Influence of Emotional Intelligence on Resilience among Working Professionals

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Abstract: *Emotional intelligence can be defined as the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to regulate emotions reflectively so as to promote emotional and intellectual growth. Resilience is the ability to withstand or recover quickly from difficult situations. Research has shown that emotional intelligence can influence an individual's resilience. The present study aimed to study the influence of emotional intelligence on resilience among working professionals. The Schutte Self-Reported Emotional Intelligence Test (SSEIT) and Brief Resilience Scale were used in the study. The selected sample consisted of 70 working professionals (38 male and 32 female) selected from Tier-I cities (age range: 21-40 years). Descriptive statistics and a two-way ANOVA were performed to analyze the data. The findings showed that there is a significant difference between the resilience of people with varying levels of emotional intelligence. Furthermore, no significant influence of gender on resilience was found.*

Keywords: working professionals, emotional intelligence, gender, resilience

1. Introduction

Humans are considered to be rational beings, and therefore, while performing a behavior, they use rational thoughts and apply logic and reasoning to whatever they are motivated to do. However, at the same time, humans are also considered to be equally influenced by emotions, and therefore they are considered emotional beings. As a matter of fact, humans find themselves tingling with a variety of emotions, such as joy, sorrow, excitement, disappointment, love, fear, hope, and despair. An emotion can be described as a complex psychological state that involves three different components: a subjective experience, a physiological experience, and a behavioral response [1].

Resilience is the quality certain individuals possess to bounce back or recover from adversities and tough experiences without permanent damage being incurred [2]. Emotional intelligence is the ability of an individual to recognize their own emotions as well as those of others. Emotional intelligence and resilience may be two completely different concepts, but they are directly related. Working professionals experience stress due to various factors at the workplace, which makes a good understanding of one's emotional self important to help oneself stay resilient [3].

In the organizational context, resilience is described as an individual's capacity to bounce back from both overwhelming positive and negative changes [4]. In an organizational setting, resilience is described as the ability of an individual to stay task-focused, productive, and connected to the missions of the organization while experiencing tough times. Therefore, employees at all levels are required to have some necessary inner strength and resources that would enable them to cope with the commonly experienced large-scale organizational change, which may include new strategies, technologies, mergers, and downsizing [5].

Çam and Büyükbayram's (2015) study on the results of nurses' increasing emotional intelligence and resilience stated the importance of an individual's awareness of their emotions, their consequences, and their expression [6]. It included that being aware of emotions increased an individual's resilience by helping them obtain the resources needed to cope with stress and to use coping strategies effectively. Another study aimed at understanding the role of job satisfaction, resilience, optimism, and emotional intelligence in the prediction of burnout showed a positive correlation between resilience and emotional intelligence [7]. Andrew and his colleagues (2011) investigated the importance of emotional importance as a predictor of psychological resilience to multiple negative life events. The results showed that all four emotional intelligence dimensions, including emotional self-awareness, emotional expression, emotional self-control, and emotional self-management, indicated resilience, wherein higher scores on emotional intelligence would predict higher resilience [8].

2. Methodology

2.1 Aim

To study the influence of emotional intelligence on resilience among working professionals.

2.2 Hypothesis

H_1 - Gender has a significant influence on resilience among working professionals.
H_2 - Emotional intelligence has a significant influence on resilience among working professionals.
H_3 - Gender and emotional intelligence will significantly influence resilience among working professionals.

2.3 Variables

The independent variables for the present study included emotional intelligence, which had three levels (low, average,

and high), and gender, which had two levels (male and female). The dependent variable was resilience.

2.4 Operational definitions

Emotional intelligence can be defined as the ability to engage in adequate processing of information regarding one's own as well as others' emotions and also the ability to use this information in order to guide their behavior and thinking. Resilience can be defined as an individual's capability to adapt successfully, bounce back, or have a relatively good outcome from an adverse situation. Working professionals include individuals who are hired to provide services on a regular basis.

2.5 Sample

The sample includes 70 young adult working professionals, which includes 38 and 32 male and female working professionals, respectively. Non-random convenience and snowball sampling techniques were used.

2.6 Inclusion criteria

- Individuals within the age range of 20–40 years.
- Individuals working in the private sector.
- Both male and female working professionals with an educational qualification of MBA, CS (Company Secretary), CA (Chartered Accountancy), B. Tech/M. Tech, and B. Arch/M. Arch.
- Male and female working professionals with a minimum one-year work experience.
- Professionals working in Tier I cities (Delhi/Bangalore/Chennai/Mumbai/Kolkata) of India.

2.7 Exclusion criteria

- Individuals working in Tier II cities.
- Individuals who are part-time workers.
- Individuals from the following sectors were not considered: the health sector, the judiciary, and the educational sector.
- Individuals with special needs.

2.8 Tools

The participants were asked to fill out a socio-demographic sheet for their personal details, and informed consent was obtained from them. The following tools were administered:

2.8.1 Schutte Self-Reported Emotional Intelligence Test (SSEIT)
This scale was developed by Nicola Schutte, John, Maioof, and Bhullar in 2007 and consists of 33 items covering the four dimensions, including perception of emotion, managing one's own and others' emotions, and utilization of emotions. The internal consistency, as measured by Cronbach's alpha, is .90.

2.8.2 Brief Resilience Scale
This scale was developed by Bruce W. Smith, Jeanne Alen, Kathryn Wiggins, Erin Tooley, Paulette Christopher, and Jennifer Bernard (2008) and consists of six items. The

reliability of the scale was found to be good, with Cronbach's alpha ranging from .80 to .91.

2.8.3 Data collection and analysis
The first step included determining the participants (sample), followed by obtaining the required permission through the use of informed consent. The tools selected for the purpose of the present study were then administered in person and through email (via Google Forms). The obtained data were verified and tabulated in the statistical package for social sciences (SPSS) version 16.0. This included descriptive statistics (to analyze the mean, standard deviation, kurtosis, and skewness) and inferential statistics (two-way ANOVA) to test the hypotheses.

3. Results

Table 1 shows the descriptive statistics of emotional intelligence levels for the selected sample (N=70). The mean (M) of the emotional intelligence of the selected sample is 122.21, with a standard deviation (SD) of 18.475. According to the interpretation of the Schutte Self-Reported Emotional Intelligence Test, the given mean scores lie in the average range, indicating that the average sample has the possibility of having average emotional intelligence.

The skewness value is -0.987, which indicates that the distribution of the current sample is within the normal range of -1.96 to +1.96, slightly negatively skewed. The kurtosis value is 1.783, which implies that the distribution of the sample is within the normal range of -1.96 to +1.96. Therefore, it can be said that the obtained data from the sample population was normally distributed within the normal probability (bell) curve.

Table 1: Mean, standard deviation (SD), skewness, and kurtosis of emotional intelligence scores

	N	Mean	Standard Deviation	Skewness	Kurtosis
Emotional Intelligence	70	122.21	18.475	-0.987	1.783

Table 2 indicates that the value of the levene statistic (F) was 0.444 and the significance value was 0.816, which was not significant at either the 0.01 or 0.05 level, implying that the assumption of homogeneity of variance is not violated.

Table 3 indicates that the F value for emotional intelligence was 7.131 with a value of (df=2) and (p=.002) which was <0.05. This showed that the F value was significant, indicating that there was a significant difference in the level of resilience experienced among those with low, average, and high emotional intelligence. Therefore, the alternate hypothesis stating that there will be a significant effect of emotional intelligence on resilience among working professionals was accepted.

However, the F value for gender was 1.309 with a value of (df=1) and a significance value of (p=.257), which is >0.05. This showed that the F value was insignificant, indicating that there was no significant difference between the genders for resilience among the working professionals. Therefore, the alternate hypothesis stating that there will be a

significant difference in the level of resilience among males and females was rejected.

The F value for the interaction effect between emotional intelligence and gender was 1.096, with a value of (df=2) and a significance value (p=.340), which is >0.05. This shows that the F value was insignificant, indicating that there was no interaction effect between emotional intelligence and gender on resilience. Therefore, the alternate hypothesis that there will be a significant interaction effect of emotional intelligence and gender on resilience among working professionals was rejected.

Table 2: Levene's test of equality of error variances

Levene's Statistics			
F	df1	df2	Sig.
0.444	5	64	.186

Table 3: Test of between-subject effects

Dependent Variable	Source	df	F	Sig.
Resilience	Emotional Intelligence	2	7.131	.002*
	Gender	1	1.309	.257
	Emotional Intelligence *Gender	2	1.096	.340

*Significant at p<0.05

4. Discussion

The study aimed to study the influence of emotional intelligence on resilience among working professionals. The corresponding hypothesis was that emotional intelligence had a significant influence on resilience among working professionals.

A two-way ANOVA was performed, and the results indicated a significant difference in the resilience of males and females with different levels of emotional intelligence; an individual's level of emotional intelligence does influence their resilience. Therefore, it can be said that people with varying levels of emotional intelligence have different levels of resilience [9].

The second objective was to examine the effect of gender on resilience. The corresponding hypothesis stated that there is a significant difference in resilience based on gender. However, the hypothesis was rejected, indicating there was no significant difference in resilience between males and females.

Gender is a prominent feature that influences how individuals manage stressful life events. Research has revealed that males and females achieve resilience differently [10]. However, the sample in this study were young adults, and in the present era of globalization, the pressures, similarities, and differences in work descriptions and expectations are similar. Being an urban data sample, the working professionals may have had similar situations to deal with and similar emotional adjustments to make, leading to similar resilience scores. Vilca-Pareja V. et al. (2022) also found no significant gender differences in emotional intelligence and resilience among working professionals [11].

The third objective was to study the interaction effect of emotional intelligence and gender on resilience. The corresponding hypothesis stated that there was a significant interaction effect between emotional intelligence and gender on resilience among working professionals. However, this hypothesis was rejected based on the analysis, which indicated there is no interaction effect between emotional intelligence and gender on resilience.

The sample obtained a mean score of (M=3.242) on resilience, placing the average population in the "average resilience" category. This indicated that the participants occasionally had tough days when they could not make things go the way they planned, but they rarely gave up.

Therefore, it can be suggested that, irrespective of the gender an individual identifies with, emotions play a very important role in determining an individual's coping abilities [12]. Emotional intelligence, which includes an individual's ability to control their feelings and behavior, manage their emotions in a healthy way, and adapt to changing circumstances [13], has become a common tool for adults in the corporate world to recognize their own thoughts and understand how their feelings affect their thoughts and behavior, leading to the development of self-confidence, which in turn affects individuals coping. It also helps in inspiring and influencing others, working well in a team, and effective management of conflict [14].

Emotional intelligence and resilience play a vital role in various aspects of a working professional's life. In a corporate setting, it is vital to have more resilient employees who can recover from stress quickly, as it directly affects their work performance [15] [16].

Research has indicated that higher emotional intelligence positively correlates with greater resilience [17] [18], aiding employees in coping with workplace stress [10] [19]. Furthermore, the relationship between emotional intelligence and resilience facilitates better stress management and adaptability [9], increases work engagement and enhances psychological well-being [20] [21], improves job satisfaction [22], helps navigate professional challenges effectively [23] [24], and assists in managing job-related stressors [21] [25].

The results suggest that emotion-focused coping strategies can be used to help cope with or bounce back from negative or adverse experiences because such strategies aim to reduce and manage the intensity of the negative and distressing emotions caused by a stressful situation. Engaging in emotion focused coping may help an individual find a silver lining, a positive meaning in an otherwise negative situation, which leads to becoming more resilient.

5. Conclusion

The present study aimed to explore the influence of emotional intelligence on resilience among working professionals. The results indicated that people with different levels of emotional intelligence had varying levels of resilience, a contributing factor of which could be a better understanding of one's emotions, which comes with

emotional intelligence along with a better ability to regulate and maintain emotions. Emotional intelligence and resilience, as personal resources, can provide various benefits to an employee [9] [20]–[25] and play a vital role in an individual's professional success [26]. Therefore, adequate strategies, such as emotion-focused strategies, that enhance emotional intelligence and resilience must be applied, as they would benefit both the individual and the organization.

6. Future scope

The present study has some limitations that should be addressed in future studies. Firstly, future studies should aim to include a more diversified sample of professionals from different industries to improve the robustness and applicability of the results. Secondly, while the current study emphasizes the direct relationship between emotional intelligence and resilience, future studies could include other important variables such as job satisfaction, organizational commitment, and work-life balance, as incorporating them may provide a more complete picture of how emotional intelligence and resilience interact in various aspects of professional life. Thirdly, future studies could use the longitudinal approach required to investigate the long-term effects of emotional intelligence and resilience on career development and job performance, which would aid in understanding the changing nature of these constructs over time.

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