

IMPACT OF EMOTIONAL INTELLIGENCE ON STRESS MANAGEMENT- STUDY OF BANKS IN JAFFNA

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Abstract

Emotional intelligence has a significant effect on how employees' experience their stress and their ability to manage that perceived stress. A greater knowledge of EI and its effect can be beneficial for practicing leaders and decision makers.

This study explores the association between EI abilities and stress management in Banks in Jaffna district. Specially, it was undertaken to determine whether selected EI abilities are potential determinants of stress management. Surveys were distributed to 17 banks. The self-administrated questionnaire was selected as a mode of data collection. Correlation, regression analysis and F-test was utilized to analyze the data.

The stress management amongst bank staff was found to be moderate in this study. Emotional recognition and expression, understanding others emotions, emotions direct cognitive and emotional control were identified as weak positive relationship between EI and stress management of bank staff, understanding others emotions, emotions direct cognition and emotional control were significant determinants of stress management of bank staff.

Key words: Emotional Intelligence, Emotional recognition & expression, Understanding others emotions, Emotions direct cognition, Emotional management, Emotional control, Emotional intelligence and Stress Management

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Introduction

Today people are face with complex and challenging work life. When we observe around in the work place too many problems occur. These all problems can make all people to down into stress. Particularly in human service organizations, sometimes called direct person related jobs and the performance of service occupations is inherent to strain and emotions which may lead to a sense of stress (Nina ogninska-Bulik, 2005)

One of the rapidlygrowing areas of interest with regard to EI is its role in the workplace. Traditionally the workplace has been considered to be a cold and rational environment, a place where there is no room for experience or expression of emotions and in fact researchers fostered the belief that emotion is the antithesis of rationality (Ashforth&Humphery, 1995 cited in lisagardner 2005). However, this view has begun to be challenged, with the recognition that individuals bring their affective states, traits and emotions to work place. The question is no longer focused upon whether emotions have a place in the work environment, but is about trying to determine the impact of using and managing emotions in the work place and the difference between employees in dealing with emotions and the impact this may have on other variables within the work environment.

Occupational stress is defined as an imbalance between an individual perceived demands and their perceived ability to deal with these demands (Cox, 1978; Lazarus &Folkman, 1984). The role of emotion in the stress process is important and as noted by Lazarus emotions and stress are independent where there is stress there is also emotion.

The purpose of this research was to explore the relationship between Emotional Intelligence and occupational stress management

Review of literature

Emotional intelligence refers to a group of non- cognitive abilities and skills that must be develop for someone to be successful. Social and emotional intelligence are skills and competencies that can be developed. When people improve one's social and emotional

intelligence resulting in one's ability to eliminate many forms of encounter stress. (Lazarus, 1999 cited in Byron stock)

For workers, everywhere, the troubled economy may feel like an emotional roller coaster. Layoffs and budget cuts have become by words in the workplace, and the result is increased fear, uncertainty, and the higher level of stress. Since job and workplace stress grow in times of economic crisis, it's important to learn new and better ways of coping with pressure. The ability to manage stress in the workplace can make the difference between success and failure on the job. Person's emotions are contagious, and stress has an impact on the quality of their interaction with others. The better person are at managing their own stress the more they will positively affect those around them and less other peoples stress will negatively affect them. (Jeanne Segal, 2002)

Thus, in emotional intelligence the individual should motivate their emotions specially stress to balance and stable in facing with various type of situation for example. If businessman, workers, manager and leader decrease emotional confidential will causes them with no interest and feel brave to take risk, solve problem, or brainstorming in their career. Therefore to solve the stress problem, individual should manage themselves by using emotional intelligence. From this, individual tend to decrease their stress level and increase their unique intellectual, emotional intelligence. (American Psychological Association, 2010)

The finding of the previous study indicates no significant difference in the level of EI and perceived role stress between genders and the medical professionals as a whole. The study also found EI of both the gender and the medical professionals as a whole to predict significant amount of variance in the total variance in their perceived role stress (Sanjay kumarsingh 2008)

Solvey and mayers (1990) cited in Azman Ismail concluded that ability based model of emotional intelligence explains that the level of emotional intelligence will increase individuals' competencies and this can increase their ability to decrease stress situations and increase positive individual attitudes and behaviors.

Goleman's (1998) cited in Azman Ismail emotional intelligence stress that the level of emotional intelligence will increase individuals' competencies and this may help them to decrease environmental strains and increase leadership effectiveness in organizations.

The intertwined relationship between occupational stress and emotion has also been proposed to play a role in the stress outcomes relationship. Utilizing EI was related to the experience of occupational stress, and to the outcomes of occupational stress (both health and attitudes) such that employees who reported using EI were less likely to report feelings of stress, ill-health and lowered satisfaction and commitment (Lisa Garder 2005)

Saddan Hussain Rahim (2008) found that EI competencies have the profound impact on stress. This study also addressed the psychological problems of employee and seeks to solution in the light of EI competencies, so concluded that the EI competencies have the positive and strong impact on stress.

One study revealed emotional intelligence and its various component abilities in general, are associated with better health outcomes and also revealed that EI is associated with lower level of stress (related with relationship, responsibility, economy and health) in other words, high EI is associated with managing various stressful outcomes of person's life (Anlikumarchoubey -2009).

Another study on Emotional intelligence as predictor of Academic and for professional success by Frank Ramaneli (2006) concluded that dental students with greater degrees of emotional intelligence may be more adept at coping and dealing with academic and non academic stressful situations, and that reducing perceived stress may improve academic performance as well as patient satisfaction

Further results from the studies on Role of emotional intelligence in managing stress and anxiety at work place by Kumar Sunil (2009) found that there was a significant relationship between emotional intelligence and the variables of stress and anxiety. Stress management component; emerge as statistically significant with respect to the relationship with EI

A study conducted by Nina Oginska –Bulik (2005) on emotional intelligence in the work place concluded that the ability to effectively deal with emotions and emotional information in the workplace assists employees in managing occupational stress and maintaining psychological well-being. The increasing of EI skill necessary for successful job performance can help workers to deal more effectively with their feelings, thus directly decrease the level of job stress and indirectly their health.

Research on emotional intelligence under stress by Carol L.Gohm (2005) concluded that the direct association between EI and low Stress for some participants may support the value of teaching EI and results suggest that EI may help some individuals, but not others. EI was associated with relatively lower stress (feeling of inability to control life events) for the hots. And may be the cools, but not the cerebrals and overwhelmed. The cerebrals were the least stressed type, have mild reactions to life events (low intensity) and report understanding their reactions (high clarity) thus, for cerebrals there may be little room for the play of individual differences in EI to be associated with stress. EI for them is necessary. The most intriguing finding was the lack of relation between EI and stress among the over whelmed.

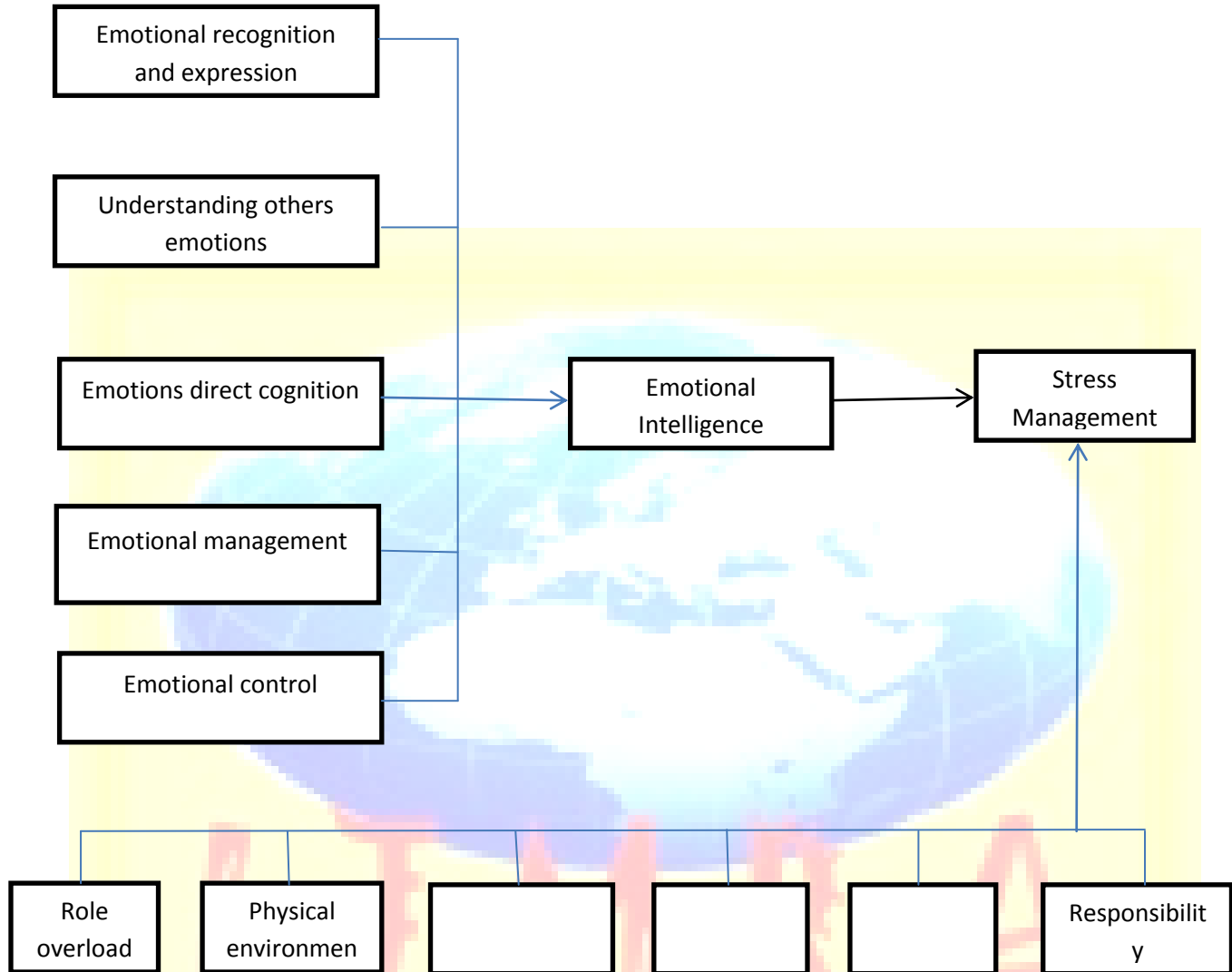
The study on occupational stress features, emotional intelligence and job satisfaction by Asman Ismail Amy Yao (2010) confirmed that the on emotional intelligence does act as a moderating variable in the relationship between physiological stress and job satisfaction whereas on emotional intelligence does not act as a moderating variable in the relationship between physiological stress and job satisfaction in the organization.

Further the study on association between stress and Emotional intelligence conducted by Amie stevens (2009) on emotion regulation and personality in university students suggested that a high EI scorer would be less likely to suffer from high levels of stress. This could be because those with a high EI score are more aware of the effect of their emotions and therefore able to manage stress, or it could be that when an individual is stressed, EI can aid recovery. So, it supports that EI is needed for our ability to monitor our feeling.

Objective of the study

- To determine the impact of emotional intelligence on stress perceived by bank staffs
- To assess that the individual differences affect on emotional intelligence in perceived stress

Conceptual frame work



Independent Variable- Emotional Intelligence

Dependent Variable – Stress Management

Hypotheses

H1: There is significant impact of emotional intelligence on managing stress perceived by employees of bank

Methodology

Research sample: Employees for this study were recruited from banks in Jaffna district. Due to excessive cost and time involved, they were selected on the basis of simple random sampling method.

Data collection technique: In his research, primary has been used. Mainly this data are collected issuing to copies of self administrated structured questionnaire to employees of 17 banks. Questionnaire consisted of two main themes aimed at capturing information on two variables. This questionnaire consisted the swinbure university emotional intelligence test (palmer&stough, 2001 cited in Lisa Gardner 2005) and occupational roles questionnaire from the occupational stress inventory revised edition (osipow, 1998 cited in lisagardner 2005)

Method of data analysis:

To make proper conclusion for a research, it is necessary to carry out analysis from the data obtained through the questionnaire. For this purpose, correlation, regression and t-test analysis techniques are used in research.

Data Analysis and finding

Correlation Analysis

Independent variable	Dependent variable(level of stress management of bank staff)
Emotional recognition & expression	-0.142
Understanding others emotions	0.281*
Emotions direct cognition	0.335**
Emotional management	0.331**
Emotional control	0.184**
Emotional intelligence	0.308**

** Correlation is significant at the 0.01 level (1-tailed)

* Correlation is significant at the 0.05 level (2-tailed)

As shown in the table, correlation between emotional recognition and expression and stress management of bank staff is -0.142. It didn't correlate significantly.

Correlation between understanding emotions of bank staffs emerged as significant predictor between and the correlation is 0.281. It indicates that there is a weak positive relationship between understanding emotions and stress level.

Correlation exhibited between emotions direct cognition and ability to reduce stress of the bank staff is 0.335. This indicates that there is weak and positive relationship between emotion and ability to reduce stress level perceived at workplace.

Correlation between emotional management and stress management of bank staff is 0.331. It indicates that weak positive relationship between them.

Correlation between emotional control and stress management of bank staff is 0.184. This exhibited weak positive relationship.

Correlation between emotional intelligence and management of stress of bank staff is 0.308. It indicates that there is a weak positive relationship between emotional intelligence and impact on managing stress.

Regression Analysis

Model summary

(Constant)B	2.002
EI	0.341
t-statistics	3.582(sig-0.000)
Standard error of estimate	0.42140

From above output, the regression equation can be derived as follows:

$$Y=2.002+0.341x$$

According to above equation, if EI score increases by 1, stress management score would increase by 0.341. This indicates positive relationship between the EI and stress management.

T-statistics

To test whether the model fits the data, have to focus on t-statistics. The value of the above output is $t=3.582$ with a significance of 0.000. Therefore, at 1% significance level, a linear relationship exists between EI and stress management of bank staff.

F-test

F (bank staff) 12.830(sig-0000)

For T-Test of EI and stress management of bank staffs, the hypothesis is H1 there is a significant impact of EI on managing stress perceived by bank staffs. Based on the F-Test, calculation value=0.0000<0.05there fore,H1 is supported at 1% significance level, so a conclusion was obtained that there is a significant relationship between Emotional Intelligence and stress management of bank staff.

Conclusion

The EI dimensions such as emotions direct cognition, emotional management and understanding others emotions and emotional control have a weak impact on stress management of bank staff and emotional direct recognition and expression has no impact. Banking industry is one of the premier financial institutions in Jaffna district. But their employees have lack of ability in their Emotional Intelligence. It will lead to lack of impact of EI on stress management.

Suggestions for future research in this field

This research aimed at studyingthe relationship between EI and stress management of bank staffs. The researcher used five dimensions of EI and Six dimensions of occupational stress. But there are so many other EI dimensions and stress management dimensions. So when future researchers consider many others dimension that will give valid insights.

This research has considered considering staff of 17 banks in Jaffna district. Further research will extend this sampling selection so will give powerful result about emotional intelligence.

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