

Aplikasi Kecerdasan Emosi Di Kalangan Pekerja di Sektor Perkhidmatan Perubatan

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Workers in operational division have always been regarded as prime assets for an organization. They involved directly in professional relationship and interaction with external parties and their roles in portraying good image of their organization is always crucial. Due to that, a sound emotional management for workers is needed in ensuring excellent services, firm discipline as well as helping workers to avoid unpleasant circumstances. Departing from Goleman's Emotional Intelligence (1995) framework, this study was carried out to investigate the level of application of emotional intelligence among workers from social intelligence, empathy, self motivation, self awareness, emotional control and stress perspectives. Respondents were those who work in operational sectors in health settings. Questionnaires were used to gather information as well as to produce descriptive and inferential data. Findings showed that level of application of emotional intelligence among workers were moderate. Age, length of service and marital status were found to show significant correlation with the ability to apply emotional intelligence. On the other hand, analysis on gender and educational levels were not significant. This study also discussed implication and recommendation for future study.