

## **IMPACT OF MACHINE OPERATORS' EMOTIONAL INTELLIGENCE ON JOB SATISFACTION AT MICHELIN LANKA (PVT) LTD**

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This study examines the impact of emotional intelligence on job satisfaction among machine operators at Michelin Lanka (PVT) Ltd, a labor-intensive tire manufacturing company. Given the industry's reliance on human resources, employee satisfaction is crucial for productivity and operational success. However, low job satisfaction among machine operators has been observed, necessitating an exploration of emotional intelligence as a contributing factor. A quantitative research design was employed, using a self-administered questionnaire based on a five-point Likert scale. The study surveyed 220 machine operators, with 178 valid responses collected via Google Forms. Data were analyzed using SPSS version 23.0, applying descriptive statistics, correlation analysis, and regression analysis to examine the relationship between emotional intelligence and job satisfaction. The findings indicate a significant positive correlation between emotional intelligence and job satisfaction. Employees with higher emotional intelligence, particularly in self-awareness, self-management, social awareness, and relationship management, reported greater job satisfaction. These insights suggest that enhancing emotional intelligence through targeted training and development programs could improve job satisfaction, employee motivation, and overall productivity. The study contributes to the understanding of emotional intelligence in labor-intensive industries, providing practical recommendations for Michelin Lanka's management to implement strategies that foster emotional intelligence and enhance workforce satisfaction.

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