



RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB SATISFACTION  
AMONG EMPLOYEES AT SOCIAL SECURITY ORGANIZATION  
(SOCSO) JALAN AMPANG

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KAMPUS BANDARAYA MELAKA

JULY 2018

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Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business  
Administration with Honours  
(Human Resource Management)

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**DECLARATION OF ORIGINAL WORK**



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“DECLARATION OF ORIGINAL WORK”**

I Rabiatus Adawiyah Bt Ahmad Zaini, (I/C Number: 960812-14-6186)

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: 5<sup>th</sup> July 2018

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Rabiatus Adawiyah Bt Ahmad Zaini

## **LETTER OF SUBMISSION**

Madam Norraeffa Bt Md Taib

Lecturer of UiTM Melaka City Campus

Faculty of Business Management

Universiti Teknologi MARA

110, Off Jalan Hang Tuah

75300, Melaka.

Dear Madam Norraeffa Bt Md Taib,

### **SUBMISSION OF PROJECT PAPER (HRM 672)**

Enclosed here is the project paper entitled “**Relationship between Emotional Intelligence and Job Satisfaction among employees at Social Security Organization (SOCSO) Jalan Ampang**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

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**Rabiatun Adawiyah Bt Ahmad Zaini**

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## **ABSTRACT**

This study has intended to examine the relationship between emotional intelligence and job satisfaction among employees in Social Security Organization (SOCSO) at Jalan Ampang. This relationship was examined based on variables in emotional intelligence which is Other emotion appraisal, Use of emotion, Self-emotion appraisal and Regulation of emotion. This study use quantitative method whereby set of questionnaires are used to collect the data. There were 113 of data respondents. The data analyses in this study were analysed by using the IBM SPSS statistics software. Descriptive statistics were used to measure relationship between emotional intelligence and job satisfaction. Meanwhile, testing of means analysis, Pearson Coefficient and regression analysis were performed to examine the relationship between emotional intelligence and job satisfaction. Results indicate the there is a strong significant relationship between emotional intelligence and job satisfaction. The discussions of study implications and future research will be explained at the end of this study.

**KEYWORD:** Emotional Intelligence, Job Satisfaction, Other emotion appraisal, Use of emotion, Self-emotion appraisal, Regulation of emotion