



EMOTIONAL INTELLIGENCE, WORK-LIFE BALANCE
AND JOB STRESS

AMIRUL HADI BIN MOHD JAILANI

2015134741

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA,
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Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours (Human Resources)

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA,
KAMPUS BANDARAYA MELAKA

JANUARY 2018

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
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UNIVERSITI TEKNOLOGI MARA,
“DECLARATION OF ORIGINAL WORK”

I, AMIRUL HADI BIN MOHD JAILANI_____, (I/C Number : 950330-66-5013)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

28th DECEMBER 2017

Program Coordinator
Bachelor of Business Administration (hons)
Human Resources Management
Universiti Teknologi Mara
Cawangan Melaka (Kampus Bandaraya)
75300, Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “Emotional Intelligence, Work-life Balance, and Job Stress” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you,

Yours sincerely,

(AMIRUL HADI BIN MOHD JAILANI)

2015134741

BBA (hons.) Human Resources Management

ABSTRACT

Job stress occurs when there is no proportion between employees' wants, job requirements, resources, and needs. Statistically, job stress has various consequences for both employee and employer. In this research paper, the researcher tends to study about job stress and the method to decrease or overcome this problem.

This study was carried out to examine the relationship between emotional intelligence and work-life balance on job stress among lecturers at Universiti Teknologi Mara (UiTM) Cawangan Melaka, Kampus Bandaraya Melaka. This study includes two independent variables which are emotional intelligence and work-life balance and one dependent variable which is job stress. In order to find the result of the study, the data were collected by distributing 92 questionnaires to all the lecturers at Universiti Teknologi Mara (UiTM) Cawangan Melaka, Kampus Bandaraya Melaka.

The data were analyzed using Statistical Package for the Social Science (SPSS) version 22 in order to obtain the result of reliability test, descriptive analysis, Pearson's Correlation test and multiple regression analysis. The result showed that there is no significant relationship between emotional intelligence and job stress while there is a significant relationship between work-life balance and job stress. In conclusion, it shows that work-life balance can influenced employees' job stress.