

Abstract

“A study of Relationship between Quality of Work Life, Emotional Intelligence and Job Satisfaction: Case Study of Automotive Parts Assembly Factory” is a survey research. The purposes of this study are as follows : to study levels of the Quality of Work Life, Emotional Intelligence and Job Satisfaction ; to study relationship between Quality of Work Life, Emotional Intelligence and Job Satisfaction and also to design an equation for predict Job Satisfaction from Quality of Work Life and Emotional Intelligence.

The population consisted of 227 persons in an automotive parts assembly factory. The data was collected by questionnaire which were returned 200 sets from 227 sets.

The instruments were questionnaire consisting of Part 1 : Fives entries of Personal Factors ; Part 2 : Thirty two entries measuring quality of work life (reliability coefficient .9290) ; Part 3 : Fifty one entries measuring Emotional Intelligence (reliability coefficient .8652) and Part 4 : Sixty one entries measuring Job Satisfaction (reliability coefficient .9261)

The statistical measures used are frequency, percentage, arithmetic mean, standard deviation, Pearson’s product moment correlation and stepwise multiple regression analysis. The results of this study were as follows :

1. Employees had high level of Emotional Intelligence, normal level of quality of work life and job satisfaction.
2. The results showed that there was relationship between quality of work life and job satisfaction. The Constitutionalism dimension was the highest correlation related to job satisfaction ($r=.576^{**}$, $p<.01$) while the topic Safe and Healthy environment was the lowest correlation related to job satisfaction ($r =.297^{**}$, $p<.01$)
3. The relationship between emotional intelligence and job satisfaction is apparently discovered. The Self-awareness dimension was the highest correlation

related to job satisfaction ($r=.357^{**}, p<.01$) while the Empathy dimension was the lowest correlation related to job satisfaction ($r= .132^*, p<.05$)

4. There were relationships between all dimensions of emotional intelligence and quality of work life except the Empathy dimension, which did not show the correlation with quality of work life.

5. The studies presented that particular quality of work life had capability to predict job satisfaction by 50.6 percent.

To sum up, the results of this study can be effectively applied to increase job satisfaction of employees.