

ABSTRACT

Emotional intelligence is the ability which people can perceive and express emotion properly. It is important in career success, due to the fact that emotional intelligence can help people understand themselves, recognize others' emotions, be able to deal with difficulty, and know how to build and maintain relationships in our working society effectively.

This study investigated the overall level of emotional intelligence of employees working in 4 departments in an organization. Those departments were Real Estate and Facilities, Customer Services, Information Technology, and Human Resources. In addition, the emotional intelligence aspects that employees consider important for their jobs and want to develop were also revealed. The instrument in this study was a set of questionnaires containing an emotional intelligence test from the Department of Mental Health, Ministry of Public Health, Thailand. The subjects were employees in the selected departments chosen by accidental random sampling method. There were overall 80 respondents. SPSS program version 15.0 was used to analyze the data on frequency, mean, and SD.

The result of this study showed that the emotional intelligence level of all respondents was in the normal score range. The emotional intelligence aspects the respondents considered the most important ones for their jobs were peace of mind, self-motivation, and self-control. The emotional intelligence aspects they wanted to develop were empathy, self-satisfaction, peace of mind, self-control, and social relationships.