Research Paper

Emotional Intelligence, Workplace Stress and Coping among Working Individuals

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ABSTRACT

The aim of the study was to study the relationship of these terms– Emotional Intelligence, Workplace Stress and Coping among working individuals. The sample included 131 individuals who are working individuals in different sectors. The data was collected using online survey mode of data collection. A (survey) descriptive research design was taken to undertake study as it helped to determine the relationship between Emotional Intelligence, Workplace Stress, Coping and examine the differences among the stress levels of employees at varied levels of emotional intelligence namely (high average low). This study is a comparative study where the variables were compared on the basis of Gender and Occupational Sectors. The results were opted using Spearman Correlation, Mann-Whitney U Test and Kruskal Wallis Test. The findings were discussed and compared with existing literature.

Modern society and the corporate sector have grown increasingly competitive over the past ten years, and the rising effects of workplace stress point to a global trend across industrialized nations. Workplace stress by Beehr and Newman (1978) as "A condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning." Workplace stress are resources that result in difficulties with coping, Increased absenteeism, Physical issues like mood swings, biological illness, Behavioral issues include impulsive behavior, Psychological anxiousness, Worry, cognitive issues etc. Emotional intelligence is a key component in stress management.

The ability to regulate, evaluate, and employ feelings to actions in order to control, understand and solve individuals' emotions is identified as emotional intelligence. While emotional intelligence is applied in organizations, Goleman's Emotional Intelligence model's domains have taken over. These five domains are frequently depicted in four quadrants in business-oriented models: two depict personal competence and two depict social competence, that is Self a social awareness relationship management and Self-management.

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Coping was described as "Consistently shifting behavioral and cognitive attempts to regulate particular internal and/or environmental tensions that are judged as exhausting or beyond the capabilities of the individual" by Lazarus and Folkman (1984, p. 141). Coping can be effective and integrative, described here as transient, brief, and supportive. Or it might not be helpful, which is referred to as problematic. Emotion-focused coping, Proactive coping, Avoidance coping and Problem-focused coping are various types of coping that can be characterized.

Young Adults are the demographic population selected for this study. The typical young adult works for the majority of their life. Job satisfaction can be utilized to measure up to a great extent of adult life satisfaction (Campbell, converse, & Rodgers, 1976). The causes of young working individuals' mental suffering is crucial to understand, to properly support them in managing their tension. Workplace Stress is brought about by high workload, employee relations, reduced balance, social and familial support gaps, and more. The ability to deal with tension rationally and problem-solving skills especially have been connected to emotional intelligence. Studies on emotional intelligence by Darolia (2005) showed "emotionally intelligent people who are able to comprehend, regulate and recognise their feelings, in difficult scenarios" are capable of keeping oneselves under control. These results are in line with the hypothesis of emotional intelligence, which claims that people with enough personal competences can effectively regulate the feelings and deal with changes in the surroundings (Goleman 1998). This even implies that young adults who are functioning would be increasingly able to regulate their productivity.

According to Dr. Jitendar Singh Narban et al. (2016), job stress is the pattern of, intellectual, mental, attitudinal and physical to deleterious and toxic elements of job substance, organizational factors, and organizational culture. Job stress is viewed as a powerful work hazard. It has been discovered that pressure is compounding, and that work strain and role stresses are positively correlated. Behdin Nowrouzi et al (2016) investigated how recent publications affected and influenced the area of job stress This investigation found. For both lifetime and annual citations, a small percentage of papers were classified by etiology, intervention model or methodology. This study showed the limitations of prior studies on occupational stress. A circumstance emerging from the interplay of individuals, their work and defined by alterations inside individuals that cause them to diverge from basic performance," according to Beehr and Newman (1978), is what workplace stress is. Numerous physical, mental, and behavioral indicators of stress are objectively associated with overburden.

Ioannis & Ioannis (2002) found emotional intelligence to be negatively correlated with stress at work. The results showed that people with high emotional intelligence struggled from work environment-related strain significantly lower. In his research work, Furnell (2008) showed that managers with high levels of emotional intelligence may suffer less from burnout. Research by Gardner (2005) showed that the Emotional Intelligence training course was helpful in raising EI degrees, lowering stress and anxiety and enhancing the consequences of stress. These improvements became apparent right away after the learning experience was over, and they persisted (or got better) over the duration (five-week). According to Mayer et al. (2004), understanding and incorporating talents into one's characteristics and individual responses are necessary for progressing through a four-branch ability model. While used in the transition, the EI ability model's importance suggests that Emotional Intelligence has the capability to grow and progress.

Coping is considered as a procedure that is influenced by mental assessment and circumstance, as per Lazarus & Folkman (1984). Study by Meghna Goel and JP Verma (2021) Coping has been viewed as a response to an emotion particularly unpleasant emotion. The study investigated the relationship of workplace stress and coping. The results depicted the older employees scored high on coping mechanisms and high on workplace stress as well. Jie Li, Vickie Ann Lambert studied the most often occurring workplace stressor; the most frequently used coping strategy; and the relationships among workplace stressors, coping strategies, demographic characteristics and job satisfaction. Findings suggested that the most frequently cited workplace stressor was workload, while the most commonly used coping strategy was planning.

Objectives

The objectives of this study are

- To study the relationship among Emotional intelligence, Workplace stress and Coping among Working Individuals.
- To examine the Gender difference in Emotional Intelligence, Workplace Stress and Coping among Working Individuals.
- To examine the difference in Emotional Intelligence, Workplace Stress and Coping among Working Individuals on the basis of Occupational Sector.

Sample

The sample comprises 131 Adults (61 Females, 70 Males). The criteria required for this study was that individuals are working individuals from the age 18 to 35 as the study is conducted on young adults. Current study was conducted through Convenience sampling, which is a Non Probability sampling technique.

Instruments

- **Brief Emotional Intelligence Scale (BEIS-10)**: (BEIS-10) is a 10 items scale for Emotional Intelligence which is adapted by Kevin A. Davies, Andrew M. Lane, Tracey J. Devonport, and Jamie A. Scot. This scale is originally adapted from EIS Emotional Intelligence Scale (EIS: Schutte et al., 1998)
- **The New Job Stress Scale:** Developed by Rajeev Srivastava and Abhishek Shukla is a self-report instrument that assesses employees' stress in various dimensions of their job life. 22 items are selected in 5 dimensions: time stress, anxiety stress, role expectation conflict, coworker support, and work-life balance on a 5-point Likert type scale
- **Coping Scale:** Is developed by Hamby, Grych, & Banyard (2013) is a self-reporting instrument. This questionnaire consists of 13-items that measure emotional, cognitive, and behavioral ways of dealing with issues.

Research Design

The study depicted the relationship between Emotional Intelligence, Occupational Stress and Coping among Working individuals.

Procedure

The participants were first asked to fill the online survey form which included consent form, socio-demographic form and the main questionnaire. The participants were informed of the estimated duration (10-15 minutes) to complete the questionnaire. The participants were informed about the confidentiality and then the answers from the participants were coded

and then put through SPSS software to conduct Spearman Correlation, Mann-Whitney U Test and Kruskal Wallis Test to obtain the results. The results were then organized and discussed.

Table 1. Non Parametric Correlation of Variables Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping

Variable	N		Emotional Intelligence	Workplace Stress	Job Stress	Role Conflict	Coworker Support	Work life Balance	Coping
Emotional Intelligence	131	r	-	-.076[ns]	-.245**	-.181*	245**	.371**	.381**
		p		.389	.005	.039	.005	.000	.000
Workplace Stress	131	r	-.076[ns]	-	.820**	.690**	.207*	-.054[ns]	.079[ns]
		p	.389		.000	.000	.018	.537	.372
Coping	131	r	.381	.079	-.087	-.017	.152	.263	-
		p	.000	.372	.324	.843	.084	.002	.

* Correlation is significant at the 0.05 level
**Correlation is significant at the 0.01 level, ns is not significant

Table 2 shows the relationship between Emotional Intelligence, Workplace Stress and Coping among Working Individuals. Correlation coefficient and the corresponding p-value of Emotional Intelligence with respect to Workplace Stress is given. Emotional Intelligence total is taken to study if there is any relationship with the total of Workplace Stress, its subdomains total and total of Coping.

Analysis of the table depicts that for Emotional Intelligence, Correlation coefficient (r=-.076) and the corresponding p-value (.389) with relation to Workplace Stress total which is not significant at <0.05 level. Hence there is no correlation between Emotional Intelligence and Workplace Stress among working individuals.

For Emotional Intelligence, Correlation coefficient (r=-. 245) and the corresponding p-value (.005) with relation to the total of Job Stress, the subdomain of Workplace Stress, is significant at <0.05 level. It shows that in working individuals, Emotional Intelligence is negatively correlated with Job stress,

Hence working individuals with high Emotional Intelligence have low Job stress
-For Emotional Intelligence, Correlation coefficient (r=-.181) and the corresponding p-value (.039) with relation to Role Expectation Conflict total, the subdomain of Workplace Stress, is significant at <0.05 level. Hence Role Expectation Conflict and Emotional Intelligence are negatively correlated.

-For Emotional Intelligence, Correlation coefficient (r=.245) and the corresponding p-value (.005) with relation to the total of Coworker Support, subdomain of Workplace Stress, is significant at <0.05 level. Hence there is a positive correlation among Emotional Intelligence and Coworker Support. It indicates, in working individuals with high Coworker Support have high Emotional Intelligence.

For Emotional Intelligence, Correlation coefficient (r=.371) and the corresponding p-value (0.00) with relation to the total of Work life Balance, subdomain of Workplace Stress, is significant at <0.05 level. Hence there is a positive correlation between Emotional Intelligence and Work life Balance. Therefore, Working Individuals with high Work life Balance have high Emotional Intelligence.

For Emotional Intelligence, Correlation coefficient (r=.381) and the corresponding p-value (.000) with relation to the total of Coping, is significant at <0.05 level. Hence there is positive correlation between Emotional Intelligence and Coping in working individuals, therefore working individuals with high Emotional Intelligence will have high levels of Coping.

For Workplace Stress, Correlation coefficient (r=-.076) and the corresponding p-value (.389) with relation to total of Emotional Intelligence which is not significant at <0.05 level. Hence there is no correlation between Workplace Stress and Emotional Intelligence among working individuals. For Workplace Stress, Correlation coefficient (r=.820) and the corresponding p-value (.000) with relation to the total of Job Stress, the subdomain of Workplace Stress, is significant at <0.05 level. So, there is positive correlation. So, working individuals with high Workplace Stress have high Job stress. For Workplace Stress, Correlation coefficient (r=.690) and the corresponding p-value (.000) with correlation to the total of Role Expectation Conflict, the subdomain of Workplace Stress, is significant at <0.05 level. Hence there is a positive correlation among Workplace Stress and Role Expectation Conflict. Therefore, Working Individuals with high Role Expectation Conflict have high Workplace stress. For Workplace Stress Correlation coefficient (r=.207) and the corresponding p-value (.018) with relation to the total of Coworker Support, subdomain of Workplace Stress, is significant at <0.05 level. Hence there is positive correlation. Therefore, working individuals with high Coworker Support have high Workplace Stress for Workplace Stress, Correlation coefficient (r=-.054) and the corresponding p-value (.537) with relation to total Work life Balance which is not significant at <0.05 level. Hence there is no correlation between Workplace Stress and Work life Balance among working individuals. For Workplace Stress, Correlation coefficient (r=.079) and the corresponding p-value (.372) with relation to total of Coping which is not significant at <0.05 level. Hence there is no correlation between Workplace Stress and Coping among working individuals.

For Coping, Correlation coefficient (r=.381) and the corresponding p-value (.000) with relation to the total of Emotional Intelligence, is significant at <0.05level. Hence there is positive correlation Therefore working individuals with high Emotional Intelligence will have high levels of Coping and individuals with high Coping have high Emotional Intelligence. For Coping, Correlation coefficient (r=.079) and the corresponding p-value (.372) with relation to total of Workplace Stress which is not significant at <0.05 level. Hence there is no correlation between Coping and Workplace Stress among working individuals.

For Coping, Correlation coefficient (r= -.087) and the corresponding p-value (.324) with relation to total of Job Stress which is not significant at <0.05 level. Hence there is no correlation between Job Stress and Coping in working individuals. For Coping, Correlation coefficient (r= -.017) and the corresponding p-value (.843) with relation to the total of Role Expectation Conflict which is not significant at <0.05 level. Hence there is no correlation between Role Expectation Conflict and Coping in working individuals. For Coping, Correlation coefficient (r=.152) and the corresponding p-value (.084) with relation to the

total of Coworker Support which is not significant at <0.05 level. Hence there is no correlation between Coworker Support and Coping. For Coping, Correlation coefficient (r=.263) and the corresponding p-value (.002) with relation to Work Life Balance total, is significant at <0.05 level. Hence there is a positive correlation. Therefore, working individuals with high Coping have high Work Life Balance

Table 2. Mann Whittney U test of GENDER to Variables Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping

Variable		Gender	N	Mean Rank	Z	Sig 2 tailed
Emotional Intelligence		Male Female	70 61	68.17 63.51	-.704	0.48
Workplace Stress		Male Female	70 61	61.29 71.41	-1.524	0.12
Sub Scales of Workplace Stress	Job Stress	Male Female	70 61	59.41 73.56	-2.130	0.03
	Role Expectation Conflict	Male Female	70 61	61.69 70.94	-1.397	0.16
	Coworker Support	Male Female	70 61	65.56 66.50	-.144	0.88
	Work Life Balance	Male Female	70 61	72.98 57.99	-2.271	0.02
Coping		Male Female	70 61	65.26 66.84	-.238	0.81

Table shows the differences in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress- Job Stress, Role Conflict, Coworker Support, Work life balance and Coping among working individuals on the basis of genders. Table shows that Emotional Intelligence has a -704 Z score, and p values as .481 which is more than 0.05 and hence there is no significant difference in Emotional Intelligence in men and women. Thus, the null hypothesis stated that 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is accepted.

Job Stress, the subdomain of Workplace Stress has -2.130 Z score, and p value as .033 which is less than 0.05 and hence there is a significant gender difference in Job Stress. Thus, the null hypothesis stated that 'There is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is rejected and an Alternate hypothesis is accepted. The mean of Job Stress among males and females was found to be 59.41 and 73.56. There were 70 males and 61 females. The mean of females is higher than that of males. Interpretation of women having higher levels of Job Stress than men was given. Role Expectation Conflict the subdomain of Workplace Stress has -1.397 Z score, and p value as .162 which is more than 0.05 and hence there is no significant difference in Role Expectation Conflict between men

and women. Thus, the null hypothesis stated that, there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is accepted. Coworker Support the subdomain of Workplace Stress has -.144 Z score, and p value as .885 which is more than 0.05 and hence there is no significant gender difference in Coworker Support. Thus, the null hypothesis, stating that, there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is accepted. Work Life Balance the subdomain of Workplace Stress has -2.271 Z score, and p value .023 as which is less than 0.05 and hence there is a significant gender difference in Work Life Balance. Thus, in the null hypothesis, stated that, there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is rejected and the alternate hypothesis is accepted. The mean of Work Life Balance among males and females was found to be 72.98 and 57.99 respectively. There were a total of 70 males and 61 females. While considering the mean value it is evident that the mean of males is higher than that of females. So, we interpret as males tend to have higher levels of Work Life Balance than females.

Workplace Stress has -1.524 Z score, and p values as .127 which is more than 0.05 and hence there is no significant difference in Workplace Stress among males and females. Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is accepted. In support of the current study, Nelson and Burke (2002) emphasized that there are no gender disparities in job stresses which are experienced by both sexes, including role ambiguity, job instability, reduction, and time constraints. Coping has -.238 Z score, and p value as .812 which is more than 0.05 and hence there is no significant gender difference in Coping. Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of genders' is accepted.

Table 3 Kruskal Wallis test of Occupational Sector to Variables Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping

Variable		Occupational Sector	N	Mean Rank	Chi Square	Sig 2 tailed
Emotional Intelligence		Banking	03	77.67	6.22	0.71
		IT	12	60.00		
		Health Care	24	69.77		
		Business	09	86.11		
		Entrepreneur	04	54.13		
		Teaching	05	52.80		
		Entertainment	05	50.80		
		Finance	08	76.44		
		Insurance	10	58.60		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	64.93		
		Total	131			
Workplace Stress		Banking	03	42.50	14.90	0.09
		IT	12	58.54		
		Health Care	24	56.15		
		Business	09	61.72		
		Entrepreneur	04	55.75		
		Teaching	05	115.70		
		Entertainment	05	46.40		
		Finance	08	73.88		
		Insurance	10	75.20		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	69.34		
Sub Scales of Workplace Stress	Job Stress	Banking	03	32.50	23.88	0.00
		IT	12	53.46		
		Health Care	24	51.98		
		Business	09	54.83		
		Entrepreneur	04	64.25		
		Teaching	05	121.70		
		Entertainment	05	40.40		
		Finance	08	74.81		
		Insurance	10	77.00		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	73.14		

	Role Expectation Conflict	Banking	03	36.17	12.38	0.19
		IT	12	62.67		
		Health Care	24	54.40		
		Business	09	69.50		
		Entrepreneur	04	75.88		
		Teaching	05	102.90		
		Entertainment	05	54.00		
		Finance	08	54.63		
		Insurance	10	80.50		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	69.11		
	Coworker Support	Banking	03	81.50	6.23	0.71
		IT	12	61.71		
		Health Care	24	70.73		
		Business	09	78.00		
		Entrepreneur	04	36.63		
		Teaching	05	61.30		
		Entertainment	05	60.70		
		Finance	08	60.63		
		Insurance	10	53.45		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	68.34		
	Work Life Balance	Banking	03	107.50	11.47	0.24
		IT	12	79.04		
		Health Care	24	74.35		
		Business	09	64.33		
		Entrepreneur	04	55.75		
		Teaching	05	43.10		
		Entertainment	05	84.20		
		Finance	08	66.38		
		Insurance	10	59.65		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	59.30		
Coping		Banking	03	66.17	1.80	0.99
		IT	12	61.88		
		Health Care	24	68.58		
		Business	09	58.89		
		Entrepreneur	04	49.63		
		Teaching	05	64.00		
		Entertainment	05	69.60		
		Finance	08	73.56		
		Insurance	10	63.35		
		Others (Law, Food, Construction, Engineering, Agriculture, Community, Accounting)	51	67.40		

Table reveals the differences in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress- Job Stress, Role Conflict, Coworker Support, Work life balance and Coping among working individuals on the basis of Occupational sectors.

The table shows Emotional Intelligence has 6.22 Chi score, and p values as .717 which is more than 0.05 and hence there is no significant difference in Emotional Intelligence among Occupational Sectors. Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress and Subscales, Coping among working individuals on the basis of occupational sector' is accepted. Workplace Stress has 14.90 Chi score, and p values as .094 which is more than 0.05. Thus, the null hypothesis stated that , 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of occupational sector' is accepted.

Job Stress, the subdomain of Workplace Stress has 23.88 Chi score, and p values as .004 which is less than 0.05 and hence there is a significant difference in Job Stress in Occupational Sectors Thus, the null hypothesis stated that , 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of occupational sector' is Rejected and Alternate hypothesis is Accepted. The mean of Job Stress among occupational sectors were found to be 32.50, 53.46, 51.98, 54.83, 64.25, 121.70, 40.40, 74.81, 77.00, 73.14 respectively. There were a total of 131 samples.

Role Expectation Conflict the subdomain of Workplace Stress has 12.38 Chi score, and p values as .193 which is more than 0.05 and hence there is no significant difference in Role Expectation Conflict in Occupational Sectors. Thus, in the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of

Workplace Stress and Coping among working individuals on the basis of occupational sector' is Accepted.

Coworker Support the subdomain of Workplace Stress has 12.38 Chi score, and p values as .193 which is more than 0.05 and hence there is no significant difference in Coworker Support in Occupational Sectors.Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of occupational sectors' is accepted.

Work Life Balance the subdomain of Workplace Stress has 11.47 Chi score, and p values as .244 which is more than 0.05 and hence there is no significant difference in Work Life Balance in Occupational Sectors. Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of occupational sectors' is accepted.

Coping has 1.80 Chi score, and p values as .994 which is more than 0.05 and hence there is no significant difference in Coping in Occupational Sectors Thus, the null hypothesis stated that, 'there is no significant difference in Emotional Intelligence, Workplace Stress, Subscales of Workplace Stress and Coping among working individuals on the basis of occupational sector' is accepted.

DISCUSSION

The findings of this study are similar from the existing data. Therefore, it is essential to understand the importance of these terms and implications of these in workplace settings to have efficient functioning. As per the evidence of this study, Emotional Intelligence has a positive implication on coping from workplace stress and work life balance in working individuals hence it is important to apply effective training and management strategies. This study will give insights to the policy makers of the workplace settings should formulate questionnaires to understand sources of workplace stress among employees and then curate effective emotional intelligence training and strategies to reduce and eliminate work stress to enhance work life balance. The development of reduction of workplace stress and enhancement of coping and work life balance should be an important aspect of workplace policies in order to reduce Workplace stress among individuals and enhanced Emotional Intelligence may help employees to cope with their personal and professional issues more efficiently. However, the study is conducted on relatively small and limited participants hence this study cannot be generalized to the whole population.

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Conflict of Interest
The author(s) declared no conflict of interest.

How to cite this article: Kalbag, M. & Rose, S. (2023). Emotional Intelligence, Workplace Stress and Coping among Working Individuals. *International Journal of Indian Psychology*, *11(1),* 1818-1827. DIP:18.01.183.20231101, DOI:10.25215/1101.183