

RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE
AND CAREER SUCCESS

A thesis submitted to the Faculty of Human and Social Development
in partial Fulfillment of the requirement for the degree
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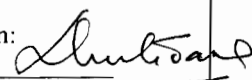
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ABSTRAK

Objektif utama kajian ini ialah untuk melihat hubungan di antara kecerdasan emosi dengan kejayaan kerjaya. Selain itu, kajian ini juga bertujuan untuk mengkaji hubungan di antara dimensi kecerdasan emosi dengan kejayaan kerjaya, melihat hubungan di antara kecerdasan emosi dengan dimensi kejayaan kerjaya dan mengenalpasti perbezaan tahap kecerdasan emosi di antara ciri-ciri demografi (jantina, taraf pendidikan dan umur). Kecerdasan emosi diukur melalui lima dimensi iaitu kesedaran diri, mengurus emosi, motivasi diri, hubungan baik, *emotional mentoring*, tingkahlaku, dan kemahiran komunikasi. Manakala, kejayaan kerjaya diukur melalui enam dimensi iaitu kepuasan kerja, kepuasan kerjaya, penglibatan kerja, hasrat untuk berhenti, prospek kerjaya, dan kenaikan pangkat.

Untuk mencapai matlamat kajian, kaedah kuantitatif digunakan dan data dikutip melalui pengedaran soalseldik. Sebanyak 250 soalseldik telah diedarkan kepada Eksekutif di Perodua Sdn. Bhd dan daripada jumlah tersebut, hanya 167 (66.8%) soalseldik digunakan untuk tujuan penganalisan.

Data dianalisa dengan menggunakan Ujian Korelasi Pearson, Ujian Regresi Kepelbagaian, t-Test dan Ujian ANOVA. Dapatan kajian menunjukkan wujud hubungan di antara kecerdasan emosi dengan kejayaan kerjaya di mana enam dimensi kecerdasan emosi mempengaruhi kejayaan kerjaya iaitu kesedaran diri, motivasi diri, hubungan baik, *emotional mentoring*, tingkahlaku dan kemahiran berkomunikasi. Dapatan kajian juga menunjukkan kecerdasan emosi mempunyai perkaitan dengan tiga dimensi kejayaan kerjaya iaitu kepuasan kerja, kepuasan kerjaya dan prospek kerjaya. Manakala, hanya satu ciri demografi yang mempunyai perbezaan tahap kecerdasan emosi iaitu taraf pendidikan yang menunjukkan bahawa individu yang berpendidikan tinggi mempunyai tahap kecerdasan emosi yang lebih tinggi berbanding individu yang berpendidikan rendah.

Kesimpulannya, kajian mendapati kecerdasan emosi mempengaruhi kejayaan kerjaya seseorang selain mampu mempengaruhi kepuasan kerja, kepuasan kerjaya dan prospek kerjaya. Individu yang mempunyai kemahiran kecerdasan emosi terutamanya kesedaran diri, motivasi diri, hubungan baik, *emotional mentoring*, tingkahlaku dan kemahiran berkomunikasi berupaya mendorongnya untuk berjaya di dalam kerjaya. Selain itu, taraf pendidikan yang tinggi membantu seseorang individu untuk memiliki kemahiran kecerdasan emosi. Oleh itu, dapat dinyatakan bahawa kecerdasan emosi merupakan faktor penting yang mendorong kepada kejayaan kerjaya seseorang.

ABSTRACT

The main objective of this study is to identify the relationship between emotional intelligence (EI) and career success. Besides, the present study also examines the relationship between the EI dimensions and career success, to determine the relationship between EI and the career success dimensions and to find out the differences among demographic characteristics (gender, education level and age) and EI. The seven dimensions that measured EI were self-awareness, managing emotions, self-motivation, relating well, emotional mentoring, behaviour and communication skills. The six dimensions that measured career success were job satisfaction, career satisfaction, job involvement, intention to quit, career prospects and promotion.

To attain the objectives, a quantitative method was employed and data were collected through questionnaires. A total of 250 questionnaires were distributed to Executive employees at Perodua Sdn. Bhd. but only 167 (66.8%) were received and used for further analysis.

The data were analyzed using Pearson Correlation, Multiple Regression, t-Test and ANOVA test. The findings indicated that there was relationship between EI and career success, but only six EI dimensions were correlated with career success namely self-awareness, self-motivation, relating well, emotional mentoring, behaviour and communication skills. The findings also revealed that EI was associated with the three career success dimensions namely job satisfaction, career satisfaction and career prospects. Further, only one demographic characteristic was found to have significance difference of EI competencies which was education level which explained that individuals with higher education level experienced more skills in EI compared to those who had lower education level.

In conclusion, the study revealed that EI was associated with career success and it could influence job satisfaction, career satisfaction and career prospects. Besides, higher education level could help individuals to have more EI competency skills compared to lower education level. Therefore, it showed that EI an important factor that influenced career success.

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LIST OF ABBREVIATIONS

Abbreviation	Description of Abbreviation
EI	Emotional Intelligence
GPA	Grade Point Average
IQ	Intelligence Quotient
MQ	Managerial Intelligence
SIPOAS	Style in the Perception of Affect Scale
Perodua	Syarikat Perusahaan Kedua
JDI	Job Description Index
ACM	Asian Composite Manufacturing
SPSS	Statistical Package for Social Sciences
KMO	Kaiser-Mayer Olkin
Varimax	Maximum Varian

CHAPTER 1

INTRODUCTION

1.1 Introduction

The concept of Emotional Intelligence (EI) in the organizational context has received a considerable attention in recent years and it was theorized to have positive effect on the individuals and organizational outcomes such as employees' performance, organizational commitment, organizational citizenship (Abraham and Rebecca. 1999), organizational success (Goleman, 1998), and career success (Dulewicz and Higgs, 1998; Weisinger, 1998; Goleman, 1998; Poon, 2004). Even the interest on EI in education has received more attention but the benefits of EI competencies to organizational context in the form of employees' career success have become the main topic nowadays. EI typically is the ability to recognize and respond to own and others' emotions and feelings, as well as the skill to manage that emotions and feelings for own benefits and others. Being highly skilled in EI competency skills will help individuals to be more successful in their profession through highly utilizing the EI competencies for their employment benefits.

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