Research Paper

Job Stress and Emotional Intelligence Among Working Women

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ABSTRACT

The objective of this research is to study the relationship between job stress and emotional intelligence among working women. The samples were collected through convenient sampling. There were 75 working women. The scales taken were Job stress scale and Self report Emotional intelligence scale. The statistical techniques used were Pearson correlation and one way ANOVA. There is no significant difference in job stress and emotional intelligence among working women.

Keywords: *Job Stress, Emotional Intelligence, Working Women*

Job stress is a dangerous physical or emotional response that occurs when the requirements of the job do not match the capabilities and needs of the worker. It is assumed that it may be a major source of stress or psychological pressure (Khodayarifard M, Parand A, 2001). Job stress affects our health and our work. Two types of stress are good stress and Bad stress. The stress we have is not always bad. When a challenge is met, we feel so relaxed and satisfied and this is known as a good stress or eustress. Also, there is a situation when a challenge is turned into job demands that cannot be met and that is bad stress or distress, which sets the stage for illness, injury and job failure.

Job stress may be caused by a set of reasons. They are as follows:

1. **Job Insecurity:** Organized workplaces are going through changes under high economic transformations and following pressures.
2. **High Demand for Performance:** Unworkable expectations in the time of corporate reorganizations put unhealthy pressures on the employee which can be a source of stress.
3. **Workplace Culture:** Making a person adapt to the workplace culture such as communication patterns, hierarchy, dress code if any, workspace and most importantly working and behavioral patterns of the boss as well as the co-workers, can be a lesson for life.
4. **Management Style:** Weak or in other word ineffective management which leaves employees feeling they do not have a sense of direction, or over-management, which

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can leave employees feeling undervalued and affect their self-esteem which causes stress.

5. **Environmental Conditions:** Unpleasant physical working environment such as crowding, noise, air pollution, excessive heat or cold and other problems like inadequate lighting, uncomfortable seating Dangerous physical conditions can also cause stress like employees working at mining sites.

6. **Technology:** The expansion of technology like computers, cell phones and Internet result in high expectations for productivity, speed and efficiency that increase pressure on the individual worker to constantly operate at peak performance levels.

7. **Job Stress and Women:** Women may suffer harassment at workplaces both physically and mentally, apart from the common job stress.

8. Personal or Family Problems: Employees having personal or family problems tend to carry their worries and anxieties to the workplace.

9. **Worker Characteristics:** According to one school of thought, the differences in individual characteristics such as personality and coping style are most important in predicting whether certain job conditions will result in stress, in other words what is stressful for one person may not be stressful for another person.

Emotional intelligence (emotional leadership, emotional quotient or emotional intelligence quotient) is said to be the capability of an individual to identify their own emotions and emotions of others and perceive different feelings and label them appropriately also use this emotional information to control emotions, to adapt to environments or achieve one's goal. Emotional Intelligence is group of certain Affection related abilities and skills which act as a catalyst to enable employees to identify and utilize their emotions for regulating things or situations around them (Salovey & Meyer, 1990; Salovey & Meyer, 1997). It is true that the emotional signs both from within oneself and from one's own social environment could make one a better friend, parent, or a nice partner. Fortunately, these skills can be sharpened. The population taken for this study is working women mainly teachers, bank employees and IT professionals. Working women are women doing any job at any of the workplaces.

The study is to examine the 'Job Stress and Emotional Intelligence among Working Women'. The purpose of the study is to find out the relationship between job stress and emotional intelligence among working women. This study focuses on women mainly Teachers, Bank employees and IT Professionals. In this pandemic situation, all are finding it difficult to run their lives because this condition is new to us. Some may have over workload or very less workload. So, there will be job stress among all of them and it will be different for each one of them depending on their work. Also, this study focuses on emotional intelligence, how they deal their emotions and feelings.

REVIEW OF LITERATURE

The study was Emotional Intelligence and Job Stress among academic members at faculty of nursing-Cairo University. This study was conducted by S. Mohamed and F. Nagy and was published in 2017. The aim of the study was to investigate the relationship between emotional intelligence and job stress among academic members at faculty of nursing Cairo University. The convenient sample of 40 academic members was there. An illustrative correlational research design also used in this study. Three tools were used for this study. They were: -Job stress questionnaire, Sociodemographic data questionnaire and Emotional intelligence questionnaire. The result of the study concluded that there was a negative connection between job stress and emotional intelligence among academic faculty members.

The next study was emotional intelligence and job satisfaction as correlates of job performance – a study among women employed in the Indian software industry. The study was conducted by Dr. J.S. Gunavathy and MS. R. Ayswarya and was first published in January 1, 2011. The purpose of this research was to know the relationship between emotional intelligence, job satisfaction and job performance based on data collected from women employed in the IT sector in India. The sample size was 150 and the data were collected using questionnaires comprising of standardized tools. The result of the study was that there was a statistically significant positive relationship between emotional intelligence, job satisfaction and job performance.

The study was Occupational stress, emotional intelligence and demography: a study among working professionals. The authors were Mahmood, Athar, Yadav, and Lalith Kumar. The aim of the study was to find the relationship between occupational stress and emotional intelligence. Also, it studies the effect of some demographic variables like age, gender and work experience. Simple random sampling was used to collect the data. Data was analyzed using statistical tools like correlation, Mann Whitney and Kruskal Wallis test. The result showed that there was an insignificant relationship between occupational stress and emotional intelligence.

The next study was examining the effect of emotional intelligence on sociodemographic variable and job stress among retail employees. It was conducted by Abhishek Shukla and Rajiv Srivastava and was published on 30 June 2016. The data was collected from 564 retail employees using descriptive statistics, Pearson correlation and hierarchical multiple regression. The end result was that there is a sociodemographic difference between emotional intelligence and job stress.

Next study was Emotional intelligence and Job performance: A study among Malaysian Teachers. The authors were Mafuza Mohamad and Juraifa Jais. This study studied the relationship between emotional intelligence which consist of four dimensions: self-regulation, self-awareness, self-motivation and social skill and Job performance. The study was conducted among 212 teachers. The datas were collected through questionnaire survey and a significant correlation emerges from the data between emotional intelligence and job satisfaction.

The study was job satisfaction among secondary school teachers: emotional intelligence, occupational stress and self-efficacy as predictors. Authors of this study were Moyosola Jude Akomolafe and Abel Olufemi Ogunmakin. The aim of the study was to examine the contributions of emotional intelligence, occupational stress and self-efficacy to job satisfaction secondary school teachers. The correlational type of descriptive research design was used for this study and study was conducted among 400 teachers. It showed that emotional intelligence is more important than self-efficacy while occupational stress did not predict job satisfaction among these school teachers.

Next study was effect of emotional intelligence on job stress, job satisfaction and organizational commitment among bank employees. The authors were Asma Rashid, Ruqia Safdar Bajwa and Multan Iram Batool. The aim of this study was to determine the profound effect of emotional intelligence on job stress, job satisfaction and organizational commitment of bank employees. There were 330 bank employees from Multan. The scales used for the study were emotional intelligence scale, gneric job satisfaction scale, anxiety stress questionnaire and organizational commitment scale. The result was that emotional

intelligence significantly predicts job stress, job satisfaction and organizational commitment of employees.

METHODOLOGY

Statement of the problem
The relationship between the Job Stress and Emotional Intelligence among Working Women

Research design
The study is Job Stress and Emotional Intelligence among working women mainly teachers, bank employees and IT professionals. The study is a quantitative study. The questionnaire was circulated through Google form due to this pandemic situation.

Objectives
- To find the level of emotional intelligence and job stress among working women.
- To find the relationship between emotional intelligence and job stress
- To find the significant difference in job stress among teachers, bank employees and IT professionals.
- To find the significant difference in emotional intelligence among teachers, bank employees and IT professionals.

Hypothesis
H_01: There is no relationship between emotional intelligence and job stress.
H_02: There is no significant difference in job stress among teachers, bank employees and IT professionals.
H_03: There is no significant difference in emotional intelligence among teachers, bank employees and IT professionals.

Sampling technique
This is a convenient sampling of 75 working women mainly teachers, bank employees and IT professionals from south India were participated.

Tools used for the study
There are two tools used for the study. They are job stress scale and self-report emotional intelligence test.

Job stress scale:
Job stress scale was developed by Parker and Decotis in 1983. It consists of 13 items scored on a 5-point likert scale ranging from strongly disagree to strongly agree.

Self-report emotional intelligence test:
The test was developed by Dr. Nicola Schutte in the year 1998. It is a 33 item self-report using a 1 for strongly agree to 5 for strongly disagree scale for responses.

Procedure of the study
Convenient sampling is used in the study. The researcher used Google forms to collect the data from the participants. The consent of the participant was taken and if they are willing to do, then only the study was conducted. They were with the confidentiality. The instructions were given in the starting of the Google form. They were asked to answer all the questions.

Once the data were collected, the responses were successfully collected and made into spreadsheet and scoring was done.

Ethical consideration
- The consent was taken from each participant.
- Participants had willingly participated in the study.
- Participants were given full freedom to quit at any point of the research if they want to.
- Adequate level of confidentiality of the data collected was assured to the participant.

Statistical techniques
Statistical analysis was performed with the help of SPSS software, version 20. Descriptive statistics (mean, standard deviation, maximum, minimum, range), Pearson correlation, One-way ANOVA was used in the present study.

ANALYSIS AND DISCUSSION

Table 4.1 Mean and Standard Deviation of Job stress and Emotional intelligence among working women

	Mean	**Std. Deviation**	**N**
Job Stress	39.40	9.709	75
Emotional Intelligence	121.39	13.041	75

Table 4.1 shows that the Mean and Standard Deviation of Job stress is 39.40 and 9.709 respectively. The Mean and Standard Deviation of Emotional Intelligence is 121.39 and 13.041 respectively. Emotional Intelligence has higher Mean and Standard Deviation than Job Stress.

Table 4.2 Relationship between Job Stress and Emotional Intelligence among Working Women

	N	**rho**	**p**
Job stress and Emotional Intelligence	75	.434[**]	.000

Job stress and Emotional Intelligence among Working Women
Summary of Pearson Correlation test presented in the table 4.2 indicate the scores of job stress and emotional intelligence among working women. The correlation coefficient and the significant values are .434[**] and .000 thus $p<.01$ so there is significant relationship between job stress and emotional intelligence among working women and the null hypothesis is rejected. There was a total of 75 participants.

Table 4.3 One-way ANOVA on Job Stress

source	df	ss	MS	F	p
Between group (Teachers, bank employee and IT professionals)	2	244.630	122.315	1.308	.277
Within group	72	6731.370	93.491		
Total	74	6976.000			

One way ANOVA on job stress among working women (teachers, bank employees and IT professionals) is presented in Table 4.3. We can observe from table 4.3 that the significant value is .277(i.e., p=.277), which is more than 0.05. Therefore, there is no significant difference in job stress among teachers, bank employees and IT professionals. Hence, the study accepts the hypothesis 'there is no significant difference on job stress among teachers, bank employees and IT professionals.

Table 4.4 One way on Emotional Intelligence

Source	df	SS	MS	F	p
Between group (Teachers, bank employee And IT professionals)	2	434.118	217.059	1.286	.283
Within group	72	12151.668	168.773		
Total	74	12585.787			

Table 4.4 shows the One-way ANOVA on Emotional Intelligence among teachers, bank employees and IT professionals. The significant value is .283 which is greater than .05 so there is no significant difference in Emotional Intelligence among working women. Hence the study accepts the hypothesis 'there is no significant difference on Emotional Intelligence among teachers, bank employees and IT professionals'

DISCUSSION

The purpose of the study is to find out the relationship between job stress and emotional intelligence among working women. This study focuses on women mainly Teachers, Bank employees and IT Professionals. In this pandemic situation, all are finding it difficult to run their lives because this condition is new to us. Some may have over workload or very less workload. So, there will be job stress among all of them and it will be different for each one of them depending on their work. Also, this study focuses on emotional intelligence, how they deal their emotions and feelings.

A study on the topic 'Occupational stress, Emotional Intelligence and Demography: A study among working professional' conducted by Mahmood, Athar, et al., showed that there is no relationship between occupational stress and emotional intelligence. The current study showed that there is significant relationship between job stress and emotional intelligence hence the previous study is not in line with the current study. Another study conducted by Kheirkhah, Shagyegan, et al., showed a negative relationship between job stress and emotional intelligence and found no significant relationship between personality trait and job stress which is also not in line with the current study.

CONCLUSION

This study examined the relationship between job stress and emotional intelligence among working women. Job stress has relationship with emotional intelligence. The mean and standard deviation was greater for emotional intelligence than job stress. There was no significant difference in job stress and also in emotional intelligence among working women.

Limitations of study
- Participants had to fill the questionnaire online. This also could have affected the concentration of the participants resulting in inaccurate responses.

- The sample size was small.

Suggestions for future studies
- In future this study can be implemented in a large population.
- The number for teachers, bank employees and IT professionals could be taken equally.
- More occupations could be taken.

Implication
- Develop Emotional Intelligence in working

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