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**THE EFFECT OF EMOTIONAL INTELLIGENCE AND JOB
SATISFACTION AMONG CIVIL SERVANT: A CASE STUDY AT
MALACCA CHIEF MINISTER DEPARTMENT**

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ABSTRACT

The main objective of any service organisation should be to make a profit. This objective can only be achieved by increasing the employee's performance, which is subsequently related to Emotional Intelligence (EI) and Job Satisfaction (JS). The studies on the relationship between EI and JS are becoming prevalent in the academic literature. Currently, a debate is on as to determine the extent of the relationship between EI and JS amongst different demographics. The purpose of this study was to determine the relationship between EI and JS among employee at the Management Service Division while taking considerations on demographic characteristic. 150 employee were asked to complete Genos Emotional Intelligence Inventory (short version) and the Job Diagnostic Survey (JDS). The sample consisted of 108 participants across different age, genders, race and education level. A convenience sampling method was used. All participants completed the Genos EI in order to measure EI whereas the JDS was used to measure Job Satisfaction. The research result show that there is a positive relationship between EI and JS among employee at MSD and more specifically in influence of gender, age and education level. Recommendations were made with regard to EI and Job Satisfaction.

Keywords: Emotional Intelligence, Job Satisfaction, employee, age, gender, education level, Genos Emotional Intelligence, Job Diagnostic Survey

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In this chapter, we focus on the background of the study which is on job satisfaction (JS). Also we had emphasize on the influence of emotional intelligence (EI) had towards an employee satisfaction in performing their work. In section 1.2 we will discuss on the background of the study. Section 1.3 explains on the problem statement. On section 1.4 speaks about research objectives. Whereas section 1.5, it is about the scope of the study. Section 1.6 discusses on the significant of study and lastly, section 1.7 contains about the definition of terms and concepts.

1.2 Background of the Study

In today's workforce scenario, it is important for organization to retain its assets to ensure the organization's survival and longevity. Without a doubt, one of the most important assets in an organization is their human capitals. Understanding of one's emotion holds a key in unlocking the secrets of explaining the employee's response as well as their attitudes and behavior in the workplace (Mandip G. , Ali, Barkha, Godulika, & Kamna, 2012). Therefore, organizations

2.2 Emotional Intelligence Concept

There were many different explanation and definitions emerged in order to explain emotional intelligence concept. Thus, emotional intelligence can be defined as a set of abilities to perceived and express emotion in thought, understand and reason with emotion and regulate emotion in oneself and others (Mayer, Salovey & Caruso, 2013). This means that emotional intelligence is the ability of a person to understand and control his or her emotions, and also how he or she manages his or her emotions within oneself or others. Besides that, it will affect the behavior of a person.

Many studies on emotional intelligence had been carried out widely by many researchers in various areas. In the study of Emotional Intelligence, Emotional Labour and Work Effectiveness in Service Organisations: A Proposed Model by Abdul Kadir Othman, Hazman Shah Abdullah and Jasmine Ahmad in the year 2008, their study were examined the growing application of emotional intelligence in the development of human capital in modern organization (Othman, Abdullah & Ahmad, 2008). Based on this study, it is said that emotional intelligence can be important to job performance that may lead to work effectiveness. The concept of emotional intelligence also had been applied in the health care area where specifically focused on Emotional-Social Intelligence (ESI).