

## EMOTIONAL INTELLIGENCE & LIFE SATISFACTION : A STUDY ON SENIOR CIVIL SERVANTS

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### ABSTRACT

Behavioral sciences have constantly attempted to bring rigour changes in studying human behavior. This work deals with the concept of Emotional Intelligence which is a set of skills that underlie the assessment, evaluation, expression, regulation of emotions to achieve desired goals. This study was conducted to examine the relationship between Emotional Intelligence and Life Satisfaction among Senior Civil Servants (I.A.S. & R.A.S. Officers). A group of 50 Senior Civil Servants (only males) were selected from Rajasthan state with in the age limit of 40-60 years. Personal Profile survey by Dr Surbhi Purohit & Life Satisfaction Questionnaire by Q.G. Alam & Srivastava were taken to assess Emotional Intelligence & Life Satisfaction respectively. Data was analysed using statistical techniques such as z-test, Percentage score & Correlation. Findings revealed a positive correlation between Emotional Intelligence & Life Satisfaction in Senior Civil Servants.

**Key Words: Emotional Intelligence, Life Satisfaction**

**Emotions** deal with feelings. Anger, love, joy, sadness, anxiety etc are all emotions that each of us feel in our daily lives along with their blends, variations, degrees, shades & mutations. These emotions are the actual drivers of our life because emotions can lead us toward the positive side as well as the negative side of life. Action or reaction of a person in a particular situation depend on how he deals with his emotions. Therefore, success in personal, social or professional life is definitely affected by the ability to use emotions.

**Emotional Intelligence** is basically the capability of an individual to understand, distinguish, control and manage emotions of oneself and others. **Mayor & Salovey (1993)** defined emotional intelligence as the ability to monitor one's own & other's feelings and emotions to discriminate among them, and to use this information to guide one's thinking and action.

Intelligence Quotient could be defined as a person's reasoning, linguistic & mathematical ability as compared to the statistical norms or average for their age. During the last few decades there has been so much increasing emphasis on IQ that emotions of persons got a severe set back. **Dr Danial Goleman (1995)** has drawn attention to this neglected aspect of life. He pointed to an American study which showed that, at best IQ contributes about 20% to the factor that determine life success and 80% of other forces and these forces can be defined as EQ skills.

A **2017** study by **Pekaar and colleagues** showed that emotional intelligence is significantly correlated with job performance particularly the EI/EQ components of recognizing and managing the emotions of self & others. The higher level of emotional intelligence has been found as a strong predictor of improved work performance, job satisfaction and more success in almost every sphere of life than lower ones. (**Hafiz et al, 2015**). Emotional intelligence is a ability to decide clear goals in life and work in a balanced manner to achieve it.

**Life Satisfaction** refers to a person's general happiness, feeling of contentment & fulfilment, freedom from tension, interest in life etc. It is referred to an individual's overall

cognitive appraisal of the quality of his/her life (**Diener, 1984**) . According to **Gilman and Huebner (2003)** , Life satisfaction is an important construct in positive psychology. The measures of Life Satisfaction are sensitive to the entire spectrum of functioning, and thus, provide indicators of both well-being and psychopathology. Satisfaction with life, a cognitive, global evaluation of one's life satisfaction, constitutes one of the three core dimensions of hedonic well being and is well-established as a pivotal index of psychological health (**Pavot & Diener, 2008**).

Satisfaction is mental state where an individual experiences positive feeling about what he has done or has been able to achieve. Life satisfaction is a matter of mental attitude, whether one feels comfortable both inside as well as outside. This is related to coping abilities & emotional strategies of a person. If a person is satisfied with his life he takes pleasures in everyday activities. He also considers his life meaningful with holding a positive self-image. All these feelings help him to become an optimistic person.

Life satisfaction as a research field became relevant during the 1970s. In those years, a psychosocial dimension was added to the concept of quality of life beyond the physical and material conditions necessary for a comfortable life (food, housing, and medical care, among others). In this way, life satisfaction relates to a personal feeling of well-being or happiness. Therefore, it reflects a personal perception about one's own life situation based on one's own goals, expectations, values, and interests, influenced by the cultural context of reference (**Pérez Escoda, 2013**). Life satisfaction is defined as the subjectively perceived quality of life based on the individual preferences of multiple life domains and the satisfaction in these domains (**Henrich & Herschbach, 2000**).

According to **Núria Pérez Escoda (2016)** individuals experience higher satisfaction with life when they are satisfied with their jobs, with their social environment, and with themselves. Also, independent of their life situations, individuals with higher emotional intelligence tend to feel higher life satisfaction. A study done by **Mostafa Sahraei et.al (2016)** revealed that emotional intelligence and its components are positively correlated with life satisfaction. This means that with an increase in emotional intelligence and life satisfaction also increased its emphasis and vice versa.

**Purpose of the Study-** Civil Service Entrance examination is considered as the toughest exam in India, therefore candidates who join civil services are definitely high on IQ. On the basis of several studies it has been known that IQ contributes 20% and EQ contributes 80% in success of any person. On the other side many researches indicate a positive correlation between emotional intelligence and life satisfaction. Therefore, it inspired to conduct a research study on Civil Servants to assess their EQ level in relation to life satisfaction which is presumed to be very high in them. Therefore, The the study was an attempt to examine the relationship between Emotional Intelligence and Life Satisfaction among Senior Civil Servants.

### **Objectives -**

1. To find out the level of Emotional Intelligence among Senior Civil Servants.
2. To find out the level of Life Satisfaction among Senior Civil Servants.

3. To find out the relationship between Emotional Intelligence and Life Satisfaction among Senior Civil Servants.
4. To find out the difference between Senior Civil Servants belonging to age range of 40-50 years & 50-60 years regarding Emotional Intelligence.
5. To find out the difference between Senior Civil Servants belonging to age range of 40-50 & 50-60 years regarding Life Satisfaction.

**Methodology-**The study was conducted to see the relationship between Emotional Intelligence and Life Satisfaction among Senior Civil Servants.

**Description of Tools-** For the present research work, standardized tests were used to collect the data. The variables under study were –

**1. Emotional Intelligence 2. Life – Satisfaction**

These variables were studied with the help of standardized tools suited to Indian social and cultural set up. Personal Profile Survey prepared by **Dr. Surbhi Purohit** to measure level of Emotional Intelligence and Life Satisfaction Scale prepared by **Dr. Q.G. Alam and Ramji Srivastava** to measure life satisfaction were used.

**Personal profile survey** test consists of 48 statements categorized into 6 dimensions named Self awareness, Self management, Internality, Motivation, Empathy & Social Skills. Its 5 point scale based on Salovey's concept and including new researches reported by Seligman and others, the following aspects of emotional intelligence have been based in developing this instrument.

- (1) **Self Awareness-** It includes the ability to recognize and understand one's own moods, emotion and drives and accepting self strengths and weakness.
- (2) **Self Management-** It includes the ability of a person to redirect and control disruptive impulse and moods, judging how others might feel before taking actions and postponing gratification of immediate needs for long term goals.
- (3) **Internality and Optimism-** It include an orientation of taking charge of the situations, seeing failure as temporary, high hope and intense involvement in experience (flow) as contrasted with brooding over and recollecting miseries (rumination).
- (4) **Motivation-** It involves a person's passion to work for reasons that go beyond money or status, resilience i.e. ability to bounce back from disappointments, and pursuing goals with energy and perusing.
- (5) **Empathy-** It is the ability of a person to understand the emotional make up of other people. It also involves skill in dealing with people according to their emotional reaction. At the highest levels empathy is understanding the issues or concerns that lie behind another feelings.
- (6) **Social Skills-** It refers to a person's proficiency in managing relationships and building networks. It its reflected in building and leading items.

The total of score for each category i.e. self awareness, self management, internality, motivation, empathy & social skills vary in between 0 to 24, where as the grant total of the personal profile survey ranges from 0 to 144. The questionnaire consists some reversible (questions) items, which are –2,3,4,5,7,9,18,19,20,21,22,30,33,37,38,39,40,42,47.

**Life Satisfaction Scale-** "Life satisfaction scale" by Dr. Q.G. Alam and Ramji Srivastva was used. The scale consisted of 60 items related to six areas i.e. health, personal, economic, marital, social and job. All the sixty questions in the scale have to be responded

in either 'yes' or 'no'. There is no other alternative. Every 'yes' response was assigned 1 mark. The sum of marks was obtained for the entire scale.

**Locale of the Study-** The present study was conducted in Rajasthan state with in municipal limits to ensure optimum personal contact for data collection. The cities selected for study were Jaipur, Bikaner, Sri Ganganagar and Jodhpur.

**Sample-** The primary source for conducting the study in research is the respondent, termed as sample. It represents the group characteristics. A sample of 50 senior civil servants (I.A.S., R.A.S..)was drawn using purposive sampling method. The sample comprised of 50 men with in the age range of 40-60 yrs.

**Procedure for Data Collection-** As mentioned earlier the sampling for the present study was done on the basis of purposive random technique. Firstly the subjects were contacted on phone. An appointment was seeked and they were contacted by the researcher as scheduled. The purpose of the research was explained to them. The subjects were also informed that the data obtained will be kept strictly confidential, will not be missed and will be used only for research purpose. After establishing a good rapport with the subjects three tests were administered to the subjects. Instructions were given to them on the basis of information provided in the manual.

**Statistical Analysis-** The data was compiled and tabulated. The different statistical techniques i.e. Mean, z-test and co-relation were used.

**Results and Discussion-** The result of the study is being presented under three sections i.e. Percentage Score, Correlation Coefficient and Z-test.

**A. Percentage Score-** Table 1 depicts the percentage obtained for various levels of Emotional Intelligence named High, Average and Low. The table shows that 58% of the sample had average levelof EI, 24% had High level and 18 % had low levelof Emotional Intelligence.

**Table-1**

**Percentage profile of Emotional Intelligence in Senior Civil Servants (n=50)**

Scores	Level of EI	Frequency	Percentage
Below 81.11	Low	09	18%
81.22 to 114.69	Average	29	58%
Above 114.69	High	12	24%

On the basis of mean value of 97.96 and S.D. value of 16.7368, sample falls into the category of average level of Emotional Intelligence.

**Table-2**

**Percentage profile of Life Satisfaction in Senior Civil Servants (n=50)**

Scores	Level of EI	Frequency	Percentage
15-29	Low	02	6%
30-44	Average	42	84%
45-60	High	06	12%

Table 2 indicates 84% of the sample had average levelof life satisfaction, 12% senior civil servants assessed as highly satisfied with their life and 4% of the total sample showed low levelof life satisfaction. On the basis of mean value of 40.96 and S.D. value of 3.9277, sample falls into the category of average level of Life Satisfaction.

**B. Correlation Coefficient-** Table 3 revealed a positive correlation between Emotional Intelligence and Life Satisfaction among senior civil servants. This indicates that with an increase of emotional intelligence there will be an increase of level of life satisfaction too. It can be concluded as senior civil servants with high emotional intelligence will have high life satisfaction.

**Table-3**

**Correlation between Emotional Intelligence and Life Satisfaction (n=50)**

Variables	EI	LS
EI	1.00	0.5100*
LS		1.00

\* Significant

A large number of studies have explored the relationship between emotional intelligence (EI) and life satisfaction by self-report and performance instruments finding significant evidence for EI as an important predictor for real-life outcomes (**Charbonneau & Nicol, 2002; Ciarrochi, Deane, & Anderson, 2002**). Emotional intelligence (EI) is a psychological construct that has attracted a lot of attention in recent years and has therefore been intensely examined. Although there are different definitions of EI most of them include the ability to control and regulate one's own emotions. Another important assumption implicitly included in many theoretical frameworks is that high EI should lead to high life satisfaction.

Correlations between EI and the life satisfaction showed that higher EI was associated with higher life satisfaction, problem-solving and coping ability and with lower anxiety. Correlations between EI and academic achievement, however, were not statistically significant. Self-report EI measures had higher correlations with the life skills than did the ability EI measure. It is likely that this is due to the correspondingly high correlations between life skills and personality and between personality and self-report EI measures, which may partly be attributed to method variance and desirable self-presentation. Emotional intelligence predicts life skills, but not as well as personality and cognitive abilities.

People with high emotional intelligence are socially active, well behaved, balanced, expressive and cheerful. They are active enough to take initiatives and responsibilities on domestic as well professional front. The higher level of emotional intelligence has been found as a strong predictor of improved work performance, job satisfaction, life satisfaction and more success in almost every sphere of life than lower ones. (<https://www.questia.com/library/journal/1P3-3931412971/impact-of-emotional-intelligence-on-life-satisfaction>)

**C. Z-test-** Significant difference found between Senior citizens with the age range of 40-50 years and 50-60 years. Senior Citizens age range 50-60 years scored high (Mean value 42.14) on emotional intelligence in comparison to senior citizens age range of 40-50 years (Mean Value 40.04).



**Table -4**

**Mean, S.D. and level of significance Emotional Intelligence of Senior Civil Servants (n=50)**

Age	N	Mean	S.D.	Z
40-50 yrs	28	94.54	17.69	-1.69*
50-60 yrs	22	102.32	14.67	

**\*Significant**

Table 4 shows that calculated Z value is higher than actual Z value at one tailed Z test. Results revealed that senior civil servants with the age range of 50-60 years scored higher (Mean 102.32) than senior civil servants with age range of 40-50 years (Mean 94.54). It can be concluded as increase in age and experience make a person efficient on life skills. A number of studies have suggested that older people may have a higher level of emotional intelligence compared to their younger counterparts. Individuals' Subjective Well-being (SWB) increases as they grow older. Past literature suggests that emotional intelligence may increase with age and lead to higher levels of SWB in older adults. Emotional intelligence partially mediated the relationship between age and life satisfaction, and fully mediated the relationship between age and affective well-being. The findings suggest that older adults may use their increased emotional intelligence to enhance their SWB (Chen et al, 2016).

Acc. to above findings we can conclude it as; Every stage of life has its own challenges and opportunities. During the life cycle we all move through different phases and learn through them. These learnings help us in shaping our personality with an understanding to achieve desired goals . Therefore, experiences come from age enhance emotional intelligence which gives a vision to handle different situations and consequences of own and others too with emotional management . EI is a set of skills which improves with age and can take our life to a meaningful and appropriate direction.

**Table -5**

**Mean, S.D. and level of significance Life Satisfaction of Senior Civil Servants (n=50)**

Age	N	Mean	S.D.	Z
40-50 yrs	28	40.04	4.58	-2.05*
50-60 TRS	22	42.14	2.53	

**\*Significant**

Table 5 shows that calculated Z value is higher than actual Z value at one tailed Z test. Results revealed that senior civil servants with the age range of 50-60 years scored higher (Mean 42.14) than senior civil servants with age range of 40-50 years (Mean 40.04). Several investigators have found a positive correlation between age and life satisfaction (**Medley 1980, Clemmente & Sauer, 1976**). Many studies have found a U-shaped relationship between age and life satisfaction, in other words, young and older people are more satisfied with life than people of middle age (**Frey and Stutzer 2002**).

**Conclusion-** Human beings are gifted. They are different from other living organisms by and because of their intelligence. Intelligence helps them to select the best and appropriate solution for a problem among many alternatives. They also have ability to express their thinking and feelings through emotions. Emotional Intelligence is a bunch of personal and social skills required for managing one's own and others emotions to fulfil desired life goals. A person who can manage his emotions well can manage every sphere of life successfully. Feeling of contentment & fulfilment maintains equilibrium in a personality, that gives a deeper sense of satisfaction. Senior civil servants with high emotional intelligence are more satisfied from their life because they have ability to control their outer and inner world both. Simultaneously, positive correlation between age and life satisfaction indicates as the age increases acceptance and understanding for life also increases. And when a human being realizes what the life is, what is the purpose of life and how to balance it; satisfaction comes. Therefore, we can conclude it on the basis of previous studies & the present study that emotional intelligence is directly proportional to life satisfaction.

**Suggestions-** This study could have been done on the larger sample. Gender differences could have been seen in the study. For future research sample of different professionals can be taken. As many studies indicate that EQ can be improved by training, counselling session could be arranged. Case studies can also give a deeper view and understanding.

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