

Emotional Management Skill at Work Place: A Study at Government Department in Seberang Perai Tengah

Che Haslina Abdullah, Salina Hamed, Rafizah Kechil, and Hamzah Abdul Hamid

Abstract—Emotional management is the ability to maintain control when situation, people and events make excessive demands. This ability is an important mechanism for the civil servants to acknowledge emotions and recognizing coping strategies. The purpose of this study is to identify how the civil servant dealing in the emotional management at work place. This includes developing an effective model to manage emotional level at work place. The participants were 120 civil servants randomly selected from the eleven government's departments in Seberang Perai Tengah. The study adopts a quantitative method. The result indicated that the "Doa" (invocation- is an act of supplication) is the prime method in managing emotions. Another way to manage emotions is to be patient and willing to endure towards any problems encounter. These two positive actions enable to buffer the negative effects of emotional level on civil servants.

Index Terms—Civil servant, emotional management, government's department, skill.

I. INTRODUCTION

Emotion is a beautiful aspect of human life in which it expresses joy, love, passion, anger, frustration, hatred as well as depression. Emotions are unique to each individual and normally human beings have no trouble figuring out if someone is showing happiness, surprise, fear or anger by looking at the person's face. Positive emotions are filled with desire for enjoyment, enthusiasm, laughter and unity while negative emotions are filled by fear of the unknown, grief and regret.

A civil servant who possess positive emotion are more equipped in setting up boundaries in their lives as well as have some elements required such as self-acceptance, positive relation with others and environmental mastery. On the other hand, a civil servant who possesses negative emotion is lack of confidence in their abilities to deal with work demands. Therefore, the ability to effectively deal emotions in the workplace assists civil servants in managing occupational stress and maintaining psychological well-being. The increasing of emotional managing skills can help civil servants to deal more effectively with their feeling for successful job performance.

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II. LITERATURE REVIEW

Emotion is a product of the interaction between physiological arousal and cognitive appraisal. All human beings behavior endeavor for accomplishing a purpose either to obtain pleasure or to avoid pain. People's experience of emotion depends on what they find in their environment and on the way they appraise the events around them. Emotions can be classified into several components such as happiness, sadness, fear, anger, surprise and disgust [4].

As human beings, we all experience a wide range of emotion and sometimes human emotions can be complicated or confusing. However, it is truly important to understand and nurture our positive emotions such as joy in order to handle less pleasant emotion. People who are emotionally healthy are in control of their emotions and their behavior. They are able to handle life's challenges, build strong relationship and increase self-confidence and high self-esteem. On the other hand, unhealthy emotions are often devastating and lead to inaction, procrastination, work problems and relationship issues. According to a research study from the University of Missouri-Columbia, many employers do not want their staffs to express any type of strong emotion, positive or negative. The only proper way to manage negative emotions at work is for employees to hide their emotions while positive emotions need to be expressed in moderate level. Current research indicated that effective emotional management skill helps the managers on positive and fruitful decision-making. Letting go of negative emotions will benefit person's life in so many ways if not negative emotions can exert influence over both the thoughts and behavior and thus affect physically. Stress as body response to physical and mental demands or in other words stress is a psychological and physiological response to events that upset our personal balance in some way [8]. Stress can be the result of 'too much or too little arousal resulting in harm to mind and body' [7]. Stress in relation to personal capabilities 'a demand made on the adaptive capacities of the mind and body' [5].

Studies have shown that too much challenge, hardship or change cause an increase in the risk of illness. Experts refer to stress as the 'silent killer' since stress is a contributing factor for ailments like backaches, insomnia, cancer, chronic fatigue syndrome, heart disease or lung diseases. Human competencies like-self-awareness, self-regulation, and empathy add value to cognitive abilities in many domains of life. In addition, emotional competencies can be developed to achieve outstanding performance. Emotional competence can lead to improved health avoiding stress that would result from suppressing emotions [6].

III. METHODOLOGY

A. Research Type

This study adopts a quantitative method. The descriptive analysis and Spearman-Rho Correlation was used to analyze the data. Data was gathered via a self-administered questionnaire. The tool of the study is an eight-part questionnaire in which we examined 5 areas considered important in relation to emotional management: coping strategies, self-motivational, empathy skill, social interaction, effectiveness and certain demographic variables.

B. Population/Sample

The populations of this study are all the civil servants from eleven government department in Seberang Perai Tengah, Pulau Pinang, Malaysia. The participants were 120 civil servants randomly selected from each government department. The questionnaire consisted of respondent personal and socio-demographic information.

IV. RESULT

A. Respondent Demographics

The findings of this study show that a total of 54 demographic respondents are male and 66 are female. The average ages of the respondents in this study are from 21 to 30 years old (35%) and from 31 to 40 years old (27.5%). The majority of the respondents are Malays with the percentage was 79.2%. There are only 19 persons are Chinese ethnic and 5 persons are Indian and other ethnic one. Level of education of civil servants working in these eleven government departments was Sijil Pelajaran Malaysia (SPM) or equivalent with 40.8%. 99 of them are supported staff and 21 persons under the management and professional group. The majority of them have fixed positions and retirement pension with percentage rate of 84.2%.

B. Emotion Management Skill

Fig. 1 shows the percentage of the actions taken by civil servants when they were suffering from stress. It is shows that the civil servants manage their stress by prayer, patience and pleased. Table I shows the effect obtained by the actions taken. A total of 63.3% of the respondents obtained a good effect through actions taken.

As the data in this study is an ordinal scale, spearman rho correlation analysis was used to determine the relationship between actions taken and the effect. There are two categories of actions taken, positive action and negative action.

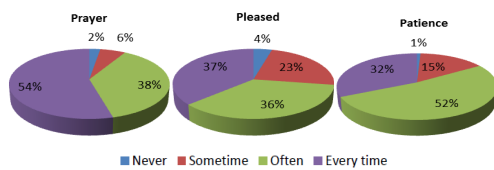


Fig. 1. Emotion management skill.

TABLE I: THE EFFECT OBTAINED BY THE ACTION TAKEN

Effects Obtained	Frequency	Percentage
Extremely Good	41	34.2
Good	76	63.3
Unsatisfactory	3	2.5

Table II shows the results of spearman correlation for the relationship between positive action and the effect.

TABLE II: SPEARMEN CORRELATION FOR POSITIVE ACTION

Spearman correlation constant value	0.088
Value p (significance)	0.336

Table III shows the results of correlation analysis to examine the relationship between spearman negative action and the effect.

TABLE III: SPEARMEN CORRELATION FOR NEGATIVE ACTION

Spearman correlation constant value	- 0.090
Value p (significance)	0.330

From the analysis, H_0 unsuccessful rejected. This shows that there is no significant relationship between the actions taken and the effect (see Table II). This means that, after the positive action is taken, the effect obtained is good. However, this relationship is too weak and not significant at 0.05. The results are contrary to the respondents who chose to take negative action. However, the number of respondents who chose to take a negative action was very little.

C. Motivation Skill

Fig. 2 shows the percentage of motivation skill that taken by the civil servants in enhancing morale, while Table 4 shows the effect. Based on Table IV, 59.2% of the respondents obtained a good effect through actions taken.

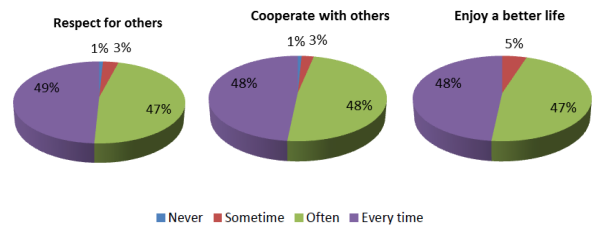


Fig. 2. Motivation skill.

TABLE IV: THE EFFECT OBTAINED BY THE ACTION TAKEN

Effects Obtained	Frequency	Percentage
Extremely Good	46	38.3
Good	71	59.2
Unsatisfactory	3	2.5

Table V below shows the results of spearman correlation test to examine the actions taken to improve the spirit of working with effects arising from such action.

TABLE V: SPEARMEN CORRELATION TEST TO EXAMINE THE ACTIONS TAKEN

Spearman correlation constant value	0.309
Value p (significance)	0.001

The findings of the analysis show that H_0 successfully rejected. This means that there is a correlation between the actions taken to improve services and the effects arising from the actions taken.

D. Empathy Skill

Fig. 3 shows the percentage of the empathetic of what other people think or feel. Based on Fig. 3, the majority of

respondents felt that they often have the empathy to understand what other people think or feel.

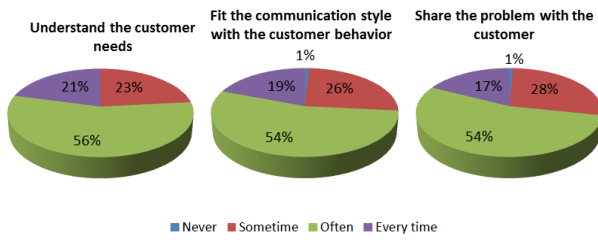


Fig. 3. Empathy skill.

E. Social Communication Skill

Fig. 4 shows the percentage of the social relationships of the civil servants while Table VI shows the effect obtained by the action taken. Based on Table V, 50.8% of the respondents obtained a very good effect through the actions taken.

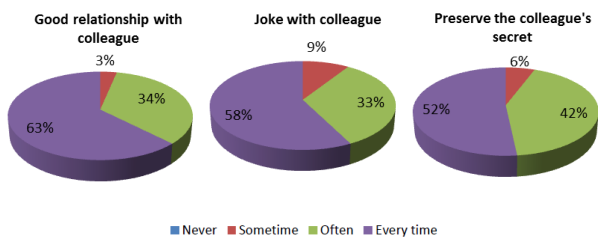


Fig. 4. Social communications skill.

TABLE VI: THE EFFECT OBTAINED BY THE ACTION TAKEN

Effects Obtained	Frequency	Percentage
Extremely Good	61	50.8
Good	58	48.3
Unsatisfactory	1	0.8

Table VII shows the results of spearman correlation test to study the relationship between social relations and the impact of government personnel related actions.

TABLE VII: SPEARMEN CORRELATION TEST

Spearman correlation constant value	0.295
Value p (significance)	0.001

As a result of the correlation test indicates that the test is significant at the 0.05 significance level. This means that there is a positive relationship between social relations and the impact of government personnel related actions.

F. Islamic Emotionaltherapy Model

From the result of this study, the researchers took the initiative to build a model of emotion management skills among the civil servants. This model is called the Islamic Emotionaltherapy Model (IEM). Refer to Fig. 5.



Fig. 5. Islamic emotionaltherapy model.

Praying is a very important action in managing negative emotions. If someone feels anger and sad, they can turn to God directly since prayer can help to relieve stress and bring about a more relaxed state of mind and a higher level of contentment [1]. Furthermore, prayer cultivates in man love of good for others and instructing mankind to do what is beneficial, and endeavor to fulfill humanity's objectives of progress in social construction.

The second element in the Islamic Emotionaltherapy Model is to be pleased for any distress and encounter of hardship. If the individual can accept and be pleased with the situation, then it is the real way to enlightenment which will banish stress from the life forever. Moreover, the motivational skills will be increase because the individual was willing to accept whatever the challenges were [3]. Therefore, the civil servants are able to share the problem with others and enhance communication and social relationships more intimate and friendly. On the other hand, these civil servants can be open mind when facing the indignity of others.

Patient is a very good positive attitude to be adopted, thus it becomes the third element in the Islamic Emotionaltherapy Model. Patient can form a person's personality for the better, especially when they facing the various emotional disorders. This nature should always be applied because it can make individual's soul to be kind to other people [2]. This method will further strengthen the social relationships and communication among workers.

V. CONCLUSION

The civil servants who are capable of managing their emotions would contribute to a positive and harmonious ambience to a workplace. Furthermore, it is important to note that these civil servants have a variety of positive attributes and tools on hand for positive socialization and in understanding both self and others.

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