

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND
EMPLOYEE MOTIVATION AMONG OFFICE SUPPORT STAFF AT
TECHNIPFMC, NUSAJAYA, JOHOR

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ABSTRACT

The study of Emotional Intelligence and motivation has been research since in the early 80s. The problem statements discover low employee morality and productivity has given negative impact on organizations. As a result, the employee performance may slow down as well as their motivation to perform in workplace because of the poor emotional intelligence in the workplace. The major aim of this study was to examine the role of emotional intelligence and employee motivation among office support staff. The study used convenience sampling to select the sample size of respondents from support staff in TechnipFMC in Nusajaya, Johor. Data collected on a structured questionnaire containing some demographic background of respondents, emotional intelligence and its four roles and also employee motivation. Then, the data analysed using descriptive statistical analysis, coefficient of reliability analysis and Pearson Correlation Coefficient analysis. Consistent with previous studies related to relationship between the emotional intelligence and its four roles, the study showed that the impacts of emotional intelligence and its four roles have a positive relationship between employee motivations. The research has proven that all emotional intelligence's roles have a positive relationship with employee motivation. As a conclusion, there is a positive relationship between emotional intelligence and employee motivation. It can be recommended that, for the future researcher can be used qualitative research to be practised in order to capture more reliable measures findings by collected through case studies, interviews, and so on.

Keyword: Emotional Intelligence, employee motivation, motivation.

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CHAPTER 1

INTRODUCTION

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

Background of 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 know that business environment always changes. One of the most important in this field was a role in Emotional Intelligence shown by employee motivation to help manager and employees survive in this organization (Hassan 2012). This was supported by Magdy (2015) that both managers and employees should learn how to understand each other's emotion. This enables them to communicate effectively, make decisions and solve problems. In this case, for those who are working with high emotion such as in servicing line really needs to be equipped with emotional intelligence.