

## Emotional Intelligence and Mental Health Behaviour Among Working and Non-Working Women

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### ABSTRACT

The purpose of the current study was to ascertain if hiring women had a positive effect on adverse psychological outcomes like aggression and emotional control. Previous studies have shown that working women tend to lessen the negative effects of violence and positively control their emotions. Rather than geography, the degree of this influence is determined by factors including the nature of the employment, socio-cultural context, and personal characteristics. For this, purpose 75 working women and 75 non-working of different area of Bihar were purposively selected and they were administered Mental health Scale developed by Talesara & Bano, (2017) and Schutte et al. (1998) SSEIT scale were used. t – test were applied to analyze the data. The findings indicate that working women achieved a considerably higher score in emotional intelligence compared to non-working women. The mental health behaviour of working women was much higher than that of non-working women. A significant positive correlation found between emotional intelligence and mental health of both working and non-working women. Non-employed women had a much higher average score compared to employed women. The study indicated that employment enables working women to reassess their emotional experiences and regulate the suppression of their emotions more effectively compared to non-working women.

**Keywords:** *Emotion Intelligence, Mental health behaviour, Working women, Non-working women*

**W**orking women face several hurdles while seeking job outside of the home. Women in the workplace face obstacles due to a lack of familial support. Married women who work have difficulty in their spousal relationships, caring for their children, and handling household responsibilities. They are dealing with their family members' changing behaviour and don't have enough time to care for themselves. Despite providing financial aid to their families, they do not have equal say in decision-making. The lives of working women are greatly impacted by role conflict, which occurs when an employee must balance competing demands that are challenging to meet at the same time. When working women have many roles and must balance conflicting expectations and duties, they experience role conflict (Pandit and Upadhaya, 2012). Since they view their home as their main area of influence, which they must uphold at all times, working women nowadays frequently encounter difficulties. Women often opt to work out of necessity rather

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than choice and appear to prefer being at home. They consistently have a sense of remorse for not dedicating sufficient time to their family and mother obligations. Their dual role demonstrates the additional load they carry, which requires them to simultaneously combat challenges on two fronts.

### **Emotional intelligence:**

Emotional Intelligence is part of your and others emotions and feelings, including the capability to monitor, differentiate and use this information to direct thinking and action. Emotional intelligence is the concept, which is currently in focus among the general public, practitioners and researchers. The researchers reported the relationship of emotional intelligence with other psychosocial factors and revealed the importance and benefits in the field of managing occupational stress, interpersonal relationships, success in work and personal life, enhancing performance, academic field, improving personality, interpersonal communication. Emotional Intelligence can be defined as the ability to recognize and adjust our emotions that generate our responses with certain situations or people. Through Emotional Intelligence individual can learn how to gain control over our responses and actively participate in forming our social skills. Emotional intelligence – the ability to manage ourselves and our relationships – consists of four fundamental capabilities: self-awareness, self-management, social awareness, and social skill. Each capability, in turn, is composed of specific sets of competencies (Goleman et al., 2002).

Emotional intelligence is a collection of skills that allows a person to have conscious control over one's own and other's emotions. It is an innate potential of an individual to know or understand the feeling of ourselves and others. It is often defined as comprehending, managing, regulating, recognizing or handling emotion. With a high emotional IQ, people can distinguish between different sentiments, appropriately identify them, and adjust the intensity of their feelings according to the circumstances in which they find themselves.

Various researchers have defined the concept EI from different perspectives; some of the popular definitions are as follows:

- Salovey and Mayer (1990) defined Emotional Intelligence as, “A form of intelligence involving the capability to observe one’s own and other’s feelings and emotions to distinguish among them and to use these facts to direct one’s assessment and actions”.
- Mayer and Salovey (1997) defined emotional intelligence as, “The aptitude to recognize emotion, incorporate emotion to facilitate thinking, comprehend emotions and to standardize emotions to support personal growth”.
- Goleman (1998) defined Emotional Intelligence as, “The capability to be attentive and grasp one’s emotions in different or varying situations. It is the quality or trait in a person to monitor and control one’s own and other’s feelings and use them to guide thought and action.”
- Dalip Singh (2006) defines EI as, “A model of intelligence consisting of the ability in monitoring one’s own and others emotions, to discriminate between these emotions, and use information effectively to direct one’s thinking and actions”.
- Emotional Intelligence is the “ability to monitor one’s own and other people’s emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior” (Salovey and Mayer, 1990)

### **Mental health behaviour:**

The term "mental health" refers to an individual's state of cognitive or emotional well-being, or the absence of any mental disorders. From the perspective of positive psychology or holism, mental health encompasses an individual's ability to experience joy in life and maintain a harmonious equilibrium among many aspects of their existence, while actively working to enhance their mental resilience. Conversely, a mental disease or mental illness is an involuntary psychological or behavioural pattern that arises in a person and is believed to result in suffering or impairment that is not anticipated as a part of typical development or culture. This discomfort or incapacity may arise from several factors, such as: Gender is a crucial determinant of mental health and illness. The focus on the negative effects of mental illness has received far more attention than the factors and processes related to gender that contribute to and safeguard mental well-being and help individuals cope with stress and challenges.

The victims living with their cause of pain and trauma undergo high amounts of pressure, fear, and nervousness. These problems are frequently reported too. Depression is also common, as victims are made to feel guilty for provoking the abuse. The victims are also frequently gone through intense criticism. Over 60% of victims meet the required analytic criteria for depression, either during the relationship or after the end of the relationship. Stress has also increased the risk of suicide among victims. In the WHO, a multi-country study reports that women who had ever experienced physical and sexual abuse significantly have higher psychological distress and are more likely to have suicidal thoughts. Also, partner violence is linked to poor self-esteem, physical inactivity, and post-traumatic stress disorder. The individuals who are frequently abused, either emotionally or physically are additionally discouraged because they experience the sentiment of worthlessness. These emotions frequently endure long term, and it is recommended that many get treatment for it due to the uplifted danger of suicide and other traumatic indications (Barnett, 2000). In addition to depression, victims of domestic violence also commonly experience long-term anxiety and panic and are likely to meet the diagnostic criteria for Generalized Anxiety Disorder and Panic Disorder (Vitanzaet al., 1995). Also, IPV is linked with alcohol abuse, poor self-esteem, and self-harm.

### ***Significant of the study:***

The connection between emotional intelligence and mental health is crucial since these elements may significantly impact women workers' dedication, productivity, and personal and professional fulfilment. Burnout, tension, and worry can result from low emotions. Mental health may suffer as a result of these factors. Similarly, it might be challenging for female corporate workers to attain a healthy work-life balance if they have low mental health and emotional intelligence. In order to shed light on the role of these three factors and aid in the development of more effective interventions to support women employees in their workplace and in society at large, the research intends to investigate mental health and emotional intelligence and their associations among female corporate employees.

### ***The present study specifically has the following objectives:***

1. To study the difference in emotional intelligence between working and non-working women.
2. To study the difference in mental health behaviour between working and non-working women.
3. To explore the relationship between emotional intelligence and mental health of working women and non-working women

### ***Hypotheses:***

The following hypotheses were framed to test by the findings of the study:

1. There would be significant in emotional intelligence between working and non-working women.
2. There would be significant difference in mental health behaviour between working and non-working women.
3. There would be a significant relationship between emotional intelligence and mental health of working women and non-working women

### ***Sample:***

A total of 150 women studying were purposively selected from different location of Bihar. Out of these 75 were working women selected from private and public organization of Bihar and 40 were non-working.

### ***Research design:***

The current study used a two-group design (working women and non-working women) and correlation design. By splitting her participants into two groups and comparing the outcomes, the researcher employs a two-group design. Two groups—working women and non-working women—were included in this study.

### ***Tools:***

Schutte et al. (1998) created the Schutte Self-Report Emotional Intelligence Test (SSEIT). Three of the 33 items on the SSEIT are reverse-scored. A 5-point Likert scale is used for the self-report; 1 represents strongly disagree, 2 disagree, 3 neutral, 4 agree, and 5 strongly agree. Higher scores indicated more distinctive EI; the values ranged from 33 to 165 (Schutte et al., 1998). The average EI score is 124; values that fall below 111 or rise beyond 137 are regarded as abnormally high or low, respectively. This scale's reliability was 0.90. Additionally, the measure demonstrated discriminant and predictive validity. For adults and teenagers, the EI score is often quite reliable.

In contrast, a mental health scale is used to assess the mental health of women who work and those who do not. Talesara and Bano (2017) created the Mental Health Scale. There are fifty-four three-dimensional things in it. Out of the 54 items on the mental health scale, 25 are good and 29 are negative. For positive items, the respondent is expected to indicate his response in "Always = 4," "Often=3," "Sometimes=2," "Rarely=1," or "Never=0." For negative things, the score was "Always = 0," "Often=1," "Sometimes=2," "Rarely=3," or "Never= 4." By utilising the Spearman-Brown Formula, the split-half reliability coefficient for the scale based on both odd-even and first-half second-half splitting was found to be .72. The face validity of the mental health measure was excellent since it has been validated prior to use. Pramod Kumar examined concurrent validity. At the .01 threshold, the computed coefficient of correlation, which came out to be .69, was significant. The correlation score, which ranges from .58 to .71 on the mental health scale and is significant at the .01 level, was also used to calculate intrinsic validity.

**RESULTS**

*Table – 1: Means, SDs, and results of the t-test run between mean emotional intelligence scores and mean of mental health behavior scores of working women and non-working women.*

Variables	Types of users	N	Mean	SDs	SEDs	t	P
Emotional Intelligence	Working women	75	29.50	4.524	1.091	6.663	<.01
	Non-working women	75	22.23	3,901			
Mental Health Behaviour	Working women	75	17.77	4.256	1.038	3.949	<.01
	Non-working women	75	13.67	3.772			

Table- 1 shows that mean emotional intelligence scores of working and non-working women were 29.50 and 22.23 respectively. The mean mental health behaviour scores of working and non-working women were 17.77 and 13.67 respectively. The SDs of emotional intelligence score of working and non- working were found 4.524 and 3.901 respectively. The SDs of mental health score of working and non- working were found 4.256 and 3.772 respectively. Their respective SEDs were 1.091 and 1.038. The t- ratios between means emotional intelligence scores of the two groups was found to be significant at .01 level of significance. It means that there was significant difference between the mean emotional intelligence scores of working and non-working women. Thus, hypothesis -1 which states that “there would significant difference between emotional intelligence of working women and non-working women” was accepted by the findings of the study. In the same table the t- ratio between means mental health behavior scores of two groups was also found to be significant at .01 level of significance. It means that there was that there was significant difference between the mental health behaviour scores of working women and non-working women. Thus, the findings of the present study confirmed the hypothesis-2 which states that “there would be significant difference between mental health behaviour of working women and non- working women” was accepted.

**Correlation between mental health behavior and emotional intelligence:**

*Table no 2: Results of Correlation between mental health and emotional intelligence of working women.*

Variables	Correlation	Significance level
Mental Health Emotional Intelligence	0.957	<.01

*Table no 3: Results of Correlation between mental health and emotional intelligence of non-working women.*

Variables	Correlation	Significance level
Mental health Emotional Intelligence	.850	<.01

If we look table- 2 we will find that coefficient of correlation between mental health and emotional intelligence of working women was found as 0.957 which was significant at 0.01 level of significance. The value of coefficient of correlation was positive meaning thereby that the two variables are positively related. In the same way a look at table -3 reveals that relationship between mental health and emotional intelligence of non-working women was 0.850 which was significant beyond .01 level of confidence. So, the hypothesis-3 that says that “there would be a significant relationship between emotional intelligence and mental health of working women and non-working women.” was accepted.

## DISCUSSION

The present study aimed to determine if emotional intelligence and mental health levels in opium-working women differ from those of non-working groups. Based on the first hypothesis of the study, findings showed that working women are significantly emotional than non-working women. Women in the workforce are happier with their lives. According to the study's findings, a woman's employment outside the home does not necessarily mean that she will undergo less hausfrau conditioning than her counterpart who does not work; once more, a non-working woman is not necessarily largely married to her domestic partner. Nonetheless, working a full-time job places time restrictions on carrying out household chores. This suggests that working for a living, whether in the public or private sector, running a business, or staying at home full-time, does not interfere with a woman's family life.

The result of this study, supported by previous research by Kumar Dinesh et al. (2011), showed that working women bettered emotional intelligence than non-working women. Emotional intelligence and desire for social freedom, and the respondents belonging to the high emotional intelligence group, the high desire for social freedom group, and the working group preferred lower particular space.

Based on the second hypothesis of the study, findings showed that working women are significantly mental health related issue than non-working women. Since the two sorts of women belong to the same socioeconomic strata of society and go through nearly identical upbringing procedures, to the point where they attend the same school and follow the same curriculum, they do demonstrate differences in mental health problem. It demonstrates that the workplace environment, job pressure, gender discrimination, gender barriers, and multiple duties at home and at work at the same time (she is a mother and a working woman), among other things, are essential elements in the development of stress. Struggles against deadlines increasingly mark a career in the present competition world, rapid mobility in projects, frequently differing reporting relationships, collapsing inter-personal relationships at work, and the shock style of conflict management, temporal dissociation, the 'night here, morning there' syndrome (since most Indian software companies are clients of US-based concerns, they have to work at night in India whereas it is day in the US), misuse of free time, and growing infectious cynicism that can lead to despair, distress, pressure, and stress. When such a situation prevails in the private and government sectors, a woman professional has to face all these situations, and in addition, she often has to take care of her kith and kin, elders, and other responsibilities in the family. Research shows that working full-time can elevate levels of stress and anxiety in women, particularly if they lack family support. For these women, the absence of a supportive family can lead to significant challenges. Married working women often struggle with balancing domestic responsibilities, childcare, and their marriages. They frequently find themselves with insufficient time for self-care and must navigate changing behaviors among family members. The primary sources of mental health issue for working women are managing family obligations and the demands of working overtime. As a result, many are unable to effectively juggle both their careers and family lives.

Obtain results from other research, like Adzlin et al. (2011), who found that 22.8% of married working women had psychological discomfort. Working women were more stressed than married women who did not work, according to Cooper (1981). Sarwar (1994) investigated depression and marital adjustment in women who worked and those who did

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not. According to a study, working women may be more susceptible to depression as a result of having to balance both an outside job and household responsibilities.

Based on the third hypothesis of the study, findings showed a significant positive relation between emotional intelligence and mental health of both working and non-working women. The findings showed that compared to the other measures, the EQ-i had a substantially greater correlation with mental health. The results provide as a foundation for investigations into the causal link between mental health and trait emotional intelligence.

The current study's findings, which have been corroborated by previous research, indicate that emotional intelligence (EI) is consistently associated with improved mental health (Davis & Humphrey, 2012). The findings indicated that emotional intelligence significantly and gradually contributed to the prediction of disorder in young people. Trait emotional intelligence, however, appears to be a more reliable predictor of the two.

Batool (2011) also found that those with low emotional intelligence are more likely to have physical disease, sadness, low self-esteem, suicidal thoughts, poor impulse control, anxiety disorders, personality disorders, and higher use of drugs and alcohol. In addition, a study on schoolchildren was carried out to examine the connection between emotional intelligence and mental health (Faghripour, 2009). The results indicated a noteworthy correlation between the emotional intelligence components of students and their mental health.

### CONCLUSION

According to the study's findings, companies may enhance the working conditions for female workers in a number of ways to support their mental health. Among them are reduces employee discomfort and anxiety, offers training to improve emotional intelligence, and makes the workplace more egalitarian and inclusive for all workers. Organisations may make the workplace more productive and positive for all workers by implementing these initiatives. For female employees, balancing their professional lives and mental health are crucial. A key factor in assisting female employees in achieving work-life balance and mental wellness is emotional intelligence. To fully comprehend the intricate interactions among these variables and create efficient interventions that support women workers in realising their full potential, more study is required. Emotional intelligence (EI) assists female employees in recognising and controlling their stress levels. Since stress is a key contributor to mental health issues, emotional intelligence (EI) assists employees in recognising stressors and creating coping strategies. Setting and achieving reasonable objectives is made easier for female employees by EI. Women employees are less likely to feel overburdened and anxious when they have reasonable goals. Big ambitions may be broken down into smaller, more attainable steps with the aid of emotional intelligence (EI). Women workers benefit from emotional intelligence (EI) by building and sustaining strong bonds with supervisors and coworkers, which creates a robust social support system.

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### **Conflict of Interest**

The author(s) declared no conflict of interest.

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