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**THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE,
SOCIAL INTELLIGENCE, PERSON-JOB FIT, PERSON-
ORGANIZATION FIT AND EMPOWERMENT TO JOB
PERFORMANCE AT PUTRAJAYA IMMIGRATION
DEPARTMENT**

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**MASTER OF SCIENCE (MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
DECEMBER 2019**

**THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE, SOCIAL
INTELLIGENCE, PERSON JOB FIT, PERSON ORGANIZATION FIT AND
EMPOWERMENT TO JOB PERFORMANCE AT PUTRAJAYA
IMMIGRATION DEPARTMENT**

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**Thesis Submitted to
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in Partial Fulfillment of the Requirement for the Master of Sciences (Management)**



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ABSTRACT

The purpose of this study is to investigate the relationship between emotional intelligence, social intelligence, person-job fit, person-organization fit and empowerment to job performance among employees of Putrajaya Immigration Department. The employees of Putrajaya Immigration Department was chosen as the respondents of this study. A total of seven research objectives were formulated. A questionnaire was adopted and adapted from previous related studies. The questionnaire was pilot tested before distributed to the target respondent. The respond rate was 98%. The descriptive, correlation and regression analysis was performed on the data. The results show that emotional intelligence, person-job fit, person-organization fit and empowerment is significant, positive with medium to low strength of relationship to job performance. Interestingly the social intelligence was not significant. The selection of independent variables can only explain 39.9% to job performance with emotional intelligence as the most influential variable. This is followed by empowerment and person-organization fit to explain the job performance among employees of Putrajaya Immigration Department. However, person-job fit and social intelligence have no influence on job performance. The Putrajaya Immigration Department is a government agency entrusted with law enforcement activities. Therefore it is recommended to select other variables associated with law enforcement agency for future research.

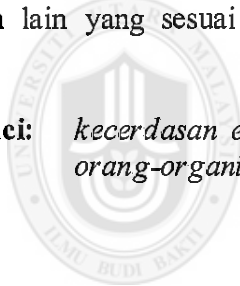
Keywords: *emotional intelligence, social intelligence, person-job fit, person-organization fit, empowerment, job performance*

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ABSTRAK

Tujuan kajian ini adalah untuk mengkaji perhubungan di antara kecerdasan emosi, kecerdasan social, kesesuaian orang-kerja, kesesuaian orang-organisasi dan pemeraksanaan kepada kepuasan kerja di kalangan pekerja di Jabatan Imigresen Putrajaya. Jabatan Imigresen Putrajaya dipilih sebagai respondent dalam kajian ini. Satu soalselidik telah dipinjam dan diolah dari kajian terdahulu. Soalselidik telah di uji perintis sebelum diedarkan kepada respon sasaran. Kadar maklumbalas adalah 98%. Analisis diskriptif, korelasi dan regrasi telah dilakukan ke atas data. Keputusan menunjukkan kecerdasan emosi, kesesuaian orang-kerja, kesesuaian orang-organisasi dan pemeraksanaan adalah signifikan, positif dengan kekuatan perhubungan sederhana ke rendah kepada kepuasan kerja. Bagaimanapun kecerdasan social tidak signifikan. Pemilihan variable bebas hanya menghurai 39.9% kepada kepuasan kerja dengan kecerdasan emosi sebagai paling berpengaruh. Ini diikuti dengan pemeraksanaan dan kesesuaian orang-organisasi untuk menghuraikan kepuasan kerja dikalangan pekerja di Jabatan Imigresen Putrajaya. Waiu bagaimanapun, kesesuaian orang-kerja dan kecerdasan sosial tiada pengaruh atas kepuasan kerja. Jabatan Imigresen Putrajaya adalah agensi kerajaan yang dipertanggungjawabkan dengan aktiviti pelaksanaan undang-undang. Oleh itu dicadangkan untuk memilih angkubah lain yang sesuai dengan agensi pelaksana undang-undang bagi kajian akan datang.

Katakunci: *kecerdasan emosi, kecerdasan sosial, kesesuaian orang-kerja, kesesuaian orang-organisasi, pemeraksanaan, prestasi kerja*



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CHAPTER1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

In this globalization era, the employers today require worker who have potential, capability and intensity in doing the work. Good employees can give full commitment towards work and are capable to meet requirement needed by employer. The job attitudes are closely related to job performance. Job performance can become benchmark to employees to perform their work. According Campbell and Pritchard (1976), job performance is relating with capability and motivation the industrial and organizational psychology. Most of the organizations whether in public or private sector emphasize that the success of organization is rely on performance, productivity and commitment of employees.

A part of that, the job performance is always concerned with worker attitudes. The work attitudes and work performance have interconnected with each other in the organization (Harisson, 2006). The performance of employees represents the image of organization. However employees are an asset to the employers. There are study has stated that the management of organization has believes there is rapport amongst worker's through work performance whereby it capable to give good benefits for business (Attridge, 2009).

Employee is an important asset to an organization. The employees also are classified as human capital whereby it can assist in determining the company can get high profit and

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