

**RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND
EXTRINSIC CAREER SUCCESS: A CASE OF AIA BHD. KUCHING
SARAWAK.**

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“DECLARATION OF ORIGINAL WORK”

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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 purpose of this study was to investigate the relationship between emotional intelligence and extrinsic career success in case of AIA Bhd. Kuching Sarawak. This study attempted to fill in the gap as there is only limited similar research has been conducted in Malaysia and especially Sarawak. Our research involved the collection of data from employees from AIA Bhd. Kuching Sarawak. Established measures were adapted as gathering instruments for the two variables: the Genos Emotional Intelligence Self-Assessment Test for emotional intelligence, and a career success survey adapted from Sevilla (2014) for extrinsic career success. In total, 30 questionnaires were distributed and 26 questionnaires were successfully completed and returned. This study found a significant moderate and negative relationship between emotional intelligence and extrinsic career success. It was also discovered that there are no significant relationship between emotional perception, emotional management and emotional understanding with extrinsic career success. This study concluded that there is not a significant relationship between emotional intelligence and extrinsic career success in AIA Bhd Kuching, Sarawak. But a significant negative moderate relationship between emotional facilitation and extrinsic career success due to gender composition and cultural attributes of the respondents.

TABLE OF CONTENTS

TITLE PAGE.....	i
“DECLARATION OF ORIGINAL WORK”	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF APPENDICES	x
CHAPTER 1	1
INTRODUCTION	1
Background of study	2
Problem Statement	3
Research Objective	4
Research Question	4
Significance of the Study	5
Limitation of the Study	6
Definition of Terms.....	6
CHAPTER 2	8
LITERATURE REVIEW	8
Emotional Intelligence	8
Emotional Perception.....	8
Emotional Facilitation.....	10
Emotional Understanding	13
Emotional Management	14

CHAPTER 1

INTRODUCTION

The purpose of the study was to investigate the relationship between emotional intelligence and extrinsic career success. This study focused on employees within AIA Bhd in Kuching, Sarawak. For this study, the concept of emotional intelligence was based on the Mayer and Salovey Model of Emotional Intelligence (Mayer, Roberts, & Barsades 2008) that consists of four branches: emotional perception, emotional facilitation, emotional understanding, and emotional management. It is also known as the Ability Model (Mayer, Caruso & Salovey 2000). On the other hand, the theory of extrinsic career success was based on the (Briscoe, Hall and Frauthscy Demuth 2006) model which are determined by income, number of positions, occupational status and working experience. The first chapter of this study includes the background of the study, problem statement, research objective, research question, significance of the study, limitation of the study, and definition of terms.