Research Paper

Emotional Intelligence of Counsellors in India

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ABSTRACT

Counselling is the noble profession to handle people's problems and provide them with psychological and emotional support. Many studies reveal that the rate of burn-out is high due to dealing with multifaceted problems. Counsellors should equip themselves in handling their emotional problems to reach out the clients effectively. Every counsellor should possess with the skill of emotional intelligence to be successful and to gain reputation in their profession. With this background this paper is focused on understanding the emotional intelligence of counsellors. The major findings of the study are more than fifty percentage of the respondents are having occupational stress and also experiencing the workplace bullying in wider. Criticism is a part of any job so one must avoid responding to such things. It is quite common that anger disappointment may bubble up when one is criticized, but one should avoid reacting and 66.6% of people are agreed they can continue to work under criticism and 17.8% have a neutral opinion on this. 60.0% agreed that they assess the situation and then they behave while 26.7% have a neutral opinion and 4.4 strongly agree towards this question. In conclusion, the counsellors are in position to balance their emotions to a certain extent.

Keywords: *Counsellors, Emotional Intelligence, Workplace Bullying, Psychological Support, Burn-out*

Counselling is a one to one relationship dealing with client and counsellor to enhance the social functioning of the client to lead a happy and productive life. Counsellors are expected to perform a significant role in bringing positive changes in the behavior of the client. Counsellors are always considered as therapeutic professionals. Counsellors work with individuals and families to attain the effective social functioning. Counsellors are to be followed the different phases of counselling in dealing with the client. Engaging the clients during the session is the most significant tasks for the counsellor. Every counsellor should be in position to attain the emotional intelligence. In counselling practice, emotional intelligence plays a key role to reach the ability of interaction and motivation. Emotional Intelligence in counselling deals with certain components such as engaging with the client, psychosocial assessment, therapeutic intervention and decision making with the collaborative efforts. The acquaintance of emotional intelligence is the basic skill for every counsellor. There would be certain situations which makes the counsellor so stressful and frustration. As a counsellor, he should have the courage to balance his emotions and deal with the client concretely. Attaining the Emotional intelligence helps to reduce the burn out conditions and retain the

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professional ethics. When the counsellors are able to manage their emotions that shows their ability of having high level of self-awareness.

LITERATURE REVIEW

Cejudo (2016) discussed in his article that, there is a strong connection between the emotional intelligence and the performance of school counsellors. The scoring of emotional intelligence is significantly high among the counsellors and the personality trait is also high among men counsellors.

Tharbe et al., (2020) conducted a study on "Emotional Intelligence from Perspectives of Malaysian Helping Professionals" and found the competency of EI can help to relieve from stress and enable the professionals to provide quality care to the clients. The component of EI is also supported with spiritual management strongly.

Odaci et al., (2017) stated in their paper the counsellors who possessed with higher level of emotional intelligence are more successful in managing their emotional regulation and more proficient with counselling skills. The paper also suggested that emotional intelligence programmes are to be organized to develop the skills such as self-awareness, empathetic and communication.

Lucero (2021) mentioned in his paper that, there is a significant relationship between well-being and emotional intelligence. It implied high level of well-being implies to high level of emotional intelligence. A person with emotional intelligence is capable of taking sensible decisions and works with people confidently.

Loyola (2016) in her article titled on the profile and empathy level of Helping Professionals found that women are empathetic than men since women exhibits warmth and openness very often whereas men are having very less self-perceived empathy.

Bar-On, R. (2005) conducted a study on "The impact of emotional intelligence on subjective well-being". The relation between emotional intelligence (EI) and subjective welfare (SWB) is empirically explored in this article. One construction (EI) has an impact on performance and the other (SWB) shows how well he is satisfied. Although high EI levels are considered to significantly improve performance in many life fields, high SWB levels suggest that life is well underway. In this section. He described both developed and empirically tested approaches in this essay, and present the results, then address key findings and their consequences, with a focus on the best way of applying these findings in kindergarten and education.

METHODOLOGY

Need for the study

Emotional intelligence is the crucial competency required in the helping profession. The Helping Professionals are prone to stress and burn out while listening to the client problems very often. If they are possessed with high level of Emotional Intelligence, will protect them from the various psychological factors. Happiness well-being is being cherished through EI among the helping professionals. Every counsellor should have the capacity to balance their emotions and control it when it is required. Therefore, the researcher is fascinated in analysing the level of Emotional Intelligence among the counsellors.

Objectives of the study
- To study the socio-demographic profile of the respondents
- To analyse the level of emotional intelligence among counsellors
- To study the level of commitment in their work

Research Design
The study adopts descriptive research design. Descriptive Research Design involves describing the nature of the object scientifically. This design systematically studies the phenomenon of the subject.

Sampling Technique
The research used snowball technique for the study. Snowball technique helps to identify the suitable sample within the framework of the study. When the sample size is indefinite, the snow ball technique is suitable to a certain extent.
The sampling of snowball consists of two steps:
- Identifying potential population subjects. Often there are initially only one or two subjects.
- Ask the individuals to hire others (and then ask them to recruit, and they should be informed that no other names are needed.

Sample Size
The sample size was chosen for the study is 45. The samples considered for the study was counselling practitioners.

Tools used to study
1. Socio-demographic Profile consists of their personal background such as age, sex, educational qualification, monthly income and domicile of the respondents
2. Emotional Intelligence Scale (EIS) was developed by Hyde, Pethe, and, Dhar (2002). The EIS contains 34 statements, each to be rated on a five-point scale ranging from 'strongly agree' (5) to 'strongly disagree' (1). The statements relate different components of emotional intelligence like self-awareness (4 items), empathy (5 items), self- motivation (6 items), emotional stability (4 items), managing relations (4 items), integrity (3 items), self- development (2 items), value orientation (2 items), commitment (2 items), and altruistic behaviour (2 items). The obtained score ranges from 34 to 170 where higher score indicates higher level of emotional intelligence. There are no negative items. Individual subscales scores are obtained by summing the scores belonging to a subscale. The original scale has high content validity. The split-half reliability of the scale is .88.

Inclusion criteria
- Counsellors who are working presently considered for the study
- Counsellors who should have minimum 3 years of experience in the field

RESULTS & DISCUSSION

Table No: 01 Socio-demographic Profile

S.no	Socio-demographic Profile	Frequency	Percent
1	**Age**		
	21-25	12	26.6
	26-30	22	28.8
	31-35	11	24.4
2	**Sex**		
	Female	20	44.4
	Male	25	55.6
3	**Religion**		
	Christian	31	57.8
	Hindu	14	31.1
4	**Marital Status**		
	Married	27	46.7
	Single	11	40
5	**Monthly Income**		
	10,000-20,000	29	64.4
	21,000-30,000	8	17.7
	31,000-40,000	5	11.1
	41,000-50,000	3	6.6

The table 01 describes the socio-demographic profile of the respondents. 26% of the respondents are in the age group of 21-25 years. 28 % of the respondents are in 26-30 years and 24% of the respondents are above 30 years. With regard to sex, where 56.6% are the male respondents and 44.4% are the female respondents. In consideration of the religion of the respondents, where Christian consists of 57.8% and Hindu consists of 31.1%. With regard to marital status 46.7% are married and 40% are unmarried. Looking into the monthly income, more than sixty percentage of the respondents are having monthly income as 10000-20000.

Table No: 02 Occupational Stress of the Respondents

S.no	Occupational Stress	Frequency	Percent
1	No	6	13.3
2.	Yes	38	84.4
3.	Total	45	100.0

84.4% of respondents reported that yes, they have occupational stress and 13.3% of respondents reported that they don't have stress. A significant majority (84.4%) of the respondents experience occupational stress. This suggests that stress is a prevalent issue in the surveyed population, which could be influenced by various factors such as workload, job demands, work environment, and personal factors. A smaller percentage (13.3%) of respondents reported not experiencing occupational stress. This suggests that while a notable portion of individuals are not stressed, the majority of the surveyed group does experience stress in their occupations. There appears to be a correlation between the number of job experiences and the likelihood of experiencing stress. Respondents with more job experiences are more likely to report experiencing stress. This could be attributed to the increasing responsibilities, challenges, and expectations that come with accumulating job experience.

Table No: 03 Bullying at workforce

S.no	Workforce bullying	Frequency	Percent
1.	No	21	46.7
2.	Yes	24	53.3
3.	Total	45	100.0

With regard to workplace bullying, more than half of the respondents (53.3%) face workplace bullying and less than fifty percentage of the respondents (46.7%) do not face such problems. The data indicates a concerning prevalence of workplace bullying, with over half of the respondents (53.3%) reporting that they have experienced such behavior. This suggests that workplace bullying is a significant issue that impacts a substantial portion of the workforce. Moreover, the fact that less than half of the respondents (46.7%) stated they do not face workplace bullying implies that a considerable proportion of employees are indeed exposed to this problem. This underscores the need for employers and organizations to take proactive measures to address and prevent workplace bullying, as it can lead to negative consequences for both individuals and the overall work environment. The findings might also raise questions about the organizational culture and management practices within the workplaces surveyed. A high prevalence of workplace bullying could indicate a lack of effective policies, communication channels, or training programs aimed at fostering a respectful and inclusive work environment.

Table No: 04 Situation in avoiding clients

S.no	Avoiding client	Frequency	Percent
1.	No	16	35.6
2.	Yes	29	64.4
3.	Total	45	100.0

The data presented by the author suggests that a significant proportion of social workers, approximately 64.4%, have encountered situations where they felt the need to avoid clients. One possible inference drawn from this finding is that there might be challenges in managing client interactions effectively within the constraints of their workload or time limitations. This could indicate that these social workers are facing high demands and heavy caseloads, which could potentially impact the quality of client engagement.

The fact that 35.6% of respondents stated that they hadn't experienced situations where they needed to avoid clients suggests that a notable minority have been able to maintain consistent and positive interactions with clients. This could be attributed to effective time management, strong communication skills, or a supportive work environment. It's also important to consider that the reasons for avoiding clients might vary. While some instances could indeed be due to time constraints, other reasons could include difficult client behaviors, conflicts of interest, or personal reasons. Further insights into the specific factors leading to avoidance could provide a more comprehensive understanding of the challenges social workers face in their interactions with clients.

Overall, the findings point to the complexity of the social work profession, where practitioners must navigate various client-related situations. To address the challenges identified, the organization or agency might consider providing additional resources, training, and support to social workers, enabling them to better manage their caseloads and enhance their skills in building and maintaining client relationships. This would not only

benefit the well-being of social workers but also contribute to more effective service delivery to clients in need.

Table No: 05 Encouraging people to take initiative

S.no	Encouraging people	Frequency	Percent
1	Neutral	28	62.2
2	Agree	15	33.3
3	Strongly agree	2	4.4
4	Total	45	100.0

As per the table provided, which is attributed to the author, it appears to represent responses related to the statement "encouraging people to take initiative." Among the respondents, 33.3% agreed with this statement, 62.2% chose a neutral option, and 4.4% strongly agreed.

This data implies several possible inferences related to the role of counsellors in encouraging initiative within a work context: The fact that over 60% of respondents chose the neutral option indicates a lack of clear consensus on the importance of encouraging initiative. This suggests that counsellors might have differing opinions on whether actively promoting initiative among individuals is a crucial aspect of their role. The relatively low percentage (33.3%) of respondents who agreed and the smaller percentage (4.4%) who strongly agreed might suggest that there is room for improvement in terms of counsellors proactively fostering an environment of initiative. This could be due to a variety of factors, such as differing counselling philosophies or a focus on other aspects of counselling.

The idea of encouraging individuals to take initiative aligns with empowerment principles. Counsellors, by nature of their profession, often play a role in empowering clients or individuals to make positive changes in their lives. The data might indicate that there is an opportunity for counsellors to further emphasize this aspect of their work.

Table No: 06 Making an intelligent decision

S.no	Intelligent decision	Frequency	Percent
1.	Neutral	16	35.6
2.	Agree	24	53.3
3.	Strongly agree	5	11.1
4.	Total	45	100.0

The table clearly indicates on "making an intelligent decision" The majority of the respondent had agreed to this that is 53.3% and 35.6% having a neutral opinion to this question. This states that people have a healthy balance of their emotions and they know how to control one's emotions.

Table No: 07 Do not depend on others encouragement to do work

S.no	Encouragement to do work	Frequency	Percent
1	Disagree	1	2.2
2	Neutral	15	33.3
3	Agree	26	57.8
4	Strongly agree	3	6.7
5	Total	45	100.0

The table presents responses to a statement regarding the idea of not relying on external encouragement to perform work. The respondents were asked to indicate their level of agreement with this statement, and the results are as follows:

A significant majority of respondents (57.8%) agreed with the notion that individuals shouldn't rely on external encouragement to accomplish their tasks. This suggests that a considerable portion of the participants believe in the importance of self-motivation and self-driven initiative when it comes to getting work done.

The fact that 33.3% of respondents chose the neutral option indicates that a notable proportion of participants neither strongly support nor disagree with the idea. This could imply a degree of ambivalence or a lack of strong opinion regarding the statement.

The combined percentage of those who agree and strongly agree (57.8% + 6.7% = 64.5%) reflects a relatively substantial endorsement of the concept of self-reliance and not depending on external validation for work. This suggests that a majority of respondents believe in the value of intrinsic motivation and taking initiative without waiting for external encouragement.

In summary, the table indicates that a notable majority of respondents agree with the idea of not depending solely on external encouragement for work. This suggests a prevailing belief in the importance of self-motivation and self-initiative in achieving tasks and goals.

Table No: 08 Continue to do work under severe criticism

S.no	Working under severe criticism	Frequency	Percent
1.	Strongly disagree	1	2.2
2.	Disagree	1	2.2
3.	Neutral	8	17.8
4.	Agree	30	66.7
5.	Strongly agree	5	11.1
6.	Total	45	100.0

With 66.6% of respondents agreeing with the statement, it is evident that a significant majority believes in the value of continuing their work even when confronted with severe criticism. This indicates a recognition of the importance of resilience and determination in the face of challenges and negativity. The high agreement percentage could stem from the understanding that criticism is a common aspect of any job or endeavor. Respondents may recognize that encountering critique is almost inevitable, and their agreement reflects a willingness to confront and overcome it. The 17.8% of respondents who expressed a neutral opinion may hold a range of attitudes towards handling severe criticism. Some may not strongly support the idea of continuing work in the face of criticism, while others might consider it situational or context-dependent. The phrase "Criticism is a part of any job so one must avoid responding to such things" suggests a perspective on maintaining professionalism and composure in the face of criticism. Respondents who agree with the statement may believe that it's essential to avoid emotional reactions and instead focus on improving their work.

In summary, the table demonstrates that a majority of respondents agree with the idea of persevering with work even when confronted with severe criticism. This suggests a

recognition of the role of resilience and professionalism in managing challenges and using criticism as a tool for growth.

Table No: 09 Having priorities clear

S.no	Priorities clear	Frequency	Percent
1	Disagree	1	2.2
2	Neutral	3	6.7
3	Agree	27	60.0
4	Strongly agree	14	31.1
5	Total	45	100.0

With regard to the aspect on "having priorities clear". If a person's priorities are clear by themselves, it will help others to understand them and work with them and also it can also help oneself to understand what all they can do or their limits to achieve the goal. For this question, 31.1% havean opinion of strongly agree while 60.0% had agreed to this.

Table No: 10 Handling conflicts

S.no	Handling conflicts	Frequency	Percent
1	Strongly disagree	1	2.2
2	Neutral	1	2.2
3	Agree	24	53.3
4	Strongly agree	19	42.2
5	Total	45	100.0

The above table explains "handling conflicts".53.3% agreed and 2.2% have a neutral opinion. This clearly states that most of the social workers working in de-addiction center fail to handle conflicts around them, it might be because they are new to this field; don't have enough resources or lack of self- esteem.

Table No: 11 Able to maintain the standards of honesty and integrity

S.no	Maintaining the standards	Frequency	Percent
1	Strongly disagree	2	4.4
2	Disagree	4	8.9
3	Neutral	23	51.1
4	Agree	12	26.7
5	Strongly agree	4	8.9
6	Total	45	100.0

The above table question is "I am able to maintain the standards of honesty and integrity". For this question, 26.7% had agreed, while 51.1% have a neutral opinion and 8.9% had strongly agreed. Social work must have a certain level of integrity and honesty in the field of practice. This characteristic is important because it helps a person be true to their own beliefs and allows them to set their own boundaries. It can show a social worker what types of clients they are comfortable working with and what types of professions they should not be in.

Table No: 12 Able to handle multiple demands

S.no	Handing multiple demands	Frequency	Percent
1	Neutral	2	4.4
2	Agree	34	75.6
3	Strongly agree	9	20.0
4	Total	45	100.0

The fact that 75.6% of respondents agreed with the statement suggests that a significant majority of participants believe in their capacity to handle multiple demands. This reflects confidence and a sense of competence in multitasking or managing a high workload. The statement, "In order to handle multiple demands, a person must have a positive attitude," suggests that respondents who agreed may attribute their ability to manage multiple demands to their optimistic mindset. Maintaining a positive attitude can influence one's approach to challenges and increase resilience. The ability to handle multiple demands might also be influenced by the work environment. Jobs that consistently require multitasking or managing numerous responsibilities may attract individuals who believe in their capacity to handle such situations.

Suggestive Measures for Counsellors
The counsellor concentrates on the clients with problems and their families the support needed to overcome psychosocial issues. Every individual may have a variety of psychological and physiological issues that the counsellors must be trained to unravel. Counsellors should assist the clients and their families in an attempt to remedy addictive behaviours. In addition to refereeing clients to other social services, these talented professionals offer:

- Assessment of clients in an inpatient or outpatient setting.
- Development of treatment plans.
- One-on-one or group counselling of clients and their families.

All of these programs can be delivered in a single or multidisciplinary practice team. Counsellors is in dependency combine knowledge of psychiatry and psychology, physiology, genetics, and medical treatments with a strong connection to the social security network.

The counsellor focuses on the link between the client, the family, social service, and the therapeutic safety net.

Many highly skilled professionals take empathy on their persistence; a social worker who overdoses know instinctively when and when to drive. This is because they understand the addiction condition and how it affects all its pathways.

CONCLUSION
This study sheds light on the crucial aspect of emotional intelligence within the noble profession of counseling. The findings underscore the challenges that counselors face, including the high incidence of occupational stress and workplace bullying. These challenges can have a significant impact on the emotional well-being of counselors as they strive to provide psychological and emotional support to others. The study emphasizes the importance of emotional intelligence for counselors to effectively navigate their demanding roles. Emotional intelligence encompasses self-awareness, self-regulation, empathy, and

interpersonal skills. It allows counselors to not only understand and manage their own emotions but also to connect empathetically with their clients, fostering a more meaningful therapeutic relationship.

One noteworthy discovery is the strong consensus among respondents that they can continue working under criticism. This reflects the resilience and professionalism that counsellors exhibit, acknowledging that criticism is an inherent part of their job. The majority agreement on this aspect suggests that counselors possess the emotional strength to remain focused and dedicated despite negative feedback. Additionally, the finding that a significant portion of counselors assess situations before responding and that many strongly agree with this approach signifies their tendency to adopt a thoughtful and measured response. This aligns with the principles of emotional intelligence, where self-regulation and understanding the context are key components. The study emphasizes the need for counselors to equip themselves with emotional intelligence skills to not only provide effective support to clients but also to protect their own emotional well-being. This holistic approach acknowledges that the mental health and emotional resilience of counselors are integral to their ability to excel in their profession. As the counselling profession is inherently focused on guiding individuals through their emotional and psychological challenges, the cultivation of emotional intelligence is of paramount importance. By doing so, counselors can offer empathetic and effective guidance while safeguarding their own mental and emotional health. This study serves as a reminder of the ongoing need for support, training, and resources to ensure that counselors continue to provide their valuable services while maintaining their own well-being.

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