



Emotional Intelligence and Employee Turnover Intention

(An assessment with special reference to apparel sector in Katunayake Export Processing Zone)

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ABSTRACT

Emotional intelligence is ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion, and regulate emotion in self and others. This study analyzed emotional intelligence with turnover intention in apparel industry in Katunayake export processing zone. This study empirically evaluated four emotional intelligence dimensions (self-awareness, self-management, social awareness and social skill) and their impact on turnover intention in apparel industry in Katunayake export processing zone. Employee turnover intention is a ratio comparison of the number of employees a company must replace in a given time period to the average number of total employees. This study empirically evaluated four emotional intelligence dimensions and their impact on turnover intention in apparel industry in Katunayake export processing zone. The sample consisted of one hundred operational level employees of five garment factories in Katunayake export processing zone. Primary data were gathered through a questionnaire. The research findings revealed that emotional intention is strong positively associated to turnover intention and self-awareness, self-management, and social awareness are the key drivers which influence on turnover intention in Katunayake export processing zone.

Keywords: Emotional Intelligence, Turnover Intention, Apparel Industry