

EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

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EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

A thesis submitted to the Faculty of Business Management in partial
fulfillment of the requirements for the
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by
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DEDICATION

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

Ahmad Nizan bin Mat Noor
Dania Nurfağhira binti Ahmad Nizan

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 Azib bin Saad
Hajjah Azizah binti Saad

Thank you for your words of wisdom.

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Finally, I have reached this place not by my effort alone but also through all the support and love.

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ABSTRAK

Pensyarah sering dikaitkan sebagai golongan cerdikpandai mempunyai latarbelakang pencapaian akademik yang cemerlang. Pensyarah merupakan tulangbelakang dan memainkan peranan yang amat penting di setiap universiti. Mereka mempunyai tanggungjawab yang begitu besar sebagai pendidik dan pemudahcara dan pada masa yang sama sebagai contoh ikutan kepada para pelajar. Tujuan penyelidikan ini dibuat adalah untuk mengkaji hubungan di antara kecerdasan emosi dan gelagat 'deviant' di tempat kerja, di samping menentukan perbezaan factor-faktor demografi dengan kecerdasan emosi dan gelagat 'deviant' di tempat kerja. Sebanyak 73 data telah dikumpul daripada pensyarah-pensyarah dengan menggunakan kaedah persampelan rawak mudah. Soalan kajiselidik yang mengandungi dua pengukuran telah diberikan kepada responden. Kajian telah menunjukkan para pensyarah di KUKUM mempunyai tahap kecerdasan emosi yang agak tinggi. Dapatan kajian juga telah membuktikan bahawa wujudnya hubungan secara negatif dikalangan pensyarah di KUKUM. Manakala factor demografi didapati tidak mempunyai sebarang perbezaan bagi kecerdasan emosi dan gelagat 'deviant' di organisasi.

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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**UNIVERSITI UTARA MALAYSIA
FAKULTI PENGURUSAN PERNIAGAAN**

EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

Dear Sir/Madam,

You have been chosen to be a respondent of this research project. This research conducted as a partial fulfillment of the requirements for the degree Master of Science (Management), Universiti Utara Malaysia.

For your information, this research attempts to gather information concerning the emotional intelligence and workplace deviant behavior among lecturers in KUKUM.

Your honesty and sincerely are highly required in attempting this questionnaire. All information given will keep **CONFIDENTIAL** and will be used for academic purpose only.

Thank you for your time and cooperation.

Yours sincerely,

Aznira Abdul Azib

Office : 04-9798313

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~ QUESTIONNAIRE ~

EMOTIONAL INTELLIGENCE AND WORKPLACE DEVIANT BEHAVIOR

This questionnaire consists of 52 questions and divided into 3 sections. Please answer all questions sincerely and according to the instruction.

Part A: Personal Profile

Please answer all questions. Please tick (√) whichever is applicable.

1. Gender: Male Female

2. Age: 21– 30 years 41 – 50 years
 31 – 40 years 51 years and above

3. Marital Status:
 Single Divorced
 Married Widowed

4. Level Of The Highest Academic Qualification :
 Bachelor Degree Phd
 Master Degree Others _____ (please indicate)

5. Working Experience:
 Less than 3 years 7 – 9 years
 4 – 6 years More than 10 years

Part B: Emotional Intelligence

Indicate your responses with each item by using the 5-point Likert-type scale below. Please circle the number which is the best for you.

No.	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I know when to speak about my personal problems to others	1	2	3	4	5
2	When I am faced with obstacles, I remember times I faced similar obstacles and overcome them	1	2	3	4	5
3	I expect that I will do well on most things I try	1	2	3	4	5
4	Other people find it easy to confide in me	1	2	3	4	5
5	I found it hard to understand the non verbal message of other people	1	2	3	4	5
6	Some of the major events of my life have led me to re-evaluate what is important and what is not	1	2	3	4	5
7	When my mood changes, I see new possibilities	1	2	3	4	5
8	Emotions are one of the things that make my life worth living	1	2	3	4	5
9	I am aware with my emotions as I experience them	1	2	3	4	5
10	I expect good things to happen	1	2	3	4	5
11	I like to share my emotions with others	1	2	3	4	5
12	When I experience a positive emotion, I know how to make it last	1	2	3	4	5
13	I arrange events others enjoy	1	2	3	4	5
14	I seek out activities that make me happy	1	2	3	4	5
15	I am aware of the non verbal message I send to others	1	2	3	4	5
16	I present my self in a way that makes a good impression on others	1	2	3	4	5

17	When I am in a positive mood, solving problems is easy for me	1	2	3	4	5
18	By looking at their facial expressions, I recognize the emotions people are experiencing	1	2	3	4	5
19	I know why my emotions change	1	2	3	4	5
20	When I am in a positive mood, I am able to come out with new ideas	1	2	3	4	5
21	I have control over my emotions	1	2	3	4	5
22	I easily recognize my emotions as I experience them	1	2	3	4	5
23	I motivate myself by imagining a good outcome to the tasks I take on	1	2	3	4	5
24	I compliment others when they have done something well	1	2	3	4	5
25	I am aware of non verbal message other people send	1	2	3	4	5
26	When another person tells me about an important event in his or her life, I almost feel as though I have experienced this event myself	1	2	3	4	5
27	When I feel a change in emotions, I tend to come up with new ideas	1	2	3	4	5
28	When I am faced with a challenge, I give up because I believe I will fail	1	2	3	4	5
29	I know what other people are feeling just by looking at them	1	2	3	4	5
30	I help other people feel better when they are down	1	2	3	4	5
31	I use good moods to help myself keep trying in the face of obstacles	1	2	3	4	5
32	I can tell how people are feeling by listening to the tone of their voice	1	2	3	4	5
33	It is difficult for me to understand why people feel they way they do	1	2	3	4	5

Part C: Workplace Deviant Behavior		Never	One to three times	Four to ten times	Eleven to twenty times	More than twenty times
No	Statement					
1	Made an ethnic, racial, or religious slur against a co worker	1	2	3	4	5
2	Swore at a co-worker	1	2	3	4	5
3	Refused to talk to a co-worker	1	2	3	4	5
4	Gossiped about my supervisor	1	2	3	4	5
5	Made an obscene comment or gesture at a co-worker	1	2	3	4	5
6	Teased a co-worker in front of other employees	1	2	3	4	5
7	Intentionally arrived late for work	1	2	3	4	5
8	Called in sick when I was not really ill	1	2	3	4	5
9	Took undeserved breaks to avoid work	1	2	3	4	5
10	Made unauthorized use of organizational property	1	2	3	4	5
11	Left work early without permission	1	2	3	4	5
12	Lied about the number of hours I worked	1	2	3	4	5
13	Worked on a personal matter on the job instead of working for my employer	1	2	3	4	5
14	Purposely ignored my supervisor's instruction	1	2	3	4	5

- Thank you for your corporation -