

Emotional Intelligence in Relation to Occupational Stress among Employees: A Study of Multan City

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ABSTRACT

Cancer or AIDS is not only the biggest killer, stress also one of them. Employees' performance significantly affected by Stress and circuitously organization have to suffer because if work ratio of employees dilute that thing is jeopardize to their organizations. Present study aimed to establish the relationship between emotional intelligence and occupational stress among employees. A sample of this study comprised of 150 employees was taken conveniently from different private and public organization of Multan. Employees emotional intelligent was measured through Emotional Intelligence Scale (Schutte et al., 1998) and the level of occupational stress in employees was evaluated by Occupational Stress Scale (Hassan & Hassan, 1998). The results of present study confirmed that negative relationship between emotional intelligence and occupational stress. It's suggested that if employees with high level of emotional intelligence they experience low level of occupational stress. T-test findings depicted that employees in public organization had high level of emotional intelligence and occupational stress as compare to private organization employees.

Keywords: Emotional Intelligence, Occupational Stress, Stress, Employees' Performance, Public Organization, Private Organization.

1. INTRODUCTION

Nowadays individual are to face with complicated and intriguing professional life. Individual when observe around at the work place, numerous issues occur. Small quantity of stress is good because it motivates and helps the individuals to be more productive and creative.

Nevertheless, a lot of stress and firm responses to stress are destructive.

Emotional intelligence was firmly identified with occupation fulfillment and employment achievement⁽¹⁾. It was characterized as relating and comprehension others, while adjusting and adapting with surroundings so as to end up more fruitful in managing natural requests⁽²⁾. Emotional intelligence anticipated employment achievement since it reflected how one connected passionate learning to a quick circumstance. Research communicated the contention that IQ was not by any means the only basic component that decided individual accomplishment; rather he trusted that individual emotional intelligence assumed an expansive part in achievement in life and at work⁽³⁾.

Occupational stress has progressively been cognizant as a widespread trouble because most of people experience stress on job and at their job place. Various researches depicted that occupational stress contribute in several negative outcomes for the individual and the workplace⁽⁴⁾.

In the procedure of stress, emotions plays an essential and vital role and as observed by Lazarus stress and emotions are not dependent but where there is stress there is additionally emotions. A few studies have recommended that people with high level of emotional intelligence are more equipped for comprehension and dealing with their feelings, which permits them to change in accordance with their environments and turn out to be more tolerant to testing conditions, including stress^(2,5,6). Since Stress is an apparent idea, emotional intelligence assumes a part in the mental procedure of deciding the origin of the stress⁽⁷⁾.

Previous literature explored that occupational stress was negatively related with emotional intelligence⁽⁸⁾. Most of people are not aware to their emotions and unable to regulate their emotions according to situation to cope with stress.

Growing body research found that emotional intelligence plays a significant role in control the emotional behaviors and to cope with stressful situation⁽⁹⁾. Individual with high level of emotional intelligence are adequate to balance work-family conflict because they can manage and discern their feelings and emotions related to stress⁽¹⁰⁾.

A research project conducted to measure the relationship between emotional intelligence and workplace stress. The findings of this research corroborated negative relationship between emotional intelligence and workplace stress⁽¹¹⁾.

Research investigated the correlation between emotional intelligence and stress and founded that emotional intelligence had strong negative relationship with stress⁽¹²⁾. Findings of one another research establish a negative correlation between emotional intelligence, occupational stress⁽¹³⁾.

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1.1 Rational of the Study

Emotional intelligence progressively applicable to organizational advancement and creating individuals, on the grounds that the emotional remainder standards gives another approach to comprehend and evaluate individuals' practices, administration styles, states of mind, interpersonal aptitudes and potential. Emotional intelligence gives a buffering impact in seeing the workplace to be less distressing. People with increased level of emotional intelligence, affirmed by the capacity to perceive and express feelings and in addition to oversee and control them demonstrate the capacity to better adapt to stretch and experience the ill effects of unfriendly wellbeing results. The detailed literature review on emotional intelligence and occupational stress made us realize that emotional intelligence and occupational stress are the phenomenon, which acts as important ingredients of our social life by defining and guiding our social interactions in our daily life. Everyone is victim of stress and Job is one of the very important stressor that causes stress especially in daily life. Interested area of this study is that this research conducted in Multan city to check the level of emotional intelligence and occupational stress in

employees of Multan city. No research previously done in Multan with these variables.

1.2 Objectives

This study was aimed at achieving the following objectives:

- 1 To establish the relationship between emotional intelligence and occupational stress among employees.
- 2 To establish the difference on emotional intelligence and occupational stress among employees in public and private organizations.

1.3 Hypothesis

Hypothesis of current study was following:

- Emotional intelligence will be negatively correlated with occupational stress among employees.
- Emotional intelligence will be high among public organizations employees as compare to private organizations employees.
- Occupational stress will be high among public organizations employees as compare to private organizations employees.

1.4 Operational Definition of Variables

Emotional Intelligence. Emotional intelligence is the ability or tendency to perceive, understand, regulate, and harness emotions adaptively in the self and in others⁽¹⁴⁾.

Occupational Stress. Occupational stress is known as stress at work and considered one of the leading causes of work-related health problems in almost all professions around the world⁽¹⁵⁾.

2. METHOD

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2.1 Participants

The sample consisted of 150 employees were taken from different public and private organizations of Multan, Pakistan by using convenient sampling technique. All the employees who participated in this research were willing. Organization type (public and private) take as a Demographic variable in this study.

2.2 Instrument

Two instruments were used in this recent research.

1. Emotional Intelligent Scale (EIS)
2. Occupational Stress Scale (OSS)

Emotional Intelligent Scale. The EIS (14) is a self-report questionnaire with 33 items that contains 3 reverse

items (5, 28, 33). After summarizing the scores of the 5-point Likert scales, where 1 strongly disagree and 5 strongly agree, we determined the perceived level of EI of the participant.

Occupational Stress Scale. Occupational Stress Scale (OSS) was originated by Hassan and Hassan in 1998. The scale was comprised of 39 items all were related to Occupational Stress. It was a 5-point scale ranging from 1 (Never like me) to 5 (Always like me). Occupational Stress Scale has further 9 subscales and (0.79 to 0.87) internal consistency reported by (16). In present study overall score used of occupational stress.

2.3 Procedure

Prior to the dispersion of the scales to be filled in, the researcher clarified the targets of the study to subjects in request to get the dependable information. Every subject got a set of the instruments attached demographic sheet. The instrument were filled by the subjects, while they were on obligation and gathered quickly after finish. The subjects were permitted to keep the scales with them, filled them in and could submit them inside one week. The way of the subject's occupation and the quantity of instruments included in the study represented the deferral in the gathering of the scales. The time required for fruition of the instruments was found to extend from 10-15 minutes. Subjects were assured about the confidentiality of the data information. The accumulation of information kept going two months beginning from the earliest starting point of March to the end of April 2016. Statistical analysis correlation and t-test was completed through SPSS 22 version.

3. RESULTS

In current research Pearson product correlation used to establish the relationship between emotional intelligence and occupational stress. T-test utilized to see the organizational differences on the level of emotional intelligence and occupational stress.

3.1 Table 1. Correlation Matrix's between emotional intelligence and occupational stress

	Occupational Stress
Emotional intelligence	-.39**

Note. N=150, **p<0.01

Above table shows that there is a negative correlation between emotional intelligence and occupational stress ($r=-.39$). Results are statistically significant because p value less than 0.01.

3.2 Table 2. Means, standard deviation t-value among private and public employees on emotional intelligence

Organization	N	Mean	SD	t	P
Private	75	31.69	6.01		
				.37	.04*
Public	75	32.21	7.19		

Note. N=150, **p<0.01

Above table no 2 shows that there is significant difference on emotional intelligence on private and public employees private employees (M=31.69, SD=6.01) and public employees (M=32.21, SD=7.19). Results statistically significant as p value less than 0.05.

3.3 Table 3. Means, standard deviation t-value among private and public employees on occupational stress

Organization	N	Mean	SD	t	P
Private	75	5.786	4.29		
				1.17	.02*
Public	75	7.320	2.89		

Note. N=150, **p<0.01

In table 3 significant difference were found in private (M=5.786, SD=4.29) and public employees (M=7.320, SD=2.89) on occupational stress. Public employees have high level of occupational stress as compared to private employees.

4. DISCUSSION

The present study was determined the relationship between emotional intelligence and occupational stress among employees. It was also aimed to explore the differences on emotional intelligence and occupational stress among public and private organization employees. First hypothesis related to establish the relationship between emotional intelligence and occupational stress among employees. Findings of current study revealed that emotional intelligence have negative relationship with occupational stress. As results was significant supported on the basis of previous research which showed negative correlation between emotional intelligence and occupational stress⁽¹²⁾. One more study explored the negative relationship of Findings of one another research establish a negative relationship of emotional intelligence with occupational stress⁽¹³⁾. Research findings are in line with previous literature that determined negative relationship between emotional intelligence and occupational stress⁽¹⁷⁾. Literature

reported that emotional Intelligence quit useful in the reduction of occupational stress in employees⁽⁸⁾. Many individual are unaware from their feelings or emotions and ineffective to govern their emotions in accordance to cope with stress events. Employees with increased level of emotional intelligence had low level of occupational stress. Emotional intelligence plays a vital role to cope with adverse situations and experiences. Emotional intelligence defined by ability based model that increased emotional intelligence in people cause to addition competencies of people that helps the individuals to reduce the stressful situations and cope up with stress and step-up the positive behaviors and attitudes in people^(18, 19). This hypothesis was accepted in the view of literature. Secondly, it was hypothesized that “Emotional intelligence will be high among public organizations employees as compare to private organizations employees.”. Results showed that p value less than 0.05 and mean value of public organization employees was high than private organization employees and proved this assumption and supported. But previous research was not consistent with current findings and demonstrated that no significant differences in the level of emotional intelligence were found among private and public employees⁽²⁰⁾.

In last it was supposed that “Occupational stress will be high among public organizations employees as compare to private organizations employees.”. Research findings depicted that occupational stress was high in public organization employees as compare to private organization employees. Present results supported the hypothesis but some literature not supported the recent findings⁽²⁰⁾.

Simply these are the interesting findings of the research project that will be help in future to study the differences in term of organization types.

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4.1 Conclusion

In the perspective of all the research findings it is conclude that the relationship between emotional intelligence and occupational stress was determined. And it was also explored that significant negative relationship emotional intelligence and occupational stress. It's concluded that if employees with increased level of emotional intelligence they experience low level of occupational stress. In the other hand if employees were with low emotional intelligence they go through with high level of occupational stress. Present study also conclude

that employees organization type was significant determined of emotional intelligence and occupational stress. Employees that belongs from public organizations they have high level of emotional intelligence and they also had an increased level of occupational stress as compare to employees those belongs to private organizations.

4.2 Limitations of the Study

The present research has following limitations:

- One major limitation of the research was the cross sectional research design.
- It was measured only correlation between emotional intelligence and occupational stress.
- Sample size of current research was small.
- Only one city of Pakistan, Multan was targeted in present study.
- All the subjects of research were taken conveniently.

4.3 Suggestions for Future Research

Some suggestions are there for future research:

- Most important suggestion for future research is the longitudinal research design. In future research this design must be followed for better findings.
- For the significant findings of the research experimental method must be utilized. Next study must identify the casual relationship between emotional intelligence and occupational stress.
- This study must be replicate with large population.
- The most vital suggestion for next research is nationwide study with same variables.
- Random sampling is most crucial factor that is missed in present research must be considered in future study.

5. AUTHORS CONTRIBUTION

All authors contributed equally in this research project.

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