

INTER-CORRELATIONS AMONG EMOTIONAL INTELLIGENCE, ROLE CONFLICT, OCCUPATIONAL STRESS, DEPRESSION AND ADJUSTMENT AMONG WOMEN EMPLOYEES OF DIFFERENT PROFESSIONS IN HARYANA

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Abstract- The present study is oriented towards finding out relationship between Emotional Intelligence of the women employees and the degree of Role Conflict, Occupational Stress, Depression and Adjustment being faced by them. As emotional intelligence plays a dominant role in deciding degree of Role Conflict, Occupational Stress, Depression and Adjustment among working women. The study was conducted involving 210 working women in the age group of 30-45 years of Govt. sector of Haryana. Tests were administered in three session. Correlation Analysis has been used to interpret the data collected.

The correlation of Emotional Intelligence was found negative with variable of Role Conflict, Occupational Stress, Depression and Adjustment was negative in case of all the categories of women employees.

The correlation between the variables of Role conflict and Occupational Stress was positive in case of all the categories of women employees. The correlation between the variables of Role Conflict and Depression was positive in case of administrators and doctors excepting lecturers The correlation between the variables of Role Conflict and Adjustment was positive in case of all the categories of women employees. The correlation between the variables of Occupational Stress and Depression was positive in case of all the categories of women employees. The correlation between the variables of Occupational Stress and Adjustment was positive in case of all the categories of women employee. The correlation between the variables of Depression and Total Adjustment was positive in case of all the categories of women employees.

Keywords: Inter-correlations, Emotional Intelligence, Role Conflict, Occupational Stress, Adjustment, Depression, Women employees

I. INTRODUCTION

Talked and discussed about loosely for decades under a array of names, from “personality” and “character” to “competence” and “soft skills”, there is at last a more precise understanding and importance of these human talents, and a new name for them: Emotional Intelligence (EI), measured in terms of Emotional Quotient (EQ). The term Emotional Intelligence (EI) refers to the ability to identify, use, understand and manage emotions and emotional information. It has been suggested that there are individual differences in our ability to utilize emotions and emotional information (Mayer & Salovey, 1993). In today’s rapidly evolving world, a person’s EI or "Emotional Quotient" (EQ) is the most important predictor of success ([Goleman, 1998](#)). This term got popularized when [Goleman \(1995\)](#) claimed that people who have high competencies of emotional intelligence skills are more likely to have happier and successful lives. One of the rapidly growing areas of interest with regard to EI is its role in the workplace. The scope of EI is no longer focused upon whether emotions have a place in the work environment, but is about trying to determine the impact of using and managing emotions in the workplace and the differences between employees in dealing with emotion and the impact this may have on other variables within the work environment. The emergence of EI has provided researchers with a means to measure ‘effective’ utilization of emotion in the workplace and to relate this to a number of workplace variables. One area that has remained under investigated is the role of EI in the occupational stress process. Mayer and Salovey’s (1997) construct of emotional intelligence (EI) has been found to be a major personal resource in the workplace..(Chaturvedi 1988) in her study on women administrators of India reported that women lagged behind men with similar initial performance and the barriers to women’s advancement were the conflicts between family responsibilities and career commitments, systematic gender inequality etc. Working women experience interference arising from both professional and domestic settings simultaneously and they also lack unwinding. Several studies and articles have contributed to the

literature in relation to stress and depression in the past 15 years (Kessler,1997; Mazure,1998; Monroe and Hadjiyannakis,2002; Paykel,2003 ; tenant,2002). It was found that coworker support, work-life balance and role expectation conflicts are the new determinants responsible for job stress in India (Shukla and Srivastava , 2016 a). The EI competencies have been found very effective to prevent stress among employees (Salovey, Stroud, Woolery & Epel, 2002, Ciarrochi, Deane, & Anderson, 2002).

The purpose of the study was to analyze the relationship between emotional intelligence and perceived stress, Role Conflict, Depression and Adjustment in the workplace among the working women.

II. RESEARCH METHODOLOGY

The study comprised of 210 working women (70 Administrators, 70 lecturers, 70 Doctors) in age group 30-45 years selected from different Government departments in Haryana .They were divided into three groups- Lecturer, Administrator, Doctor. First, the tests of Personality, Emotional Intelligence, Role Conflict, Occupational Stress, Depression and Adjustment were administered on the women employees. Tests were administered in three session.

In first session: First of all three tests were administered namely Emotional Intelligence, Role Conflicts, Beck Depression Inventory. Total time taken by them was approximately one hour.

In second session: Two tests were administered namely 16 P.F, Occupational Stress Index. Total time taken was approximately one hour.

In third session: One test was administered namely, Bell Adjust Inventory. Total time taken by subjects was approximately 40 minutes.

Then on the basis of the scores obtained on the above mentioned tests, subjects were divided into two groups. The first group comprised of the subjects scoring Emotional Quotient, Role Conflict, Occupational Stress, Depression and Adjustment level. The second group comprised of the subjects who were having none of these variables. Emotional Intelligence, Occupational Stress, Role Conflict, Depression and Adjustment of the first group. Correlation Analysis has been used to interpret the data collected.

III. ANALYTICAL TOOLS

The correlation coefficient is a statistical measure that calculates the strength of the relationship between the relative movements of two variables. The values range between -1.0 and 1.0. A calculated number greater than 1.0 or less than -1.0 means that there was an error in the correlation measurement. A correlation of -1.0 shows a perfect [negative correlation](#), while a correlation of 1.0 shows a perfect [positive correlation](#). A correlation of 0.0 shows no relationship between the movement of the two variables.

$$r = \frac{\sum XY - n\bar{X}\bar{Y}}{\sqrt{\sum X^2 - n\bar{X}^2} \sqrt{\sum Y^2 - n\bar{Y}^2}}$$

The simple sample correlation coefficient is

Where,

X,Y are variables, n is the number of observations.

Or

$$r = \frac{S_{xy}}{\sqrt{SS_x} \sqrt{SS_y}}$$

Where,

$$SS_x = \sum X^2 - n\bar{X}^2, \quad SS_y = \sum Y^2 - n\bar{Y}^2 \quad \text{and} \quad S_{xy} = \sum XY - n\bar{X}\bar{Y}$$

IV. RESULTS AND DISCUSSION

4.1 Inter correlations among variables of emotional intelligence and role conflict, occupational stress, depression and adjustment.

Referring to table 1, Correlation between the variables of Emotional Intelligence and Role Conflict was negative in case of all the categories of women employees. The correlation coefficient was -0.38 and -0.47 in case of administrators and doctors respectively, significant at 0.01 level of significance. In case of all women employees also, the correlation coefficient was -0.37, significant at 0.01 level of significance. This indicate that Role conflict tends to decrease with the level of higher level of Emotional Intelligence excepting lecturers where the coefficient (r

= -0.24) was non significant. So, the hypothesis that there was correlation between variables of Emotional Intelligence and Role Conflict among women employees of different professions has been accepted.

Table1 Inter Correlations between variables of Emotional Intelligence and Role Conflict, Occupational Stress, Depression and Adjustment.

Category of respondents	Role Conflict	Occupational Stress	Depression	Adjustment
Lecturers	-0.24 NS	-0.51 **	-0.65 **	-0.75 **
Administrators	-0.38 **	-0.53 **	-0.46 **	-0.65 **
Doctors	-0.47 **	-0.47 **	-0.45 **	-0.69 **
All women Employees	-0.37 **	-0.51 **	-0.50 **	-0.70 **

(** = significant at 5 percent level of significance) NS= non significant

Similar trend was observed for the correlation between variables of Emotional Intelligence and Occupational Stress. It was negative in all the categories of women employees. The value of correlation coefficient was -0.51, -0.53, and -0.47 for lectures, administrators, doctors respectively, significant at 0.01 level of significance. The correlation coefficient in case of all women employees was -0.51 which was also significant at 0.01 level of significance. So, Occupational Stress is also inversely related with Emotional Intelligence.

So, the hypothesis that there was correlation between variables of Emotional Intelligence and Occupational Stress among women employees of different professions stands accepted. Studies also corroborate the hypothesis that Emotional Intelligence reduces the stress and helps cope better with tense situations in life (David et al,2004).

The Correlation between the variables of Emotional Intelligence and Depression was also negative for the above categories of employees. It was significant at 0.01 level for all the categories, the value of their coefficient was -0.65, -0.46 and -0.45 for lecturers, administrators and doctors respectively (Table 6). In case of all women employees, the correlation coefficient was -0.50, significant at 0.01 level of significance. So, it could be concluded that the scores of Emotional Intelligence increases with the decreasing scores of the depression. So, the hypothesis that there was Correlation between variables of Emotional Intelligence and Depression among women employees of different professions has been accepted here. The study of Robert (2002) reported that the managers with high EQ were low on the burnout.

It is also clear from the table6 that correlation between Emotional Intelligence and Adjustments scores was negative and significant at 0.01 level of significance. It was -0.75, -0.65 and -0.69 for lectures, administrators and doctors respectively. For all women employees, correlation coefficient was -0.70, significant at 0.01 level of significance indicating that women employees with higher level of Emotional Intelligence were having low scores of adjustment. So, the hypothesis that there was Correlation between variables of Emotional Intelligence and Adjustment among women employees of different professions has been accepted.

The studies of Krishna and Satyendra, (1979) reported that Emotionally disturbed people are found to be poorly adjusted in home, health, social and emotional areas.

4.2 Inter correlations among variables of role conflict and occupational stress, depression and adjustment.

Referring to table 2, the Correlation between the variables of Role Conflict and Occupational Stress was positive in case of all the categories of women employees. The correlation coefficient was 0.27, significant at 0.05 level of significance for lecturers, 0.32 and 0.44 significant at 0.01 level of significance in case of administrators and doctors respectively. The coefficient for all women employees was 0.35, significant at 0.01 level of significance. It shows that Occupational Stress increases with RoleConflict. So, the hypothesis that there was Correlation between variables of Role Conflict and Occupational Stress among women employees of different professions has been accepted in this case.

Table2 Inter Correlation between variables of Role conflict and Occupational Stress, Depression and Adjustment.

Category of respondents	Occupational Stress	Depression	Adjustment
Lecturers	0.27 *	-0.003 NS	0.33 **
Administrators	0.32 **	0.29 *	0.48 **
Doctors	0.44 **	0.39 **	0.47 **
All women Employees	0.35 **	0.22 **	0.43 **

(** = significant at 5 percent level of significance) NS= non significant

(* = significant at 10 percent level of significance)

Role conflict is an important stressor among women employees. It is the major reason for creating the situation full of stress (Sharma, 1983; Coverman, 1989) similarly the study of Rout et al. (1999) reported that dual role conflict was more strongly associated with psychological distress among the employed mothers

The correlation between the variables of Role Conflict and Depression was positive in case of administrators and doctors excepting lecturers where the coefficient ($r = -0.003$) was non-significant. The correlation coefficient was 0.29 for administrators, significant at 0.05 level of significance, and 0.39 for doctors significant at 0.01 level of significance. The coefficient for all women employees was 0.22, significant at 0.01 level of significance (Table 3.3). This indicate that there was positive relationship between Role Conflict and Depression. So Depression increases with Role Conflict.

The hypothesis that there was Correlation between variables of Role Conflict, and Depression among women employees of different professions stands accepted here.

In the literature, it has been observed that Role Conflict resulted in stress which in turn ultimately resulted in to depression (Srivastava, 1983; Green, 1986 and Pierce and Mollay, 1990).

The correlation between the variables of Role Conflict and Adjustment was positive in case of all the categories of women employees. The correlation coefficient was 0.33, 0.48 and 0.47 significant for lecturers, administrators and doctors respectively, significant at 0.01 level (Table 7). The coefficient for all women employees was 0.43, significant at 0.01 level of significance. This indicate that there is positive relationship between Role Conflict and Adjustment . It shows that Adjustment decreases with Role Conflict.

So, the hypothesis that there was correlation between variables of Role Conflict and Adjustment among women employees of different professions stands accepted here.

In the literature, it has observed that adjustment & Role conflict were negatively correlated .Subject having poor adjustment showed higher conflict (Verma and Upadhyay, 1983).

4.3 Inter correlations among variables of occupational stress and depression , adjustment.

The Correlation between the variables of Occupational Stress and Depression was positive in case of all the categories of women employees. The correlation coefficient was 0.40, 0.51 and 0.46 for lecturers, administrators and doctors respectively, significant at 0.01 level of significance (Table3). The coefficient for all women employees was 0.45, significant at 0.01 level of significance. This indicate that there was positive relationship between Occupational Stress and Depression. It shows that Occupational Stress increases with Depression.

The hypothesis that there was correlation between variables of Occupational Stress and Depression among women employees of different professions has been accepted.The phenomenon was more acute in case of employees.

Table3 Inter Correlation between variables of Occupational Stress and Depression ,Adjustment.

Category of respondents	Depression	Adjustment
Lecturers	0.40 **	0.66 **
Administrators	0.51 **	0.59 **
Doctors	0.46 **	0.53 **
All women Employees	0.45 **	0.60 **

(** = significant at 5 percent level of significance)

The Correlation between the variables of Occupational Stress and Adjustment was positive in case of all the categories of women employees. The correlation coefficient was 0.66, 0.59 and 0.53 significant for lecturers, administrators and doctors respectively, significant at 0.01 level of significance (Table 3). The coefficient for all women employees was 0.60, significant at 0.01 level of significance. This indicate that there was positive relationship between Occupational Stress and Adjustment. The hypothesis that there was correlation between variables of Occupational Stress and Adjustment among women employees of different professions stands accepted.

V. CONCLUSION

The Correlation between the variables of Emotional Intelligence and Role Conflict was negative in case of all the categories of women employees. In case of administrators, doctors and all women employees, the correlation coefficient was significant at 0.01 level of significance But in the case of lecturers, the coefficient was non significant. The correlation between variables of Emotional Intelligence and Occupational Stress was negative in all the categories of women employees. The value of correlation coefficient was significant at 0.01 level of significance for lectures, administrators, doctors and all women employees. The correlation between the variables of Emotional Intelligence and Depression was also negative for the above categories of employees. It was significant at 0.01 level for all the categories- lecturers, administrators and doctors.The correlation between Emotional Intelligence and Adjustments scores was negative and significant at 0.01 level of significance for lectures, administrators, doctors

and for all women employees. The correlation between the variables of Role conflict and Occupational Stress was positive in case of all the categories of women employees. The correlation coefficient was significant at 0.05 level of significance for lecturers, significant at 0.01 level of significance in case of administrators, doctors and for all women employees. The correlation between the variables of Role Conflict and Depression was positive in case of administrators and doctors excepting lecturers where the coefficient was non significant. The correlation coefficient was, significant at 0.05 level of significance for administrators, and significant at 0.01 level of significance for doctors. The coefficient for all women employees was significant at 0.01 level of significance. The correlation between the variables of Role Conflict and Adjustment was positive in case of all the categories of women employees. The correlation coefficient was significant at 0.01 level for lecturers, administrators and doctors. The coefficient for all women employees was significant at 0.01 level of significance. The correlation between the variables of Occupational Stress and Depression was positive in case of all the categories of women employees. The correlation coefficient was significant at 0.01 level of significance for lecturers, administrators, doctors and all women employees. The correlation between the variables of Occupational Stress and Adjustment was positive in case of all the categories of women employee. The correlation coefficient was significant at 0.01 level of significance for lecturers, administrators, doctors and all women employees. The correlation between the variables of Depression and Total Adjustment was positive in case of all the categories of women employees. The correlation coefficient was significant at 0.01 level of significance for lecturers, administrators, doctors and all women employees. The effect of counseling (Rational Emotive Behavioral Therapy) and Yoga therapy was found to be positive and significant at 0.05 level of significance with respect to Emotional Intelligence, Role Conflict, Occupational Stress, Depression and Personality Factor I. In case of Personality Factor A, B and Q2, effect of counseling and Yoga therapy was non significant.

VI. REFERENCES

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