

A Study on Emotional Intelligence and Occupational Stress

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Abstract

The rising alertness on the part emotional intelligence play in work plays has made it popular in Human resource management emotionally intelligent people do extremely well at the work place. Emotional intelligent people do extremely well at the work place. Emotional intelligence is a capability to intellect, recognize, successfully pertain authority, information and expertise of emotions among human resource. Occupational stress exist every where in an organization and in all the level of its workers. Stress arises when a worker meets pressure while completing his job or unable to complete his job. This paper aims to observe the relationship between emotional intelligence and occupational stress. Emotional intelligence provides better understanding of work environment reduce occupational which reduce occupational stress. For this reason emotional intelligence and occupational stress are linked. The study consist of 42 samples, workers who works for a BPO engage in ePublishing and digital solutions located in Puducherry, South India. The study revealed there is positive relationship between emotional intelligence and occupational stress.

Keywords: Emotional intelligence, Occupational Stress, Job stress, Intelligence test, Roll stress.

Introduction

From the past decade researchers are showing big interest for conducting studies in emotional intelligence. The term emotional intelligence was foremost used by psychologists John Mayer and Peter Salovey in the year 1990. Then Daniel Goleman (1995, 1998) wrote books on this term Emotional Intelligence and Working with Emotional Intelligence, who popularized the term emotional intelligence in the organizational set up. There after many research studies added support to emotional intelligence in organizational context.

Emotional intelligence means understanding once own feeling and able to handling those feeling without disturbing them self. In the same way understanding what others feel and handling relationship effectively. Motivate one to complete job creatively and perform their pear. Many independent human beings join together and work under one roof for attaining one ultimate objective is and organization. Organization is a pool of human resource of different kind. Every human resource is dependent on one other in terms of relationship as superior and subordinate. Every individual is unique in their talent, understanding, performance, attitude, competencies, and involvement and so on.

When these human resource work in an organization for attaining a common objective, they ought to face a plenty of challenges. They undergo challenges in

competing each other, communication, cultural difference, adaptability and many. High competitive environment make changes in every days organization. Human resources for their endurance in organization are needed to update now and then. Frequent changes in technology, risk, time constrain, ethical values, unity in team work, completion of target with in time, innovation, risk bearing these competition attributes lead to occupational stress. Emotionally intelligent human resource tackle these competitive attributes with spot, come over from stress. High emotional intelligence leads to mental fitness.

Review of Literature

Carmeli (2003) studied the relationship between emotional intelligence, job satisfaction, organizational commitment and work-family conflict in ninety-eight senior managers. The study states that employees high in emotional intelligence are more able to balance work-family conflict as they recognize and manage feelings of conflict as they occur.

Darolia and Darolia (2005) conducted a research on the role of emotional intelligence in coping with stress and emotional control behaviour. The research found that emotionally intelligent people who are able to understand and recognize their emotions, manage them selves to kept under control in stressful situation.

Oginska – Bulik (2005) investigated the relationship between emotional intelligence and stress in the work place and health related consequences in workers. The study confirmed emotional intelligence is a shield that prevents workers from negative health outcomes, especially from the symptoms of depression.

Sing and Sing (2008) conducted a study on the relationship between emotional intelligence and stress among medical professionals in their organizational lives. The study reveals significantly negative relationship of emotional intelligence with stress for both the genders of medical professionals.

Ismail, Suh-Suh, Ajis and Dollah (2009) examined the relationship between emotional intelligence, occupational stress and job performance. The study revealed the relationship between occupational stress and emotional intelligence significantly correlated with job performance.

Statement of problem

Emotional intelligence increasingly relevant to organizational development and developing people, because the emotional quotient principles provides a new way to understand and assess people’s behaviors, management styles, attitudes, interpersonal skills and potential. Emotional intelligence provides a buffering effect in perceiving the work environment to be less stressful. Individuals with high level of emotional intelligence, pronounced by the ability to recognize and express emotions as well as to manage and control them show the ability to better cope with stress and suffer less from adverse health outcomes. For this reason emotional intelligence as well as occupational stress of workers is measured. The relationship between emotional intelligence and occupational stress is also measured to identify their benefits.

Objective of the study

1. To measure the emotional intelligence of the employees.
2. To measure the occupational stress of the employees.
3. To ascertain the relationship between emotional intelligence and occupational stress of the employees.

Hypothesis

1. H0: There is no emotional intelligence among the employees.
2. H0: There is no occupational stress among the employees.
3. H0: There is negative relationship between emotional intelligence and occupational stress of employees.

Research Design

For surveying the research, random sampling method was used. The study was conducted in a BPO engage in ePublishing and digital solutions located in Puducherry, South India. The sample consists of 42 employees with minimum level of education as under graduation.

To measure the emotional intelligence of the respondents emotional intelligence scale developed by Hyde, Pethe and Dhar (2002) was used. Occupational stress Index developed by srrivastav and Singh (1981) was used to measure the occupational stress of the respondents.

Data Analysis & Interpretation

The questioners distributed to the respondent were 50 in numbers. Out of 50 questioners only 42 questions were received with all questions filled up. The total sample size was 42, comprising of 23 female respondents and 19 male respondents.

The emotional intelligent scale consists of 10 variables having 34 items. The variables are self-awareness, empathy, self motivation emotional stability, managing relations, integrity, self-development, value-orientation, commitment and altruistic behavior. Emotional intelligence scale was developed by Hyde, Pethe and Dhar(2002). The respondents were responded each item on a 5 point Likert scale.

Table 1 Emotional Intelligence Summary

Emotional Intelligence	Male	Female	Total
Low	-	-	-
Normal	-	-	-
High	19	23	42
Total	19	23	42

The table shows emotional intelligence of 42 respondents. The result indicates that null hypothesis is rejected and the alternative hypothesis is accepted. The employees of the BPO are highly emotionally intelligent and have the ability to understand and regulate once own emotions.

Table 2 Occupational Stress Summary

Stress	Male	Female	Total
Low	-	-	-
Moderate	13	11	24
High	6	12	18
Total	19	23	42

The scale for occupational stress consists of 12 variables. The variables are role overload, role ambiguity, role conflict, group and political pressure, responsibility for persons, under participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, low status, strenuous working conditions and unprofitability.

Table 3 Two Tailed Correlation – Spearman’s Rho

Correlations				
		Emotional Intelligence		Occupational Stress
Spearman's rho	Emotional Intelligence	Correlation Coefficient	1.000	.738**
		Sig. (2-tailed)	.	.000
		N	42	42
	Occupational Stress	Correlation Coefficient	.738**	1.000
		Sig. (2-tailed)	.000	.
		N	42	42

** . Correlation is significant at the 0.01 level (2-tailed).

Occupational stress scale was developed by Srivastav and Singh (1981).

The table shows occupational stress of 42 respondents. The result indicates that null hypothesis is rejected and the alternative hypothesis is accepted. The table shows majority of the employees have moderate stress and some are highly stressful.

Two Tailed Correlation – Spearman’s Rho

From correlation table 3, it is proved that there is a strong positive relationship between emotional intelligence and occupational stress.

Findings

There is no much difference among male and female emotional intelligence and occupational stress. From the present study it cannot be assumed that emotionally intelligent people will always have low stress. Even though employees have high emotional intelligence they have moderate and high stress. Role overload and conflict were the main reason for the employees stress at the work place.

Limitations

All the limitations relating to perception study will be related to this research paper also.

Conclusion

From the present study it can be concluded that emotionally intelligent people will also have stress in work place. It is also clear that the business organizations were task focused. Even training and development programs are held on productivity basis. Work pressure is the main reason for the stress of employees. Thus organizations must also focus on reducing stress of their employees by conducting stress control programs.

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