

Emotional Intelligence: An Approach Towards Understanding Its Personal and Social Attributes

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ABSTRACT

Aim: This article aims to review emotional intelligence and its attributes

Backgrounds: The most prevalent definition of Emotional Intelligence is a collection of social and emotional abilities that together determine how we perceive and express ourselves as well as how we use emotional data in productive and meaningful ways.

Methods: We included studies in English from various credible scientific databases, such as PubMed, Science Direct, and Google Scholar.

Results: People frequently encounter issues as a result of having unsupportive parents, dysfunctional families, societal pressure, and stressful life experiences. Individuals can improve their productivity and effectiveness by strengthening their Emotional intelligence.

Conclusion: Youths' low emotional intelligence has been linked to unpredictable emotional states and a suppressed capacity for emotional maturity, as a result, making an effort to acquire emotional intelligence will help one flourish and prosper in life.

Keywords: *emotional abilities, societal pressure, perception, competence, awareness, motivation.*

INTRODUCTION

Impact of emotional intelligence

"If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing

emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get so far" -Daniel Goleman

Living in one of the fastest-growing emerging economies, like India, requires individuals to have the requisite educational and professional skills to tackle the difficulties of the modern world,^[1] which prioritizes thinking globally and acting locally. Despite the fact that people are thought of as rational beings, their behavior is complex due to individual variances, physical or motor ability, interests, beliefs, skills, knowledge, and experience.^[2]

The youth of today have several obstacles that they must overcome. They are frequently perplexed by their position and conflicted between their obligations as developing adults and their desires as youngsters. According to the literature, between 55% and 63% of youths have low levels of emotional intelligence, which causes them to have low self-esteem.^[3] By the time people reach adulthood, the majority of mental health illnesses have already begun, nevertheless, most cases go unnoticed and untreated. They frequently experience intense emotion or overwhelm and are either exceedingly joyful, cheerful, or angry.

MATERIALS & METHODS

We included studies in English from various credible scientific databases, such as PubMed, Science Direct, and Google Scholar.

RESULT

Emotional intelligence is a relatively new psychological notion in the educational and psychological domains. The theory of multiple intelligence, which Gardner first proposed in 1983 and which provided a fresh viewpoint on emotional intelligence, is where the idea first appeared in the 20th century. Goleman emphasized the value of emotional intelligence, which encompasses self-control, zeal, and motivation for oneself. He believed that people with great emotional intelligence have higher self-esteem.^[4] Mayer and Salovey (1997) asserted that emotional intelligence improves a person's capacity to deal with frustration, restrain emotions, and regulate mood as well as prevent emotional relapses in situations requiring effective responses in social contexts.^[5]

People differ in terms of their personalities, wants, plans, and emotional expressions. The most significant psychological factor influencing a person's personality is their emotional state, which has a big impact on how long both their personal and professional relationships will last. Many people struggle to distinguish between emotional quotient (EQ) and emotional intelligence (EI). As those with high IQ scores do not necessarily succeed in life, even though they have high IQs and are academically intelligent, some people struggle to manage their relationships both personally and professionally. Successfulness may not always come to individuals with high IQ scores. Therefore, people with emotional intelligence can see their potential and use it in both their personal and professional lives.

By developing emotional intelligence people can become more productive and successful at what they do and help others become more productive and successful too.^[6] The

period of youth involves a lot of psychological changes and they are capable of facing future challenges. Hence, youth is considered a vital capital and the most effective factor either to progress, develop their talent and creativity or ruin their lives. A driving force that has a favorable impact on other abilities is emotional intelligence therefore, emotional intelligence is a set of abilities that helps one recognize their own emotions and comprehend others' emotional cues to motivate themselves and achieve goals. It comprises the capacity of a person to effectively manage their relationship with others, control their emotions, and solve their problems.

It is commonly recognized that even the most intelligent and clever individuals do not always succeed in life, but those with strong emotional intelligence do so by managing their emotions and empathizing with those of others. A person can improve their productivity and success in life by gaining emotional intelligence.

Spheres of emotional intelligence

"Emotional intelligence is the ability to accurately perceive your own and others' emotions; to understand the signals that emotions send about relationships; and to manage your own and others' emotions."
John Mayer, Professor of Psychology

The aptitude, capacity, abilities, and self-perceived ability to recognize, and control one's own emotions as well as those of others is referred to as emotional intelligence. It has five dimensions that encompass social and personal competencies.^[7] High emotional intelligence requires the development of both personal and social emotions. Four things that are frequently linked to emotional intelligence are:



Source: Notions of knowledge management. Knowledge Solutions: Tools, Methods, and Approaches to Drive Organizational Performance. Available: www.adb.org/knowledgesolutions

1. Personal attributes

Understanding oneself, including self-awareness, self-motivation, and self-regulation, is crucial to one's personality.^[8]

○ Self-awareness

Knowing our skills and limitations both by ourselves and through other people might help us develop self-confidence if we pay attention to our feelings. A person is more likely to succeed in life if they have healthy, mature emotions and are willing to take initiative.

○ Self-motivation

One who exercises cautious thought maintains concentration even while under stress, and skilfully controls their distressing thoughts or sentiments is regarded as self-motivation. The ability to control one's own behavior and emotions produces emotional intelligence and having a dedication to every responsibility assigned is the outcome of effective self-management.

○ Self-regulation

Emotional intelligence is a quality that is produced by self-control of one's behavior and emotions, and having a dedication to every responsibility assigned is a quality that is produced by good emotional self-management. An individual who can handle multiple demands smoothly at once and is good at prioritizing demands innovates in generating new ideas and holding oneself in meeting their goal objectives.

2. Social attributes

○ Social-awareness

Gaining knowledge, values, and beliefs about one's emotions is facilitated by taking the time to listen and making an effort to pay attention to other people's verbal and non-verbal clues. It helped society become more aware when people expressed their true feelings. Last but not least, the secret to developing positive relationships with people, groups, and society is having empathy for others' feelings and emotions.

○ Relationship Management

The initial step in managing connections between people, groups, and society is getting along with people. Relationships can be strengthened when issues and situations are handled skillfully through nonverbal signs. Conflict encourages the development of safe relationships when it is not interpreted as a threat or a punishment.

The ability to effectively handle conflict, communicate the intentions of others, and plan social interactions, and emotional competencies are regarded to be crucial for social interaction. It facilitates the development of both interpersonal and intrapersonal interactions.

		RECOGNITION	REGULATION
PERSONAL COMPETENCE		Self-awareness Emotional awareness Accurate self-assessment Self-confidence Optimism	Self-management Self-control Trustworthiness Conscientiousness Commitment Initiative
	SOCIAL COMPETENCE	Social-awareness Empathy Service orientation Political awareness Environmental management	Relationship management Influence Communication Leadership Collaboration Building bonds Team Capabilities

Source: developed from Consortium for Research on Emotional Intelligence in Organizations. 1998. Emotional Competence Framework. Available: www.eiconsortium.org/reports/emotional_competence_framework.html

Current Scenario of Emotional Intelligence

According to studies, those with strong emotional intelligence also tend to have relatively high self-esteem. A favorable

relationship between emotional intelligence and self-esteem was seen in previous studies.^[10]

To evaluate the emotional intelligence and academic performance of young people, a descriptive study was carried out. 10.25% had low emotional maturity, 55.25% had intermediate and 34.50% had high emotional maturity, according to the study's findings.^[11]

In order to find out whether emotional intelligence and academic achievement are related, a study was carried out among 186 undergraduate students. The results showed that emotional intelligence and academic success among undergraduate students had a substantial positive association with an $r=0.12$.^[12]

In 2015, research was carried out on emotional intelligence. There was a strong link between higher academic success at universities and emotional., which is associated with better flexibility. Additionally, the rise in student drop-out rates was a result of a lack of satisfaction with the University. From their study findings, college students might adjust better if they have high emotional intelligence.^[13]

1) Effects of EI on Mental Health:

Being emotionally uncontrollable or having trouble coping with life can make a person more prone to mental diseases like anxiety, sadness, etc. Recognizing oneself and upholding strong interpersonal bonds or healthy social connections while adapting to every scenario, are the keys to developing high emotional intelligence.

2) Effects of EI on Physical Health:

Uncontrolled stress can contribute to the development of several physical problems, which are vulnerable to handling difficult situations. For the improvement of emotional intelligence, a person must be capable of managing their emotions and stress in order to develop their emotional intelligence. Research has revealed that those with emotionally mature are better able to manage stress

3) Effects of EI on Social Health:

Relationships between people that promote social well-being serve as a balancing mechanism, assisting with both self-awareness and evaluating other people's emotions. Relationship management can be aided by being aware of one's own emotions, behavior, and insight. All of these have an impact on others and help in relationships with others as well.

Emotional intelligence and its effects

1) Among Youth

The mental health of today's youth is often compromised by their negative emotions, anger, and low self-esteem, which makes them more susceptible to substance misuse, sexual assault, and other mental disorders. According to data obtained from the body of evidence-based literature, the current generation is predicted to be more emotionally unstable, which is why measuring emotional intelligence is important.^[14] Numerous studies have shown that youths' low emotional intelligence has been linked to unstable emotional states and inhibits their capacity for emotional maturity.

The most frequent issues that a person endure were having unsupportive parents, careers, or other people who have a significant impact on a person's life, unreliable friends, stressful life events, dysfunctional families, societal pressure and expectations, etc. play an influential role in life.

With the world changing so quickly, today's youth must be emotionally mature in order to hold the future with a solid mental state and foster harmony in society. youthful development is essential not only for avoiding problems but also for shaping our future. Emotional intelligence is a key component in building youths' confidence. According to a prior study by Upadhyay, in contrast to youths who had high levels of self-confidence, those who had low levels of emotional intelligence also had low levels of self-confidence.^[15]

2) In the family

Youths' emotional intelligence was significantly influenced by their parental environment. Robert S.J. and Kadiravan S.'s study revealed the value of the family environment in controlling and integrating children's emotional intelligence.^[16] In another study, emotional intelligence was also linked to the parent's educational attainment, family income, and the residing place. Children from families where both parents had higher educational status were shown to have children with higher emotional intelligence. Additionally, it was discovered that income has a positive relationship with children's emotional quotient.^[17]

Strong family ties and cooperation among family members are linked to youth psychological adaptability. Herman and associates. Emotional intelligence has tremendous power within the family since it exerts control over interactions with parents and children, siblings, in-laws, and other relatives. As a result, parents have a huge obligation to improve their children's emotional intelligence.^[18] It is important to make efforts to help young people socialize more effectively through skill and motivational-building programs in order to allow them to succeed in life.

3) In Workplace and School

In the twenty-first century, it is commonly accepted that emotional intelligence is necessary for decision-making and job satisfaction. Many companies now use emotional quotient testing prior to hiring and recruiting since it is equally valued. Emotional intelligence is beneficial for students both academically and beyond graduation.^[19]

According to research, 50% of a person's personality and sense of self-worth are inherited, and the other 50% are influenced by their surroundings. The environment is important, where another 50% of personality is influenced by parenting, education, employment, hobbies, relationships, and so forth, which we now can be concluded as

persons and their environment plays a crucial role in developing emotional intelligence^[20]

A study done by Michael revealed that teachers who were optimistic tended to be more emotionally intelligent, whereas those who were more emotionally ignorant displayed pessimism. It is clear from his research that optimism is directly impacted by emotional intelligence.^[21]

A study was conducted to assess emotional intelligence among secondary school students in East Singhbhum, Jharkhand with a total number of 100 boys and 100 girls recruited by purposive sampling method in Government and Private secondary schools. The Emotional intelligence mean score of boys was 62.39 and of girls 66.49 which indicates the girls had higher emotional intelligence. Their study also found that students studying in private schools had higher emotional intelligence (M 65.92) as compared to the students studying in government secondary schools (M 63.15).^[22]

A total of 400 secondary students were selected for a descriptive survey in Kashmir. The adolescents' emotional maturity and academic achievement were assessed by using a stratified random sampling technique. Among them, 200 male and 200 female students the findings revealed 10.25% had low emotional maturity, 55.25% had moderate, and 34.50% had high emotional maturity. In terms of academic achievement, there was a substantial gap between students from government and private schools. The emotional development of Kashmiri students was significantly related to their academic performance.^[23]

A study was conducted to investigate the association between emotional intelligence and academic success among 186 undergraduate students. The findings revealed that there was a strong positive relationship $r=0.880$ between emotional intelligence and academic success among undergraduate students.^[12]

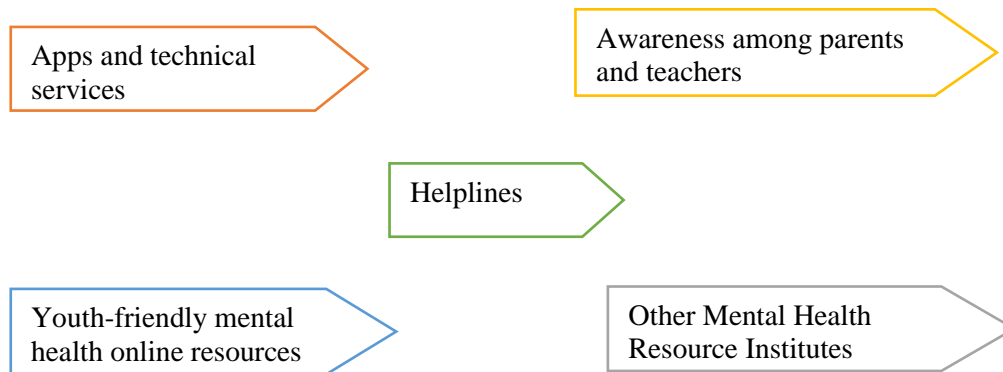
Scope of emotional intelligence

Happiness is considered to be particularly important due to its contribution to individual success. Some studies identified that individual happiness is associated with mental health. The most crucial thing to remember is that a person feels delighted in the accomplishment they value and are acknowledged for it by people they respect in their achievement. Enhancing gratitude for others' success and minimizing the impact of disappointment are the two main strategies. Therefore, emotional intelligence is among the contributing factors to happiness.

In order to preserve a healthy mental status, it is important to emphasize the need for

corrective measures and to conduct interventions for the youth's cognitive distortion. Young people's emotional development is mostly influenced by their relationships with their parents and peers. Therefore, it is important to support the involvement of parents, educators, family members, and society for the development of emotional maturity among youths. Educating people to spread knowledge about mental issues and to learn how to recognize them in others should be a concern. Consequently, support them in enhancing emotional intelligence among youths and youngsters.

The available resources for young adults are:



CONCLUSION

The knowledge must also be applied in real-world situations learning to manage stress, navigate relationship issues, and maintain emotional awareness are necessary skills for lasting behavioral change. Thus, it is important to understand that emotional quotient alone is not sufficient but emotional intelligence. In brief, Emotional intelligence is a skill that can be learned at any time.

Individual happiness and mental health have been linked, according to several studies. Emotional intelligence is therefore one of the elements that contribute to happiness.

Declaration by Authors

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