

**THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND JOB PERFORMANCE: A CASE STUDY AT SARAWAK
TIMBER INDUSTRY DEVELOPMENT CORPORATION (STIDC)**

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

The purpose of this correlational study was to investigate the relationship between emotional intelligence and job performance by adapted from Mayer and Salovey, (1997) and Job Performance (Borman and Motowidlo, (1993). Mayer and Salovey(1997) described four elements of emotional intelligence but only two elements choose to be studied which is self-awareness and social awareness. Meanwhile Borman and Motowidlo was focused on two influence factor of job performance namely contextual performance and task performance. In general, two objectives of this study were to determine which the most significant factor that has relationship to employees Job Performance and to investigate the relationship between Emotional Intelligence and Job Performance among employees at Sarawak Timber Industry Development Corporation (STIDC). Hence descriptive and correlation analyses were conducted in explaining in this research finding. Apart of that, interview was conducted to asking about validity of the questionnaire before actual test conducted. On the other hand, the actual study covered 110 STIDC staff as population and only 86 of them were taken as sample size by using Krejcie and Morgan (1770) table. Data collection was done using quantitative methods which using questionnaire which analysed using IBM Science Social (SPSS) version 19.0. Last but not least, the researcher hoped that, these research finding will be useful and able to provide information in future research.

CHAPTER 1

INTRODUCTION

Background of study

In this time of globalization, where there is highly social, experimental, financial and social trade, the achievement of a man relies on upon numerous individual variables. This includes the attitude, successful in education, informal networking and have good financial. In addition, people with high performance and with high emotional intelligence are often the most needed in the organization (Askiah, Arun & Zuroni, 2015).

According to Zakieh, Fatemeh & Mahmood (2013) job performance generally about the level of individual performs his job. Meanwhile, Emotional intelligence (EI) is other factor that can influence a person or individual increasing or decrease their performance in work. Emotional Intelligence has two theories that need to explore with emotion and with intelligence. Positive values are provided at any level of employees Emotional Intelligence (Praveena, 2015). According to Praveena, employees who have higher EI will improve or give a positive impact to the organizational business. Emotional intelligence is more important compared to Intelligence Quotation (IQ).

According to Rohana, Kamaruzaman, & Zanariah (2009), the study has conducted in UiTM Johor where the author found that emotional intelligence has a positive impact on work or job performance among staff in UiTM. In an organization, it is important to