The relationship between emotional intelligence and job stress

Hamideh Sherafatmandyari, Mehrdad Moharramzadeh, Hasan Seyed Amery

*Corresponding Author email: hamideh.sherafat@yahoo.com

ABSTRACT: The concept of emotional intelligence is not new, but also the use of the term in itself is new; Aristotle is perhaps the first to be considered the importance of emotions in human interactions. Aristotle says, is easy to get angry, be angry at anyone, but to be angry with the right person, to the right degree, at the right time, the right way is not easy to correct (Golman, 2002). In 1985, a PhD student at the University of Art in America's theses completed in the term emotional intelligence was used. It appears that the first use of the term emotional intelligence is academic (Hein, 2004). In psychology, stress is defined by means of compression. Rice quoted Hans Selye, considered the stress as the body's non-specific response to any request and knows the balance of non-specific responses and physiological adaptation (18). Stress also has a significant negative relationship with job satisfaction. So that increased stress, satisfaction levels and subsequent mental health personnel are reduced (1). The aim of this research examined the relationship between emotional intelligence and job stress in office workers and youth is sport. Statistical population 220 people, including all staff. Sample of 144 persons (84 females and 60 males) that were selected randomly from among the employees. Data collected for the study, two questionnaires (EI shering the reliability of 0.85 and the job stress Moghimi with 0.81 reliability was used. In order to organize and describe the raw scores, methods of descriptive statistics such as (tables, frequency distribution, mean, standard deviation, etc.) are utilized. In inferential statistical, Kolmogorov Smirnof test (KS) was used to determine normality of the data and all analyzes were performed using SPSS software. Find of this study showed a significant relationship between emotional intelligence and job stress. Among the components of emotional intelligence, there is a significant relationship between self-awareness and stress. There is a significant relationship between empathy and job stress. There is significant relationship between social skills and job stress. There is no significant relationship between self-control with job stress. There is no significant relationship between motivation and job stress.

Keywords: emotional intelligence, stress, self-control, self-awareness.

INTRODUCTION

Emotional intelligence includes the ability to generate sufficient skills in building healthy relationships with others and a sense of responsibility is the function (10).

Golman (1997) argues that emotional intelligence is capable of working environments, there are significant emotional relationships and the coordinate emotion of employees in the workplace, in the between positive feelings exchanging facilitate.

Personality factors and personal skills who is able to modify or enhance the effect of job stress, is the factor of emotional intelligence.

In 1990, Peter Mayer and Salovey with knowledge of work done on non-cognitive aspects of intelligence, applied the term of emotional intelligence. Their terms of emotional intelligence applied as form of social intelligence that involves the ability to control of your emotions and others and the ability to distinguish between them and to use this information as a guide to thought and action applied (Cherniss, 2000).

The two scientists had said that emotional intelligence makes it possible for us to think creative and to use your emotions and feelings involving problems.

The two scientists continued their research on measuring and evaluation emotional intelligence, expressed the emotional intelligence need to have the following four characteristics:

1. Identify Emotion
2. Using Emotion
3. Understanding Emotion

In recent years, emotional intelligence (EI) has been a popular subject of discussion in the field of management and it as a predictor of success in job performance and leadership ability is praised (19). In any society individual and social health is a special place; Therefore society must be foundations and carried methods for maintain and stability social health. They have to be able to do their jobs with less stress or have the ability to control emotions and stress from work.

Emotional intelligence have social benefits, cognitive and biological. Studies have shown that people with high emotional intelligence, have lower levels of stress hormones and other indicators of emotional arousal. Children with emotional adequacy have greater ability to focus on the problem and use of problem solving skills that will enhance their cognitive capabilities.

METHOD

Statistically community with 220 persons, including all the staff. Statistical sample of 144 persons (84 females and 60 males) are randomly selected from among the staff.

The research data collected from two questionnaires (Shering's emotional intelligence with reliability 0/85 and Moghimi's job stress with reliability of 0/81) have been used.

For data extraction in this study, techniques for descriptive and inferential statistics were used. In order to organize and describe the raw scores methods of descriptive statistics such as (tables, frequency distribution, mean, standard deviation, etc.) are utilized.

Also inferential statistical methods to make inferences from data, Kolmogorov Smirnoff test (KS) was used to assess normality of the data. Test the hypothesis where the variables are measured in levels distance or relative, To test the relationship between two variables, the Pearson correlation was used, and all analyzes were performed using SPSS software.

Normality of the data

To determine normality of research variables, the test Kolmogorov - Smirnoff is used. In this test the following hypotheses are confirmed:

H0: the variables under investigation are normal distribution.
H1: the variables under investigation are abnormal distribution.

As shown in Table "1" can be seen the significance level of each variable is on top of 0/05. So with 0/95 confidence can be said that the assumption of normality variables under investigation was confirmed.

<table>
<thead>
<tr>
<th>Job</th>
<th>Empathy</th>
<th>Self motivation</th>
<th>Social skills</th>
<th>Self control</th>
<th>Self awareness</th>
<th>emotional intelligence</th>
<th>variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.145</td>
<td>1.339</td>
<td>1.209</td>
<td>1.689</td>
<td>1.469</td>
<td>1.225</td>
<td>.736</td>
<td>Statistic</td>
</tr>
<tr>
<td>.145</td>
<td>.056</td>
<td>.107</td>
<td>.077</td>
<td>.127</td>
<td>.099</td>
<td>.651</td>
<td>KS</td>
</tr>
<tr>
<td>144</td>
<td>144</td>
<td>144</td>
<td>144</td>
<td>144</td>
<td>144</td>
<td>144</td>
<td>The significance level</td>
</tr>
</tbody>
</table>

H0: The components of emotional intelligence and job stress in the population under investigation, there is no significant relationship.
H1: The components emotional intelligence and job stress in the population under investigation, there is a significant relationship.

According to the table, "2" is shown by the Pearson correlation component of emotional intelligence and job stress equal to \( r=0/153 \) with a significance level of \( p=0/042 \) is obtained. And the significance level is smaller of 0/05 in the null hypothesis approved. There is a significant relationship between components of emotional intelligence and job stress.

<table>
<thead>
<tr>
<th>Table 2. correlation test EI with job stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>job stress</td>
</tr>
<tr>
<td>( r = 0/153 )</td>
</tr>
<tr>
<td>( p = 0/042 )</td>
</tr>
</tbody>
</table>

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Correlation between self-awareness and job stress
H0: between self-awareness and job stress in the population under investigation, there is no significant relationship.
H1: between self-awareness and job stress in the population under investigation, there is a significant relationship.

According to the table, "3" is shown by the Pearson correlation self-awareness and job stress equal to r=0.203 with a significance level of p=0.015 is obtained. And the significance level is smaller of 0.05 in the null hypothesis approved. There is a significant relationship between self-awareness and job stress.

<table>
<thead>
<tr>
<th>variable</th>
<th>job stress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>r = 0.203</td>
</tr>
<tr>
<td></td>
<td>p = 0.015</td>
</tr>
<tr>
<td></td>
<td>N = 144</td>
</tr>
</tbody>
</table>

Correlation between self-control and job stress
H0: between self-control and job stress in the population under investigation, there is no significant relationship.
H1: between self-control and job stress in the population under investigation, there is a significant relationship.

According to the table, "4" is shown by the Pearson correlation self-control and job stress equal to r=0.023 with a significance level of p=0.783 is obtained. And the significance level is larger of 0.05 in the null hypothesis approved. There is no significant relationship between self-control and job stress.

<table>
<thead>
<tr>
<th>variable</th>
<th>job stress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>r = 0.023</td>
</tr>
<tr>
<td></td>
<td>p = 0.783</td>
</tr>
<tr>
<td></td>
<td>N = 144</td>
</tr>
</tbody>
</table>

Correlation between self-motivation and job stress
H0: between self-motivation and job stress in the population under investigation, there is no significant relationship.
H1: between self-motivation and job stress in the population under investigation, there is a significant relationship.

According to the table, "5" is shown by the Pearson correlation self-motivation and job stress equal to r=0.010 with a significance level of p=0.907 is obtained. And the significance level is larger of 0.05 in the null hypothesis approved. There is no significant relationship between self-motivation and job stress.

<table>
<thead>
<tr>
<th>variable</th>
<th>job stress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>r = 0.010</td>
</tr>
<tr>
<td></td>
<td>p = 0.907</td>
</tr>
<tr>
<td></td>
<td>N = 144</td>
</tr>
</tbody>
</table>

Correlation between empathy and job stress
H0: between empathy and job stress in the population under investigation, there is no significant relationship.
H1: between empathy and job stress in the population under investigation, there is a significant relationship.

According to the table, "6" is shown by the Pearson correlation empathy and job stress equal to r=0.203 with a significance level of p=0.015 is obtained. And the significance level is smaller of 0.05 in the null hypothesis approved. There is a significant relationship between empathy and job stress.
Table 5. correlation test empathy with job stress

<table>
<thead>
<tr>
<th>variable</th>
<th>job stress</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>empathy</td>
<td>r = 0.203</td>
<td>p = 0.015</td>
<td>N = 144</td>
</tr>
</tbody>
</table>

Correlation between social skills and job stress

H0: between social skills and job stress in the population under investigation, there is no significant relationship.

H1: between social skills and job stress in the population under investigation, there is a significant relationship.

According to the table, "7" is shown by the Pearson correlation social skills and job stress equal to $r=0.167$ with a significance level of $p=0.046$ is obtained. And the significance level is smaller of 0.05 in the null hypothesis approved. There is a significant relationship between social skills and job stress.

Table 7. correlation test social skills with job stress

<table>
<thead>
<tr>
<th>variable</th>
<th>job stress</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>social skills</td>
<td>r = 0.167</td>
<td>p = 0.046</td>
<td>N = 144</td>
</tr>
</tbody>
</table>

DISCUSSION

The findings of this study on the correlation between the variables of the study showed that:

There is a significant relationship between emotional intelligence and job stress.

Salovey, Stroud, and Woolery (2002) the relationship between emotional intelligence and stress coping to examine and found that between emotional intelligence and interpersonal functioning and psychological functioning are related.

Ciarrochi and Anderson (2000), in the study discussed the role of emotional intelligence in stress reduction and improved health. The results showed that emotional intelligence is a moderator of the relationship between stress and mental health variables.

Piteraids, pita and Kukinaky (2007) Scott, Malf, Symonk, Mc Knely and Holanldr, (2002), in their research showed that the amount of emotional intelligence and mental health variables, there is a significant direct positive correlation (Nelis, 2009).

Williams, Daly, Hamand Barnsayd and Roll (2009) for analysis showed that the psychological damage and emotional intelligence, there is a significant relationship. Between components of emotional intelligence and self-concept have a positive correlation and with anxiety, depression, anger and behavioral disorders in young people are negative and reversed relationships.

These findings confirm results Mikolajczak and Luminet, (2008) in their study investigates the effect of education of stress on emotional intelligence concepts, and Showved a significant effect of training on the concepts of emotional intelligence, stress response and reduced anxiety in people.

Moreover the results of current research does not agree with findings shuck Fong (2009) that positive and significant relationship between emotional intelligence and stress management had developed. This difference could be due to differences in measurement instruments because shuck Fong in our study were used of Bar-on test (2002).

It is notable, the Bar-on stress management has introduced one of the emotional intelligence structures. It is notable, the Times - Ann stress management, emotional intelligence has introduced one of the structures.

The ability of the individual, including stress tolerance and impulse control or containment has been established.


There is no significant relationship between self-motivation and job stress that the findings Esmaeili (2004), "The effect of education emotional intelligence components on mental health" does not agree.
- There is a significant relationship between empathy and job stress that the research findings Askari et al (2010), "The relationship between the components of emotional intelligence and mental health among male adolescent students," agrees.
- There is significant relationship between social skills and job stress. The research findings Ghaffari and Ahadi (2006), "The effect training of emotional self-awareness and impulse control in reducing social isolation and compulsory Internet User" agrees.

REFERENCES

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