

**EVALUATION OF EMOTIONAL INTELLIGENCE ACCORDING
TO INDIVIDUAL DIFFERENCES**

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UNIVERSITI UTARA MALAYSIA

2004

**EVALUATION OF EMOTIONAL INTELLIGENCE ACCORDING
TO INDIVIDUAL DIFFERENCES**

**A Thesis Submitted to the Graduate School in
Partial Fulfillment of the Requirements for the
Degree of Master of Science (Management)
Universiti Utara Malaysia**

by

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October 2004

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Fakulti Pengurusan Perniagaan
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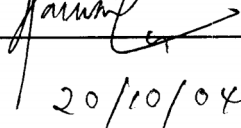
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Abstrak

Kajian ini bertujuan untuk mengenalpasti tahap kecerdasan emosi dikalangan pelajar Ijazah Pertama Universiti Utara Malaysia. Ia juga bertujuan untuk melihat perhubungan di antara faktor-faktor demografi dan kecerdasan emosi dikalangan pelajar. Seramai 332 orang pelajar terlibat dalam kajian ini telah menjawab soal selidik kecerdasan emosi yang telah reka oleh Schutte, Malouff, Hall, Haggerty, Cooper, Golden and Dornheim pada tahun 1998. Untuk menjalankan kajian ini, satu penyelidikan kuantitatif telah digunakan. Data kajian telah dianalisis dengan menggunakan program SPSS Versi 11.5. Hasil kajian menunjukkan responden mempunyai tahap kecerdasan emosi yang tinggi. Walau bagaimanapun keputusan menunjukkan tiada hubungan yang signifikan antara faktor demografi dengan kecerdasan emosi secara keseluruhannya.

Abstract

The purpose of this study was to explore the emotional intelligence scores of undergraduate students in University Utara Malaysia. Another purpose of this study is to investigate the relationship between emotional intelligence and demographic factors. A total of 332 respondents participated in this study completed a questionnaire of emotional intelligence (33-item scale) developed by Schutte, Malouff, Hall, Haggerty, Cooper, Golden and Dornheim in 1998. In order to carry out this research, a descriptive quantitative study was carried out. Data were analyzed using SPSS Verse 11.5. The results show that the respondents were score high in emotional intelligence. However, the results showed an absence of any significant relationship between demographic factors and emotional intelligence in general.

ACKNOWLEDGEMENTS

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. In particular, I would like to express my appreciation to Pn.Hanissah A.Razak for her inspiration, encouragement, wisdom and understanding in getting this research complete. A special thanks for Mohd. Ridhzuwan Ahmad who saw me through to the end and provided extremely valuable insight and direction at crucial points along the road. Thanks to my friends for their encouragement and assistance to make this research possible. I have reached this place not by my effort alone but also through your support and love. Also not forgotten to all the respondents for answering the questionnaires. Finally a special thank to my goods friend Mohd Fadzwadi, Nik Fakhrol, Khadijah Nordin and Rohayu Abd Majid. I am very grateful of what all of you have done for me.

Once again **THANK YOU VERY MUCH.**

DEDICATION

I take a great deal of pride in dedicating this thesis;

To My Mother

“Saadiyah Mohamad”

And To My Father

“Imrani Hassan”

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

Nowadays, emotional intelligence has become an exciting topic with enormous implications for many areas. Emerging interdisciplinary research and studies from education, psychology, business and behavioral medicine are showing clear and significant contributions of emotional intelligence to human performance, personal health, resilience and success.

Academic development is the first and primary objective of colleges and universities. However, a college or university education may prove to be leadership and career restraining if healthy emotional development is not viewed as an important and necessary role of the entire college experience. Emotional knowledge, skills and intelligence hold a major key to improving education and helping students, teachers, faculty, and student development professionals attain higher degrees of achievement, career success, leadership and personal well being. To reach the educational aspiration of the 21st century, there is an increasing need to develop healthy, accountable, and productive students, teachers, faculty staff and administrators in all academic disciplines. Accountability needs to be embraced and in effect in academic, behavior and emotional development (Low, Lomax, Jackson & Nelson, 2004).

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