

EMOTIONAL INTELLIGENCE: AN INSIGHT AND ITS INFLUENCE ON HEALTH AND OCCUPATIONAL STRESS IN SERVICES SECTOR

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Abstract

Emotional intelligence is one of the biggest factors that contribute to the success of individuals who assume various tasks and roles in modern life. It is also important in determining how individuals cope with the stress that can potentially limit their emotional relationships, decrease their efficiency, and reduce the pleasure of life. The purpose of the study was to explore the relationship between emotional intelligence and perceived stress in the workplace and health-related consequences in human service workers.

Keywords: *Emotional intelligence, occupational stress, job stress, occupational health, health outcomes*

Introduction

Today the globalized, modernized, technological upgrading world is well thought-out to be an era of stress. Individuals face stress in their organizational and daily lives. Although society has a set of legal regulations to help individuals live in a healthy manner, these regulations do not eliminate stress. Thus, a completely stress-free life is impossible, and stress becomes a characteristic of human existence. Individuals have used various methods to handle stress, including using their intelligence, especially their emotional intelligence. Human services, sometimes called "direct person-related jobs", include occupations such as counselors, social workers, nurses, and teachers. The Performance of human service occupations is inherent to strain and emotions, which may lead to sense of stress.

Basic Components of Emotional Intelligence

Emotional intelligence includes an "ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's

thinking and actions". It requires commitment to develop one's competencies and skills through repeated application, practice, and feedback. Emotional Intelligence has five basic components. They are as follows

Self-Awareness

Self-awareness is the heart of emotional intelligence. It is the foundation on which most of the other elements of emotional intelligence are built, the necessary first step toward exploring and coming to understand yourself, and toward change. It is the ability to recognize and understand your moods, emotions, and drives as well as their impact on others. Emotional self-awareness is also about knowing what motivates you, what brings you fulfillment, and what lifts your heart and fills you with energy and aliveness.

Self-Regulation

Self-regulation or impulse control is the ability to regulate your emotions and behavior so that you act appropriately in various situations. It involves resisting or delaying an impulse, drive, and temptation to act, responding versus reacting.

Interpersonal Skills

Interpersonal effectiveness involves being empathetic (i.e., being aware of, understanding, and appreciating the feelings of others); being a constructive, cooperative, and contributing member of your social group; and, establishing and maintaining mutually satisfying relationships.

Adaptability

Adaptability is the capacity to cope with environmental demands by effectively and realistically sizing up and flexibly dealing with problematic situations. It is the ability to adjust your emotions, thoughts, and behavior to changing situations and conditions.

Stress Tolerance

Stress tolerance is the ability to withstand adverse events, stressful situations, and strong emotions without falling apart but by actively coping with stress.

General Mood and Motivation

Two factors that facilitate emotionally intelligent behavior are optimism and happiness. Optimism is the ability to look at the brighter side of life and to maintain a positive attitude even in the face of adversity. Happiness is the ability to feel satisfied with one's life, to enjoy oneself and others, and to have fun and express a positive mood.

Emotional Intelligence and Stress

Stress is considered to be one of the main themes in the research for the last two decades. It is the destructive physical, mental and emotional reaction that transpires when there is a poor match between job demands and competencies or employees resources to manage with job pressure. The basic root cause of stress is that when the human face difficulties and changes in his daily working routine but always avoid and this condition creates stress, anxiety, fears, worries, tension, etc. Recently studies have shown great researchers' interest in the study of the relationship between EI and stress in the light of organizational performance and several studies

investigated the impact of EI competencies on stress, which report the existence of positive relationship. The EI competencies play a role to create the abilities in an individual's to better control the stress in the workplace.

Human Service Work –Stressful

The main reason for stress a raise from customer's behavior in the human service jobs. It may also result from poor working conditions, particularly lack of control, poor social relations, and lack of social support. One aspect of this emotion at work, which is related to stress, is the requirement to express positive (and sometimes negative) emotions towards customers. Ability to recognize people's emotions and to regulate one's own emotions seems to be very important in human service work. Different jobs also call for different types of emotional intelligence. For example, success in sales requires the empathic ability to estimate a customer's mood and the interpersonal skill to settle on when to ground a product and when to keep hushed.

In recent years many psychological research have been done to find out the causes or factors that determine the success in practical life and psychological well-being. Because this emotional intelligence may become a adaptive mechanism for helping the persons to face their surroundings including working environment. A research was conducted by Goleman globally in 500 organizations that result people who score highest on Emotional Quotient ascend to top of corporations. "Star" employees possess more interpersonal skills and confidence than regular employees who receive less glowing performance. From his research he observed that EI is twice as important as technical skills and more important than IQ for success in jobs in all levels of organizations.

Foremost Guidelines to Improve Emotional Intelligence in Workplace

Emotionally intelligent persons are self aware in nature. They know well about their SWOT analysis. so they are calm, and they know how to control their self in any situations whether expected or unpredicted situations and they are highly attuned to the emotions and feelings of others. If a person is able to analyze the problem or any

critical situation in other place obviously they have a good relationship with the peoples and make others to feel comfortable in workplace or inspire them.

Conclusion

Every person must able to learn how to control their EI in work place by making a good relationship with their colleagues, superiors who ignite them to do their work as a passion and create healthy, happy fully engaged work environments. With this kind of adjustments at all levels among employees will fell compelled to give their full potential in their job and go forward towards their career because they feel not only their hard work makes them success their flexible nature with their colleagues will make them free from stress and peaceful working environment.

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