

**A STUDY ON THE RELATIONSHIP BETWEEN  
EMOTIONAL INTELLIGENCE AND QUALITY OF WORK  
LIFE AT TENAGA NASIONAL BERHAD, IPOH PERAK**

**NIK HUSNA BINTI ADENAN @ NIK ADENAN**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)  
UNIVERSITI TEKNOLOGI MARA**

**January 2019**

## ABSTRACT

The purpose of this correlation research is to investigate the relationship between emotional intelligence and quality of work life. The researcher has used four factors of emotional intelligence which is self awareness, self management, social awareness and relationship management. These factors can give positive either negative significant relationship towards quality of work life. It is depending either the person's has stability in emotional intelligence or not. The emotional intelligence of one's person can give an effect to their quality of work life. It has shown how importance emotional intelligence and organization have been facing the consequences if the employees lack of stability in emotional intelligence. The study is to findings the four factors of emotional intelligence among employees. The objective for conducting this study is to find which the highest and the lowest factor among all independent variable emotional intelligence. The study has conducted in order to determine if there has a relationship between emotional intelligence and quality of work life. The researcher has conducted a research at Tenaga Nasional Berhad, Ipoh at Perak. There were consisted of five selected departments of the organization. The selected of respondent's is from all five departments consist of Business Support Office Unit, Customer Care and Business Development Unit, Billing Unit, Technical Unit and Financial Unit. The 113 questionnaires have been distributed to the all of selected department. A result finding is based on the collected data that have been analysed by using the Statistical Package in the Social Sciences Software (SPSS). All factors of emotional intelligence which was self awareness, self management, social awareness and relationship management were the factors of emotional intelligence towards quality of work life at Tenaga Nasional Berhad, Ipoh Perak. Other than that, relationship management was the highest factor at Tenaga

Nasional Berhad, Ipoh Perak. Meanwhile, the lowest of the factor emotional intelligence were social awareness. Last but not least, the result of Pearson correlation indicates that all factors of emotional intelligence have a relationship between quality of work life at Tenaga Nasional Berhad, Ipoh Perak. This study can create a positive emotional atmosphere for the respondent's workplace and in personal life. The result in this study can be used by the other researcher and the result might be also can be helpful on the future study.

## LIST OF TABLES

Table		Page
3.1	Sample size based on Krejcie and Morgan (1970) .....	28
3.2	Rules of thumbs (George & Mallery 2003) .....	30
3.3	Comparison Reliability Statistic between Both Pilot Study and Actual Study .....	31
3.4	Plan for Data Analysis .....	34
4.1	The Response Rate of Questionnaire Feedback .....	36
4.2	Respondent's Gender .....	37
4.3	Respondent's Age .....	37
4.4	Respondent's Marital Status .....	38
4.5	Highest Level of Education .....	39
4.6	Job Position of Respondent's.....	40
4.7	Length of Service.....	40
4.8	Rules of Descriptive (Collar & Sahin, 2011) .....	42
4.9	Descriptive of Mean and Standard Deviation.....	43
4.10	Descriptive of Mean and Standard Deviation for Highest and Lowest .....	45
4.11	Correlation Evaluation Value (Salkind, 2012) .....	48
4.12	Correlation Table for Self-Awareness and Quality of Work Life .....	49
4.13	Correlation Table for Self-Management and Quality of Work Life.....	50
4.14	Correlation Table for Social-Awareness and Quality of Work Life.....	51
4.15	Correlation Table for Relationship-Management and Quality of Work Life .....	52
4.16	Overall Hypothesis Result .....	53

## LIST OF FIGURES

Figure	Page
2.1	Theoretical framework (Mohamad & Jais, 2016)..... 19
2.2	Theoretical framework (Shamsuddin & Rahman, 2014)..... 20
2.3	Theoretical framework (Gupta, 2014) ..... 22
2.4	Conceptual framework ..... 23
6.1	Depicts the gender group of respondents' ..... 80
6.2	Depicts the age group of respondents' ..... 80
6.3	Depicts the marital status group of respondents' ..... 81
6.4	Depicts the highest level of education group of respondents' ..... 81
6.5	Depicts the job position group of respondents' ..... 82
6.6	Depicts the length of service group of respondents' ..... 82