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BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE AND KNOWLEDGE SHARING AMONG NON-ACADEMIC STAFFS AT UITM KAMPUS SAMARAHAN

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CHAPTER 1

INTRODUCTION

1.1   Introduction

This chapter focuses on the background of the study on importance of emotional intelligence (EI) in affecting knowledge sharing (KS). This study conducted among non-academic staff in UiTM Kampus Samarahan from various departments. Under this study there are sections that discusses on the background of study, identifying the problems statements regarding to this study which focusing on the gap between each of the objectives, research objective and then the explanation on information regarding to the scope of study. Another section is explaining on the significance of this study and finally there is section on the definition of terms that will be used on overall of the study.

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Introduction

This chapter provides a review of the literature on the relationship between emotional intelligence and knowledge sharing. The presentation of this chapter begins with emotional intelligence: perceiving emotion, use of emotion, understanding emotion, managing emotion and social management. Next it focuses on knowledge sharing: knowledge donation and knowledge collection, followed by emotional intelligence and knowledge sharing and then the length of service affecting knowledge sharing. Following the review of relevant literature, the conceptual framework is discussed in details in relation to the conceptual definitions. Finally, hypotheses are proposed to support research objectives of this study.

2.2 Emotional Intelligence

Over the last decade, researchers have put a great attention to study intelligence that is related to emotion. This is due to the fact that not many are aware with intelligence that can be created by having a great control over emotion. Salovey and Mayor were among the first to use the term emotional intelligence (EI). Emotional intelligence was firstly conceptualized or introduced by Salovey and Mayer in 90's where they defined emotional intelligence as the ability to perceive