

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND JOB SATISFACTION AT MAJLIS PERBANDARAN
SEBERANG PERAI (MPSP), PULAU PINANG

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ABSTRACT

The purpose of this study is to determine the relationship between emotional intelligence and job satisfaction among support staffs in Majlis Perbandaran Seberang Perai, Pulau Pinang (MPSP). The type of research for this study was a correlational research and data was collected through questionnaires. 150 set of questionnaires were distributed to the respondents in Majlis Perbandaran Seberang Perai, Pulau Pinang and the return rates were 80%. 120 out of 150 set questionnaires have been returned. The data were analyzed by using Statistical Package for Social Science Software (SPSS) version 23.0. There were four dimensions under emotional intelligence which are self-awareness, self-management, social awareness and relationship management. This study was carried out to determine the level of agreement on emotional intelligence experienced by support staffs and to examine the relationship between emotional intelligence and job satisfaction among support staffs. Therefore, Pearson Correlation was performed and the results indicated that there was a relationship between job satisfaction and self-awareness ($r=.860$, $p<0.01$). There was a relationship between job satisfaction and self-management ($r=.586$, $p<0.01$). Between job satisfaction and social awareness, the relationship was ($r=.568$, $p<0.01$). The relationship between job satisfaction and relationship management shows a negative correlation ($r=-.252$, $p<0.01$). Besides, the researcher also recommended several recommendations for future research which includes changing the dependent variable, conduct research on a different sector and conduct at a private sector from different region.

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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) suggested 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