

EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

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EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

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by
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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

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ABSTRAK

Pensyarah sering dikaitkan 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 kaji selidik yang mengandungi dua pengukuran telah diberikan kepada responden. 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.

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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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