

**UNIVERSITI TEKNOLOGI MARA
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STUDIES**



**A CASE STUDY OF SARAWAK SESCO:
A STUDY OF RELATIONSHIP BETWEEN EMOTIONAL
INTELLIGENCE (EQ) AND JOB PERFORMANCE**

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ABSTRACT

Sarawak Electricity Supply Corporation (SESCO) is a State Statutory Body incorporated under the Sarawak Electricity Supply Corporation Ordinance, 1962 and is responsible for the generation, transmission and distribution of electricity in the State of Sarawak in Malaysia.

In 1921, an Electrical Section was set up in the Public Works Department to look into public electricity supply in Sarawak. In 1932, the Sarawak Electricity Supply Company Limited was formed and was licensed to operate public electricity supply throughout Sarawak with exclusive generating rights.

The Vision of SESCO in Sarawak is to become a world class utility which is acknowledged as excellence-driven, result oriented, customer and community sensitive.

Meanwhile, for the mission of SESCO is to supply electric power reliably and at lowest possible cost, for development of the state, and contribute to the improvement of quality of life of the people of Sarawak.

In the study, we would like to know whether EQ and job performance have close relationship among the employees. What we can see that, there is relationship whereby EQ does not affect the job performance done by the employees.

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-self-awareness

-emotional resilience

-motivation

-interpersonal integrity

-influence

-decisiveness

-conscientiousness and integrity

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-commitment

-Self-efficacy

-productivity

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-gender differences in performance attributions

-education

CHAPTER 1

INTRODUCTION

1.1 Introduction

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Apart from that, the objectives of SESCO in Sarawak are:

1. To supply reliable power at lowest possible cost.
2. To provide the customers with value through quality service.
3. To provide a caring work environment for the people at work and foster openness, mutual respect and teamwork.