

UNIVERSITI TEKNOLOGI MARA

EMOTIONAL INTELLIGENCE AND DECISION MAKING
AMONG EMPLOYEES AT KOLEJ YAYASAN SABAH

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Hereby, declare that,

- This work has not previously been accepted in substance 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.
- At verbatim extracts have been distinguish by quotation marks and sources of my information have been specifically acknowledged.

Signature: 

Date: 12th May 2009

Abstract

The competition in today's business environments requires organizations to hire employees with high Emotional Intelligence (EI) and good decision making. Even though Intellectual Intelligence (IQ) may be important for employees, it does not always guarantee that they have sufficient level of Emotional intelligence which is required in making decision. With the self-administration of 120 questionnaires to all employees at Kolej Yayasan Sabah, the study examined the Emotional Intelligence and their decision making. Besides, the study also determined the relationship between Emotional Intelligence and decision making as well as gender differences on Emotional Intelligence. The result of this study revealed that one's decision making is influenced by emotional intelligence's elements; self-awareness, self-regulation, motivation, empathy, and social skills. It was also found that gender does not have significant correlation with one's Emotional Intelligence. Thus, it is recommended that the organizations should develop training programs to enhance their employees' emotional sensitivity and making a good decision. On top of that, it is also recommended for this organization to do an ongoing effort to build skills in Emotional Intelligence throughout the organization through the assessment on the each individual.

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