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**HOW EMOTIONAL INTELLIGENCE, PERSONAL ATTRIBUTE AND
DEGREE OF SUBJECT KNOWLEDGE TOWARDS EMPLOYEE
ENGAGEMENT AMONG GRADUATE OF UTEM**

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DECLARATION

I declare that this thesis entitle “How emotional intelligence, personal attribute, degree of subject knowledge can influence employee engagement for graduate of UTeM” is the result of my own research except as cited in the references. The thesis is not currently submitted in candidature of any other degree and has not been accepted yet.

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DEDICATION

To my mother Rosbi bt Osman and my husband Muhamad Azamuddin Bin Abdulah for nursing me with affections and love also encourage me to give the best towards my Final Year Project (FYP).

I take this advancement to record our sincere appreciation to my supervisor En Hasan Bin Saleh for the guidance to finish this thesis and thanks to all my faculty members for their help and praise their greatest encouragement. I also place on record, my sense of thankfulness to one and all who freely and incidently have their support in this Final Year Project (FYP).

ABSTRACT

The purpose of this paper is to determine how far the relationship of emotional intelligence, personal attribute and degree of subject knowledge towards employee engagement, what is the factors influencing employee engagement and why employee engagement is important among graduate of UTeM. The research reported in this paper is based on the questionnaire circulated to the graduate of UTeM student which is Alumni of UTeM.. This study are identify the factors that influence employee engagement regarding some of factors. A Theoretical framework was compiled based on the literature review. This study also proves that employee involvement in the workplace is important for improving and maintaining organizational quality and can be achieved through emotional intelligence, personal attribute and degree of subject knowledge.

Keywords : employee engagement, employees

ABSTRAK

Tujuan makalah ini adalah untuk menentukan sejauh mana hubungan kecerdasan emosi, sifat peribadi dan tahap pengetahuan subjek ke arah penglibatan pekerja, apakah faktor yang mempengaruhi penglibatan pekerja dan mengapa penglibatan pekerja adalah penting di kalangan siswazah UTeM. Penyelidikan yang dilaporkan dalam makalah ini adalah berdasarkan soal selidik yang diedarkan kepada siswazah UTeM yang merupakan Alumni UTeM. Kajian ini mengenal pasti faktor-faktor yang mempengaruhi penglibatan pekerja mengenai beberapa faktor. Rangka teoretis telah disusun berdasarkan kajian literatur. Kajian ini juga mampu membuktikan bahawa penglibatan pekerja di tempat kerja adalah penting bagi mengekalkan kualiti dan dapat dicapai melalui kebijaksanaan emosi, atribut peribadi dan tahap pengetahuan.

Kata kunci: penglibatan pekerja, pekerja

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND

On the first chapter will embrace all about problem statement, research objective, research question, significance of study and scope of study. The scope of this research is employee engagement and the title is “How emotional intelligence, personal attribute, degree of subject knowledge can influence employee engagement among graduate of UTeM”. The engagement of employee are defined the measure to which employees commit to something or someone in the organization, and how long they stay as a result of their commitment (Richard S. Wellins,2005).

In other words, engagement of employee also can defined as a workplace that have good environment to ensure employees are highly committed with their organization’s goals and values to contribute the successful company also at the same time are able to enhance their sense of well-being. (McLeod,2015).

Employee engagement are very important aspect in human resources management but nowadays, most employers have intention to have motivated employee which is always ready to do any kind of work. This study are to highlight the employee engagement of graduate of UTeM student because of the unmotivated

employee will affect the company performance. In addition, the engagement of employee will give the benefit also potential impact towards the company.

1.2 PROBLEM STATEMENT

Organizations play important role lead to the effectiveness and efficiency of company. However the effective of organizations is needed the contribution of employee to achieve their target and objective. However, organizations cannot succeed without the motivated and engagement of employees. Employees who are positively engaged at work perform better and are more productive have a good engagement in organization.

Based on Maslow's Hierarchy of need theory, employees will highly engaged if they can contribute well to achieve company objective also motivated well in the stage self-actualization, importance and belonging. But in other side, the employee starting not engaged and fell demotivated at security and survival level. Therefore, to ensure the employee or manager need to faster strong manager employee relationship and organize the team building program.

Other than that, disconnection from peers in organization also contribute on disengagement of employee. Furthermore, job relationship are an integral element of the employee engagement formula. Positive team environment where employees feel free to speak their minds and connect with each other is a bit more complex but with this problem the gap between peers or department will occur.

The main purpose of investigate an employee engagement survey is to find out the factors that actually to know the contribute employees to perform their best. But, nowadays some of managers are lack in knowing what actually can influence engagement of employees or not.

According to Lim,2001 research found that in Malaysia employees are willingness to stay as employees in organization with average not more than three years. In some survey with Canadian, which is revealed that employees are looking for in job with a good pay, job security and also benefits. Canadian employee assume as a important package. for cannabis workers, when they are respected and treated well they will be more focused on doing work to achieve the company's objectives. ("Finders & Keepers - Recruitment and Retention Strategies," 2003). Huckerby conclude the result from the United Kingdom stated employees are having a good engagement in their organisations are only 17 percent, compared to the employee are not engaged is 63 percent and disengaged employee consist of 20 percent. Overall, individual that give up with their work but still force to do the work is stiil exist (Huckerby, 2002).

Work-life balance that improper arranged such as employees are lack interes in work, ling working hours, work overloaded are the symptoms that can distribute to disengagement of employees. The impact is when they are disengaged in organization automatically their quality and performance are low. The researchers had observe reports on human resource issues that suggested unsastifaction, especially among junior employees with a very high turnover rate that mandated the need to identify immediately and embark upon the reasons for this dissatisfaction (Forstenlechner & Lettice, 2008).

This study has implement to uncover how emotional intelligence, personal attribute and degree subject knowledge can influence employee engagement for graduate of UTeM. The effectiveness of employee skills can give positive impact towards engagement also the performance of company.

1.3 RESEARCH QUESTION

The research question for this survey as per below:

1. How far emotional intelligence, personal attribute and degree of subject knowledge in relation with employee engagement?
2. What is the factors influence of employee engagement?
3. Why employee engagement is important among graduate of UTeM?

1.4 RESEARCH OBJECTIVES

The general objectives study are outlined below:

1. To determine the relationship between emotional intelligence, personal attribute and degree of subject knowledge toward employee engagement among graduate of UTeM.
2. To investigate the factors influence of employee engagement.
3. To identify importance of employee engagement among graduate of UTeM student.

1.5 SIGNIFICANCE OF STUDY

The significant can be explained from three aspect. First, to determine the relationship between emotional intelligence, personal attribute and degree of subject knowledge toward employee engagement among graduate of UTeM. Second, to investigate the factors influence of employee engagement. Third, to identify the most critical factors influence of employee engagement. If this study properly managed, they will usually yield a number of significant benefit in employee engagement.

1.6 SCOPE OF STUDY

Scope of this research is to know how emotional intelligence, personal attribute and degree of subject knowledge can influence employee engagement for graduate of UTeM. The researcher choose graduate of UTeM student because it easy to collect data at Alumni of UTeM since the reasearcher are studying at UTeM. Other than that, it might be easy make a survey and distribute the questionnaire.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The general purpose of this chapter will be explore and discuss the views of the topic from previous author and study. In addition, the variables also explained and deliberates. Moreover, this study have declared the how emotional intelligence, personal attribute and degree of subject knowledge can influence employee engagement for graduate of UTeM. Furthermore, literature review will be easier the researcher in make the research method whether it can be done through qualitative or quantitative. Other than that, the expectation of this research which is hypothesis also highlights in this chapter. Besides that, the conceptual framework also attached in this chapter.

2.2 EMPLOYEE ENGAGEMENT

Employee engagement means the employee's commitment and dedication, discretionary effort, using talents to the fullest of support organization's goals and values. Employee engagement is the extent to which employees feel passionate about their jobs, are committed to the organization. By this way, automatically can give the benefits for organization. Besides that, employee will feel their engagement and

existence within the organization are important and needed. In others word, employee engagement is the emotional commitment employees feel towards their organization and the actions they take to ensure the organization's success engaged employees demonstrate care, dedication, enthusiasm accountability and results focus (Allen,2014).

(Watson, 2014) defined that employee engagement is when employees are willingness and able to help their organization to success in order give full of commitment and effort towards their work. According to the study, many factors can affected the engagement of employee which are involve emotional and rational factors regarding to work and the overall of work experience. Gallup organization defines employee engagement as the involvement with and enthusiasm for work. Gallup as cited by (Dernovsek, 2008) likens employee engagement to a positive employees' emotional attachment and employees' commitment.

Employee engagement also can be defined as a employee behavior that owns by employee that can involve the company value. Engagement of employee are the business context and by working with the colleagues can improve in developing the performance toward their organization. (Robinson, 2004). The organization must work to develop and nurture engagement, which requires a two-way relationship between employer and employee.”

Literature on employee engagement has shown many studies designate two path relationship is necessary. The Institute of Employment Studies (IES) gives an explicit meaning which is worker engagement is the factor of between business and representative that can solve the issues if working together. Moreover, engagement of

employee will benefit for company in terms of productivity, profit, growth and customer satisfaction. Meanwhile, disengaged employee have less customer orientation, less productivity and can reduce profit of company.

2.2.1 EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) is defined as “the ability to control own also other feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions” (Giorgi, 2013). Emotional intelligence are aware the person for understand and control their emotions involving combination of competencies. With this emotional intelligence attitude can help employees to using this knowledge for understand and recognize others emotions also can use this knowledge to foster their and others success

Furthermore, the ability conduct the emotional intelligence in high level are able the person to understand the, mental and social impact the negative emotions have on their bodies, minds, relationship also ability to pursue and achieve goals. Then, they are able to moderate their own emotions so that their emotions support, their activities and enhance their quality of life.

On the whole, it can be defined in terms of understanding one's emotions and being able to organize and control the emotions to control our behavior. (Seema, 2012). Furthermore, emotional intelligence is about understanding the emotions of others (Seema, 2012). For those with high levels of emotional intelligence, they are able to control their emotions as well as to control the emotions of colleagues. (Seema, 2012).