

# EMOTIONAL INTELLIGENCE'S ROLE IN REDUCING WORKPLACE STRESS AMONG EMPLOYEES

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## Abstract

The study's goal was to comprehend and examine the connection between emotional intelligence and stress as well as how it affects workers. The study of conduct, moods, and other factors, as well as their influence on the many social interactions that people experience as workers at work, is known as emotional intelligence. This field of study is developing. Emotions are crucial in managing stress at work, according to recent studies. A survey of the literature reveals the importance of looking at how emotional intelligence, as a general term, relates to stress management. The researcher looks at two theories that look into how to gauge emotional intelligence as a stress-management predictor.

**Keywords:** Emotional Intelligence, stress, workplace problem, employee's welfare, health management

## I. Introduction

The 21st century is a time of tension as well. As a result of globalization, the information technology revolution, and the rapid pace of life, people experience stress in their workplaces and daily lives. The most significant repercussions of these are seen in the business sector and might take the form of adjustments made by firms to their organizational structures, strategy, activities, and technologies.

Employees in businesses that are always evolving must take on new responsibilities, and those employees who desire to do so must be efficient in their emotional intelligence (EQ) and intelligence quotient (IQ) in terms of problem-solving and decision-making processes. It is hard to live fully stress-free, therefore stress becomes a part of everyday life for people. People have employed a variety of coping mechanisms to deal with stress, including the use of their intelligence, particularly their emotional intelligence.

The ability to recognize one's own and other people's emotions is known as emotional intelligence (EI). Additionally, emotional intelligence empowers individuals to recognize their emotions and choose the proper course of action. It is an intellect that can be learnt, developed, and enhanced. The capacity to recognize, manage, and assess emotions is referred to as emotional intelligence (EI). While some researchers contend that emotional intelligence is an inborn trait, others contend that it can be learned and strengthened. It is also described as having the capacity to use your awareness and sensitivity to understand the emotions underlying interpersonal communication and to avoid the desire to react hastily and impulsively in favor of acting from receptivity, sincerity, and emotional intelligence as "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and actions." People who control their emotions in accordance with an emotionally consistent model are referred to as emotionally intelligent, in part.

## **II. Review of Literature**

The connection between people and their workplace environment appears to be significantly influenced by emotional intelligence, a crucial component that determines success in life and psychological well-being. Emotional intelligence is a talent that everybody who possesses strives to regulate his life with self-awareness, enhance it with self-management, and feels its effects through sympathy or by managing the relationships he tries to better his or others' morals. Emotional intelligence is the capacity for cognition, emotional appraisal and expression, as well as the capacity for emotional management. Emotional intelligence is a determinant of abilities, adequacy, and undiscovered capabilities that impacts a person's capacity to successfully manage stress and environmental stress. The capacity for feeling, expressing, understanding, and sentiment management is referred to as emotional intelligence. An employee with good emotional intelligence can handle stress in the workplace. By more effectively recognizing and controlling feelings of stress and dissatisfaction, EI dramatically reduces occupational stress.

Managers with high emotional intelligence displayed less subjective stress and had higher physical and psychological well-being. EI and occupational stress were found to have a negative association. Police officers who scored much higher on emotional intelligence were less susceptible to experiencing stress and were able to handle it better. Findings in a different study. In response, found a negative association between EI and burnout syndrome in a study of hospital nurses.

Similar to this, found a substantial link between emotional intelligence and burnout syndrome, and specifically personal accomplishment, in their study of professionals working in institutions for individuals with intellectual impairments.

The root cause of aggressive behavior and professional stress is emotional intelligence. An inverse relationship exists between emotional intelligence and aggression, bullying, and harassment. Bullying may be effectively addressed in organizations with the use of emotional intelligence. Additionally, it is asserted that emotional intelligence can assist individuals in effectively managing their negative emotions, which reduces stress. People who have high emotional intelligence experience significantly less stress and enjoy better physical and mental health.

### **III. Emotional Intelligence At Work Place**

We may think more creatively and use our emotions to solve difficulties when we are emotionally intelligent. Emotional intelligence, in the opinion of Daniel Goleman, seems to be a crucial set of skills of psychological skills that are related to success in life. Your success in life and in personal relationships will mostly depend on your empathy, communication, social, and leadership skills. Another element of emotional intelligence that has been discovered to be crucial for success is the capacity to control emotions and handle stress. Knowing when and how to express emotion as well as managing it are both important components of emotional intelligence.

A manager is someone who is responsible for controlling the tone of their organizations. The most talented business executives achieve this by utilizing an enigmatic concoction of psychological skills called as emotional intelligence. They are kind and self-aware. By intuitively understanding how others feel and assessing the emotional climate of their organization, they are able to interpret and regulate their own emotions. Different types of emotional intelligence are also required for various jobs. For instance, empathic perception of a customer's mood and interpersonal judgment of when to promote a product and when to remain silent are necessary for success in sales.

### **IV. Stress At Work Place**

Stress is widely acknowledged as posing a serious threat to both the wellbeing of employees and the viability of organizations. Pressures at work and home may contribute to stress. Both the company and the employees may have serious problems as a result of stress. There are two significant organizational and personal categories that make up the stress factors in organizations.

Additionally, there is data that suggests that an employee's traits can affect how sensitive they are to stress in the case of personal variables. The most effective methods of preventing stress are good management and a healthy work environment. If the staff members are already under stress, the managers need to be aware of it and know how to assist. The majority of the time, employers cannot shield employees from stress that develops outside of the workplace, People may experience work-related stress as a reaction to expectations and pressures at work that are out of line with their knowledge and talents and that test their capacity for adjustment. Although stress can arise in a variety of work settings, it is frequently exacerbated when employees feel they are receiving little support from their supervisors and coworkers and have little control over the demands and pressures of their jobs. Stress is caused by a mismatch between a person's knowledge and abilities and the demands and pressures placed on them. Their capacity to handle the work is put to the test. It covers circumstances where workers' knowledge and abilities are underutilized and cause issues, in addition to those where work pressure exceeds their capacity to handle it.

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In many organizations spanning various industries, the workplace had evolved into a high stress environment. Due to a variety of variables, including a heavy workload, strict deadlines, lofty goals, the nature of the work, a lack of job satisfaction, long working hours, and performance-related pressure, employees were under a lot of stress. Stress was also brought on by interpersonal issues at work, such as those involving peer connections and boss-subordinate interactions.

According to experts, the dysfunctional components of stress could have a direct impact on both the productivity and well-being of an organization's workforce. Workplace stress has been associated with absenteeism, increased attrition, and lower productivity. Fatigue, irritation, poor communication, and quality issues/errors were caused by stress. The employees' motivation and

morale were also impacted by high stress levels. Without good coping mechanisms, prolonged stress exposure could cause a variety of physical and mental issues. For instance, stress can cause heart disease, irritable bowel syndrome, acid reflux, acidity, sleeplessness, depression, and other conditions. Additionally, stress may encourage high-risk behaviors like drinking, smoking, and drug abuse. Stress-related illnesses increased absenteeism and attrition, which had an impact on the organizations' profitability.

## V. Impact emotional intelligence

The following objectives of this study are an attempt to determine the impact emotional intelligence plays in reducing workplace stress among employees.

- i. To research how emotional intelligence affects how employees manage stress at work.
- ii. To determine the connection between emotional intelligence and job stress.
- iii. To investigate how gender differences in emotional intelligence affect how well employees handle stress at work.

The study's hypotheses were as follows:

- i. Stress at work has a negative relationship with emotional intelligence.
- ii. Emotional intelligence may have moderating impacts on workplace stress among employees.

## VI. Conclusion

The purpose of the study was to determine how emotional intelligence affects how well employees manage stress at work. After careful analysis, it becomes clear that stress and emotional intelligence have a negative relationship, and that stress levels can partially predict emotional intelligence. The results of this study show that emotional intelligence levels, both high and low, are somewhat correlated with stress. The negative relationship between emotional intelligence and stress emphasizes the value of emotional intelligence as a technique for managing workplace stress.

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