



**“EMOTIONAL INTELLIGENCE AND JOB
SATISFACTION AMONG STAFFS AT
PUTRA SPECIALIST HOSPITAL MELAKA”**

**ABIDAH BT. HAJI SUIB
2008280154**

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS**

OCTOBER 2010

**“EMOTIONAL INTELLIGENCE AND JOB
SATISFACTION AMONG STAFFS AT
PUTRA SPECIALIST HOSPITAL MELAKA”**

**ABIDAH BT. HAJI SUIB
2008280154**

**Submitted in Partial Fulfillment
of the Requirement for the
BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS**

OCTOBER 2010



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS**

“DECLARATION OF ORIGINAL WORK”

I, Abidah bt. Haji Suib,

Hereby, declare that,

- This work has not been previously 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: October 2010



LETTER OF SUBMISSION

October 2010

The Head of Program
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA
75300, Off Jalan Hang Tuah
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG STAFFS AT PUTRA SPECIALIST HOSPITAL MELAKA" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours Sincerely

ABIDAH BT HAJI SUIB

2008280154

Bachelor of Business Administration (Hons) Human Resource Management

ABSTRACT

This study seeks to investigate the emotional intelligence and job satisfaction among the staff at Putra Specialist Hospital Melaka. The objectives of the study were to examine the level of emotional intelligence as well as the job satisfaction among the staffs. Besides that, it also implements to know the relationship between emotional intelligence and job satisfaction. The literature suggests that employee skills in general and emotional intelligence in particular, play a significant role in the success of completing their goals in the workplace and hence perceived greater job satisfaction. Participants were 100 staffs include both nursing and non-nursing who completed the 33-item by Schutte, Malouff, Hall, Haggerty, Cooper, Golden, & Dornheim (1998) for emotional intelligence measure and 36-item of Job Satisfaction Survey by Paul E. Spector from Department of Psychology, University of South Florida (1985) for job satisfaction assess. All the data and information gathered were coded, process and analyze by using Statistical package for Social Science (SPSS) version 18.0 to produce a relevant and accurate result. Correlation statistics in findings revealed that EI was associated significantly and positively with job satisfaction. Based on the findings recommendation and suggestions for managers and organization are presented.