

EXPLORING THE RELATIONSHIP AMONG EMOTIONAL INTELLIGENCE AND SOCIO- DEMOGRAPHIC VARIABLE & OCCUPATIONAL STRESS: A CASE FROM BANKING INDUSTRY

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Abstract:

The study is a solemn effort to reveal the outcomes in promising way to discover if there exists a pragmatic substantiation to support the association between emotional intelligence & Socio-demographic variables and occupational stress. The research was conducted on 187 banking employees (private & Public) across Gujarat, India. The study reveals that Socio-demographic factors like age, gender, education, marital status & income having significant association with EI. Further findings reveals that Education is having negative relationship with Occupational stress while other socio-demographic characteristics are having positive relationship with occupational stress. Emotional intelligence expressively moderating contribution to social-demographic factors and occupational stress at the different relationship in the organizational settings.

Keywords: Emotional Intelligence, occupational stress, Socio-demographic factors, banking industry

Introduction:

The data of WHO (World Health Organization) and NIOSH (National Institute for occupational safety & health) are giving us alarming situation on occupational stress and its negative effect on employees at the workplace. The destructive paraphernalia of occupational stress on health have been comprehensively reported in various countries reports. Organizations are facing issues like absenteeism, high attrition and even suicide. Emotional Intelligence plays a vital role in managing and coping up with occupational stress. Various

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companies are working on the strategies of emotional intelligence so as to reduce the stress like with their various diverse workforce.

In India there are 27 public sector banks, 22 private sector banks, 44 foreign banks, 93,550 rural & 1,589 urban cooperative respectively. As of Quarter III, for the year 2017-2018, profit credit prolonged by banks heaved to US dollar 1,288.1 billion while the total securities propagated to US dollar 1,715 billion (EBF, 2018). Public sector chattels reared at US\$ 1,518 billion in Financial year 2017 (Indiastat.com). The Banking industry in all over the world is undergoing a predominantly important moment due to major vicissitudes in organizations and the global economic crisis. Banks have been going through mammoth changes in organization & structure. Deregulation of labor markets, developing technologies, different workplace, diverse workforce and types of jobs have expressively reformed working lives by unremitting fluctuations on occupation and working environments. Such a consequence has a significant impression not only on corporations' but also on health of employees. In the this piece of research, the basic objective is to understand the moderating relationship between the association of individual difference with their demographic characteristics and occupational stress with reference to banking employees of Gujarat, India.

Literature review

An assessment of the documented literature concluded it credible to choice, define and investigate research readings by the usage of SPSS in association with emotional intelligence, socio-demographic characteristics and occupational stress. To this end, an empirical search was piloted using Scholar Google, Google search engine, EBSCO database and ProQuest data base where the examination is on the basis of variables which are justifying the titles of articles published in multiple database.

Emotional intelligence:

Darwin in 1872 first time coined the word emotions, while the original study circulated and shapes that emotional manifestation is indispensable for endurance and adaptation by Goleman (1995). Goleman propagated the emotional intelligence term later periodical of the book emotional intelligence: "Why it can matter more than IQ". In the year 1920, Thorndike precise emotional intelligence as a form of societal acumen that was connected to appreciate others' emotions. Wechsler (1943) pronounced EI as the effect of non-cognitive aspects on intellectual performance. Constructing emotional métier is imperative for humanoid (Maslow, 1950). Mayer et al in the year 1970 stated that Emotional intelligence imitates not a lone attribute or

capability but an amalgamated of dissimilar responsive capabilities (observing, empathetic and amendable sentiments). According to Garder, 1983, Emotional intelligence invented from the philosophy of multiple acumen. The philosophy had anticipated twofold acumen, i.e., social intelligence and intrapersonal intelligence. Davies et al, (1998) defines emotional intelligence as the ability to distinguish and definite emotion, embrace sentiment, appreciate and aim with excitement and control emotion in own self and others".

Emotional intelligence with demographic profile:

Many scholars in their work decisively recognized a noteworthy relationship between emotional intelligence and demographic profile. Min (2016) accompanied a research in Taipei city to discover the connotations of demographic characteristics of sample of 380 employees of private sectors. Conclusions exhibited that women (married or unmarried) had a developed emotional intelligence as equaled to males (married or unmarried). The conclusions also discovered an affirmative relationship between emotional intelligence and work experience. Nandwana et al (2010) conducted a study in Udaipur, India on 60 rural teenagers. They calculated emotional intelligence and the stimulus of gender on emotional intelligence. They found that communal separation, poorer socio-economic position, as the factors for low emotional intelligence. In Malaysia, Khalili (2011) piloted a study concerning 112 employees of SMEs for examination of gender transformations in emotional intelligence. There were no momentous metamorphoses inaugurate in overall emotional intelligence in gender.

Emotional intelligence with Occupational stress:

Singh et al (2018) examined the influence of emotional intelligence on to the discernment of occupational stress of healthcare employees. The study was showed on 200 healthcare employees. The verdicts of the study designated noteworthy difference of emotional intelligence and alleged occupational stress between gender and having positive relationships of emotional intelligence with organizational occupational stress between genders and healthcare employees. Oginska (2015) inspected the affiliation among emotional intelligence and superficial stress in the organisation of various challenges of human service workers. The outcomes inveterate that employees with greater emotional intelligence professed a lower level of occupational stress and agonized not as much of adverse health related issues. Gunkle (2016) establish the optimistic relationship between emotional intelligence capabilities and occupational stress. Darolia (2005) premeditated that emotional intelligence is dealing with stress and emotional rheostat comportment. The reading undoubtedly specified that the persons

who are emotionally intelligent are competent to distinguish and recognize their emotions and accomplish targets correctly. Employees can rheostat impetuosity & belligerence in a stressful condition.

Socio-demographic variable and Occupational Stress

World Health Organization (WHO) in the report of 2005 stated that workforces cannot control physical and psychosomatic pressures, this may destructively mark their work tactics and enactment in the organisation. Murphy, Hurrell, & Orman, 1992, pointed that Occupational health complications and financial loss snowballing effect due to occupational stress. Occupational frustration, absenteeism, alcohol consumption, smoking, negative psychosomatic indications and condensed self-esteem are the symptoms of occupational stress (Jick & Payne, 1980). Occupational stress exaggerated employee positioning and had direct and indirect belongings on lower occupation performance (Knight, Kim, & Crutsinger, 2007). According to Manthei & Gilmore, 1996, Stress echelons of educators were establish diverge relationship with factual variables such as gender, age, and experience in teaching philosophy, size and site of the school.

Emotional Intelligence & Occupational Stress

There are numerous dynamics which underwrite in occupational stress such as the worker's role, their corporeal atmosphere, and social surroundings and its related stressful situations, mental ability, emotional and professional; approach towards work. (Blau, 1981). Occupational stress in happens when protagonist inevitabilities of the occupation overshadow the underling's capability to manage with the demands (Lambert et al 2009). Domagalski et al 2006, stated that occupational stress in workplace primes to job frustration and undesirable reactions, such as antagonism, panic, and fretfulness and suicidal attempt also.

Hypothesis Formation

H1: There is no correlationship between Age and Emotional Intelligence.

H2: There is no correlationship between Age and Occupational Stress.

H3: There is no correlationship between Gender and Emotional Intelligence

H4: There is no correlationship between Gender and Occupational Stress.

H5: There is no correlationship between Education and Emotional Intelligence

H6: There is no correlationship between Education and Occupational Stress.

H7: There is no correlation between Martial Status and Emotional Intelligence

H8: There is no correlation between Martial Status and Occupational Stress.

H9: There is no correlation between Income and Emotional Intelligence

H10: There is no correlation between Income and Occupational Stress.

H11: EI is having moderating association between Socio-demographic factors & Occupational Stress.

Data Analysis

The research was conducted on 187 employees of banking industry of Gujarat, India. The questionnaire were circulated to the 300 employees. Out of that 187 full filled up questionnaire were selected. Rest were rejected due to missing data, duplication of the data & sampling error. Table 1 indicate the inter-corrections between emotional intelligence, occupational stress and socio-demographic variable. Cronbach's alpha were calculated to understand the reliability of the scale. The questionnaire for this exploration designed with 16 items comprises of variables of emotional intelligence and occupational stress. These scale were evaluated on a 5 point Likert scale, from 1 to 5 (i.e. Strongly disagree to Strongly agree). Cronbach's alpha coefficient was calculated to be 0.871 i.e. the scale is reliable to use.

Table 1 Cronbach's alpha for calculating reliability of scale for EI, *Occupational stress, and socio-demographic variable*

	Cronbach's alpha
Emotional Intelligence	
Self -emotional Assessment	.879
Managing Emotions	.906
Controlling Emotions	.919
Occupational Stress	
Support of Co-workers	.879
WLB	.876
Time Stress	.928

Table 2 *Pearson's Coorelations coefficent among Emtoional Intelligence and its Measures and Occupational Stress and its measures*

Measure	1	2	3	4	5	6
Self-emotional Assessment	1					
Managing Emotions	.429**	1				

Controlling Emotions	.782**	.774**	1			
Support of Co-workers	.678**	-.367**	-.167**	1		
WLB	-.509**	-.889**	.474**	.503**	1	
Time Stress	-.516	-.481**	.898**	.699**	.103**	1

*LOS at $p < .05$

**LOS at $p < .01$

Table 3 analyzes Person correlation coefficient among dimensions of EI & Occupational Stress and various demographic variables (Age, Gender, Education, Martial Status & Income).

Table 3(A) Pearson's Coorelations coefficent among EI, Occupational Stress and Age

Measure	Self-emotional Assessment	Managing Emotions	Controlling Emotions	Support of Co-workers	WLB	Time Stress
Age	.261**	.487**	.352**	.651**	.231	.254

In above table 3(A), Age is positively coorelated with self –emotional assessment (SEA=0.261, $p < .01$), Managing Emotions (MA =0.487, $p < .01$), Controlling Emotions (CE = 0.352, $p < .01$). This provides evidance to prove the hypothesis that Age is positively coorelates with emotional intelligence. In relation with Occupational stress, the anaysis shows that Age is positive corelate with Occupational Stress. Age with support of co-workers (SCW = 0.651, $p < 0.1$), Age is positively corelates with Work Life Balance (WLB = 0.231, $p < 0.1$), Age is positively related with time stress (TS = 0.254, $p < 0.1$). This proves that Age is having positive relationship with Occupational Stress.

Table 3(B) Pearson's Coorelations coefficent among EI, Occupational Stress and Gender

Measure	Self-emotional Assessment	Managing Emotions	Controlling Emotions	Support of Co-workers	WLB	Time Stress
Gender	.861**	.587**	.252**	.251**	.631	.154

In above table 3(B), Gender is positively coorelated with self –emotional assessment (SEA=0.861, $p < .01$) and Managing Emotions (MA =0.587, $p < .01$), but low correlation with Controlling Emotions (CE = .252, $p < .01$). This provides evidance to prove the hypothesis that Gender is positively coorelates with emotional intelligence. In relation with Occupational stress, the anaysis shows that Gender is positive corelate with support of co-workers (SCW = 0.251, $p < 0.1$), Age is positively corelates with Work Life Balance (WLB = 0.631, $p < 0.1$), But there is very low but postive corelations between Gender and time stress (TS = 0.154, p

< 0.1). Hence, this correlation proves that Gender is having positive relationship with Occupational Stress.

Table 3(C) Pearson's Coorelations coefficent among EI, Occupational Stress and Education

Measure	Self-emotional Assessment	Managing Emotions	Controlling Emotions	Support of Co-workers	WLB	Time Stress
Education	.345**	.566**	.122**	-.123**	-.111	-.254

In above table 3(C) of Pearson Coorelation estimated that Education is positively coorelated with self –emotional assessment (SEA=0.345, $p < .01$) and Managing Emotions (MA =0.566, $p < .01$), but low corelation with Controlling Emotions (CE = .122, $p < .01$). This provides evidance to prove the hypothesis that Education is positively coorelates with emotional intelligence. In relation with Occupational stress, the anaysis shows that Education is negatively corelate with support of co-workers (SCW = -.123, $p < 0.1$), Education is negatively corelates with Work Life Balance (WLB = -.111, $p < 0.1$), and time stress (TS = -0.254, $p < 0.1$). Hence, this correlation proves that Education is having negative relationship with Occupational Stress.

Table 3(D) Pearson's Coorelations coefficent among EI, Occupational Stress and Martial Status

Measure	Self-emotional Assessment	Managing Emotions	Controlling Emotions	Support of Co-workers	WLB	Time Stress
Martial Status	.765**	.888**	.455**	.191**	.551**	.390**

The Person Coorelation coefficient between Emotional Intelligence and Occupational stree with Martial Status is stated in Table 3(D). Person Coorelation estimated that Marital Status is positively coorelated with self –emotional assessment (SEA=0.765, $p < .01$) and Managing Emotions (MA =0.888, $p < .01$), Controlling Emotions (CE = .455, $p < .01$). This provides evidance to prove the hypothesis that Martial Status is positively coorelates with emotional intelligence. In relation with Occupational stress, the anaysis shows that Marital Status is low but positively corelate with support of co-workers (SCW = .191, $p < 0.1$), Martial Status is positively corelates with Work Life Balance (WLB = .551, $p < 0.1$), and time stress (TS = .390, $p < 0.1$). Hence, this correlation proves that Martial Status is having positively relates with Occupational Stress.

Table 3(E) *Pearson's Coorelations coefficent among EI, Occupational Stress and Income*

Measure	Self-emotional Assessment	Managing Emotions	Controlling Emotions	Support of Co-workers	WLB	Time Stress
Income	.921**	.781**	.569**	.399**	.411**	.217**

The Pearson Coorelation coefficient between Emotional Intelligence and Occupational stree with Income is stated in Table 3(E). Person Coorelation estimated that Income is positively coorelated with self –emotional assessment (SEA=0.921, $p < .01$) and Managing Emotions (MA =0.781, $p < .01$), Controlling Emotions (CE = .569, $p < .01$). This provides evidance to prove the hypothesis that Income is positively coorelates with emotional intelligence. In relation with Occupational stress, the analysis shows that Income is low but positively corelate with support of co-workers (SCW = .399, $p < 0.1$), Martial Status is positively corelates with Work Life Balance (WLB = .411, $p < 0.1$), and time stress (TS = .217, $p < 0.1$). Hence, this correlation proves that Income is having positively relates with Occupational Stress.

Table 4 Summary of Hypothesis Testing:

Hypothesis		Findings	Implication
H1	There is no significant correlationship between Age and Emotional Intelligence.	Age is highly correlated with Emotional Intelligence, H1 is Rejected	Age has positive impact on EI. Due to change in Age, the emotions are affected.
H2	There is no significant correlationship between Age and Occupational Stress.	Age is highly correlated with occupational stress, H2 is Rejected.	Age upturns capability of diagnosing and controlling emotions bestowing to situation, which centrals in decreasing occupational stress.
H3	There is no significant correlationship between Gender and Emotional Intelligence	Gender is highly correlated with occupational stress, H3 is Rejected.	This study reveals that females are good in managing Emotions as paralleled to males, which can be one of the influences for diminished occupational stress amongst females.
H4	There is no significant	Gender is highly correlated with	Occupational Stress instituted more in

	correlationship between Gender and Occupational Stress.	occupational stress, H4 is Rejected.	males as equaled to female as evident from the fact that male encompasses more personal as well as professional responsibilities as compared to females.
H5	There is no significant correlation between Education and Emotional Intelligence	Education is positively relates with Emotional Intelligence, H5 is Rejected.	Education status of the employee have greater impact on emotional intelligence.
H6	There is no significant correlation between Education and Occupational Stress.	Education is negatively relates with Occupational Stress, H6 is failed to Reject.	Education is failed to effect on occupational stress of bank employees
H7	There is no significant correlation between Martial Status and Emotional Intelligence	Martial Status is highly correlates with Emotional Intelligence, H7 is rejected.	Marital Status is affecting emotions at the work place. Married employees shows higher on EI than single employees
H8	There is no significant correlation between Martial Status and Occupational Stress.	Martial Status is highly correlates with Occupational Stress, H8 is rejected.	Marital Status of employees affecting the occupational stress. Married employees has shown less anxiety compared to bachelor employees
H9	There is no significant correlation between Income and Emotional Intelligence	Income is having positive relationship between Emotional Intelligence, H9 is rejected.	Income is positively r
H10	There is no significant correlation between Income and Occupational Stress	Income is having positive relationship between Occupational stresses, H10 is rejected.	Income upsurges EI and overall Occupational stress decreases.

To investigate the mediating relationship between EI on socio-demographic factors and occupational stress, the regression analysis was being conducted. Results indicated that there is association between Emotional Intelligence and gender interaction was found ($\beta = -.78$, $p < .001$). But the further studies proved that there is negative relationship between Emotional intelligence and occupational stress for both Male as well as female employees with $r = -.347$, $p < .01$. Results indicated that education is having negative relations with ($\beta = -.182$, $R^2 = .232$, $p < .001$) occupational stress, but moderating relation with EI. Further, EI makes a significant contribution in the interaction with marital status, income, respectively. Thus, this analysis proves that EI is having moderating relationship between Demographic variables and Occupational Stress of Banking Employees of Gujarat., Hence H11 Hypothesis is failed to reject.

Conclusion:

Emotional Intelligence is having moderating relationship between Socio-demographic factors and Occupational stress. EI effects on various demographic characteristics of employees like age, gender, marital status, education & income at different pace. Emotional Intelligence is affecting Occupational stress of employees. Widely use EI training is trying to effect the individual emotional ability, managing and coping up with stress and putting good performance at workplace. Due to high level of pressure, deadlines and tremendous workload at banking industry, EI is very important to implement.

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