

Appendix 1

Questionnaire



UNIVERSITY OF MALAYA

FACULTY OF BUSINESS & ACCOUNTANCY

A Survey on:

Emotional intelligence towards job performances: A study on medical marketing companies in Klang Valley.

Dear Sir/Madam,

The objective of this research is to examine on the level of presence and acceptance of emotional intelligence concept within the organization.

This survey is conducted as a partial requirement for the completion of the Master of Business Administration, University of Malaya.

Kindly answer all the questions. Your response to each of the questions in the questionnaire will be kept strictly confidential. The survey will take approximately 15 minutes and your participation towards this study is appreciated.

Should you have any enquiries, please do not hesitate to contact me,

Tharmaraja.A 019-2375800 or email at tharmarajaa@yahoo.com

Thank you for your cooperation.

Sincerely,

Tharmaraja Arumugam

Instructions for its use:

The majority of this survey consists of questions and statements with five possible responses. You should read each and then choose the response that suits that best represents your opinion by **marking “X”** at the box. At times you may not feel any of the responses for a question full describes your opinion. If that occurs, select the response that most clearly fits your opinion. Try not to leave a question without a response. There are no right or wrong answers to these questions. Remember to mark only **ONE** answer for each response.

Example :

Read the following statement and indicate how well you agree or disagree with it.

e.g I am able to handle any type of work related emotions.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
----------------	-------	-------------------------------	----------	-------------------

X

Employee Survey

Personal Data

1. Gender Male Female
2. Age Less than 25 25-34 35-44 45 -55
3. Marital Survey Single Married Widowed Separated
4. Nationality Malaysian Others (please specify :.....)
5. Race Malay Indian Chinese
 Others (please specify :.....)
6. Education SPM / STPM Diploma Degree
 Postgraduate Professional qualification
 Others (please specify :.....)
7. Department Human Resource Sales Project management
 Customer Support Supply chain management
 Marketing Finance / Administrative
 IT Others (please specify :.....)
8. Designation Clerical Executive
 Senior Executive Manager Senior managers & above
9. Monthly income Less than RM 1,000 RM 1,001 – 2,500
 RM 2,501 – 4,000 RM 4,001 – 5,500
 RM 5,501 – 7,000 More than RM 7,001

10. How long have you been employed with this organization?

- Less than 1 year
 1-3 years
 3-5 years
 6-10 years
 11-15 years
 16-20 years
 20-25 years
 More than 25 years

11. How long have you been working in your current position?

- Less than 1 year
 1-3 years
 3-5 years
 6-10 years
 11-15 years
 16-20 years
 20-25 years
 More than 25 years

12. How many years of years of experience you have before joining this organization?

- Nil
 Less than 1 year
 1-5 years
 6-10 years
 11-15 years
 16-20 years
 More than 25 years

Emotional Intelligence

Read the following statements and indicate how well you agree or disagree with it	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1. I can accurately identify my day to day emotions at workplace					
2. I always show passion in any issues arise in workplace					
3. I can identify at instant when other people is frustrated with me in the					

workplace					
4. I can identify another person's feelings even when he/she does not express any facial expression					
5. I can imagine how another people feel					
6. I can easily identify others frustrations towards issues even when he/she does not expressed it					
7. I often give priority to task based on its importance and complete it accordingly					
8. I often show excitement in any projects that are assigned to me					
9. I can easily listen to others feeling in order to establish the priority in the task					
10. I often use how I feel about a problem to define the attention that I need to give to it					

11. When I decide on a decision, I always consider on others feeling towards the decision taken					
12. I always try to create a conducive environment for decision making to solve problems when meeting up with co-workers or clients					
13. I can easily recognize my co-workers feeling whether he/she is feeling angry , embarrassed or guilty when the performance become poor					
14. I can usually detect the emotion changes in my co-workers					
15. I can usually identify the reactions of my co-workers towards any issues is due to the personality and not because of the cultural background					

<p>16. I can often identify how others hold their emotions when they interact with each other</p>					
<p>17. I can easily understand the cues expressed by my co-workers on how they feel (example: the way they sit, keep silent)</p>					
<p>18. I can instantly recognize when a co-worker' frustrations with a project is escalating</p>					
<p>19. I usually demonstrate feeling of accomplishment before I start on a new project/ task</p>					
<p>20. I can transmit a sense of enthusiasm on a specific task equally to others</p>					
<p>21. I often able to identify whether my co-workers are passionate or caring towards each other</p>					
<p>22. I am capable of calming others when they are distressed or</p>					

frustrated					
23. I am able to carry on with any decision making process even when others are feeling angry and frustrated with each other					
24. I am able to offer encouragement and support to co-workers who are lacking in focus and deteriorating in performance on a project assigned					
25. I look forward for a conducive environment in my daily workplace					
26. I normally give my best performance in any task when my workplace environment is at ease and calm					
27. I tend to slow down in my decision making processes when I am tight in schedule or instruction					

<p>28. I look forward for a harmonious workplace in my daily working environment</p>					
<p>29. I always seek for my superior instruction or guidance when assigned with new task or project</p>					
<p>30. I look forward for task completion based on its monetary rewards</p>					
<p>31. I tend to motivate my subordinates with incentives and rewards for job well done</p>					
<p>32. I always believe that task completed should be accompanied with substantial appreciation in terms of rewards or incentives</p>					