



"Exploring Emotional Intelligence Across Demographic Variables: Insights into Occupational Nature"

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"Emotional intelligence is the ability to sense, understand, and effectively apply the power and acumen of emotions as a source of human energy, information, connection, and influence." - Robert K. Cooper

According to Cantor and Kihlstrom (1987:68) (Cantor, Personality and social intelligence., 1987), social intelligence is possessing knowledge of social norms and having the ability/ skill to change self along well with others.

According to David Wechsler intelligence is defined as "an individual's aggregate or global capacity to behave purposefully, think rationally, and interact successfully with his environment."¹ In 1940 he alluded to the "non-intellective" as well as "intellective" aspect, which means effective, Individual, personal, and societal variables. Wechsler then proposed in 1943 that non-intellectual qualities are necessary for forecasting one's ability to respond in life.

Variables for the Study

This study aims to see if there is a link between emotional intelligence and occupational stress in singles and single-earner couples. The following demographic variables are listed for study by the researcher to investigate the association between demographic variables and emotional intelligence and occupational stress:

¹ Wechsler, D. (1940). Non-intellective factors in general intelligence. *Psychological Bulletin*, 37, 444-445.

1.6.4 The independent variables of this study are

1. Responsibility in Organization
2. Nature of Job.
3. Mode of Transportation.
4. Reporting time from residence to office.
5. Length of Service

Study of Demographic Variables:

This study intends to find out the relationship between emotional intelligence and occupational stress among working couples and Single Earning. To explore the relationship between demographic variables and emotional intelligence and occupation stress, demographic variables are listed for the study by the researcher are as follow:

Table-3.4.4(a): Responsibility in Organization

Responsibility in Organization	Working Couple (n1)	Single Earning Couple (n2)	Total (N)	Working Couple (In Value)		Single Earning Couples (In Value)		Total (In Value)	
				EI	OS	EI	OS	EI	OS
	<i>f1</i>	<i>f2</i>	<i>F</i>	EI	OS	EI	OS	EI	OS
Low	112	78	190	9271	13173	5832	9345	15103	22518
Moderate	272	312	584	21116	34002	22890	37049	44006	71051
High	116	110	226	8739	13773	8174	12415	16913	26188
Total	500	500	1000	39126	60948	36896	58809	76022	119757

Table-3.4.4(a): Responsibility in Organization

Responsibility in Organisation	Working Couple		Single Earning Couple		Total	
	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)
Low	83	118	75	120	79	119
Moderate	78	125	73	119	75	122
High	75	119	74	113	75	116
Total	78	122	74	118	76	120

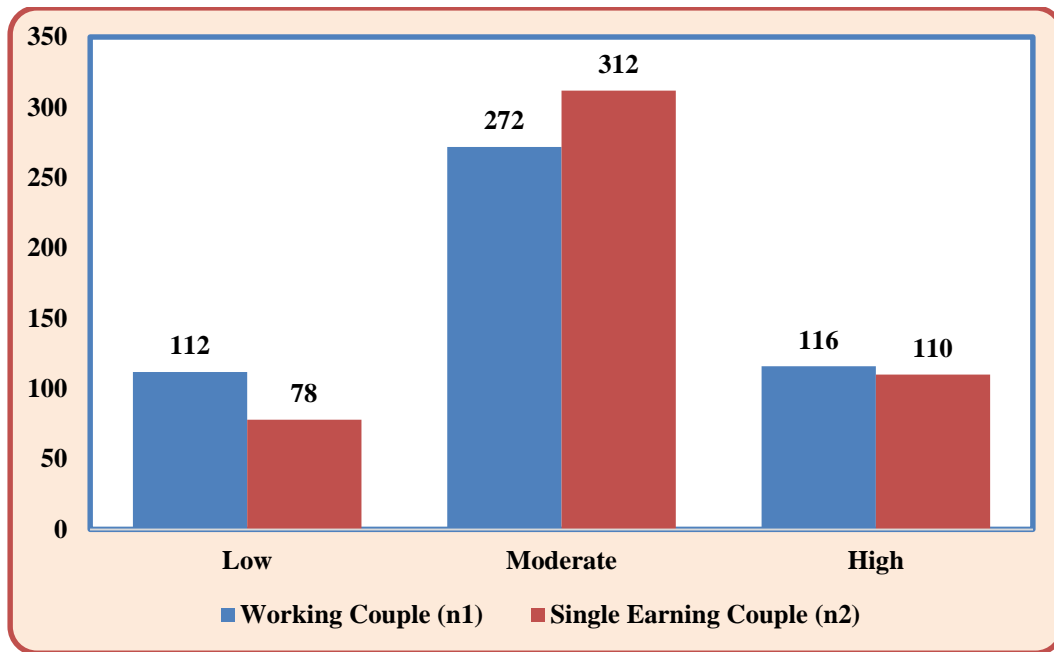


Figure -3.4.4 (a): Responsibility in Organization (F)

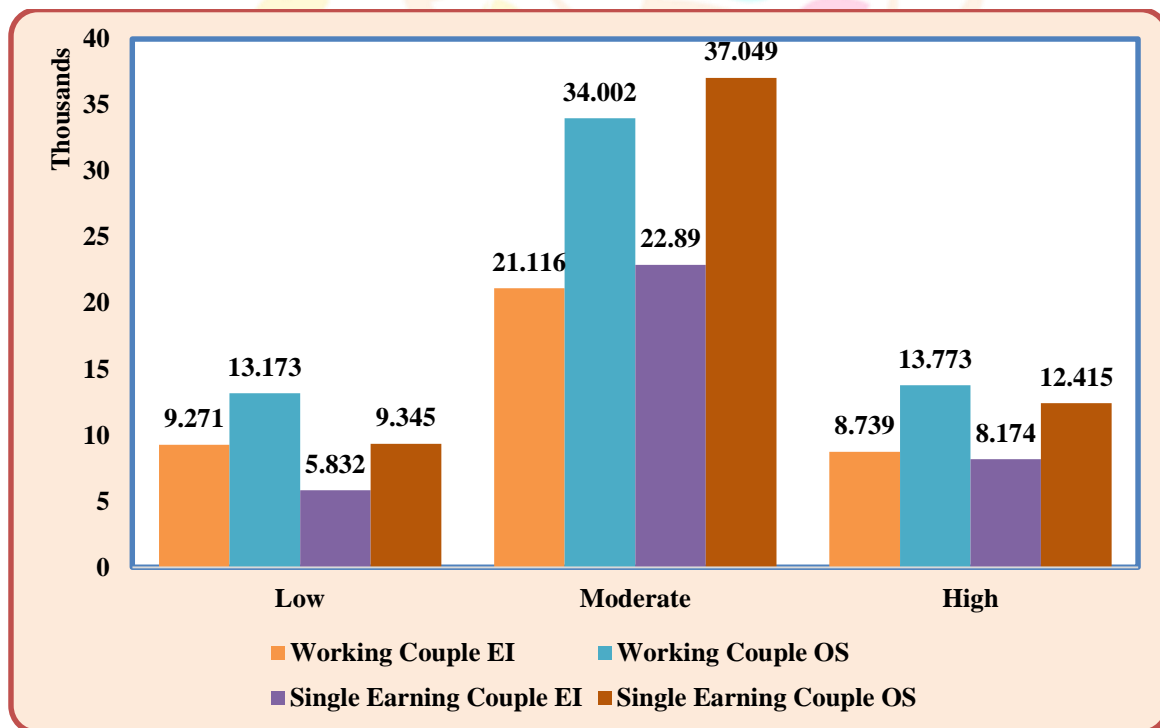


Figure -3.4.4 (b): Responsibility in Organization (Values in Thousands)

Average Level of Emotional intelligence among working couple respondent working with Lower responsibility 83, working with Moderate responsibility 78, and working with High responsibility 75, whereas the average level of emotional intelligence among single earning couple respondent working with Lower responsibility 75, working with Moderate responsibility 73, and working with High responsibility 74.

Average Level of occupational stress among working couple respondent, working with Lower responsibility 118, working with Moderate responsibility 125, and working with High responsibility 119 whereas an average level of occupational stress among single earning couple respondent working with Lower responsibility 120, working with Moderate responsibility 119, and working with High responsibility 113.

It was observed by the researcher that the emotional intelligence of respondents working with low, moderate, and high responsibility is more among working couples than single earning couples.

The average level of occupational stress among working couples with low, moderate, and high responsibility is more than single earning couples.

It was observed by the researcher that as responsibility increases in the organization occupational stress increases among working couple respondents.

Table-3.4.5(a): Nature of Job

Nature of Job	Working Couple (n1)	Single Earning Couple (n2)	Total (N)	Working Couple (In Value)		Single Earning Couple (In Value)		Total (In Value)	
				EI	OS	EI	OS	EI	OS
Sales/ Marketing	36	35	71	2842	4212	2667	3943	5509	8155
Accounts	86	118	204	6695	10626	8802	13877	15497	24503
Administration	110	91	201	8653	13691	6723	11211	15376	24902
Production	57	36	93	4367	7157	2670	4136	7037	11293
Personnel / HR	33	23	56	2565	4027	1866	2593	4431	6620
Public Relation	30	28	58	2108	3830	2058	3065	4166	6895
Teaching	42	58	100	3250	5196	3971	6626	7221	11822
Medical	4	7	11	324	482	493	752	817	1234
Other	102	104	206	8322	11727	7646	12706	15968	24433
Total	500	500	1000	39126	60948	36896	58909	76022	119857

Table-3.4.5(b): Nature of Job

Nature of Job	Working Couples		Single Earning Couple		Total	
	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)
Sales/ Marketing	79	117	76	113	78	115
Accounts	78	124	75	118	76	120
Administration	79	124	74	123	76	124
Production	77	126	74	115	76	121
Personnel / HR	78	122	81	113	79	118
Public Relation	70	128	74	109	72	119
Teaching	77	124	68	114	72	118
Medical	81	121	70	107	74	112
Other	82	115	74	122	78	119
Total	78	122	74	118	76	120

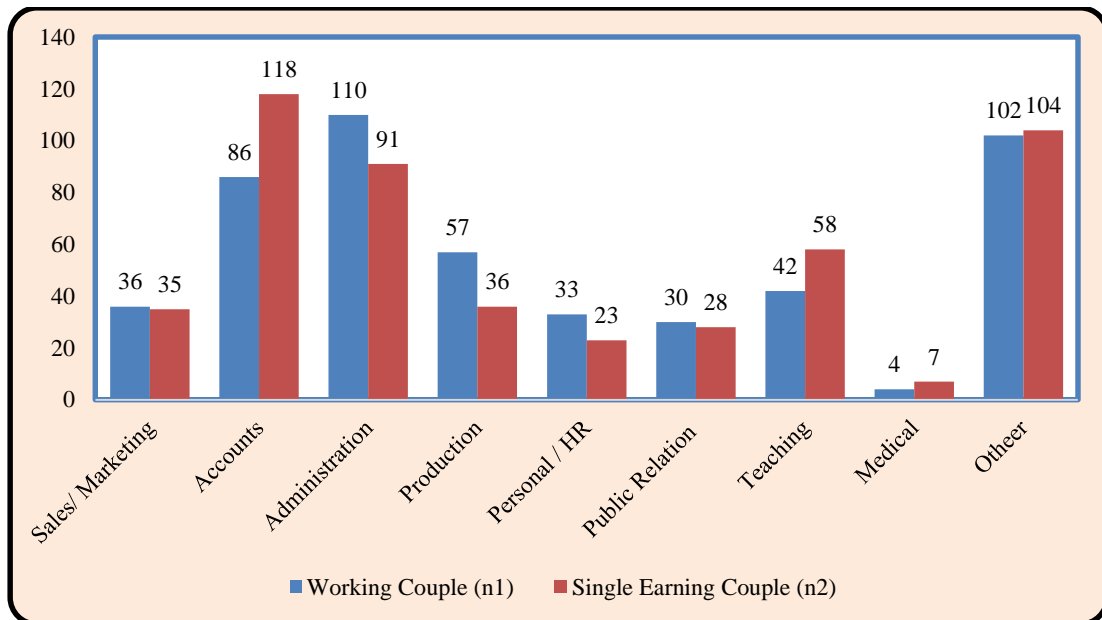


Chart -3.4.5 (a): Nature of Job (F)

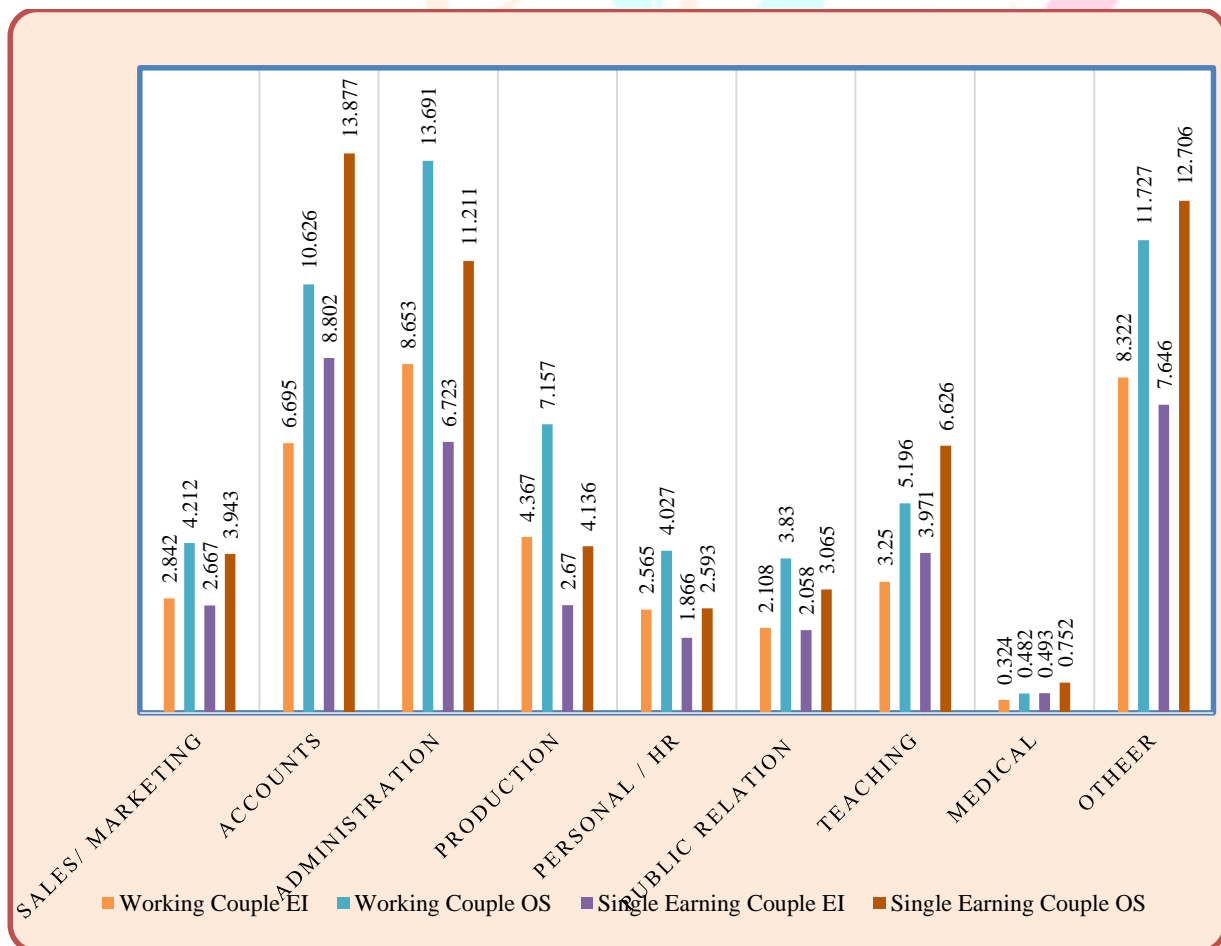


Chart -3.4.5 (b): Nature of Job (Values in Thousands)

The average level of emotional intelligence among working couple respondents working in sales/marketing was 79, Accounts / Finance 78, Administration 79, Production 77, Human Resource 78, Public Relation 70, Teachers 77, Medical field 81, and others 82 whereas Average level of emotional intelligence among single earning couple respondents working sales/marketing 76, Accounts / Finance 75, Administration 74, Production 74, Human Resource 81, Public Relation 74, Teachers 68, Medical field 70, and others 74.

The average level of occupational stress among working couple respondents working sales/marketing 117, Accounts / Finance 124, Administration 124, Production 126, Human Resource 122, Public Relation 128, Teachers 124, Medical field 121, and others 115 whereas Average level of occupational stress among single earning couple respondents working sales/marketing 113, Accounts / Finance 118, Administration 123, Production 115, Human Resource 113, Public Relation 109, Teachers 114, Medical field 107, and others 122.

It was observed by the researcher that the average level of emotional intelligence is among working couples' respondents working in the medical field is highest.

The average level of emotional intelligence is among single-earning couples respondents working in Human resources is the highest.

Respondents working in the field of Public relations among working couples face the highest occupational stress whereas respondents working in Administration face the highest occupational stress among single-earning couples.

It was observed by the researcher that the average level of emotional intelligence and occupational stress among working couples is more than in single earning couples.

Table-3.4.6(a): Mode of Transportation

Mode of Transportation	Working Couple (n1)	Single Earning Couple (n2)	Total (N)	Working Couple (In Value)		Single Earning Couple (In Value)		Total (In Value)	
	<i>f1</i>	<i>f2</i>	<i>F</i>	EI	OS	EI	OS	EI	OS
Bus	65	52	117	5069	8083	3926	6465	8995	14548
Train	197	241	438	15736	23025	17947	27689	33683	50714
Bus & Train	139	141	280	10397	16664	10416	16924	20813	33588
Own Vehicle	99	66	165	7924	13176	4877	7741	12801	20917
Total	500	500	1000	39126	60948	37166	58819	76292	119767

Table-3.4.6(b): Mode of Transportation

Mode of Transportation	Working Couple		Single Earning Couple		Total	
	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)
Bus	78	124	76	124	77	124
Train	80	117	74	115	77	116
Bus & Train	75	120	74	120	74	120
Own Vehicle	80	133	74	117	78	127
Total	78	122	74	118	76	120

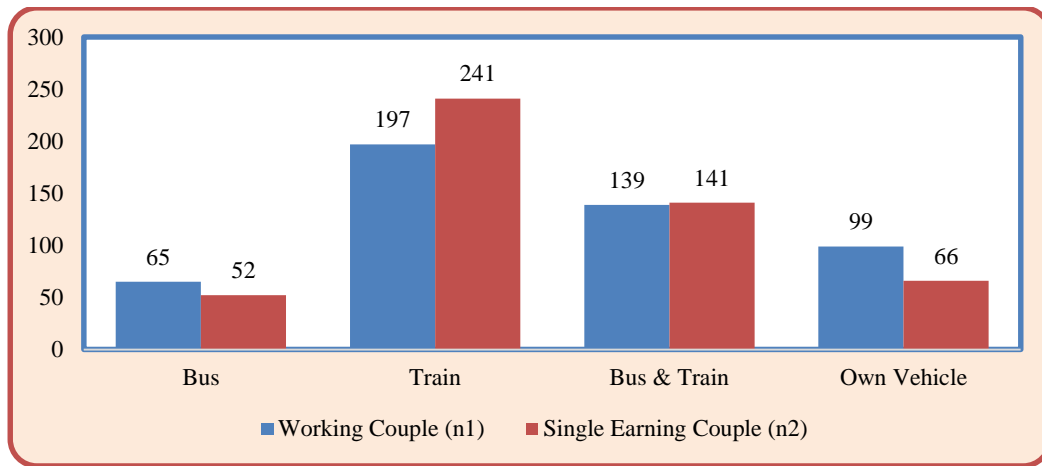


Figure -3.4.6 (a): Mode of Transportation (F)

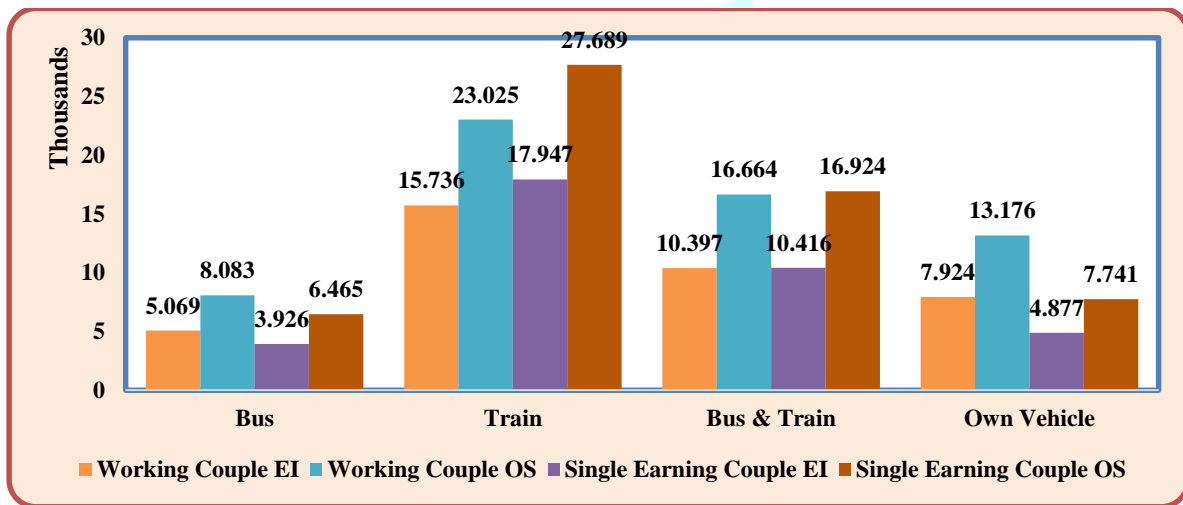


Chart -3.4.6 (b): Mode of Transportation (Values in Thousands)

Average Level of Emotional intelligence among working couple respondent traveling by Bus 78, Train 80, Bus and Train 75 and own vehicle 80, whereas the average level of emotional intelligence among single earning couple respondent traveling by Bus 76, Train 74, Bus and Train 74 and own vehicle 74.

Average Level of occupational stress among working couple respondent, traveling by Bus 124, Train 117, Bus and Train 120 and own vehicle 133, whereas the average level of occupational stress among single earning couple respondent traveling by Bus 124, Train 115, Bus and Train 120 and own vehicle 117.

It was observed by the researcher that the average level of occupational stress among working couple respondents traveling by own vehicle to reach their workplace is highest.

The average level of occupational stress traveling by traveling by train is lowest among working couple respondents.

It was observed by the researcher that the average level of occupational stress among single earning couple respondents traveling by bus to reach their workplace is highest.

The average level of occupational stress traveling by traveling by train is lowest among single earning couple respondents.

It was observed that the average level of emotional intelligence among working couple respondents is significantly higher than single earning couple respondents.

The average level of occupational stress among working couple respondents is higher than the single earning couple respondents.

It was observed by the researcher that the average level of emotional intelligence and occupational stress among working couple respondents is more than single earning couple respondents.

Table-3.4.8(a): Office Reporting Time

Reporting Time	Working Couple (n1)	Single Earning Couple (n2)	Total (N)	Working Couple (In Value)		Single Earning Couple (In Value)		Total (In Value)	
	<i>f1</i>	<i>f2</i>	<i>F</i>	EI	OS	EI	OS	EI	OS
30 Min.	225	131	356	18464	27801	9896	15164	28360	42965
60 Min.	162	198	360	12392	19481	14473	23271	26865	42752
90 Min.	113	171	284	8270	13666	12527	20384	20797	34050
TOTAL	500	500	1000	39126	60948	36896	58819	76022	119767

Table-3.4.8(b): Office Reporting Time

Reporting Time	Working Couple		Single Earning Couple		Total	
	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)
30 Min.	82	124	76	116	80	121
60 Min.	76	120	73	118	75	119
90 Min.	73	121	73	119	73	120
Total	78	122	74	118	76	120

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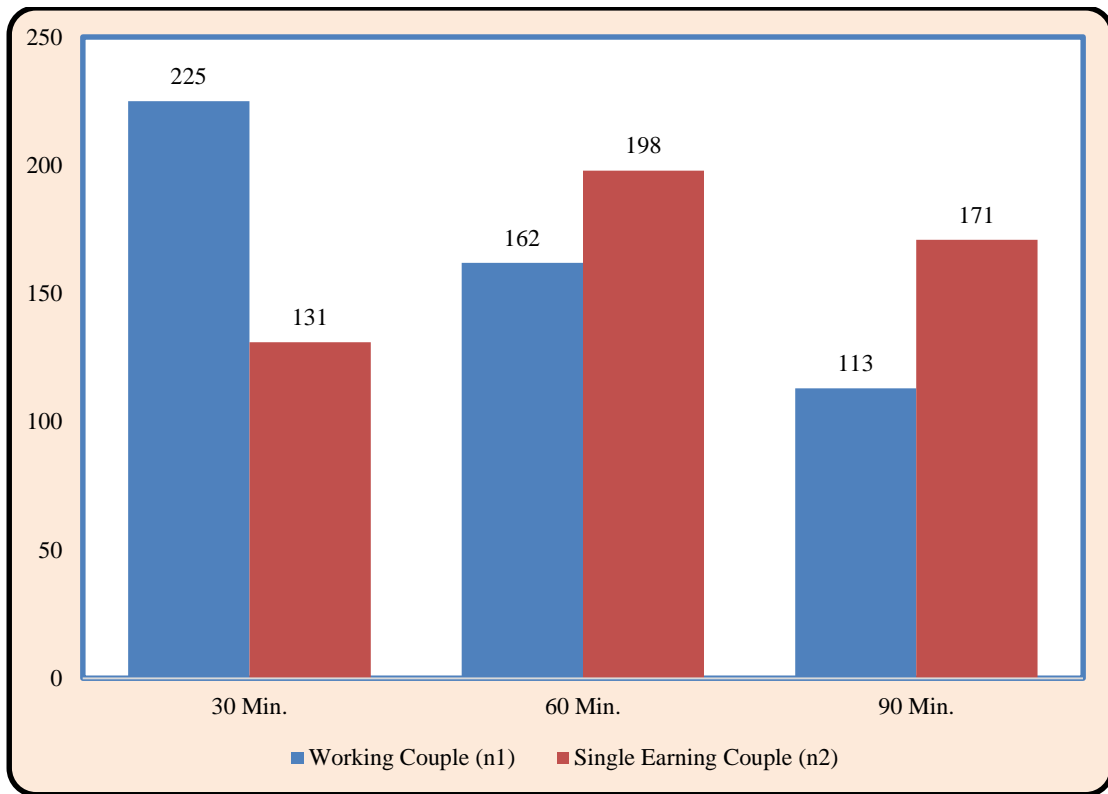


Chart -3.4.8 (a): Office Reporting Time (F)

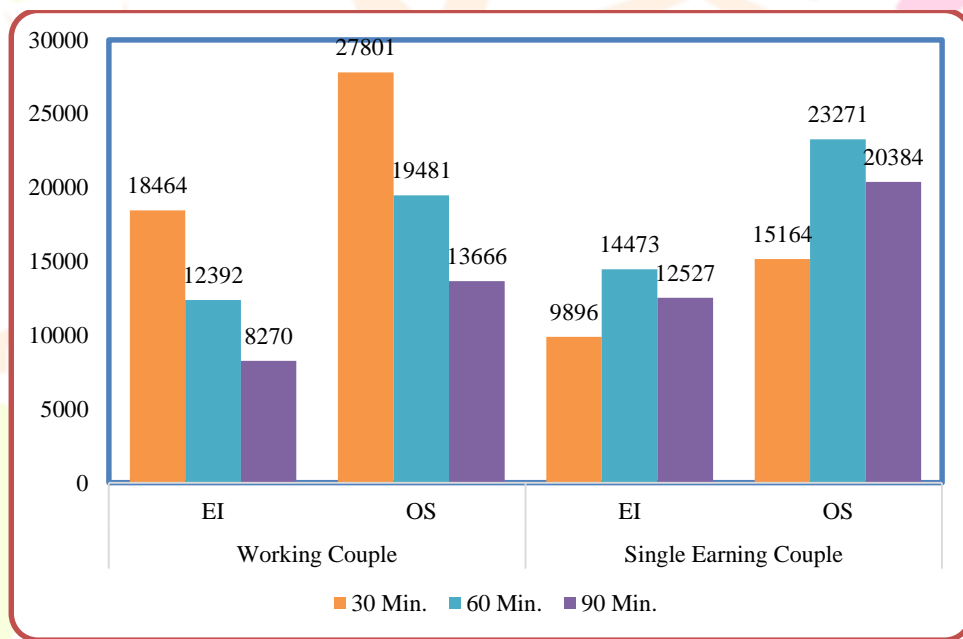


Chart -3.4.8 (b): Office Reporting Time

Average Level of Emotional intelligence among working couple respondents required 30 minutes for reporting office 82, requires 60 minutes for reporting office 76, and requires 90 minutes for reporting office 73, whereas the average level of emotional intelligence among single earning couple respondents requires 30 minutes for reporting office 76, requires 60 minutes for reporting office 73, and requires 90 minutes for reporting office 73.

Average Level of occupational stress among working couple respondents require 30 minutes for reporting office 124, requires 60 minutes for reporting office 120, and requires 90 minutes for reporting office 121, whereas

the average level of occupational stress among single earning couple respondents requires 30 minutes for reporting office 116, requires 60 minutes for reporting office 118, and requires 90 minutes for reporting office 119.

It was observed that the average level of emotional intelligence among working couple respondents take 30 minutes to report the job place is the highest and the average level of emotional intelligence of the respondents requires 90 minutes to report the job place is lowest.

It was observed that the average level of occupational stress among working couple respondent who takes 30 minutes to report job place is the highest and the average level of occupational stress of the respondents require 60 minutes to report job place is lowest.

It was observed that the average level of emotional intelligence among single earning couple respondents take 30 minutes to report job place is the highest and the average level of emotional intelligence of the respondents require 60 and 90 minutes to report job place is the same.

It was observed that the average level of occupational stress among working couple respondent who takes 90 minutes to report job place is the highest and the average level of occupational stress of the respondents require 30 minutes to report job place is lowest.

It was observed that the average level of emotional intelligence and occupational stress among working couples is higher than single earning couple respondents.

Table-3.4.9(a): Length of Service

Length of Service (In Years)	Working Couple (n1)	Single Earning Couple (n2)	Total (N)	Working Couple (In Value)		Single Earning Couple (In Value)		Total (In Value)	
	<i>f1</i>	<i>f2</i>	<i>F</i>	EI	OS	EI	OS	EI	OS
< 5	190	145	335	15639	22440	10647	16150	26286	38590
6 -10	71	58	129	5288	8911	4348	6465	9636	15376
11 – 15	67	75	142	4984	8006	5468	9382	10452	17388
16 - 20	66	75	141	5101	8060	5430	8849	10531	16909
> 20	106	147	253	8114	13531	11003	17973	19117	31504
TOTAL	500	500	1000	39126	60948	36896	58819	76022	119767

Table-3.4.9(b)): Length of Service

Length of Service	Working Couple		Single Earning Couple		Total	
	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)	EI (Mean)	OS (Mean)
< 5	82	118	73	111	78	115
6 -10	74	126	75	111	75	119
11 - 15	74	119	73	125	74	122
16 - 20	77	122	72	118	75	120
> 20 Y	77	128	75	122	76	125
Total	78	122	74	118	76	120

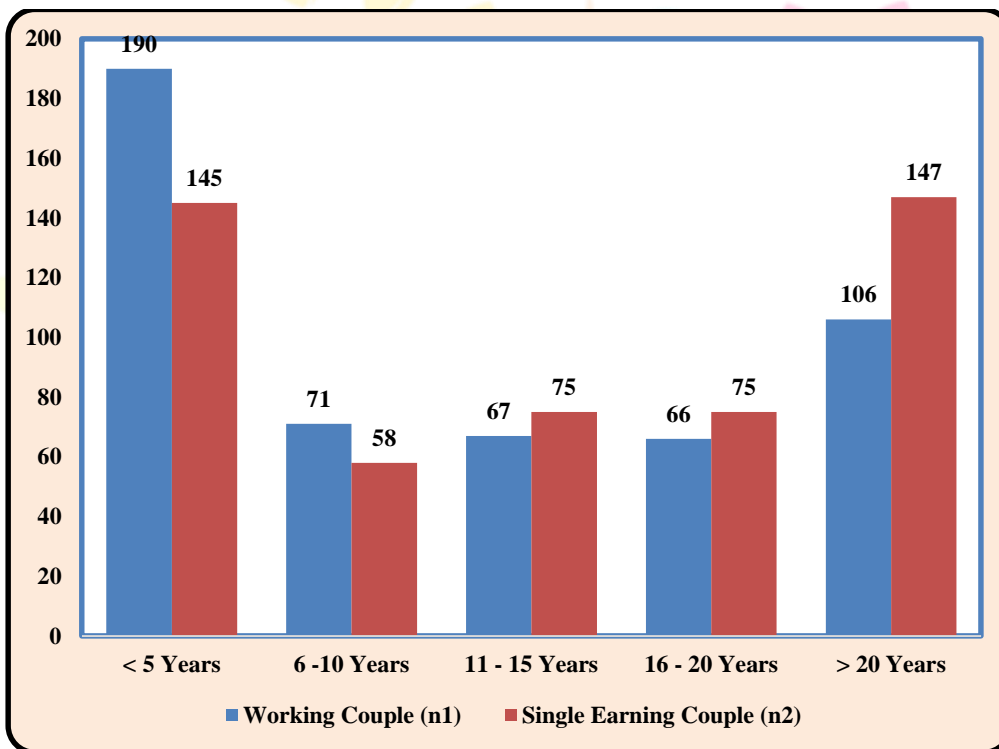


Chart -3.4.9 (a): Length of Service (F)

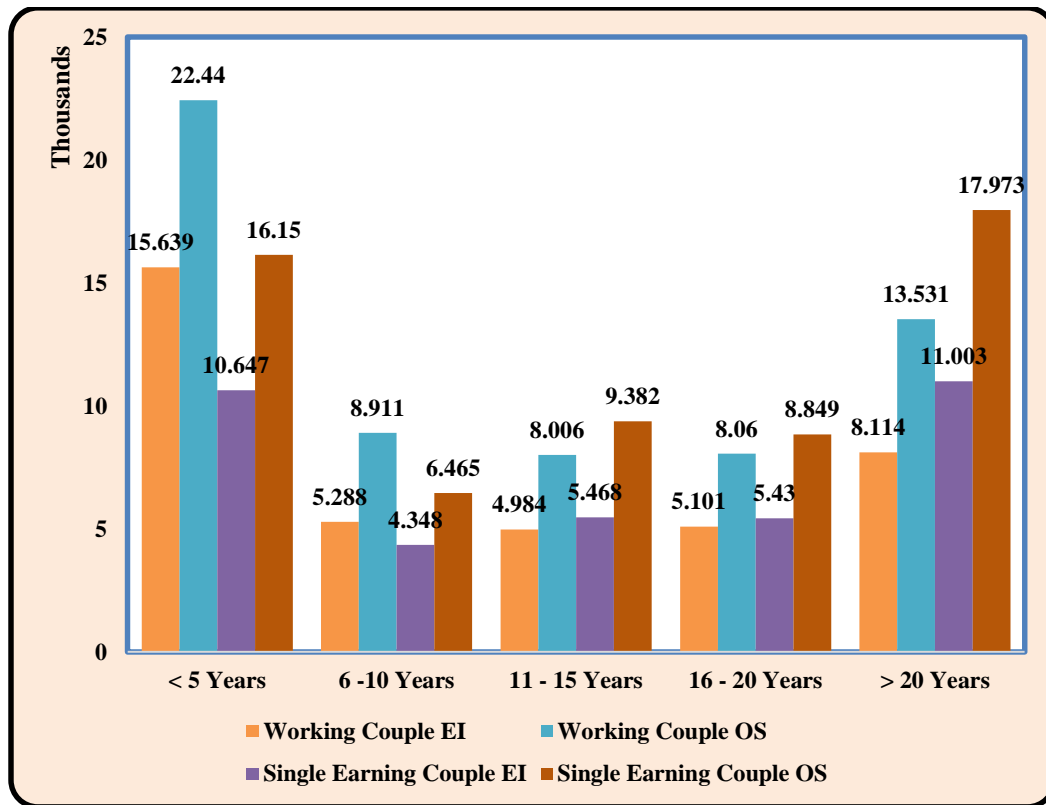


Chart -3.4.9 (b): Length of Service (In Thousands)

Average Level of Emotional intelligence among working couple respondent`s length of serving less than 5 years 82, 6 years to 10 years 74, 11 years to 15 years 74, 16 years to 20 years 77 and length of service more than 21 years 77, whereas an average level of emotional intelligence among single earning couple respondent length of serving less than 5 years 73, 6 years to 10 years 75, 11 years to 15 years 73, 16 years to 20 years 72 and length of service more than 21 years 75.

Average Level of occupational stress among working couple respondents, length of serving less than 5 years 118, 6 years to 10 years 126, 11 years to 15 years 119, 16 years to 20 years 122 and length of service more than 21 years 128, whereas an average level of occupational stress among single earning couple respondent length of serving less than 5 years 111, 6 years to 10 years 111, 11 years to 15 years 125, 16 years to 20 years 118 and length of service more than 21 years 122.

It was observed that the average level of emotional intelligence among working couple respondents working in the organization for less than 5 years is the highest and the average level of emotional intelligence of the respondents having a length of service between 6 to 15 years is the lowest.

It was observed that the average level of occupational stress among working couple respondents working in organizations for more than 21 years is the highest and the average level of occupational stress of the respondents having a length of service less than 5 years is lowest.

It was observed that the average age level of occupational stress among single earning couple respondents is having a length of service between 11 to 15 years highest and the average level of occupational stress of the respondents having a length of service less than 10 years is the lowest.

It was observed by the researcher that the average level of occupational stress among working couples increases with the length of service. Occupational stress increases as employees spend more years in the organization.

It was observed that the average level of emotional intelligence and occupational stress among working couples is higher than single earning couple respondents.

3.5 Summary:

It was observed by the researcher that the average level of emotional intelligence and occupational stress from the respondents among working couples of Manager, Supervisor, and Clerk is higher than respondents of single earning couples.

It was observed by the researcher that as responsibility increases in the organization occupational stress increases among working couple respondents.

Respondents working in the field of Public relations among working couples face the highest occupational stress whereas respondents working in Administration face the highest occupational stress among single earning couples.

It was observed by the researcher that the average level of occupational stress among single earning couple respondents traveling by bus to reach their workplace is highest.

The average level of occupational stress traveling by traveling by train is lowest among working and single earning couple respondents.

It was observed by the researcher that the average level of occupational stress among working couple respondents working in Private and Public Sector organizations is higher than respondents working in Government sector organizations.

It was observed that the average level of occupational stress among working couple respondent who takes 90 minutes to report job place is the highest and the average level of occupational stress of the respondents require 30 minutes to report job place is the lowest.

It was observed by the researcher that the average level of occupational stress among working couples increases with the length of service. Occupational stress increases as employees spend more years in the organization.

It is necessary to develop skills amongst working couple single earning couple respondents to manage their own emotions, manage others' emotions and utilize their emotions effectively.

Emotional intelligence must be included in the training program and efforts should be made to improve effectiveness for managing emotions, expressing emotions, and utilizing their emotions.

"Occupational stress is not a badge of honour but a serious hazard to individual well-being and organizational productivity."

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