



**THE ELEMENTS OF THE EMOTIONAL INTELLIGENCE  
ON EMPLOYEES' JOB PERFORMANCE**

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## **ABSTRACT**

Manufacturing is one of the important sectors in Malaysia. The statistics department showed that Malaysia's manufacturing sector continues to increase day by day. Employees performance will determined the success of this sectors as they will looks through the productivity of the employees. Thus, emotions have effects that may cause people to act depends on the situations. The ability to recognize and manage emotions in social life is very important, especially for people that want to succeed in interpersonal and career growth (Zeidner, Matthews & Roberts, 2004). As the previous researcher has found, the emotional intelligence has been an important psychological factor that could affect the employee's performance and abilities. The results from having a good management of emotional intelligence works aligned with certain job related outcomes.

The purpose of this research is to identify the elements of the emotional intelligence on employees' job performance through three manufacturing factories in Batu Berendam, Melacca. The dependent variable of this research is job performance and the independent variables is self – regulation, self – awareness, self – motivation and social skills (relationship management). A stratified sampling technique is used to collect a sample of 150 respondents from the total population 207 employees. The data collected will be evaluate systematically by using Statistical Package for the Social Science (SPSS) version 23. By using SPSS, numerous test such as reliability analysis, frequency distribution, descriptive analysis, Pearson's Correlation analysis and multiple regression analysis had been used. Based on the p-value it's should not more than or equal to 0.05, the result indicated one independent variable has shown significant relationship which are social skill (relationship management). Self-

regulation, self – awareness, and self – motivation shown insignificant result with the employees' job performance. Thus, all those manufacturing factories in Batu Berendam, Malacca should give attention towards the emotional and behavior as to increase employees' job performance.