EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANTE BEHAVIOR

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EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIAN'T BEHAVIOR

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by

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DEDICATION

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

Ahmad Nizar bin Mat Noor
Dania Nurfaqira binti Ahmad Nizar

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 Aziz bin Saad
Hajjah Azizah binti Saad

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ABSTRAK

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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REFERENCES


