



**THE EFFECT OF EMOTIONAL INTELLIGENCE TOWARDS ORGANIZATIONAL  
COMMITMENT, JOB PERFORMANCE, AND JOB SATISFACTION AMONG  
EMPLOYEES AT GERMAN COMPANY (FEDERAL AUTOCARS SDN. BHD)**

**ADLIN BINTI ADNAN**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
(INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MALACCA CITY CAMPUS**

**JANUARY 2015**

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**Submitted in Partial Fulfillment of the  
Requirement for the Bachelor of Business Administration with (Hons)  
in International Business**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA  
MALACCA CITY CAMPUS**

**JANUARY 2015**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY F BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGY MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Adlin binti Adnan, (I/C Number: 920314-10-6214)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been extinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

20 th January 2014  
Head of Department,  
Faculty of Business Management,  
UITM Malacca, Kampus Alor Gajah,  
KM 26 Jalan Lendu  
78000 Alor Gajah, Melaka

Dear Sir/Madam,

**RE: SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled **“The Effect of Emotional Intelligence towards Organizational Commitment, Job Performance, and Job Satisfaction among Employees at Federal AutoCars Sdn. Bhd”** to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

*adlinadnan*

ADLIN BINTI ADNAN  
2011309273  
Bachelor of Business Administration  
(Hons) in International Business

## **ABSTRACT**

The present research was conducted at Federal AutoCars Sdn Bhd. Glenmarie. This research and study was conducted to know the effect of employees' emotional intelligence towards organizational commitment, job performance and job satisfaction at Federal AutoCars Sdn Bhd. The problem faced by the most organization is to have efficient and quality employees in all departments. The major problem that can be seen is there are group of employees who tend to take less responsibility when dealing with their task. This sort of behaviour basically caused by lack of emotional intelligence skills by the employees. This study is to know the level of emotional intelligence among employees, relationship between emotional intelligence towards organizational commitment, job performance, and job satisfaction among employees. Next, the aim of this study is to know which element is affected by emotional intelligence the most. Lastly, to find the alternatives to cure the problems that occurred. The data were taken from 110 respondents using convenience sampling and the results were analyzed and interpretations of relationships were made. It was found that there is a significant relationship between emotional intelligence and organizational commitment, and job performance. As for between emotional intelligence and job satisfaction, the relationship is insignificant. Lastly, The most element that is affected by emotional intelligence in job performance.