

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND JOB SATISFACTION: A CASE STUDY AMONG SUPPORT
STAFF IN TENAGA NASIONAL BERHAD, SUBANG JAYA,
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ABSTRACT

The purpose of this study was to examine the relationship between emotional intelligence and job satisfaction in Tenaga Nasional Berhad, Subang Jaya, Selangor. Particularly, this research examines the dimension of emotional intelligence such as self-awareness, self-management, social awareness and relationship management between job satisfaction in Tenaga Nasional Berhad. To answer this study, 150 questionnaires had been distributed to employees at Tenaga Nasional Berhad, Subang Jaya, Selangor. Only 107 respondents in Tenaga Nasional Berhad that answer the questionnaire with the response rate 71.13%. The data were analyzing using Statistical Package Social Science (SPSS) version 23. The result indicates that all emotional intelligence dimensions of self-awareness, self-management, social awareness and relationship management positively and significantly affect employees' job satisfaction. Furthermore, the researcher also has been discussed the conclusion based on each research questions and developed recommendations for management, employees and future researchers.

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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