Journal of Namibian Studies, 38 S1 (2023): 1707-1717 ISSN: 2197-5523 (online)

Exploring The Relationship And Impact Of Emotional Intelligence On Job Stress Among Banks Employees

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Abstract

Several empirical studies have shown that emotions play a predictive role to enhance resilience and deal with stress. However, Indian viewpoints on the impact of Emotional Intelligence on Job Stress are sparse on bank employees. The goal of the current study is to look into the effect of Emotional Intelligence on Job Stress among Bank Employees of Chandigarh who responded to this study's variables from a comprehensive data set. A data of 150 Bank Employees were collected. The Pearson's Correlation and regression analysis were performed. The results showed there is a relationship between variables and regression analysis it was found that Job Stress is influenced by Emotional Intelligence. Emotional Intelligence has an important role in several fields, particularly in dealing with setbacks and growing mentally, adapting to changes and seizing opportunities positively, it will lead to healthy well-being and stress-free situation.

Introduction

The banking industry is a segment of the global labour market that is becoming increasingly strained. To attain organizational success, technical & intellectual skills of employees play a crucial role.

Similarly, emotional intelligence is one of the most important psychological factors contributing to attain individual and organizational goals at job's all levels (Goleman, 1998). The ability of an individual to be aware about his emotions along with others people's emotions and then manage them to successfully establish social relationships. It is basically recognition & regulation of own's and other's emotions (Mayer, Salovey and Caruso 2003). Previous studies concluded that individuals with high emotional intelligence perform better than the individuals who have lower emotional intelligence (Law, Wong & Song 2004). The modern world, which is said to be a world of achievements, competition, is also a world of stress. One finds stress is everywhere whether within family, job, organization and in society. It is not surprising that interest in

this issue has been rising with the advancement of the present century which has been called the "Age of anxiety or stress". Stress is involved in an environmental situation that perceived as presenting demand which threatens to exceed the person's capabilities and resources for meeting it, under conditions where he or she expects a substantial differential in the rewards and costs from meeting the demand versus not meeting it (Mc Grath, 1976). Work life is concerned extreme stress is so aversive to employees that they will try to avoid it by withdrawing either psychologically (through disinterest or lack of involvement in the job etc.), physically (frequent late coming, absenteeism, lethargy etc.) or by leaving the job entirely (Beehr and Newman,1978). It predisposes the individual to develop several psychosomatic illness, in contrast, the absence of extreme stress would result in more satisfied, happy, healthy and effective employees. However, the stress one experiences in the job vary from mild to severe depending one's physiological, psychological and social make up (French and Caplan, 1970 Margolis et al., 1974. Miller ,1960 and Wardwell et al., 1964). It observed that major source of stress is derived from the occupational environment; role holders in certain occupation, irrespective of Individual differences, are much more likely to experience stress. Here, the emphasis is on the individual demands of various jobs that have the capacity over a period of time to exhaust the physical and psychological resource of employees in the organization.. Occupational stress is an increasingly important occupational health problem and a significant cause of emotional loss. Occupational stress may produce both overt psychological and physiological disabilities. However it may also cause subtle manifestation of morbidity that can affect personal well-being and productivity (Quick, Murphy, Hurrel and Orman, 1992). A job stressed individual is likely to have greater job dissatisfaction, increased absenteeism, increased frequency of drinking and smoking, increase in negative psychological symptoms and reduced aspirations and self-esteem (Jick and Payne, 1980 cited in Jayashree, 2000).

How can we control the stress?

Because stress is an ongoing process that can be worsened by the inability to control either the problem that is causing the stress or the reactions to the problem.

Research studies show the growing importance of control of emotions as a vital ingredient in our outlook, performance, health and long-term success. Those who lack control over their emotions have weaker health, a greater tendency toward depression and more likely to become violent.

Emotional Intelligence

"Emotional intelligence" term was introduced & conceptualized by scholars Mayer and Salovey. Further, in the year 1995 a book written by Daniel Goleman poplularized this term as a construct. Studies states that the ability to sense, access, and express emotions in order to support, comprehend, and regulate emotions in a way that fosters both emotional and intellectual development is known as emotional intelligence. (Mayer, Salovey & Caruso 2004, p. 197). An emotionally intelligent person is one who can effectively digest information about their own and other people's emotions and then use that information to motivate and manage relationships. (Goleman, 2005).

Mayer and Salovey (1995): The ability to rationally engage with emotion in four domains—perceive, integrate, comprehend, and regulate—is known as emotional intelligence.

Mayer, Salovey and Caruso (2002): The ability to notice emotions, access and generate emotions to support thought, comprehend emotions and their meanings, and reflectively control emotions in ways that foster both emotional and intellectual development is known as emotional intelligence.

Dimensions of Emotional Intelligence

Appraisal and expression of emotion in the self (self-emotional appraisal): This relates to the individual's ability to understand their deep emotions and be able to express these emotions naturally. People who have great ability in this area will sense and acknowledge their emotions before most people.

Appraisal and recognition of emotion in others (others' emotional appraisal): This relates to people ability to perceive and understand the emotions of other people around them. People who are high in this ability will be much more sensitive to the feelings and emotions of others as well as reading their minds.

Use of Emotion (UOE), i.e. the ability to use emotions and achieve success in personal and working life

Regulation of Emotions (ROE), i.e. the ability to self-regulate emotions and cope with distress effectively

JOB STRESS

"Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not

match the capabilities, resources, or needs of the worker" (Malik, 2011)

Also (Parker &DeCotiis, 1983) define "Job stress is a particular individual's awareness or feeling of personal dysfunction as a result of perceived conditions or happenings in the work setting."

Dimensions of Job Stress

- **Time stress**- this dimension is associated with feelings of being under substantial time pressure, is named as time stress.

- **Anxiety-** - this dimension is associated with job related feelings of anxiety, is referred to as Anxiety.

Review of Literature

A person's impression of their level of stress is frequently correlated with their emotional intelligence. Indeed, the consequences of stress on an organisation may be mitigated by it, according to a number of academics' suggestions (Ivancevich & Matteson, 1980; Parker & DeCotiis, 1983). As Jamal (2005) notes, the greater the disparity between a person's capacity and the demands of the organisation, the more stress the person experiences. Jamal further mentioned that a moderate to high level of emotional intelligence competency is one of the abilities required of each and every employee.
Goleman (1998) "Working with emotional intelligence" Competency research in over 200 companies and organizations worldwide shows that about one-third of the difference is due to technical skill and cognitive ability while two-thirds is due to emotional competence. (In top leadership positions, over four-fifths of the difference is due to emotional competence).

Furthermore, Chang's (2009) study of 409 semi-conductor employees in Hsinchu Science Park, China, discovered that emotional intelligence levels, which are important in the workplace, can regulate and limit the intensity of work-related stress.
(Anurag Pahuja, 2012) carried out research to find out how certain bank employees perceived emotional intelligence and what factors affected it. The study found that employees understand the idea of emotional intelligence.

On a number of EI features, there are notable differences between

males and females. In terms of general emotional intelligence, women outperformed men. The employees' lack of emotional stability is concerning since it impairs their ability to perform. The study found that employees believe the three main emotional intelligence qualities that everyone has to possess are self-management, self-awareness, and empathy.

Accordingly, Karimi et al. (2014) conducted an analysis of 312 nurses working in community clinics, and the findings demonstrated the important role emotional intelligence plays in the stress that nurses experience on a daily basis due to nursing inadequacy, clinical management, and patient outcomes.
Additionally, in a 2016 study by Newton et al. on 306 Australian licenced professional nurses. They discovered that there was a negative correlation between work stress and emotional intelligence.

Research Gap

Most significantly, the researcher realized that no such research study was done in the banking sector to develop a Programme for the employees of Banks.
There are many knowledge gaps related to emotional intelligence and banking industry The banking industry has seen fast and significant changes over the past ten years, including downsizing, the introduction of new technologies, policy changes brought about by globalisation and liberalisation, increased competition brought about by the entry of more private (corporate) sector banks, and so forth. These developments have resulted in a great deal of stress for banking sector employees. Taking all of these things into account inspired the researcher to carry out the current investigation.

Objectives

1. To study the association between Emotional Intelligence and job Stress and its dimensions among the Bank employees.
2. To study the impact of Emotional Intelligence on job Stress and its dimensions among the Bank employees.

Hypotheses

H1: There is association between Emotional Intelligence and Job Stress among the Bank employees.

H2: There is impact of Emotional Intelligence on Job Stress among the Bank employees.

Instruments

Job Stress

Job Stress Scale developed by (Jamal & Baba, 1997) for will be used with 9 items which has two dimensions. Time Stress (feeling of being under constant pressure) and Anxiety (job related feelings of anxiety). Items shall be rated on a five point Likert scale ranging from 1= strong disagreement to 5= strong agreement.

Emotional Intelligence

Self emotional appraisal- The self-emotional appraisal was assessed with four items given by (Wong & Law, 2017), five-point Likert-type scale that was asked to the employees.

Others-Emotional Appraisal – The others-emotional appraisal was assessed with four items by (Wong & Law, 2017), five-point Likert type scale that was asked to the employees.

Regulation of Emotions- Regulation of emotions was assessed with four items by (Wong & Law, 2017), five-point Likert type scale that was asked to the employees.

Use of Emotions- Use of emotions was assessed with four items (Wong & Law, 2017), five- point Likert type scale that was asked to the employees.

Data Analysis

In the present study, to know the relationship between the study variables, the Pearson correlation test was used. Regression analysis was also performed to predict the impact of Emotional Intelligence on Job Stress and its dimensions.

Reliability Analysis

All four subscales of the Emotional Intelligence with Coefficient scores of .85, .93, .88, .86 of four dimensions were found to have very good reliabilities (.85-.93). The overall reliability of Total EI is also very good (.92).

All subscales of the Job Stress with Coefficient scores of .90, .86 of Time Stress and Anxiety dimensions were found to have very good reliabilities (.85-.93). The overall reliability of Total JS is (.89).

The demographic profile of the respondents in terms of Gender

Table1. Frequency distribution of the Respondents According to Gender

	Frequency	Percent
Male	60	40
Female	90	60
Total	150	100.0

The participants of the study were 150 (male= 60, female= 90). They were selected by a convenience sampling procedure. It shows that 90 female respondents lead the sample which comprises 60% of the population while the male respondents only cover 40% of the distribution consisting 60 participants.

Descriptive Statistics and Correlation

The following table 2 explains the association between **Emotional Intelligence and Job Stress**

Variables	Mean	SD	1	2	3	4
Emotional Intelligence	2.90	.29031	1			
ob Stress	.911	.42770	-.598**	1		
3. Anxiety	.9213	.54612	-.443**	.810*	1	
4. Time Stress	.8155	.72666	-.504**	.862*	.576**	1

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

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

So from the above table it can be said that Emotional Intelligence has significant relation with Job Stress and its dimensions.

Simple Regression Analysis

From the table 3 (see table 3), it can be derived that Emotional Intelligence has an impact on the Job Stress and its dimensions

		Table 3: Direct Impact of the Dependent and the Independent Variable

Number	Relationship	Multiple R	R^2	Adjusted R^2	p-value	Result
1.	Emotional Intelligence and Job Stress	.598	.357	.354	.000	Significant relationship
2.	Emotional Intelligence & Anxiety	.443	.197	.193	.000	Significant relationship
3.	Emotional Intelligence & Time Stress	.504	.255	.251	.000	Significant relationship

Table 4: Summary of results of simple regression analysis of Job Stress

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig. Value
	B	Std. Error	Beta		
1 (Constant)	3.467	.220			
Emotional Intelligence	-.880	.075	-.598	-11.666	.000

a. Dependent Variable: Job Stress, p< .05, N= 150

Table 5: Summary of results of simple regression analysis of Anxiety

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig. Value
	B	Std. Error	Beta		
1 (Constant)	3.343	.314			
Emotional Intelligence	-.834	.075	-.443	-7.743	.000

a. Dependent Variable: Anxiety, p< .05, N= 150

Table 6: Summary of results of simple regression analysis of Time Stress

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig. Value
	B	Std. Error	Beta		
1 (Constant)	3.467	.220			
Emotional Intelligence	-.880	.075	-.504	-9.146	.000

a. Dependent Variable: Time Stress, p< .05, N= 150

To test our sub-hypotheses of the study, regression analysis and correlation analysis has been done. It has been found that there is a significant relationship between Emotional Intelligence and Job Stress and its dimensions. So H1 was accepted. Also from regression analysis it was found that there is significant impact of Emotional Intelligence on Job Stress (β=0.598, t= 11.66, F= 136.099, p<0.000). So, our (H2) was accepted and it can be said Emotional Intelligence has an impact on the Job Stress.
Also, from point 2, It has been found that there is a significant impact of Emotional Intelligence on Anxiety (β=0.443, t= 7.743, F= 59.956, p<0.000). So hypothesis (H2a) was accepted and it can be said Emotional Intelligence has an impact on Anxiety.
Also, from point 3, It has been found that there is a significant relationship of Emotional Intelligence on Job Stress (β=.504, t= 9.146, F= 83.642, p<0.000). So hypothesis (H2b) was accepted and it can be said Emotional Intelligence has an impact on Time Stress. Thus, we accept the H1 and H2.

Discussion and Conclusion

The current study sought to investigate the relationship between Emotional Intelligence and Job Stress and its dimensions among bank employees of Chandigarh. Statistically significant relationships between the study variables were discovered. Further, regression analysis revealed that there is 35.7 %, 19.7% and 25.5% variation by Emotional Intelligence in Job Stress, Anxiety and Time Stress. According to the tenets of emotional intelligence theory, improving one's quality of life requires an ability to comprehend, analyse, and regulate one's own and other people's emotions. But putting the theory into practice is a crucial step that supports their assertion. Certain hardships (such as emotional hardships) occur in life over which people have no influence at all, such as the death of a loved one. In these cases, organisations are powerless to address the adversity itself but are able to assist the specific person who has experienced it. By improving their EI by empathising with their circumstances, assisting them in understanding their feelings, and inspiring them to return, organisations can assist them in overcoming that melancholy or fear.

Thus, investigating the relationship between Emotional Intelligence and Job Stress not only broadens our understanding of well-being, but also contributes to promoting individuals' mental well-being. Further, research can be done to provide different ways that helps for Bank Employees to reduced stress.

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