

**Towards Learning Organization in Education
Sector: an analysis on Emotional Intelligence
Competencies among UNITAR Staff**

by

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Abstract

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The main purpose of this study was to identify the Emotional Intelligence levels of UNITAR staff. Primary data was collected using questionnaire. One hundred questionnaires were equally distributed to the Lecturer and Administrative staff, and a total of 80 returned their responses. Data collected was analyzed using SPSS Computer Software Program.

The result indicated that there is a significant correlation between the position of Lecturer and Emotional Intelligence levels. Lecturers were found to be having more Emotional Intelligence due to their nature of job that requires them to regularly communicate with others. The second finding is that there is no significant correlation between gender and Emotional Intelligence. This shows that gender is not a good predictor of Emotional Intelligence. The third hypotheses on the Emotional Intelligence levels of Universiti Tun Abdul Razak (UNITAR) were found to be moderately well level. Lastly the result can be concluded as the more we communicate the higher Emotional Intelligence level we may have.

Introduction

The term Emotional Intelligence first appeared in a series of academic articles authored by John D. Mayer and Peter Salovey (1990, 1993). Two years later Daniel Goleman wrote *Emotional Intelligence: why it Can Matter More than IQ*. These topics have generated huge attention among the human resource practitioners and the psychologists. Over the past several years, the term Emotional Intelligence has received much attention as a factor that is potentially useful in understanding and predicting individual performance at work.

An organization is an integrated system that depends upon the performance of each individual who is a part of it and on the interrelationship of the individuals. The dynamic individual with the emotional intelligence competencies in the organization is building towards the emotional intelligence organization. The emotional intelligence company is a company in which the employees create a culture that continuously applies that skills and tools of emotional intelligence. Research widely shows that there is a significant between the successful of individual employee and the organization success.

Background of the study

The recent and widespread interest in the importance of emotional intelligence (EI) at workplace (Goleman, 1995) has lead to the development of programs that are designed to educate people about the relevance of emotional intelligence in the workplace, assess their relative strengths and weaknesses and provide a framework to develop and enhanced their relative interact with others with greater emotional intelligence (Boyatzis, 1999). Executive EQ (Putman, 1997) demonstrate the difference emotional intelligence can make in the critical success factors in a career and organization