

The relationship between employees' emotional intelligence and their job satisfaction using structural equation model in one of the oil industries in Tehran

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Abstract

Introduction: Emotional intelligence as the ability to understand and control feelings and emotions, and job satisfaction as positive attitudes of employees towards their jobs is amongst the effective indicators in the workplaces. Therefore, this research investigated the effect of emotional intelligence of employees on their job satisfaction in one of the Oil refineries in Tehran..

Material and Method: This research is a practical and cross-sectional study. The statistical population consisted of 300 employees selected by stratified random sampling method. Bar-On questionnaire (90-item) and JDI questionnaire (70-item) were used in order to measure emotional intelligence and job satisfaction, respectively. LISREL8.72 software was employed to estimate causal effect between study variables and calculation of descriptive indices and comparison of variables were done by means of SPSS software version 18.

Result: According to results, there was a direct association between emotional intelligence of employees and their job satisfaction. In other words, the higher emotional intelligence, the higher rate of job satisfaction. Of the 15 sub-scales of emotional intelligence, Responsibility and Self-expression obtained the highest and the lowest scores, respectively. Furthermore, Supervisor and Salaries were ranked as the highest and the lowest valued subscales of job satisfaction. According to the results, employees job satisfaction level are improved in parallel to increase of education level and the maximum score of this variable was belonged to the age group of 30-45 years.}

Conclusion: Emotional intelligence, as a psychological variable, affects the worker's job satisfaction. Considering the direct relationship between these two variables, by training and increasing the emotional intelligence of employees, job satisfaction and consequently their efficiency and productivity can be improved in the workplaces.

Key words: *Emotional Intelligence, Job Satisfaction, Structural Equation Model, Tehran Oil Refinery*

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