THE RELATIONSHIP BETWEEN INTELLIGENCE QUOTIENT AND JOB PERFORMANCE: A STUDY AT SERVICE SECTOR IN SELANGOR

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DECLARATION

"I declared that this project is the result of my own research except as cited in the references. This research project has not been for any degree and is not concurrently submitted in candidature of any other degree."

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DEDICATION

I would like to dedicate the appreciation to my siblings who supported me in terms of spiritual and financial, beloved supervisor and panel who guided me throughout the research and course mates that assisted me through the journey of research

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I hope that my final year report will fulfill the conditions as request for Bachelor of Technopreneurship with Honour. I hopefully, I can successfully stimulate all the experiences that gained while producing this report. Thank you.

ABSTRACT

The main purpose of this research is to study the relationship between intelligence quotient and job performance: A study at a service sector in Selangor. The objective of this research is to examine the criteria of intelligence quotient that most effect job performance of services sector in Selangor. Other than that, researcher also studies the relationship between three sub independent variable and job performance. The researcher identifies three independent variables that are analytical intelligence, creative intelligence and practical intelligence. This research focus on one company that is Kasai Teck See (Malaysia) Sdn Bhd. The population of the study consists of 223 totals of employees that work in that company. The sample of this research consist 140 of employees that work in that company. To collect the data and the information needed, the researcher has used quantitative method in this research. The data needed was calculated through questionnaires. The method to accumulate the research data was analyzed by using Statistical Package for Social Science (SPPS) version 23. This research used regression analysis in order to answer the objective in this research. This research found interesting finding between intelligence quotient and job performance: A study at a service sector in Selangor that will be highlighted in this research discussion.

Keywords: Intelligence Quotient, Job Performance, Service Sector, Selangor.

ABSTRAK

Tujuan utama kajian ini adalah untuk mengkaji hubungan antara kecerdasan intelektual dan prestasi kerja: Kajian di sektor perkhidmatan di Selangor. Objektif kajian ini adalah untuk mengkaji kriteria kecerdasan intelektual yang paling mempengaruhi prestasi kerja sektor perkhidmatan di Selangor. Selain daripada itu, penyelidik juga mengkaji hubungan antara tiga sub pemboleh ubah bebas dan prestasi kerja. Penyelidik mengenal pasti tiga pemboleh ubah bebas iaitu kecerdasan analitik, kecerdasan kreatif dan kecerdasan praktikal. Kajian ini memberi tumpuan kepada satu syarikat iaitu Kasai Teck See (Malaysia) Sdn Bhd. Populasi kajian terdiri daripada 223 jumlah pekerja yang bekerja di syarikat itu. Sampel kajian ini terdiri daripada 140 orang pekerja yang bekerja di syarikat itu. Untuk mengumpul data dan maklumat yang diperlukan, penyelidik telah menggunakan kaedah kuantitatif dalam kajian ini. Data yang diperlukan dikira melalui soal selidik. Kaedah untuk mengumpul data penyelidikan dianalisis dengan menggunakan Pakej Statistik untuk Sains Sosial (SPPS) versi 23. Kajian ini menggunakan analisis regresi untuk menjawab objektif dalam kajian ini. Kajian ini menemui penemuan menarik antara kecerdasan intelektual dan prestasi kerja: Kajian di sektor perkhidmatan di Selangor yang akan diketengahkan dalam perbincangan penyelidikan ini.

Kata kunci: Kecerdasan Intelektual, Prestasi Kerja, Sektor Perkhidmatan, Selangor.

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CHAPTER 1

INTRODUCTION

1.1   Introduction

This research will focus on the relationship between intelligence quotient and job performance. This study will be conduct in a service sector in Selangor. In this research, it will focus on three sub independent variables which are analytical intelligence, creative intelligence and practical intelligence. This chapter covers up the background of study, problem statement, research objective, research question, scope and significant of this research.

1.2   Background of Study

This chapter is about the intelligence quotient and job performance. Researcher will focus on the relationship between intelligence quotient and job performance among employees at services sector. Researcher more devote on services sector in Selangor in this research study. In this study, researchers have seen some external views to ensure

that this study can be produced well. Researchers have found some studies that can help in the results of this study.

In 2007, Jennifer Whitaker wrote an article on her website titled "EQ or IQ - what's more important?" In this article, she emphasized that in the current situation everyone needs a new set of skills. She said that because she found there was a dumping of graduate students who did not get a job after completing their studies at the university. This observation shows that having a high education will not guarantee us to get a job after graduating at the university. University graduates should enrich their special skills to get a job after graduation. It aims to attract employers to hire them and serve in the development of a company. The ways salaries offer today also show that they are not looking at the level of education because employers see more of the experience that a person has to work from an organization. This can be seen when most graduates now do not get the salaries according to their education level. The current economy is growing rapidly as a result of an increase in diversity, the rapidly changing technology and innovation. High IQ does not help us to succeed in working life. In this article also says that the vast majority of successful people do not receive college degrees. In this article say that having a high IQ does not help us to succeed in working life and most successful people do not have any education at university. Bill Gates is the best example because he is the only millionaire who does not have a college degree.

The results of the study found in the articles produced by Ken Richardson and Sarah H. Norgate, said that before the 1970s there were hundreds of studies saying intelligence quotient and job performance had low and inconsistent correlation. There are various factors and some unclear factors that explain the correlation between intelligence quotient and job performance. All these factors have formed a common or mysterious part or factor. Inside this article also states that there are many uncertainties to interpret the correlation between intelligence quotient and job performance. Researchers also say that to study relationship between intelligence quotient and job performance should be done with greater caution.

As conclusion, previous research about intelligence quotient and job performance can help a lot to build the aim of this study. Based on the references found, the researcher can produce problems that can help to build the objectives in this study. Previous studies give researcher an idea to explore the relationship between intelligence quotient and job performance. In this study, researcher wants to focus on the relationship between intelligence quotient and job performance among employees at services sector in Selangor.

1.3   Problem Statement

Nowadays, the economic growth in Malaysia is growing rapidly. Looking from that development, researcher have planned to look for connections between intelligence quotient and job performance. Several articles have been referred to find a connection between intelligence quotient and job performance in this study.

In 2010, Eliza Byington and Will Felps have stated that IQ has long been used in decision-making within an organization for human resources. IQ is said to be one of the ways to improve job satisfaction. In this article, they also explain that intelligence is one of the important factors in doing a given task. This article also says that any behavior that is performed outside the workplace can develop individual IQs.

Article from Business Insider that have been write by Shana Lebowitz in Oct 2017, title "Science says IQ may be the best predictor of your potential to excel at work — and no one wants to hear it" said that majority of the researcher identify that the best predictor of job performance is the general cognitive ability compare to social skill drive and personality traits such as fidelity matter. Most of the company currently emphasize

that personality traits are best thing to measure job performance compare to intelligence quotient. In this article also suggest that to the all company to be wiser to recruit the worker by measure intelligence and personal traits of the job candidates to get holistic result about the potential of their work ability. This article quoted from an interview with Bill Gate, he said that the key factor that his will recruit workers is hiring a smarter people. Intelligence quotient is the only way to measure the job performance. He also very restricted to hiring a people to work on his company. At this time, most of the organization used the personality test in their process of hiring. Emotional intelligence is the famous term right now in workplace, it shows that it is the time for us to taking a step back by using intelligence quotient to measure the job performance. This article reviews a research that have been published by Journal of Personality and Social Psychology written by Frank L. Schmidt and John Hunter in 2004, said that the smarter people able to perform their job better because they can catch new skills quickly.

The both articles show that intelligence quotient in the Malaysia also important to predict a job performance among employee in Malaysia service sector. In this situation, it is all the recruiter use this way to recruit the employee in their organization? Nowadays, most of the companies recruit the workers based on their working experience. It shows that recruiter in Malaysia think that intelligence quotient is not relevant to use in recruiting worker currently. Observation that researcher can said from the current issue is most of the fresh graduates does not get their job after finish their study because they do not have any working experience or have lack experience. So that, researcher can say that Malaysia does not take intelligence quotient as a serious part to determine job performance.

In order to answer the problem, researcher decides to study about this intelligence quotient and job performance. This study focuses on the relationship between intelligence quotient and job performance of services sector in Selangor.

1.4   Research Question

Two research questions were created from the problem statement described below:

1. What are the criteria of intelligence quotient that most effect job performance of services sector in Selangor?
2. Is there any relationship between intelligence quotient and job performance of services sector in Selangor?

1.5   Research Objective

The general objectives of this study are described below:

1. To examine the criteria of intelligence quotient that most effect job performance of services sector in Selangor.
2. To validate the relationship between intelligence quotient and job performance of services sector in Selangor.

1.6   Scope of study

The purpose of this study is to examine the criteria of intelligence quotient that most effect job performance of services sector in Selangor. Apart from this, this research also to validate the relationship between intelligence quotient and job performance of service sector in Selangor. The components of intelligence quotient that will be study are analytical intelligence, creative intelligence and practical intelligence. In addition, the

study can show how intelligence quotient is related to job performance among service sector employees in Malaysia.

1.7   Significant of Study

This study will examine the criteria of intelligence quotient that most effect job performance of services sector in Selangor. Intelligence quotient will be used as way to measure the job performance among employees in Malaysia service sector. This research focuses among employees' service sector because the service sector plays main role in development of country economic. This study also can give a benefit to other sector of business in Malaysia in order to increase their employee's job performance in their organizations. Other than that, this study aims to identify the relationship between intelligence quotient and job performance of service sector in Selangor.

1.8   Summary

From this research highlight the important of intelligence quotient in the job performance of service sector in Selangor. The intelligence quotient plays vital roles to develop the economics of this country. In the same time, intelligence quotient also gives huge impact in the organizations to improve their performance better. The intelligence quotient among employees in Malaysia service sector will be tested to examine the job performance of the employees.

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CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter discussed about the literature review use in the research. The researchers begin this chapter by reviewing some journals and article from internet sources. At the end of this chapter, the researcher would be able to construct a theoretical framework that contains this chapter summary. Many researches have been proposed to explain the relationship between intelligence quotient and job performance. This study literature covers a variety of research for job performance and intelligence quotient.
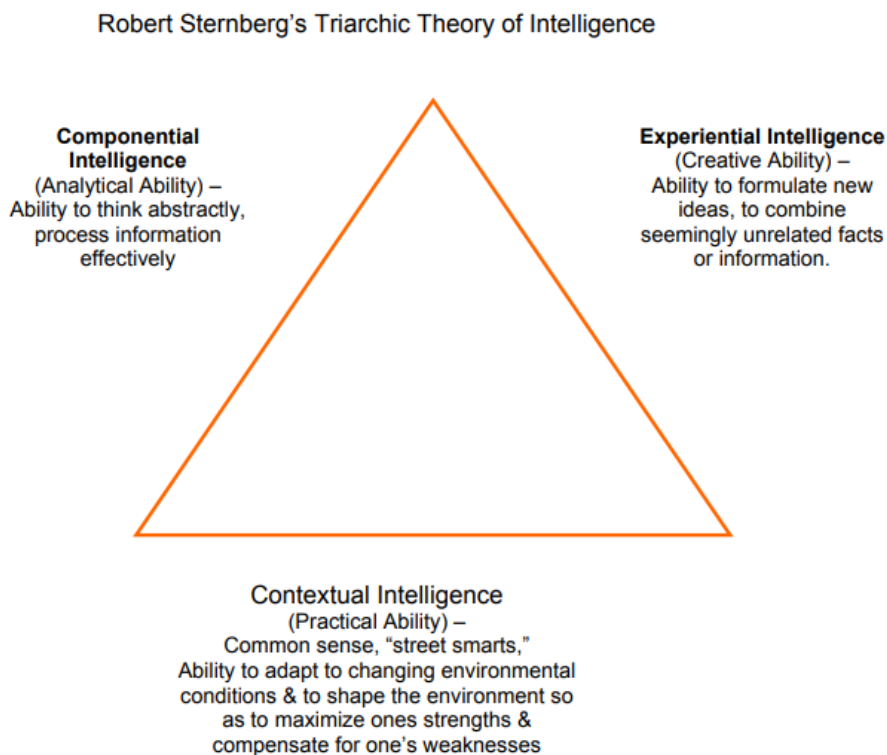
2.2 Sternberg's Triarchic Theory

Figure 2.1 Sternberg's Triarchic Theory of Intelligence

Researcher found that Robert J. Sternberg have explained that the extreme positions between middle ground that have been outlined have been proposed by itself 'triarchic'. Three sections that have been referring above are called successful theory than have been succeeding to differentiate this theory from strictly academic intelligence theory. This triarchic theory suggests three aspect of intelligence involved that is analytical, creative and practical. This theory validity and capability of this study also can be proving it from a few researches of study that using this theory as references.

According to James C. Kaufman, Scott Barry Kaufman and Jonathan A. Plucker (2013) in their study entitled "Contemporary theories of Intelligence", they refer to the

Sternberg study in 1997, Sternberg has succeeded in building a theory of intelligence. In the theory there are four important elements. Sternberg's first element is "success achieved through analytic, creative, and practical abilities". In this article, they have stated that Sternberg says that the combination of these three abilities is essential to being successful. In problem solving, analytical intelligence is needed. In fact, analytic intelligence is also indispensable in evaluating the quality of the idea. In this article also says Sternberg is very confident that most intelligence tests assess the analytic intelligence. While in conclusion and best solution, creative intelligence is needed. Practical intelligence is also needed as it is an effective way to give ideas and analytics in the lives of an individual.

Based on Gerard J. Fogarty with his study titled "Intelligence: Theory and Issue" in 2008, he has studied some of the theoretical intelligence. One of the theories studied is the theory of the triarchic Robert Sternberg. In this article mentions Sternberg in 1985, he gave an opinion on the aspect of intelligence. In this article, there are three aspects proposed by Sternberg, analysis, creative and practical. Intelligence tests are used to measure analytic intelligence. While practical intelligence requires a way to define problems, provide a variety of solutions, require long-standing experiences of motivation and how to engage in real-life. In the article also states that creative intelligence exists from the previous problem. This research finds that a creative person will become proficient in a field, able to think differently from others and be very motivated if something can provide satisfaction.

In the study of Bruce C. Howard, Steven McGee, Namsoo Shin and Regina Shia in 2001 titled "The Triarchic Theory of Intelligence and Computer-Based Inquiry Learning", they have used Sternberg's theory in their study. Based on their explanation in this article, they say the Sternberg theory develops intellectual abilities to three namely analysis, creative and practical. These three abilities are said to be very dependent on forming the ability of triarchic. Analyze, evaluate, explain, and compare or contrast is indispensable for assessing analytic abilities. For creative abilities, the skills