

Sarun Klangchamnan 2006: Relationships Among Emotional Intelligence, Five-Factor Model of Personality and Job Performance of Operations Employees in Crop Integration Business, Charoen Pokphand Group. Master of Science (Industrial Psychology), Major Field: Industrial Psychology. Thesis Advisor: Ms. Thipthinna Smuthranond, Ph.D. 125 pages. ISBN 974-16-2004-7

The objectives of this research were to study: 1) the level of emotional intelligence, five-factor model of personality and job performance; 2) the relationships among emotional intelligence, five-factor model of personality and job performance; and 3) whether emotional intelligence and five-factor model of personality could predict the job performance of operational employees in Crop Integration Business, Charoen Pokphand Group.

Samples were 131 employees at operations level of Crop Integration Business, Charoen Pokphand Group. The questionnaires consisted of 4 parts: personal background, emotional intelligence, personality, and job performance appraisal. Percentage, mean, standard deviation, Pearson's product moment correlation coefficient, and stepwise multiple regression analysis were used for data analysis.

Results showed that: 1) the level of emotional intelligence of operation employees was high, the level of goodness, smartness, and happiness of emotional intelligence were also high, moreover, the level of neuroticism personality was low, the level of extraversion, openness, agreeableness and conscientiousness personality and job performance were high; 2) goodness and smartness of emotional intelligence and conscientiousness personality were positively correlated with job performance of employees at the .01 level, happiness of emotional intelligence, openness and agreeableness personality were positively correlated with job performance of employees at the .05 level, moreover, neuroticism personality was negatively correlated with job performance of employees at the .05 level; and 3) smart emotional intelligence could predict 8.7% of the job performance of employees at the .01 level.

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Thesis Advisor's signature

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