

**A STUDY ON THE RELATIONSHIP BETWEEN THE
EMPLOYEES' EMOTIONAL INTELLIGENCE AND TURNOVER
INTENTIONS IN TELECOMMUNICATION ORGANIZATION IN PENANG**

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2013

ABSTRACT

This research was done to identify the relationship between employees' emotional intelligence and turnover intentions in one of the research organizations in Penang. The conceptual framework is emotional intelligence as independent variable and turnover intentions as dependent variable. The 30 supporting staffs in Sales Department are the participant in this study. For this study, survey research design using survey questionnaires was utilized to obtain the data. The finding showed that the level of agreement in two emotional intelligence components were moderate and the other one was high. In addition, the two components of turnover intentions were moderate and low. On the other hand, the result showed that the correlation between both variables was significant, moderate and negative. Based on the finding of this study, the researchers also provide the recommendation to the research organization.

ACKNOWLEDGEMENT

In the name of Allah, the Beneficent, the Merciful. Thanks to Allah, for His blessing and willingness for giving us strength and opportunity to complete this research. Our acknowledgement goes to our supervisor Dr. Siti Asiah Binti Md Shahid, who has given valuable information and guidance to us in order to complete this research. We also like to convey our sincere appreciation to our Research Methodology lecturers, Dr. Ramnah Binti Abd Thani and Associate Professor Dr. Norlida Binti Mohd Noor for providing us the right method on conducting a research. Meanwhile, we offer our appreciation to our parents, families and friends who helped turn our vision into reality and contributed to the successful completion of this project. We also like to acknowledge all the individuals who helped provide the valuable data for the completion of this research.

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January, 2013
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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

In order to have a positive working environment in an organization, employees need to have a high emotional intelligence. Furthermore, employees who possess high emotional intelligence are likely to have a good relationship with their colleagues, supervisors and the organization itself.

Yulk (2006) defines emotional intelligence as a person's ability to be tuned with his or her feelings and with the feelings of others and also the person's ability to blend his or her emotions and rational thought to manage the thought process. Employees who possess emotional intelligence are more sensitive and alert in their surrounding especially to the visual and verbal cues transmitted by their colleagues and in addition they are able to solve complex problems, make better decisions, plan how to use their time effectively, adapt their behavior to the situation, and manage crises in their workplace.

Meanwhile, Salovey and Mayer (1990) introduced emotional intelligence as the ability of an individual to identify and evaluate their own emotions and to identify and evaluate the emotion of others and for employees to use the results to guide thinking and action, to solve problems, and to adjust behavior in followers.