

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND JOB PERFORMANCE AMONG EMPLOYEES AT
JABATAN PERANGKAAAN CAWANGAN SARAWAK,
KUCHING

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DECEMBER 2018



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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

Many organizations have a different perspective towards Emotional Intelligence in becoming successful organizations. Emotion is difficult to predict because it involves our feeling and mental. State the central issue focused on addressing the decline in Job Performance and engaging employees to strive harder in achieving business goals. The purpose of this study is to investigate the relationship between Emotional Intelligence factors and Job performance among employees at Jabatan Perangkaan Cawangan Sarawak, Kuching. Emotional Intelligence consist of three factors such as emotional awareness, Self-assessment and Self-confidence. Out of 110 distributed questionnaires, 100 questionnaires have been collected. Data collecting was done by using quantitative instrument method. The findings support that the relationship between Emotional awareness, Self-assessment and Self-confidence is positive, strong and significant with Job Performance among employees. The findings concluded that emotional awareness, Self-assessment and Self-confidence were identified in Jabatan Perangkaan Cawangan Sarawak they affected the Job Performance among employees at department in Jabatan Perangkaan Cawangan Sarawak. It is important for the employees to have understanding on the Emotional Intelligence which affects the Job Performance. Future researcher should applying qualitative research design for better understanding in this study through interview with a group of employees.

CHAPTER 1

INTRODUCTION

This chapter discusses an overall picture of the research that was conducted. The background of the study, statement of problem, research objective, research questions, significance of study, limitations of study and definition of terms.

Background of the Study

Recently, emotional intelligence has become a much research subject. It has been observed that emotional intelligence give impact to the employees in terms of job performance. The idea of emotional intelligence has turned into a well-known subject in the psychological studies in present time and has drawn more attention. Organization requires interpersonal communications to perform its objectives, and most employments require the capacity to oversee emotions. Thus, in order to survive and to hold a competitive advantage, organizations are putting more pressure on their workers to perform. Emotions are a perplexing condition of feeling that will influence the idea and conduct, physical and psychological changes. They also explained emotional intelligence has impact towards job performance which is in workplace and organizations (Chernis & Goleman, 2009).

In the view of Boyel (2011), emotional intelligence creates innovation inventiveness in people and thus, helps in the change individuals' job performance. Furthermore, job performance is encouraging the communication inside organization which is another capacity of emotional intelligence (Lopes, 2006). Emotional