

THE RELATIONSHIP BETWEEN EMOTIONAL
INTELLIGENCE AND JOB SATISFACTION AMONG
EMPLOYEES AT IBU PEJABAT JABATAN TENAGA
KERJA, SARAWAK

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ABSTRACT

This study is aimed to investigate the relationship between emotional intelligence and job satisfaction among employees in Ibu Pejabat Jabatan Tenaga Kerja, Sarawak. According Goleman (1998) cited in Suifan, Abdallah & Sweis (2015), four dimensions of emotional intelligence namely Self-Awareness, Self-Management, Social Awareness and Relationship Management have been used. For the purpose of data collection, this study used questionnaire. There were 162 set of questionnaires sent to the respondents and 132 valid questionnaires were obtained with the return rate of 81.5%. Statistical Science Software (SPSS) version 23 was used to analyze the data from questionnaire. After that, to determine whether there is a relationship between emotional intelligence and job satisfaction, the researcher used Pearson Correlation to test the relationship. The findings show the correlation value between variable dimensions of emotional intelligence respectively ($r=0.504$, $p<0.01$), ($r=0.854$, $p<0.01$), ($r=0.591$, $p<0.01$), and ($r=0.763$, $p<0.01$) which means that there is a significant relationship between emotional intelligence and job satisfaction.

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CHAPTER 1

INTRODUCTION

Background of the Study

Emotional intelligence (EI) has been a buzzword surrounding the workforce since the 1990s. It is great for conflict resolution as well as improving employees' relationship within an organization. Emotional intelligence and job satisfaction are two important components in a business environment. Employees with high emotional intelligence are able to work better in teams, adjust to any changes and more flexible. Emotional intelligence is applicable to every human interaction in business environment. A business in which the employees are emotionally intelligent enables them to work together at maximum effectiveness.

According to Ngirande (2014), emotional intelligence is the ability to monitor one's own and others' feelings, to discriminate among them, and to use this information to guide one's thinking and actions. This includes sensory abilities such as telling emotions with the correct expression, ability to integrate emotions to cognitive processes, ability to understand emotions and their effects on a variety of situations (Altindaga & Kosedagia, 2015; Law, 2000). Akins (2015) and Goleman (2004) suggest that emotional intelligence includes four dimensions or quads associated with self-awareness, self-management, social awareness, and relationship management. It also helps people to become more understanding and good in handling emotions or conflict (George, 2012).