Shazia Suhail, Ishak, & Khan, 2013). Previous study on job satisfaction and Emotional Intelligence also stated that employees with a good ability in managing emotions and communication with colleagues can easily cope with stress. These statements can be supported by the current results for this study, where Table 1 shows that there is a high significant positive relationship between social skills and job satisfaction. From the table it can be stated that the employees in Klang Valley sport organization believed that social skills which include communication and relationship status affects their happiness and satisfaction working in that organization. This can be supported by a statement by Jones, Jones, Latreille and Sloane (2009) in a study mentioning that, in order to increase performance, the employees need to be equipped with skills and abilities to deal with colleagues and to be happy with the working environment. From a study conducted, Emotional Intelligence is proven in leading for a better job performance and job satisfaction, the most developed skills were the area of interpersonal, intrapersonal, adaptability, stress management and general mood. (Kassim, Bambale, & Jakada, 2016). The communication and social skill do not only apply to the employees among them but as well as in the leadership approach. It is proven that employee's sense of job satisfaction is enhanced by an adaptable leader who, as an initiator of change, will support well-conceived plans, ideas and proactive thinking that are tabled for the good of the organization (Singh, 2013). By having a good communication skill, it will enhance the leadership skills. The elements of having good social skills regulation is a basic for having a good handling of an individual's Emotional Intelligence.

By having so, the employees will be comfortable to work and definitely will be able to treat the leaders professionally and positively (Singh, 2013). Singh (2013) mentioned that, a good understanding and communication between leaders, workers and colleagues will provide a professional relationship which creates opportunities for leaders and workers to share concerns and to solve the problems together.

Clearly, a mutual respected environment in organization will nurture the social skills that encourage human base understanding and increase the empathy level (Singh, 2013).

## CONCLUSION

As a conclusion it was clear that in this study the employees of sport organizations in Klang Valley find that job satisfaction can be positively related with social skills. A positive improvement or sustaining in social skill may cause positive changes in job satisfaction. Additionally, is necessary to organize an educational program in accordance with organizational purposes in order to build and expose the importance of the emotional intelligences of the participants who have low emotional intelligence and motivating workers in accordance with organization's purposes. As a suggestion for future study, the study could be enhanced to a wider coverage of sport organizations and can be focusing on the sports athletes. Emotional Intelligence is something that cannot be learned in a standard intellectual way, it is something that derived from the understanding and regulating the emotions. This will help in developing and maintaining the relationship between living organism (Assanova & Mcguire, 2009).

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