

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND JOB PERFORMANCE AMONG EMPLOYEES AT
TELEKOM MALAYSIA BERHAD, KUCHING, SARAWAK

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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

The purpose of this study is to explore the relationship between emotional intelligence and job performance among employees at Telekom Malaysia Berhad, Kuching, Sarawak. Literature suggests that there are three factors of emotional intelligence which are emotional-awareness, self assessment and self-confidence that affect the employee's job performance. It was conducted by distributing questionnaires using census sampling. The findings of the study has proved that there is significant positive relationships between emotional intelligence and job performance. The research discussion includes recommendations for organization to study and understand the impact of emotional intelligence in their working environment in order to improve their employee's job performance. Besides, several recommendations are provided for future researchers who are interested to conduct further research in this area so that they can explore more and obtain in-depth valuable information to benefit various organization with similar interest.

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CHAPTER 1

This chapter discusses on the background of the study, statement of problem, research objective, research questions, significance of study, limitations of study and definition of terms.

BACKGROUND OF THE STUDY

Recently, emotional intelligence has become a much research subject. It has been observed that emotional intelligence give impact to the employees in terms of job performance. The idea of emotional intelligence has turned into a well-known subject in the psychological studies in present time and has drawn more attention. Organization requires interpersonal communications to perform its objectives, and most employments require the capacity to oversee emotions. Thus, in order to survive and to hold a competitive advantage, organizations are putting more pressure on their workers to perform. Emotions are a perplexing condition of feeling that will influence the idea and conduct, physical and psychological changes. They also explained emotional intelligence has impact towards job performance which is in workplace and organizations Chernis & Goleman (2009).

In the view of Boyel (2011), emotional intelligence creates innovation inventiveness in people and thus, helps in the change individuals' job performance. Furthermore, job performance is encouraging the communication inside organization which is another capacity of emotional intelligence (Lopes, 2006). Emotional intelligence has the ability to better clarify the general population's workplace performance.