

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE  
AND JOB SATISFACTION AT PEJABAT MAJLIS DAERAH,  
BESUT, TERENGGANU

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## ABSTRACT

The main purpose of this study is to examine the relationship between emotional intelligence and job satisfaction among support staff at Pejabat Majlis Daerah, Besut, Terengganu. The instrument that was used to collect the data was questionnaire. This study was correlational research. 120 sets of questionnaire were distributed to the respondents personally with return rate of 94.2%. The data was analyzed using the Statistical Package for Social Science Software (SPSS) version 23.0. Pearson correlation was performed on the data in order to determine whether there is a relationship between emotional intelligence and job satisfaction. The findings show that there is a strong relationship between both variables. The correlation values show that emotional intelligence have strong relationship with job satisfaction. There is a significant strong positive and high correlation ( $r = .505$ ,  $p < 0.01$ ) between job satisfaction and self-awareness. There is a significant positive and medium relationship between job satisfaction with self-management and social awareness with ( $r = .473$ ,  $p < 0.01$  and  $r = .351$ ,  $p < 0.01$ ). There is a significant positive and small correlation ( $r = .197$ ,  $p < 0.05$ ) between job satisfaction and relationship management. Researcher recommends that the future research should be expanded to other location rather than Besut only.

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## CHAPTER 1

### INTRODUCTION

#### **Background of the Study**

Emotional intelligence (EI) has been a buzzword surrounding the workforce since the 1990s. It is great for conflict resolution as well as improving employees' relationship within an organization. Emotional intelligence and job satisfaction are two important components in a business environment. Employees with high emotional intelligence are able to work better in teams, adjust to any changes and more flexible. Emotional intelligence is applicable to every human interaction in business environment. A business in which the employees are emotionally intelligent enables them to work together at maximum effectiveness.

According to Ngirande (2014), emotional intelligence is the ability to monitor one's own and others' feelings, to discriminate among them, and to use this information to guide one's thinking and actions. This includes sensory abilities such as telling emotions with the correct expression, ability to integrate emotions to cognitive processes, ability to understand emotions and their effects on a variety of situations (Altindaga & Kosedagia, 2015; Law, 2000). Akins (2015) and Goleman (2004) suggest that emotional intelligence includes four dimensions or quads associated with self-awareness, self-management, social awareness, and relationship management. It also helps people to become more understanding and good in