



**THE IMPACT OF EMOTIONAL INTELLIGENCE  
TOWARDS EMPLOYEES' PERFORMANCE**

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**JULY 2019**

## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
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“DECLARATION OF ORIGINAL WORK”**

I, Nur Raihan Binti Mohamad, (I/C Number: 960115055502)

Hereby, declare that:

- This work has not previously been accepted in substances 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.

Signatures: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

July 2019

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA (UiTM)

Kampus Bandaraya Melaka

Off Jalan Hang Tuah

75300 Melaka.

Dear Sir/Madam

### SUBMISSION OF PROJECT PAPER

Attached is the project paper titles “The Impact of Emotional Intelligence on Employees’ Performance in Bank Rakyat Twin Tower Bangsar, Kuala Lumpur” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

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(Nur Raihan Binti Mohamad)

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## **ABSTRACT**

The purpose of this study was to analyse the impact of emotional intelligence (EI) on employees' performance in Bank Rakyat Twin Tower, Bangsar. The factor that affect employees' performance are Self-Awareness, Self-Management and Social Awareness. Furthermore, this research was guided by two research objectives which the research needs to answer. The research is quantitative research which the research used self-administered questionnaires as instrument to collect data. The data had been collected from 80 respondent by using convenience sampling method. The data are coded using Statistical Package for Social Science (SPSS) version 22.0 after collecting information from the respondents. The study recommended that Bank Rakyat Twin Tower, Bangsar need to focus on self-management because because it gives the biggest impact towards employees' performance. As well as the organization need to focus on self-management and self-awareness as it can lead to the positive behaviors toward work environment which then achieve organizational goals and objectives.