

A comparative study of Emotional Intelligence, Coping Strategies among of Working Professionals

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ABSTRACT: The research presents role of Emotional Intelligence among Working Professionals across gender. It includes a discussion about professional life. It is proposed that working life is not an easy task for an individual but its talk about how we understand and manage our emotions and how we cope with stress smoothly. The primary goal is to provide a review of research describing the correlates roles of emotional intelligence among professionals. Some researchers suggest that Emotional Intelligence can be learned while other claim it is an inborn characteristics. Emotional Intelligence can greatly impact on your work life and career, so it is important to understand exactly what it is and why it is important? We also found a new perspective on Emotional Intelligence is that male has score above on the scale of Emotional Intelligence as compared to female. It breaks the stereotype which says that generally, female have high score on emotional intelligence scale. Whether male have significant difference at the level of 0.01 and female have low Emotional Intelligence.

INTRODUCTION

Emotional intelligence (EI) refers to the power to perceive, control, and evaluate emotions. Some of the researchers suggest that it can be learned while other researchers claim that it is an inborn characteristic. Since 1990, Peter Salovey and John D. Mayer are the leading researchers on emotional intelligence that suggest one's thinking and actions" (1990). Emotional intelligence is a new concept developed by Dr. John Mayer and Dr. Peter Salovey (1990) from American University. However, it was popularized by American Psychologist Daniel Goleman (1995).

This can be obtained by using emotional intelligence tests, the same way as we assess the IQ of a person. The Four Branches of Emotional Intelligence Salovey and Mayer proposed a model that identified four various factors of emotional intelligence: emotional perception, the facility to reason using emotions, the facility to understand emotion, and thus the ability to manage emotions.

Perceiving Emotions: the primary step in understanding emotions is to perceive them accurately. In many cases, this might involve understanding nonverbal signals such as facial expressions.

Reasoning with Emotions: The subsequent step involves using emotions to market thinking and cognitive activity. Emotions help prioritize what we pay attention to and react to; we respond emotionally to things that garner our attention.

Understanding Emotions: The emotions that we perceive can carry a good sort of meaning. If someone is expressing angry emotions, the observer must interpret the explanation for their anger and what it'd mean. For example, if your boss is acting angry, it'd mean that he's dissatisfied together with your work; or it might be because he got a ticket on his thanks to working that morning or that he's been fighting together with his wife. **Managing Emotions:** Managing emotions is a crucial part of emotional intelligence. Regulating one's own emotions, responding to others appropriately, and respond to the emotions of others all important aspects of emotional management.

There are three models of Emotional Intelligence:

- **Ability model**
- **Mixed model**
- **Trait model**

Different models of Emotional Intelligence have led to the event of varied instruments. While a number of these measures may overlap, most researchers agree that they tap different constructs. Specific ability models address how emotions facilitate thought and understanding.

For example, emotions may interact with thinking and permit people to be better decision-makers (Lyubomirsky et al. 2005). That person who is more responsive emotionally on crucial issues studies shows that he or she will attend to the more crucial aspects of their life. Aspects of emotional facilitation factor are to also know how to include or exclude emotions from thought depending on context and situation. This is also associated with emotional reasoning and understanding in response to the people, environment, and circumstances one encounters in his or her day-to-day life.

- **Ability model:** Salovey and Mayer's conception of Emotional Intelligence strives to define Emotional Intelligence within the confines of the quality criteria for replacement intelligence.

It includes the talents of perceiving emotions accurately, how to access and generate emotions about how to understand emotions. This ability is seen to happen in certain adaptive behaviors. **Mixed model:** The model introduced by Daniel Goleman focuses on Emotional Intelligence as a good array of competencies and skills that drive leadership performance. Goleman's model outlines five main EI constructs (for more details see "What Makes a Leader" by Daniel Goleman, better of Harvard Business Review 1998): recognizes their impact on others **Self-regulating emotions** – it involves directing one's riotous emotions and impulses and adapting the change around our environment.

Social skill – Managing relationships to maneuver people within the desired direction

Empathized others– it includes that consideration other people's feelings especially when we are making decisions

Motivation – Being driven to realize for the sake of accomplishment Goleman includes a group of emotional competencies within each construct of Emotional Intelligence. Emotional competencies aren't innate talents, but rather learned capabilities that have got to be worked on and maybe developed to realize outstanding performance.

Goleman proposed that individuals are born with emotional intelligence which determines their potential to learn emotional intelligence.

Goleman's model of EI has been criticized within the research literature as mere "pop psychology" (Mayer, Roberts, & Barsade, 2008).

Trait model: Konstantinos Vasilis Petrides ("K. V.Petrides") they've defined a conceptual difference between the power model and a trait model and it's been developing over a couple of years in numerous publications.

Trait Emotional Intelligence is "a constellation of emotional self-perceptions located at the lower levels of personality." In lay terms, trait Emotional Intelligence refers to a person's self-perception of their emotional abilities.

This definition of Emotional Intelligence explained behavioral inclination and self-perceived abilities. It is measured by self-report inventory, It should be investigated within a personality framework.

Goleman's Competency Model: Goleman proposed emotional intelligence as "abilities that are being able to motivate one and persist in the face of frustration and anxiety, and keep distressed from swamping the ability to think; to emphasize and to hope" (Goleman, 2006, as cited in Nassir and Masrur, 2010). Goleman's loose definition of Emotional Intelligence included many positive attributes that were not parts of intellectual intelligence and opened gates for many researchers to capitalize on the concept of Emotional Intelligence (Wiegand, 2007).

Goleman's model is considered a mixed model of emotional intelligence and consists of five skill areas, which are divided into personal and social competences. The five skill areas are self-awareness, self-management, motivation, social awareness, and relationship management. Goleman used psychological theories and neuroscience to form the basis for his model, arguing that emotional functions grow with the development of the brain stem and crucial emotional competencies can be learned and improved (Goleman, 2006; Murphy, 2009; as cited in Vierimaa,2013).

The first of Goleman's Emotional Intelligence domains includes knowing one's Emotions. This domain involves assessing and knowing what the emotion is as it occurs. The second domain of managing emotions is described as handling those emotions in an appropriate manner that builds on self-awareness. Motivating oneself of emotional self-control is the third domain. The fourth domain involves recognizing emotions in others. This domain involves empathy and Goleman considers it to be a "people skill" (Goleman, 1995, as cited in Wannamaker, 2005).

Bar-On (2006) defines emotional intelligence in terms of such emotional and social skills that influence our understanding and expression of ourselves, our understanding for others and interact with them, and the ability to deal with everyday demands.

Bar-On's defines emotional intelligence as a combination of cognitive abilities and personal qualities Emotional Intelligence is a cross-section of emotional and social competencies, skills, and facilitators that determine how we understand and express our emotions.

His proposed model is focused on cognitive and personal variables' effects on people's general mood of happiness.

COPING STRATEGIES coping mechanisms are commonly used as coping strategies for coping skills. The term generally refers to adaptive (constructive) coping strategies. Those are strategies that reduce stress. In contrast, other coping strategies could also be coined as maladaptive, if they increase stress. Maladaptive coping is therefore also described, when watching the result, as non-coping.

Coping response which follows the stressor. This differs from proactive coping, during which a coping response aims to neutralize a future stressor. Subconscious or non-conscious strategies (e.g. defense mechanisms) are generally excluded from the world of coping. Coping responses are partly controlled by personality (habitual traits), but also partly by the social environment, particularly the character of the stressful environment.

Types of coping strategies many coping strategies are identified [6] Classification of those strategies into a broader architecture has not been prescribed.

There are mainly four types of coping strategies.

- focused on appraisal-adaptive cognitive): directed towards challenging personal assumptions.
 - Problem-Focused (adaptive behavioral): reducing or eliminating stressors. • Emotion-Focused: changing personal emotional reactions.
 - focused on occupation-directed towards lasting occupation(s), which generates positivity
- Appraisal-focused strategies occur when the person modifies the way they think. They do this by checking out information on the matter and learning new skills to manage the matter. Problem-focused coping is aimed at changing or eliminating the source of stress.

RESEARCH METHODOLOGY

- **Statement of the problem**

India has become growing very fast and middle age of a group trying to establish their career and personal life. It is a golden time for an individual. At this age person trying to get satisfied with their interpersonal and intrapersonal relationships. Corporate organizations, educational systems, and societal initiations lie on the strength and passion of the middle age for a nation's development and growth.

But on the other hand, we can see middle-age problems have increased remarkably, issues related to a mental disorder like that depression and stress disorders have seen a rise. Individual functioning of middle age has declined into problem behavior and risk-taking behaviors. Researchers in positive psychology, however, have realized that each individual has an inherent capacity to function adaptively with the environment. Evidence suggests that challenges lie in the survival instincts of this age group, where survival equals competition, moral values, and meaningful relationships.

These hallmarks of middle age challenges, in conjunction with a slew of others, suggest that a large portion of the middle age group is facing different types of problems and trying to cope with their problems.

- **Objectives:**

1. To assess the level of Emotional Intelligence and Coping Strategies among Working Professionals.
2. To find out Gender Differences between Emotional Intelligence, their Coping Strategies.

- **Research Design:**

1. Descriptive;
2. Exploratory research

- **Sample:** The sample of the present study consists of 400 male and female working professionals, belonging to four different areas doctors, engineers' professors, and lawyers to the urban background. It will comprise of 200 males and 200 females between the ages of 25-40 years.

- **Variables:**

Independent Variable: Emotional Intelligence

Dependent variable: coping strategies

- **Tools:** Quantitative Tools:

Emotional Intelligence Scale

Coping Strategies Scale

- **Method of data collection:** Data will be collected through observation and questionnaires prepared in the form of a booklet distributes among working professionals.
- **Method of data analysis:** According to the design of the study data will be collected and analyzed. The obtained quantitative data will be statistically analyzed with the help of SPSS.

RESULT

Table 1: Shows the value of Emotional Intelligence of Working Professionals both male and female. (N=400)

Emotional Intelligence	Gender	N	Mean	Std. Deviation	t
Perception of emotions	Female	200	29.0700	4.31022	3.568**
	Male	200	30.6000	4.26509	
Managing other's emotions	Female	200	24.5950	4.16747	8.992**
	Male	200	28.3800	4.25040	
Managing own emotions	Female	200	22.7550	3.76108	5.186**
	Male	200	24.6850	3.68151	
Utilization of emotions	Female	200	16.8800	3.08271	5.592**
	Male	200	18.6550	3.26331	
Total Emotional Intelligence	Female	200	93.3000	5.37723	15.576**
	Male	200	1.0232E2	6.17725	

** . Significant at 0.01 level

* . Significant at 0.05 level

In this it can be seen the total value of male is above average on the scale of Emotional Intelligence rather than female. There is strongly significant difference among Working Professionals of male and female.

Figure.1: Mean values of the, Emotional Intelligence, scores of the Working Professionals

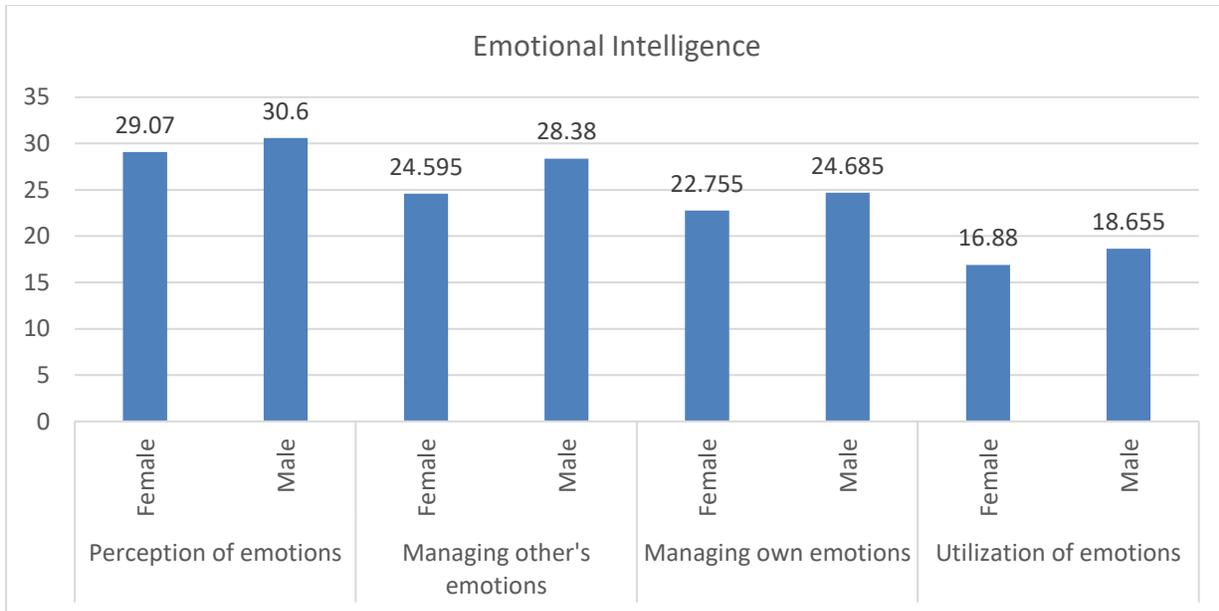


Table 2: Shows the value of Coping Strategies of Working Professionals both male and female. (N=400)

Coping Strategy	Gender	N	Mean	Std. Deviation	T
Problem Solving	Female	200	27.2350	4.49341	.473
	Male	200	27.0250	4.37953	
Cognitive Restructuring	Female	200	27.2700	4.13675	.811
	Male	200	27.6200	4.49182	
Express Emotions	Female	200	26.9600	4.48654	1.898
	Male	200	27.7900	4.25871	
Social Support	Female	200	28.1550	4.10674	1.554
	Male	200	27.5450	3.73332	
Problem Avoidance	Female	200	27.2050	4.44768	1.648

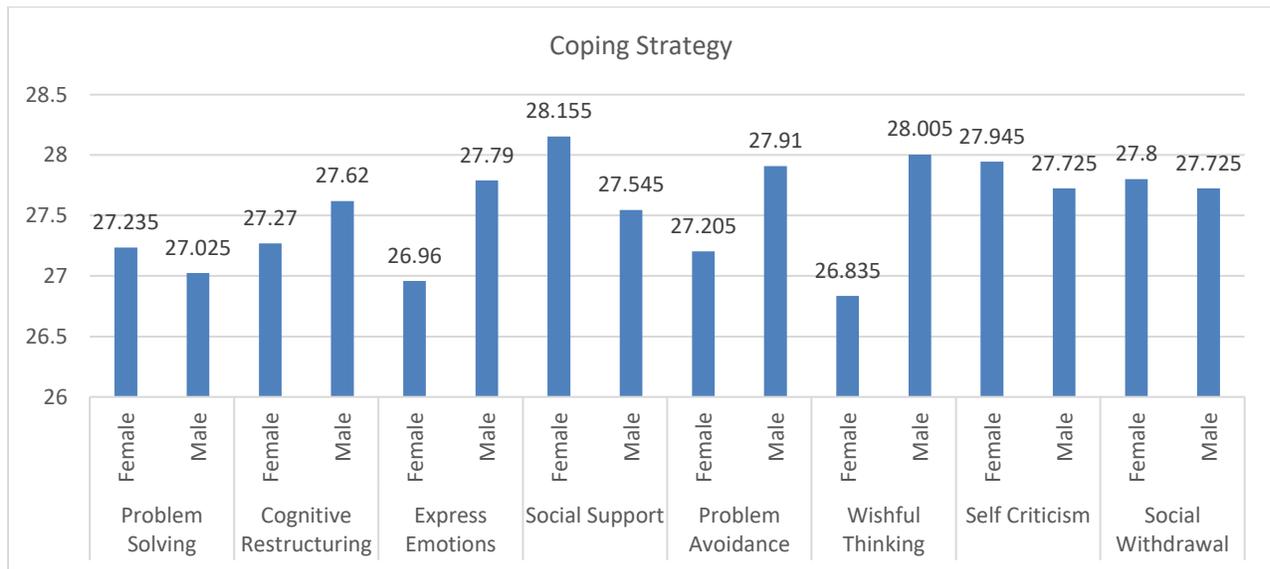
	Male	200	27.9100	4.10073	
Wishful Thinking	Female	200	26.8350	4.08672	2.855**
	Male	200	28.0050	4.10845	
Self- Criticism	Female	200	27.9450	4.15310	.542
	Male	200	27.7250	3.96205	
Social Withdrawal	Female	200	27.8000	4.24027	.176
	Male	200	27.7250	4.29671	
Total CS	Female	200	2.1940E2	12.31419	1.649
	Male	200	2.2134E2	11.18847	

** . Significant at 0.01 level

* . Significant at 0.05 level

In this it can be seen that there is no significant difference shown on the scale of Coping Strategy, except the dimension of Wishful Thinking. In this dimension clearly shows that Wishful Thinking of male is above average as compare to female. There is significant difference at the level of 0.01.

Figure 2: Mean values of the, Coping Strategies of the Working Professionals both male and female.



DISCUSSION

The main objective of the present research was to investigate the Emotional Intelligence and Coping Strategies among Working Professionals. Gender differences were also obtained for all the three psychological variables.

The study highlights the importance of Emotional Intelligence and Coping Strategies for our Working Professions. It clearly shows that there is significant difference among Working Professionals at some dimensions of Coping Strategies. It means it is not necessary if an individual easily cope with their problems. Significant difference found on the scale of Coping Strategies indicated that an individual will perform better on the dimension of Problem-Solving, Cognitive-Restructuring, and social withdrawal.

A study of Lazarus (1991), focused on the regulation of emotional distress (Emotional Focused Coping) & efforts to manage or influence the source of the matter.

Individuals who have high emotional intelligence would tend to possess low rates of aggressiveness and violent crime also as other psychological state problems. Also as long as chronic negative effect features a profound effect on morbidity and mortality, like that of traditional risk factors like smoking.

Results for the correlation between Emotional Intelligence and Coping Strategies, shows that the two variables have a weak, yet positive correlation. It means that higher Emotional Intelligence leads to higher Coping Strategies. The professional workers whose Emotional Intelligence is higher also have a higher score on Coping Strategy. Higher Emotional Intelligence helps the person to realize that if they are emotionally intelligent they will be able to cope up with problems very smoothly in their life. They constantly push themselves by taking on new challenges. They also understand that it is through their failures and set-backs; they get the best opportunities to

learn and grow. They always feel motivated to learn new skills and latest technology. They are able to cope up any kind of failure and are highly resilient.

Emotional Intelligence enhances the motivation and self-confidence of an individual. High Emotional Intelligence strengthens our beliefs in our own abilities and thereby we feel more enthusiastic to pursue our goals and continuously work hard.

Results showed that when compared the Emotional Intelligence among Working Professionals in terms of Gender we found that significant difference between male and female. We also found a new perspective on Emotional Intelligence is that male has score above on the scale of Emotional Intelligence compared to female. It breaks the stereotype which says that generally, female have high score on emotional intelligence scale. Whether male have significant difference at the level of 0.01 and female have low Emotional Intelligence.

2: CONCLUSION

For a nation having the highest youth population in the world, the findings from this study provides valuable information which can be highly useful in the long run. The study brings some of the serious issues that have remained neglected for years. We have lots of Working Professions in India and they mainly run by Private companies. Is a person who is working in these sectors having an ability to cope with their daily stressor? Because in private sector an employee have so much stress which affects their personal life as well.

So, the research is focuses on the ability to assess how to an individual coping with their problems, how to get satisfy with life. In short, it includes, Is a person is happy in their life or not with their job? It is about the Emotional Intelligence that how Emotional Intelligence helps an individual to cope with their daily stressor in their life. Emotional Intelligence a form of social intelligence that involves the ability to monitor one's own and others feelings and emotions to identify and evaluate them, and use this information to guide one's thinking and actions.

It can be shown that in this struggling period of life an individual, whether it is male or female can't get satisfaction in their life. That's why they found positive correlation on the dimension of coping strategies "Wishful Thinking". It indicated that when a person is in struggling period he/she has lots of Desires and he focuses on this to be fulfilling these desires in their life. So, it is another factor to not get satisfaction in their life especially in this period. In this research it can be seen that male have higher score on the dimension of Wishful Thinking, which shows interpret that male have more desires in their life because they are less expressive so they suppress their thoughts but they can't get control their wishful thinking or desires.

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