

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB
PERFORMANCE AMONG THE EMPLOYEES AT YAYASAN SARAWAK,
KUCHING

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DECEMBER 2018



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Hereby, declare that:

- This work has not previously been accepted in substance 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.
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ABSTRACT

The objective of this study is to investigate the relationship between emotional intelligence factors and job performance among employees at Yayasan Sarawak, Kuching Sarawak. There are three types of research questions such as RQ1: What is the relationship between emotional awareness and job performance at Yayasan Sarawak, Kuching? RQ2: What is the relationship between self-assessment and job performance at Yayasan Sarawak, Kuching? RQ3: What is the relationship between self-confidence and job performance at Yayasan Sarawak, Kuching? In this study, the data were collected through questionnaires from 100 respondents and the returned questionnaires were 80. There are consists of executive, manager, secretary, administrative, and employee. The data was analyzed by using Statistical Package Social Science (SPSS) Version 23. The finding of results show that the correlation of emotional awareness and job performance is .207. It is low but have a positive correlation. In other hand, the correlation of self-assessment and job performance is .447**. It is moderate and significant. Meanwhile, the correlation of self-confidence and job performance is .295**. It is low and significant.

The recommendations for employees are they should be more aware with their emotions because it will affects their job performance. Emotional intelligence success is strongly influenced by personal qualities such as perseverance, self-control, and skill in getting along with others. Next, employees should have self-motivation. It is because motivation will affect their surroundings and can increase their performance in the organization. They must know their weaknesses and what should be improve for better future in order to achieve the organization goals. Lastly,

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CHAPTER 1

INTRODUCTION

This chapter discusses on 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 created 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