

**THE RELATIONSHIP BETWEEN EMOTIONAL
INTELLIGENCE, JOB DEMAND AND IN-ROLE JOB
PERFORMANCE AMONG SENIOR 'P.T.D.' OFFICERS
IN MALAYSIA**

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**MASTER OF SCIENCE (MANAGEMENT)
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DEMAND AND IN-ROLE JOB PERFORMANCE AMONG SENIOR 'P.T.D.'
OFFICERS IN MALAYSIA**

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Othman Yeop Abdullah
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ABSTRACT

Generally, this research focussed on the relationship between emotional intelligence, job demand and in-role job performance among senior P.T.D. officers. The main objectives of this study is to determine the relationship between emotional intelligence dimensions (i.e. self-awareness, self-motivation, managing emotion, mentoring emotion and relating well) and in-role job performance. Besides that, this study also aimed to examine the inverse relationship between job demand and in-role job performances. Thus, this study focus on senior officers of Administrative and Diplomatic Service (P.T.D.) scheme in Malaysia. This study covered officers from grade 48, 52 to 54 from 24 ministries and department in Putrajaya, Malaysia. The samples about 330 officers were drawn from the total population of 1929 officers by using stratified simple random sampling method. However, only 120 officers returned feedbacks and being the respondents for this study. The collected data were analyzed using SPSS software application version 22.0. This research was using multiple regressions analysis to test the data. The findings indicated that there was no significant relationship between emotional intelligence dimensions and in-role job performance. The job demands also produced the same result. Thus, there was no significant inverse relationship between job demand and in-role job performance. In summary, it could be concluded that the in-role job performance for senior PTD officers were neither affected by emotional intelligence dimesions, nor job demand. The implications of this study were discussed by applying the Herzberg two factors theory into current situations of public services in Malaysia. Lastly, due to limitations found in this study, several recommendations were proposed for future research.

Keywords: Emotional Intelligence Dimensions, Job Demand, In-Role Job Performance

ABSTRAK

Secara umumnya, kajian ini bertujuan untuk menentukan hubungan antara dimensi-dimensi kecerdasan emosi (iaitu kesedaran sendiri, motivasi sendiri, menguruskan emosi, mengawalselia emosi dan mengaitkan hubungbaik) dan prestasi kerja sebenar di kalangan pegawai-pegawai kanan P.T.D. Kajian ini juga mensasarkan untuk memeriksa hubungan antara permintaan tugas dan prestasi kerja sebenar pegawai-pegawai berkenaan. Fokus kajian ditumpukan kepada pegawai kanan Perkhidmatan Tadbir dan Diplomatik skim (P.T.D.) di Malaysia. Kajian ini meliputi kepada pegawai daripada gred 48, 52 hingga 54 daripada 24 kementerian dan jabatan di Putrajaya, Malaysia. Sampel untuk kajian ini adalah seramai 330 pegawai dipilih secara rawak daripada jumlah populasi seramai 1929 pegawai dengan menggunakan teknik Persampelan Rawak Berstrata. Responden bagi kajian ini adalah 120 orang pegawai. Data yang dikumpul telah dianalisis dengan menggunakan perisian statistik SPSS. Ujian-ujian yang dijalankan adalah Analisis Korelasi Pearson dan Analisis Regresi Berganda. Dapatan kajian menunjukkan bahawa tidak terdapat hubungan yang signifikan antara dimensi-dimensi kecerdasan emosi dan permintaan tugas, keatas prestasi kerja sebenar. Kesimpulannya, adalah dirumuskan bahawa prestasi kerja sebenar untuk pegawai kanan P.T.D. tidak dipengaruhi oleh permintaan tugas dan kecerdasan emosi tidak memberikan perbezaan yang signifikan terhadap prestasi kerja sebenar. Implikasi kajian ini dibincangkan dengan mengaitkan teori Dua-Faktor oleh Herzberg dalam situasi semasa perkhidmatan awam di Malaysia. Akhir sekali, beberapa cadangan diutarakan rujukan kajian pada masa akan datang.

Kata kunci: Kecerdasan Emosi, Permintaan Tugas, Prestasi Kerja Sebenar

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

The Malaysian Administrative and Diplomatic Service (in the national language known as the '*Perkhidmatan Tadbir dan Diplomatik*' – P.T.D.) is among the earliest public services in Malaysia. It has been started since the British colonialism in 1904. In the early stages, P.T.D. is known as the Malayan Civil Services (M.C.S.). The P.T.D. scheme has undergone some evolution, particularly in terms of names based on the current role. From the Malayan Civil Services converted to Malaysian Home and Foreign Services (HFS) in 1966. In 1971, the name of the Malayan Home and Foreign Services (HFS) was converted again to the Administrative and Diplomatic Service (P.T.D.) until today. P.T.D. is always involved in every stage of development of the country, since before independence until today. P.T.D.'s role begins with the strengthening of the administrative structure of the country's level (1950 until the late 1960s) and the formulation of a program of infrastructure development in social, economic and industrial (1970).

According to Abdul Hamid (1996), in his book titled *The Chief Secretary to the Government, Malaysia*, said that the Malaysian Administrative and Diplomatic Service (P.T.D.) has been the *crème de la crème* of the administration. It means the P.T.D. officers have always shown quality of work, productivity for performance, discipline and a high sense of accountability. The scope and role of P.T.D. officer has evolved since the era of the 60s to the 90s era tune with the changing national

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