

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND  
EMPLOYEE MOTIVATION AMONG SUPPORT STAFF AT  
PERBADANAN KEMAJUAN NEGERI SELANGOR (PKNS), BANGI.

Prepared for:  
MR. HABIEL BIN ZAKARIAH

Prepared by:  
NOR NABILAH BINTI MD NOR  
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)  
FACULTY OF BUSINESS AND MANAGEMENT

JUNE 2017



**BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)  
FACULTY OF BUSINESS AND MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

I, Nor Nabilah Binti Md Nor, (I/C: 940926-01-5426)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and as not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ABSTRACT

The purpose of the study is to identify the relationship between emotional intelligence and employee motivation among support staff at Perbadanan Kemajuan Negeri Selangor (PKNS), Bangi. The objectives of the study are to identify the level of agreement of emotional intelligence on employee motivation and to determine the relationship between emotional intelligence and employee motivation. This research used convenience sampling technique for data collection method. There are two types of analysis used in this study such as descriptive statistic and correlation analysis. Descriptive analysis looked at the four construct of Emotional Intelligence (self-awareness, self-management, social awareness, relationship management) which indicates that the employees agreed that emotional intelligence has affect employee motivation. Pearson product-moment Correlation used to measure the degree of relationship between emotional intelligence and employee motivation. The result shows a moderate positive relationship between emotional intelligence and employee motivation with significant value ( $p < 0.01$ ). It is further suggested that findings gleaned from this study can provide a better understanding that the role of emotional intelligence on employee motivation, which can provide researchers and practitioners with information to improve individual and organizational outcomes of interest.

**Keyword:** Emotional Intelligence, Self-Awareness, Self-Management, Relationship Management, Social Awareness, Employee Motivation

## TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION .....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT .....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES .....	viii
LIST OF FIGURE.....	ix
LIST OF APPENDICES.....	x
CHAPTER 1 .....	1
INTRODUCTION .....	1
Background of the Study .....	1
Statement of Problems.....	2
Research Objectives .....	3
Research Questions.....	3
Significance of the Study.....	4
Limitations of the Study .....	4
Definition of Terms .....	5
CHAPTER 2 .....	7
LITERATURE REVIEW .....	7
Introduction .....	7
Emotional Intelligence (EI) .....	7
Self-Awareness .....	8
Self-Management.....	10

## **CHAPTER 1**

### **INTRODUCTION**

This chapter describes the background of the study, statement of problem, research objectives, research questions, research hypotheses, the significance of the study, limitations of the study, and definition of terms.

#### **Background of the Study**

In today's globally competitive, the success of an organization depends on the effectiveness of employee motivation (Yazdanifard, 2014). He also explained for achieved motivating today's human capital by engaging their minds and captive their hearts can using incorporating social and emotional intelligence. Because of that, the organization cannot achieve and cannot run their goals without motivating their employees (Zameer, 2014). In order to compete with others, the organization needs to develop their own strategies to achieve their goals and objectives. It can increase their performance to survive in this world. Everyone knows that business environment always change. One of the most important in this field is a role in Emotional Intelligence shown by employee's motivation to help managers and employees to survive in this organization (Hassan, 2012). This is supported by Magdy (2015) that both managers and employees should learn how to understand each other's emotions. This enables them to communicate effectively, make decisions and solve problems. In this case, for those who are working with high emotions such as in servicing line really need to be equipped with emotional intelligence.