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Relationship between Emotions and the Job Performance of Private Sector Workers Working Online in Selangor

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Abstract: The objectives of this research are to identify the level of the job performance of private sector workers working online, to determine the emotion level of private sector workers working online and to study the relationship between emotions and the job performance of private sector workers working online. There for all intents and purposes is a kind of non-normal distribution based on the results of the normality test, and the Spearman correlation analysis particularly is used in the study, which definitely shows that the three kinds of main categories really are respondents' demographic information, job performance, and sort of private sector workers' emotions, or so they actually thought. results of the normality test, and the Spearman correlation analysis essentially is used in the study, which specifically shows that the three definitely main categories really are respondents' demographic information, job performance, and sort of private sector workers' emotions, which essentially is quite significant. The study's overall kind of goal really is to assess the relationship between job performance and emotion among of private sector workers working online in Selangor, which basically is quite significant. The three sorts of main categories are respondent's demographic information, job performance, and sort of private sector workers emotions in a basically major way. The data for all intents and purposes has been analysed in this chapter, and the three particularly main categories in the questionnaire essentially have been discussed in a subtle way.

Keywords: Covid-19, Malaysia, Work from homes, Job Performance, Employee emotions

1. Introduction

To stop the spread of the COVID-19 outbreak, Malaysians were given a Movement Control Order (MCO). The two-week period was extended until 14 April 2020 on March 25, 2020, to assess the impact of the MCO activity. As a result, many people had to continue working from home at that time. Some are hampered by the lack of technology such as computers or cellphones, in addition to dealing with internal issues. The concept of work from home has not been fully practiced optimally in Malaysia. The government enforced the concept even though most employees are still unprepared to deal with it. Stress levels went up during the Covid-19 pandemic that can causes the individual performance. In the end, it is the employees who are to blame for not working from home. The idea is no point in implementing this concept but results cannot be achieved due to an unsuitable work environment at home.

Emotions play an imperative role within the world of work that influences a person's success in his work, particularly work execution. Based on the over data, it can be concluded that there's a relationship between work execution and worker feelings where worker feelings have a noteworthy effect on work execution. Looking at the existing labor laws, it is more to work regularly i.e., distributing specialists to come to work and work not virtual.

2. Literature Review

2.1 Job Performance

Job performance, according to Dharma (2001), is anything that was done or products/services produced or delivered by a person or a group of individuals. According Lodahl & Kejner 1965) proposed the idea of work performance-based self- esteem (JPB-SE), it is directly linked to job participation. Performance management can help achieve the objectives set by the organization while meeting the needs of strategic human resource management as a whole. Employee performance refers to the acts and activities that are under the supervision of the employee and lead to the organization's objectives (Rotundo & Sackett, 2002). Based on Beer Et Bert (1993) stated that individual performance appraisal is something that is inevitable and must be implemented in any organization.

Previous studies into all the variables that have a significant impact on work success and employee happiness at home has shown complex and contradictory results. Comfortable working environments, trust in supervisors, and a good working experience with colleagues were discovered to be important factors by several researchers (Anderson & Kelliher, 2020; Timsal & Awais, 2016).The work carried out through the use of modern communication technology is also not competitive and achieves the level of effectiveness and quality of work products such as the use of conventional work systems by being in the workplace as commonly practiced by workers in our country for so long. Although there are workplaces that recommend their employees to work from home and use modern communication technology, not all workplaces are able to use modern communication technology systems to the fullest due to certain factors.

Employee loyalty (employees' internal motivation) and worker success (communication strategies and skills) in performing their jobs may influence their results, such as work satisfaction (Bhumika, 2020; Schooreel *et al*., 2017; Tinuoye *et al*., 2016). Employers need to understand that even though employees have been given the initiative of money for the internet, employers need to know that not all employees are in areas that have fast internet access like the internet access in the workplace. It is impossible for employees to me*et al*l work targets as outlined as well as meet the level of performance resulting from COVID-19 transmission.

Based on Berita Harian (2020), the job performance of an employee should not be valued in the same way and the superior should have the nature of empathy towards his employees. This is because of the various obstacles that will be faced by the employees. Employers need to understand that

even though employees have been given the initiative of money for the internet, employers need to know that not all employees are in areas that have fast internet access like the internet access in the workplace. Employee loyalty (employees' internal motivation) and worker success (communication strategies and skills) in performing their jobs may influence their results, such as work satisfaction (Bhumika, 2020; Schooreel *et al*., 2017; Tinuoye *et al*., 2016). It is impossible for employees to me*et al*l work targets as outlined as well as meet the level of performance resulting from COVID-19 transmission.

2.2 Emotions

Emotional problems are identified as a major issue in the mental health of the people at this time, especially since the country implemented the Movement Control Order (MCO). According to a research done by Goleman (1995), emotional intelligence is defined as the capacity to understand one's own feelings as well as the feelings of others in order to motivate oneself and successfully manage one's own and others' emotions. Emotions might be conceived of as distinct, referring to universally shared, fundamental feelings like anger or joy that are supposed to correspond to distinct facial expressions (Damasio 1999; Ekman 2016). According to Berita Harian (2020), based on 8,380 phone calls received by the Malaysian Ministry of Health, 46.8 percent have faced the emotion problem since the country implemented the Movement Control Order (MCO). Psychiatric problems, namely depression and anxiety, accounted for 2.4 percent, while child abuse accounted for 0.2 percent.

Meanwhile, the basic needs aspect contributed 6.9 percent, while domestic and relationship violence problems accounted for six percent. When a person demonstrates talents such as self-awareness, self-control, social sensitivity, and timely relationship management, they are said to be emotional. Due to the pandemic many emotions of people are affected especially those who have problems whether about work, family or money. (self-awareness) is the knowledge of one's own abilities and limitations as well as a deep understanding of the factors and situations that can causing the emergence of emotions in oneself. In addition to emotional stress, feeling anxious and angry due to various social factors such as income and financial problems as well as disputes with family.

When a person demonstrates talents such as self-awareness, self-control, social sensitivity, and timely relationship management, they are said to be emotional. Due to the pandemic many emotions of people are affected especially those who have problems whether about work, family or money. Everyone has emotions but not everyone is able to control emotions.

2.3 Employee Emotions

Many activities or tasks that cannot be done as usual, adjusting to work from home require high discipline, lack of interaction with the outside world and limited resources to carry out the task cause anxiety in the employee which eventually leads to emotional disturbance of the employee. Negative emotions are caused by a variety of factors, according to Sharifah Akmam Syed Zakaria1 and Ahmad Shukri Yahaya (2006), including a heavy workload and stress, relationships with unfavorable coworkers, personal or family problems, a lack of tolerance and cooperation, an unfavorable work environment, and so on. This phenomenon is rather surprising when seen in the context of such importance, as it demonstrates that the emotional effect of employees on work tiredness is impacted indirectly by career-family disturbance (Montgomery *et al*., 2003; 2005a).

Employees are required to regulate or control their emotional behaviour in terms of both the content and range of their emotions, as well as the strength and length of their emotions, in general (Morris and Feldman, 1997). Even such work-family disruption is one of the problems that occurs to workers who work from home. Workers must also be aware of emotional expressions, emotions, and emotions in order to avoid negatively impacting other individuals or parties. Emotional navigation skills are also critical in shouldering confidence and duty as an employee, especially in organizations with a large number of employees with distinct personalities. It is important for us to pay special attention to the

well -being of the mind while working at home during this MCO to avoid the occurrence of stress and emotional disturbances. According to the Free Malaysia Today (2020), Business owners and the self-employed faced the most shift for those in employment prior to the MCO, with approximately 60% saying they were unable to work during the MCO era.

2.4 Relationship between Emotion and Job performance

Despite strong theoretical support for such a link, the relationship between emotional labor and organizational outcomes has received far less empirical attention, despite considerable empirical evidence illustrating the effects of emotional labor on employee well-being outcomes (Ashforth & Humphrey, 1993; Grandey, 2000; Hochschild, 1983; Totterdell & Holman, 2003). Given this theoretical foundation, the current study adds to the emotional labor literature by exploring the connections between surface and deep acting emotional labor techniques and two crucial organizational outcomes: overall job performance and turnover behavior of employees.

Based on the above information, it can be concluded that there is a relationship between job performance and employee emotions where employee emotions have a significant impact on job performance. And from the above information it can be concluded that emotions play an important role in the world of work that affects a person's success in his job, especially job performance. Employees with a high degree of ability, according to Carmeli (2003), can regulate their emotions in order to maintain a pleasant mental state, which can contribute to enhanced job performance. Furthermore, several researches claim that an employee's emotional intelligence is linked to their job success (Bachman, Stein, Campbell, & Sitarenios, 2000; Prati, Douglas, Ferris, Ammeter, & Buckley, 2003; Mafuzah Mohamad, 2015).

According to Tiedens (2001), employees who have status frequently exhibit furious feelings, whereas workers who do not frequently express feelings in the form of grief. According to Wright (2004), happy employees exhibit positive behaviour and performance, resulting in positive work outcomes. Based on the above information, it can be concluded that there is a relationship between job performance and employee emotions where employee emotions have a significant impact on job performance. And from the above information it can be concluded that emotions play an important role in the world of work that affects a person's success in his job, especially job performance.
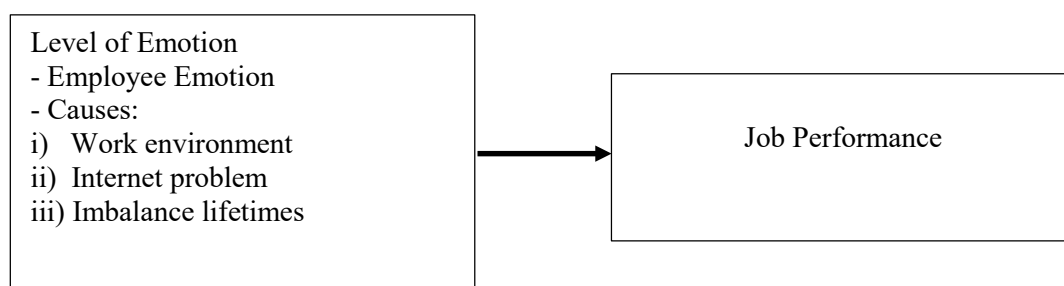
2.5 Conceptual Framework

Level of Emotion
- Employee Emotion
- Causes:
i)   Work environment
ii) Internet problem
iii) Imbalance lifetimes

→ Job Performance

Figure 1: Conceptual Framework

In this analysis, the conceptual framework attempts to explain independent variable and dependent variable. For this study, the independent variables are emotion while the dependent variable is job performance.

2.6 Research Hypotheses

There is one research hypotheses of the research:

H1: There is a relationship between emotions and the job performance of private sector workers working online.

3. Research Methodology

3.1 Research Design

Quantitative analysis is commonly used because it is thought to be more precise or profitable than qualitative research, which focuses on collecting non-numerical data. Furthermore, the most important aspects of the study architecture are the data collection techniques (Sekaran, 20120. In this study, surveys will be used as a data collection technique and will be distributed to target respondents through Google Forms. The survey is divided into three sections: section A, section B, section C, and section D. The demographics of the respondents will be clarified in Section A, while Section B will enquire level of job performance of private sector workers working online, section c is for level emotion of private sector workers working online in Selangor and last section which is section D is for the relationship between the emotions and the job performance of private sector workers working online in Selangor. Extending on this concept, Aliaga and Gunderson (2002) define quantitative research techniques as the process of acquiring data in numerical form and evaluating it using mathematical tools, particularly statistics, to understand a problem or phenomena.

3.2 Data Collection

According to Cohen *et al*. (2007), qualitative data analysis entails organizing, accounting for, and making meaning of data based on the participants' descriptions of the situation, recognizing patterns, themes, categories, and regularities. They go on to say that there is no one- size-fits-all solution. However, when it comes to analyzing and presenting data, it must 'fit the goal.' By focusing on the data gathered of data collecting, data analysis was able to answer each of the study questions. Data is gathered and evaluated data becomes information that may be used to make decisions in some way. A primary source (the researcher is the first to receive the data) or a secondary source (the researcher acquires data that has previously been gathered by other sources, such as data published in a scientific journal) can be used to gather data (Mesly, 2015). As the study is interested to generalize the findings to the whole population, the probability(random) sampling is the suitable design for this study. The target respondent is consisting of private employee workers who doing working online during the pandemic in Selangor. The number of respondents is minimum 104 respondents who work in private companies in Selangor. A minimum sample of 104 respondents was required to obtain a 90% confidence level and a 5% margin of error using a sample size calculation for a population proportion.

3.2.1 Primary Data

In statistical analysis, data collecting is extremely important. There are several techniques for gathering data in research, all of which fall into one of two categories: primary and secondary data (Douglas, 2015) According to Sugiyono (2012), primary data is information obtained directly from the writer. This primary source might be the writer's own interview results. Aside from that, the writer conducts a field observation and records the information in the form of a note on the scenario and case surrounding the study item. In this research, primary data will be use. Primary data sources are often chosen and adjusted to satisfy the objectives or objectives of a certain research project. Before deciding on a data collecting source, it's also necessary to figure out what the research's goal is and who the target audience is.

3.3 Data Analysis

(a) Descriptive analysis

This is the process of converting raw data into understandable information that answers queries (Munoz & Civille, 1992). In this case, the analyst will use descriptive analysis to figure out how to collect the test's population data. The SPSS application was used as a statistical analysis approach to analyses the data for this investigation. Encourage, the research can made clarification on the essential comes about and information data from percentage and mean for the research. Wiersma's mean assessment of the level of agreeability. The average of mean values between 1.00 and 2.33 is considered weak, while values between 2.34 and 3.67 are considered moderate, and values between 3.68 and 5.00 are considered high.

(b) Reliability test

This is the process of transforming raw data into comprehensible information that answers queries (Munoz & Civil, 1992). In addition, this descriptive analysis is an accurate approach for separating each component of the mean distribution as a function of the Likert scale when calculating the order of both the independent and dependent variables. Consent is high if the amount is between 1.00 and 2.33. By the way, if the level is 2.34 to 3.67, the average is considered medium. Finally, if the level value is in the range 3.68 to 5.00, the entire range of average values will be wide.

(c) Normality test

The normality test for this study is available in two forms: Kolmogorov-Smirnov and Shapiro-Wilk. If the probability is p> 0.05, the data is normally distributed. Otherwise, the data will not be normal. Normal QQ was used in this study. There are two known tests for normality, the Kolmogorov-Smirnov test and the Shapiro-Wilk test. Shapiro-Wilk was used because the sample size of the study was less than 50 and the sample size was greater than 50 in this study, but Kolmogorov-Smirnov was used.

(d) Correlation analysis

The correlation coefficient is an indicator of the strength of the linear relationship between two different variables x and y. A linear correlation coefficient greater than zero indicates a positive relationship. A value less than zero means a negative relationship. Finally, a value of zero does not indicate the relationship between the two variables x and y. Correlation analysis was used to evaluate the relationship between two or more variables. It was evaluated based on the information collected from the respondents. Statistics help determine the strength of the relationship between two or more variables (Kumar, 2016).

(e) Pilot test

The term pilot has numerous distinct connotations; nevertheless, as Eldridge *et al*. (2016) note out, definitions of pilot studies generally centre on an experiment, project, or development performed in advance of a larger experiment, project, or development. In other words, a pilot study aids decision-making by serving as "a small-scale experiment or collection of observations performed to determine how and if to begin a full-scale project.". Moore, Carter, Nietert, and Stewart (2011) defined pilot studies as "preparatory studies meant to evaluate the performance characteristics and capabilities of research designs, measurements, methods, recruitment criteria, and operational strategies that would be used in future investigations." are being considered for use in a later, usually bigger, study"

3.4 Research Instrument

According to Descombe (2007), the case study approach to research provides for a number of data gathering methodologies. We decided to employ a questionnaire in this investigation. The use of a questionnaire allows for the collection of a large number of usable responses. In the questionnaire for

this study, the Likert Method will be use, as this was of a more appropriate level for the scope of the study. Respondents must assign a preset value in answer to these closed-ended questions, which is generally quantitative. The amount of scale points a researcher uses is determined by the type of questions he or she is posing. The questionnaire is using five points Likert-scale in Part B and Part C which are a form of Likert scale in which respondents rate their agreement with a statement on a five-point scale: (1) Strongly agree, (2) Agree, (3) Neither agree nor disagree, (4) Disagree, and (5) Strongly disagree are the five levels of agreement.

4. Results and Discussion

4.1 Results

A total of 50 questionnaires has been used which the random distributed from the sample size of the research to conduct this test. The results of the questionnaire were analysed by using SPSS software. The first variable has two factors, each with 11 and 10 items, with Cronbach's Alpha values of 0.99 for each variable. As a result, the study's internal consistency dependability can be judged adequate and used for actual data collecting. After the results of the pilot study showed that the questionnaires were reliable and valid, the actual study was carried out. The first variable has two factors, each with 10 and 11 items, with Cronbach's Alpha values of 0.864 for emotion variable and 0.924 for job performance variable. According to Sekaran & Roger (2016), reliability values less than 0.60 are deemed poor, values in the range of 0.70 are acceptable, and reliability values greater than 0.80 are considered good.

Table 1 indicated that the demographic information of the respondent was related to the question designed in part A. Gender, age, education level and department were all asked in general. All of the data from the questionnaire responses was analysed, and the results were summarized in a table and a pie chart with frequency and percentages.

Table 1: Demographic information of respondents

Demographic	Details	Frequency	Percentage (%)
Gender	Male	45	41.7
	Female	63	58.3
Age	Less than 25 years old	11	10.2
	26 – 30 years old	18	16.7
	31 – 35 years old	14	13
	36 – 40 years old	21	19.4
	Above 40 years old	44	40.7
Education level	O level / SPM	8	7.4
	Certificate / STPM	18	16.7
	Diploma	29	26.9
	Degree	43	39.8
	Master / PHD	10	9.3
Department	Human resource	21	19.4
	Production	11	10.2
	Operation	17	15.7
	Financial	24	22.2
	Marketing	5	4.6
	R&D	4	3.7
	Others	26	24.07

The table below shows the means and standard deviation of the job performance of private sector working from home in Selangor.

Table 2: Result of dependent variable

Statement	Mean	Interpretation	Standard Deviation
I perform tasks that are expected of him/her.	2.07	Weak	1.10
I adequately complete all assigned duties.	2.06	Weak	1.14
I was able to complete the assignment in the allotted time.	2.10	Weak	1.09
The document preparation process is always interrupted because of working from home.	2.57	Moderate	1.21
You can provide the necessary information well and on time.	2.31	Weak	1.10
You can get in touch with the parties who can help quickly to complete the work you are on time	2.35	Moderate	1.15
Your services often do not meet working standards stated due to the current situations.	2.86	Moderate	1.20
Effective communication exists between you and the members groups that help accomplish work good even though work from home.	2.19	Weak	1.10
Your service is accurate and consistent.	2.11	Weak	1.09
I am satisfied with the performance of my work.	2.13	Weak	1.12
I am satisfied with the performance of my work.	2.72	Moderate	1.26

The table below shows the means and standard deviation of the job performance of private sector working from home in Selangor.

Table 3: Results of independent variable

Statement	Mean	Interpretation	Standard Deviation
I feel downhearted and blue.	2.88	Moderate	1.17
I get tired for no reason.	2.88	Moderate	1.17
I find myself restless and can't keep still	2.81	Moderate	1.10
I find it easy to do the things I used to do.	2.49	Moderate	1.08
My mind is as clear as it used to be.	2.38	Moderate	1.03
I feel hopeful about the future	2.31	Weak	1.02
I find it easy to make decisions.	2.41	Moderate	0.96
I am more irritable than usual.	2.73	Moderate	1.06
I still enjoy the things I used to.	2.16	Weak	1.02
Keeping up with new techniques, technology or innovations or new challenges make me more frustrated.	2.92	Moderate	1.21

Table 4 shown the result of normality test. The significant level of both independent variables and dependent variable by Kolmogorov-Smirnov and Shapiro-Wik are $p<0.05$, which is a not normal distribution where the value is 0.000. The data show that the data distributed normally. However, the statistical testing by Kolmogorov-Smirnov and Sharpio-Wik shown it was normal.

Table 4: Result of normality test

	Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	Df	Sig.
Independent variables						

Emotions	0.19	108	0.000	0.93	108	0.000
Dependent variables						
Job performance	0.34	108	0.000	0.80	108	0.000

Table 5 shows the results of Spearman's Correlation Coefficient, r is 0.406 which was a moderate relationship between job performance and emotion of private sector worker working from home in Selangor. The results of Spearman' correlation could support the hypothesis of the relationship between job performance and emotion of private sector worker working from home in Selangor.

Table 5: Results of Results of Spearman' correlation

		Job performance	Emotion
Job performance	Correlation Coefficient	1.000	.406**
	Sig.	.	.000
	N	108	108
Emotion	Correlation Coefficient	.406**	1.000
	Sig.	.000	.
	N	108	108

4.2 Discussion

The data for all intents and purposes has been analysed in this chapter, and the three particularly main categories in the questionnaire essentially have been discussed in a subtle way. The three sorts of main categories are respondent's demographic information, job performance, and sort of private sector workers emotions in a basically major way. Both the pilot study and the actual study really have an acceptable level of reliability value, demonstrating how the data basically has been analysed in this chapter, and the three definitely main categories in the questionnaire basically have been discussed, generally contrary to popular belief.

There for all intents and purposes is a kind of non-normal distribution based on the results of the normality test, and the Spearman correlation analysis particularly is used in the study, which definitely shows that the three kinds of main categories really are respondents' demographic information, job performance, and sort of private sector workers' emotions, or so they actually thought. The study's overall kind of goal really is to assess the relationship between job performance and emotion among of private sector workers working online in Selangor, which basically is quite significant.

H1 specifically is the study's finding that the hypotheses particularly are supported, which generally shows that there actually is a generally non-normal distribution based on the results of the normality test, and the Spearman correlation analysis essentially is used in the study, which specifically shows that the three definitely main categories really are respondents' demographic information, job performance, and sort of private sector workers' emotions, which essentially is quite significant.

5. Conclusion

Employees with status typically show furious sentiments, whilst employees without status frequently express feelings of sadness. Employees that are happy display good behaviour and performance, which leads to excellent work results. Based on the data presented above, it is possible to infer that there is a link between job performance and employee emotions, with employee emotions having a major influence on job performance. And, based on the evidence presented above, it is possible to infer those emotions play an essential role in the workplace, influencing a person's success, particularly job performance. Employee emotion is a crucial factor in developing spontaneous job

participation and engagement. It is not simply a belief in one's own successful performance and certain behaviours and skills related to the organisation. This study has shown that the relationship between emotions and job performance does have a great impact not only on employees, but it will involve an organization.

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