

Abstract

A study of the MBTI Personality Types, Emotional Intelligence and Quality of Work Life : A Case Study of a Low Cost Airlines was a survey research. The purposes of this study were as follow : (1) to study the outstanding personality types of employee, (2) to study the differences between demographic and emotional intelligence and quality of work life,(3) to study the relationship between emotional intelligence and quality of work life and (4) to predict quality of work life from emotional intelligence variables.

The sample of this study consisted of 150 employees in the career of ground service. The data was collected by questionnaire which were completed 128 sets from 150 sets.

The measuring tools were :

Part 1 Demographic Questionnaire

Part 2 The MBTI Personality Test

Part 3 Emotional Intelligence Questionnaire based on Goleman, 1999; reliability coefficient was .87

Part 4 Quality of Work Life Questionnaire based on Walton, 1975; reliability coefficient was .91

The statistical measures used were frequency, percentage, arithmetic mean, standard deviation, one way ANOVA, Pearson 's Product moment correlation and stepwise multiple regression analysis. The results of this study were as follow :

1. The three outstanding types of personality were ESTJ ISTJ ESFJ.
2. Employees had high level of emotional intelligence and moderate level of quality of work life.
3. There were no differences between demographic variables, emotional intelligence, and quality of work life.
4. Personality types did not differ in overall and each dimension of emotional intelligence. ESTJ had the maximum level of overall emotional intelligence, ISFP and INTJ had moderate level.

5. Only motivation dimension in emotional intelligence had positive correlation with quality of work life.

The results of this study could be applicable for recruitment and selection ground service employees for suitability of this career. Also, this study indicated that all personality types (MBTI) should be promoted to have higher emotional intelligence for happiness and the efficiency of work and the increase of success of the company.