

# Emotional Intelligence and Stress Coping Among University Students in Bihar

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**ABSTRACT:** This study investigated the relationship of emotional intelligence with stress coping technique among bank employees. The total sample consists of 100 employees, out of which 50 are male and 50 female. Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT), this tool is used to measure the emotional intelligence. It has total item of 141. Its reliabilities is greater than 0.90. Stress Coping Technique Scale – Developed by Dr. Vijaya Lakshmi & Dr. Shruti Narain in 2017. It have total 61 items (for adaptive coping techniques and maladaptive coping techniques). Scoring done by 5-point Likert scale (reverse scoring from always to never. The statistics used was M, SD, T-test. Result found significant at 0.01 levels of significance and can be said that there difference in emotional intelligence of boys and girls. There also found difference on the dimension of stress coping between boy and girls. There found moderate correlation between emotional intelligence and stress coping technique.

**Keywords:** Stress Coping, Emotional intelligence, Gender, Adult, Bank employees.

## I. INTRODUCTION

The proposed study comprised of components namely Emotional Intelligence, Achievement Motivation and Stress Coping techniques which need elaboration. The first component is Emotional Intelligence. Emotional Intelligence is usually referred to as ability to identify and manage one own emotions, as well as the emotions of others. The construct comprises five element such as self-awareness, self-regulation, Motivation, Empathy and social skills. Emotional intelligence is generally said to include at least three skills: emotional awareness, or the ability to identify and name one's own emotions; the ability to harness those emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same. A term created by two researchers – Peter Salavoy

and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name. We define EI as the ability to: recognize, understand and manage our own emotions. Recognize, understand and influence the emotions of others. Emotional intelligence helps you build stronger relationships, succeed at school.

**Self management** – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances. Attributes of emotional intelligence are as follows:

**Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.

**Social** Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others. You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

**Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict. Emotional intelligence affects the following dimension, they are as follows:

**Performance at school or work** High emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career. If we are unable to manage your emotions, you are probably not managing your stress either.

This can lead to serious health problems. Uncontrolled stress raises blood pressure,

suppresses the immune system, increases the risk of heart attacks and strokes, contributes to infertility, and speeds up the aging process. The first step to improving emotional intelligence is to learn how to manage stress.

**Mental health-** Uncontrolled emotions and stress can also impact your mental health, making you vulnerable to anxiety and depression. If you are unable to understand, get comfortable with, or manage your emotions, you'll also struggle to form strong relationships. This in turn can leave you feeling lonely and isolated and further exacerbate any mental health problems.

**Relationships-** By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

**Social intelligence-** Being in tune with your emotions serves a social purpose, connecting you to other people and the world around you. Social intelligence enables you to recognize friend from foe, measure another person's interest in you, reduce stress, balance your nervous system through social communication, and feel loved and happy. The key skills for building your EQ and improving your ability to manage emotions and connect with others are :Self-management, Self-awareness, Social awareness, Relationship management to cope out his stress.

### **Stress Coping**

This is the second important component of the proposed study which needs elaboration. It is the process by which a person consciously attempts to reduce the stressors and problems in life. It is a technique through which an individual cope out his stress. There are various coping strategy use in our daily life. Coping paradigm for stress was developed by Lazarus. Stress coping are thoughts and behaviours used to manage the internal and external demands of situations that are appraised as stressful (Folkman & Moskowitz, 2004; Taylor & Stanton, 2007). These can be both, problem focused or emotion focused. Hans Selye (1956) defined stress as the non-specific response of the body to any demand for change. The history of research and theory has given us several different ways to think about stress, since the research that has been reported the experience of stress from several different perspectives. Three of these perspectives will be described.

The work of Hans Selye (1956) is generally considered the first major discussion of stress as a phenomenon in and of itself. Selye was interested in the responses of the body to demands made upon it, and believed that this response was 'non-specific' Problem focused coping is attempting to do something constructive about the stressful conditions while emotion focused coping regulates emotions experienced due to the stressful events. Coping behaviours are characteristics and often automatic action or set of actions taken in dealing with stressful or the threatening situations (APA,2015).These can be adaptive (positive) or maladaptive (negative). Using a coping strategy is depend upon the level andtype of stressor. Adaptive coping strategies/ behaviours are those which are focused upon positive physical, mental and spiritual health like yoga, meditation, walking, do any work which is a hobby (dancing, singing, painting). But, maladaptive coping strategies/ behaviours are those behaviours which are focused upon negative health practices like drug addiction, overeating, more sleeping, etc. We mainly perform these to skip the emotional problem by denial of the situation/stressor.

## **II. REVIEW OF LITERATURE**

The theory of „Emotional Intelligence“ (EI) could not have come at a more opportune time when the Salovey and Mayer's construct of 1990. The concept was welcomed as new and if proven, a path breaking find. But, the current popularity of the theory owes itself to Daniel Goleman's book „Emotional Intelligence – Why it can matter more than IQ“ (1995). Following the popularity, innumerable constructs have been proposed (many various studies have been conducted in India and abroad. A positive and significant correlation was reported between emotional intelligence and stress coping.

Active research and interest in this field has led it to its current position where the theory has forked into two different approaches Mayer and Salovey's „ability“ model and Goleman models. It has been found from various study that the following factors affect the life in certain way, they are:

Currently, Goleman's model is referred to as a competency model and Bar-On's as a trait model.

Currently, Goleman's model is referred to as a competency model and Bar-On's as a trait model. life satisfaction, fewer psychometric symptoms and decreased anxiety. On the other hand of it is not effectively handled it will result in anxiety, cardiovascular disease, infection disease

and cancer (Penely, Tomaka and Wiebe,2002 ; Zeidner,1998). Kumari (2006) found a significant difference between working women and housewives on the measures of life stress, depression and anxiety Carvers(1989) reported a significant association between coping strategies with personality traits and other important trait.

Carver (1993) also found a significant association between coping strategies and optimism.

Taylor (1977) suggested a significant association between quality of working life with job satisfaction. Pyne and pheyse (1971) he found job satisfaction with quality of working life.

**Rationale of study**

There is a little serious efforts have been made to study these variable taken together in Bihar. Emotional intelligence is important aspect, which can influence stress coping of the employees. Bank employees of SBI and PNB of Patna, Bihar have not been studied so for deeply. The present study is therefore planned to know the emotional intelligence of employees with stress coping, to know the present status and also to provide suggestions for enhancing emotional intelligence with stress coping technique.

**Hypotheses**

The following hypotheses were formulated for empirical verification

1. There will be a significant difference between male and female bank employees on the measure of Emotional Intelligence.
2. There will be a significant difference between male and female bank employees on the measure of stress coping technique.
3. There will be a positive correlation between emotional intelligence and stress coping strategies.

**Method of the Study**  
**Sample**

The total sample consists of 100 bank employees working at the rank of Clerk from different bank. A age group of group of 20 to 35 adults were randomly selected from different bank of SBI and PNB in Bihar, India. The data were collected through incidental cum purposive sampling technique.

**Tools:**

Stress Coping Technique Scale developed by Dr. Vijaya Lakshmi & Dr. Shruti Narain in 2017. It has total 61 items (for adaptive coping techniques and maladaptive coping techniques).

Scoring done by 5-point Likert scale (reverse scoring from always to never).

Mayer- Salovey- Caruso Emotional Intelligence Test (MSCEIT): This tool is used to measure the emotional intelligence. It has total item of 141. Its reliabilities is greater than 0.90

**Procedure:**

With the help of structured questionnaire of Emotional intelligence Scale and Stress coping technique Scale the data has been collected. Their responses had been kept confidential. Data collection was done in groups with the help of tools. Tools were self-reported scales. So, when they filled it, thanked them and analyzed the result. Statistical analysis: Mean, Standard Deviation, independent sample t-test and Pearson correlation were calculated.

**III. RESULT**

**Table 1:** It shows Mean, SD and T-test of Emotional intelligence among bank employees.

Student	Mean	SD	t-test
Boys	99.21	5.42	2.924**
Girls	96.40	4.11	

At 98 degree of freedom, the result was found significant at 0.01 level of significance. As calculated value was larger than the table value, So we could say there was found a significant difference between boys and girls on Emotional intelligence level.

**Table 2:** It shows Mean, SD and T-test of Stress coping technique scale among bank employees.

Student	Mean	SD	t-test
Boys	97.3	5.32	3.05**
Girls	94.4	4.21	

At 98 degree of freedom, the result was found significant at 0.01 level of significance. As calculated value was larger than the table value, so we could say there was found a significant difference between boys and girls on Stress coping technique level.

**Table 3:** Showing association between of Emotional intelligence and Stress coping technique among students

Group	Variables	N	df	r
Students	Emotional intelligence	100	98	.57
	Stress coping technique			

Result showing association between Emotional intelligence and Stress coping technique among bank employees. These two variables are positively associated and the association is statistically significant.

#### IV. DISCUSSION

This study was conducted to examine the relationship of Emotional intelligence and Stress coping technique among bank employees. There was found a difference on Emotional intelligence and Stress coping technique among bank employees between male and female. The result shows that the difference between male and female was a significant difference at 0.01 level of significant in case of emotional intelligence.

In case of stress coping technique the result indicates that there was significant difference between the score of male and female employees at 0.01 level of significant. Also there is moderate positive correlation between these two variables.

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