

EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

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UNIVERSITI UTARA MALAYSIA

2006

# EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

A thesis submitted to the Faculty of Business Management in partial  
fulfillment of the requirements for the  
Master of Science (Management),  
Universiti Utara Malaysia

by  
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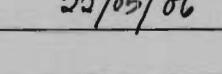
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## **DEDICATION**

I dedicate this amazing accomplishment to my wonderful husband and daughter;

*Ahmad Nizan bin Mat Noor  
Dania Nurfaghira binti Ahmad Nizan*

Thank you for your love, your strength and your support that helped me accomplish this goal.

And to my parent who always taught me to work hard and push further that I thought I could ever reach.

*Haji Abdul Azib bin Saad  
Hajjah Azizah binti Saad*

Thank you for your words of wisdom.

## **ACKNOWLEDGMENTS**

The journey of higher education is always an exigent and demanding progression. First of all I would like to thank Allah for giving me strength and opportunity to complete this research.

I wish to express my sincere gratitude to my family for their encouragement and support. In particular, I would like to express my appreciation to my supervisor Pn. Noraini Othman for her guidance, wisdom and understanding in getting this research complete. A special thanks also goes to my friends that always willing to assist me whenever their thought and opinion are needed especially to Nor Hayati and Zaiton.

Finally, I have reached this place not by my effort alone but also through all the support and love.

***THANK YOU***

## ABSTRAK

Pensyarah sering dikaitakan sebagai golongan cerdikpandai mempunyai latarbelakang pencapaian akademik yang cemerlang. Pensyarah merupakan tulangbelakang dan memainkan peranan yang amat penting di setiap universiti. Mereka mempunyai tanggungjawab yang begitu besar sebagai pendidik dan pemudahcara dan pada masa yang sama sebagai contoh ikutan kepada para pelajar. Tujuan penyelidikan ini dibuat adalah untuk mengkaji hubungan di antara kecerdasan emosi dan gelagat ‘deviant’ di tempat kerja, di samping menentukan perbezaan factor-faktor demografi dengan kecerdasan emosi dan gelagat ‘deviant’ di tempat kerja. Sebanyak 73 data telah dikumpul daripada pensyarah-pensyarah dengan menggunakan kaedah persampelan rawak mudah. Soalan kajiselidik yang mengandungi dua pengukuran telah diberikan kepada respondan. Kajian telah menunjukkan para pensyarah di KUKUM mempunyai tahap kecerdasan emosi yang agak tinggi. Dapatan kajian juga telah membuktikan bahawa wujudnya hubungan secara negatif dikalangan pensyarah di KUKUM. Manakala factor demografi didapati tidak mempunyai sebarang perbezaan bagi kecerdasan emosi dan gelagat ‘deviant’ di organisasi.

## ABSTRACT

Lecturers are synonym with the group of people that have a good academic achievement background. Lecturers are the backbone and play the most important roles in every university. They have huge responsibilities as an educator and facilitator and at the same time being the role model for all the students. The purpose of this study was to explore the relationship of the emotional intelligence (EI) and workplace deviant behavior (WDB) besides identifying the differences of demographic factors with emotional intelligence and workplace deviant behavior. Data were collected from 73 lecturers by using simple random sampling. A questionnaire consisting of two measures was administered to the respondents. The study shows that lecturers in KUKUM do have a high level of emotional intelligence. The findings have proved that there is a negative significant relationship between EI and WDB among the lecturers in KUKUM. Demographic factors were not found to have any difference to EI and WDB.

## TABLE OF CONTENT

|                   | Page |
|-------------------|------|
| Permission To Use | i    |
| Dedication        | ii   |
| Acknowledgement   | iii  |
| Abstrak           | iv   |
| Abstract          | v    |
| Table of Content  | vi   |
| List of Tables    | viii |
| List of Figures   | ix   |
| Abbreviations     | x    |

### CHAPTER 1 : INTRODUCTION

|     |                             |   |
|-----|-----------------------------|---|
| 1.0 | Introduction                | 1 |
| 1.1 | The Background of the Study | 1 |
| 1.2 | Problem Statement           | 2 |
| 1.3 | Significant of the Study    | 4 |
| 1.4 | Objective of the Study      | 4 |
| 1.5 | Research Questions          | 5 |
| 1.6 | Scope of Study              | 5 |
| 1.7 | Limitation of the Study     | 6 |
| 1.8 | Definition of Terms         | 7 |

### CHAPTER 2 LITERATURE REVIEW

|      |   |    |
|------|---|----|
| 2.0  | Introduction  | 8  |
| 2.1  | The Meaning of Emotional Intelligence                 | 8  |
| 2.2  | Literature on Emotional Intelligence                  | 9  |
| 2.3  | History of Emotional Intelligence                     | 14 |
| 2.4  | Emotional Intelligence and Demographic Factors        | 16 |
| 2.5  | The Meaning of Workplace Deviant Behavior             | 17 |
| 2.6  | Literature on Workplace Deviant Behavior              | 18 |
| 2.7  | Workplace Deviant Behavior and Demographics Factors   | 20 |
| 2.8  | Emotional Intelligence and Workplace Deviant Behavior | 21 |
| 2.9  | Theoretical Framework of the Study                    | 24 |
| 2.10 | Hypothesis Development                                | 25 |

### CHAPTER 3 : METHODOLOGY

|     |                       |    |
|-----|-----------------------|----|
| 3.0 | Introduction          | 26 |
| 3.1 | Population and Sample | 26 |

|       |                        |    |
|-------|------------------------|----|
| 3.2   | Sampling               | 27 |
| 3.3   | Data Collection Method | 27 |
| 3.4   | Research Instruments   | 28 |
| 3.4.1 | Independents Variables | 28 |
| 3.4.2 | Dependents Variables   | 28 |
| 3.5   | Appropriateness Tests  | 30 |
| 3.5.1 | Descriptive Analysis   | 30 |
| 3.5.2 | Reliability Testing    | 30 |
| 3.5.3 | Hypothesis Testing     | 31 |

## **CHAPTER 4 : FINDINGS**

|     |                    |    |
|-----|--------------------|----|
| 4.0 | Introduction       | 34 |
| 4.1 | Findings           | 34 |
| 4.2 | Hypothesis Testing | 38 |
| 4.3 | Overall Result     | 45 |

## **CHAPTER 5 : DISCUSSION AND CONCLUSION**

|     |                                    |    |
|-----|------------------------------------|----|
| 5.0 | Introduction                       | 47 |
| 5.1 | Discussion on Findings             | 47 |
| 5.2 | Contribution From The Study        | 50 |
| 5.3 | Conclusion                         | 51 |
| 5.4 | Recommendation for Future Research | 52 |

## **REFERENCES**

## **APPENDIX**

## LIST OF TABLES

|   | <b>Page</b> |
|---|-------------|
| Table 3.1 : Distribution of Questionnaire Items           | 29          |
| Table 3.2 : Reliability Test For EI                       | 30          |
| Table 3.3 : Reliability Test For WDB                      | 31          |
| Table 4.1 : Respondents by Gender                         | 35          |
| Table 4.2 : Respondents by Age                            | 35          |
| Table 4.3 : Respondents by Marital Status                 | 36          |
| Table 4.4 : Respondents by Highest Academic Qualification | 36          |
| Table 4.5 : Respondents by Working Experience             | 37          |
| Table 4.6 : Mean EI by Gender                             | 39          |
| Table 4.7 : T-test Result on EI by Gender                 | 39          |
| Table 4.8 : Mean EI by Age                                | 40          |
| Table 4.9 : ANOVA by Age                                  | 40          |
| Table 4.10 : Mean EI and Marital Status                   | 41          |
| Table 4.11 : T-test Result on EI by Marital Status        | 41          |
| Table 4.12 : Mean WDB by Gender                           | 42          |
| Table 4.13 : T-test Result on WDB by Gender               | 42          |
| Table 4.14 : Mean WDB by Age                              | 43          |
| Table 4.15 : ANOVA by Age                                 | 43          |
| Table 4.16 : Mean WDB and Marital Status                  | 44          |
| Table 4.17 : T-test Result on WDB and Marital Status      | 44          |
| Table 4.18 : Correlations between EI and WDB              | 45          |
| Table 4.19 : Overall Result For Every Hypothesis Testing  | 45          |

## **LIST OF FIGURES**

|   | <b>Page</b> |
|---|-------------|
| Figure 1 : Theoretical Framework of the Study | 24          |

## **ABBREVIATIONS**

|       |  |
|-------|--|
| EI    | Emotional Intelligence                       |
| WDB   | Workplace Deviant Behavior                   |
| KUKUM | Kolej Universiti Kejuruteraan Utara Malaysia |
| UUM   | Universiti Utara Malaysia                    |
| SDC   | State Development Council                    |

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 Introduction**

This chapter consists of; the background of the study, problem statement, significance of the study, objectives of the study, research questions, scope of the study, limitation of the study and definition of terms.

#### **1.1 The Background Of The Study**

For every university, the lecturers are the main and major player as they become the most valuable element that very much important in running the core business in the university as an educators and facilitators for the students. They have the biggest responsibilities to determine the successful and in setting the good reputation and image of the university.

Kolej Universiti Kejuruteraan Utara Malaysia (KUKUM) is among the youngest university in Malaysia. It is located at the north region in Peninsular Malaysia, in state of Perlis and the development of the campus is still in the progress. This

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