

A REVIEW STUDY ABOUT THE CONCEPT AND NATURE OF EMOTIONAL INTELLIGENCE AND IT'S RELEVANCE FOR PERSONS FROM PSYCHOLOGICAL PERSPECTIVES

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Abstract: A person is by born carries some instinctive habitats as well as emotions. A sound personality cope with the all circumstances with the help of various components among which emotions like anger, fear, laughing, joy, pleasure etc. Those all are essential factors of person's proper adjustment with himself as well as surrounding environment. Intelligence is the ability to learn or understand or to deal with the situation. Emotional intelligence is the specifically concerned with the person's emotions. It develops the capacity among persons to be aware about his emotions and control his emotional functions at right place with right time. This paper explained the concept of emotional intelligence and explained it's relevance from psychological perspectives .

Key words: Emotion, Intelligence, Emotional intelligence.

INTRODUCTION :-

Emotional intelligence is a person's ability to manage their feelings so that those feelings are expressed appropriately and effectively- **Daniel Goleman.**

Emotional intelligence is like general intelligence, it is the product of one's heredity and its interaction with his environmental forces. Emotional intelligence is the something in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up fewer than two primary competencies: **personal competence** and **social competence**.

Personal competence is made up of persons own self-awareness and self- management skills ; which focus more on person individually than persons interactions with other people. It is the ability of persons to stay aware of his emotions and manage behavior and tendencies. On other hand social competence is made up one person's social awareness and relationship management skills, social competence is one's ability to understand others peoples moods, behavior and motives in order to improve the quantity of his relationships.

MEANING OF EMOTIONAL INTELLIGENCE :-

Emotional development is one of the major aspects of the human growth and development. Emotional intelligence is the term consists of two words Emotion and Intelligence. **Emotion:** - Etymologically the word emotion is derived from the Latin word Emovere which means to stir up,

to agitate or to excite .Emotion is a moved or stirred- up sate of an organism. It is a stirred –up sate of feeling that is the way it papers to the individual himself. It is a disturbed muscular and glandular activity that is the way it appears to an external observer.

Intelligence:- The word intelligence has been came from the Latin word intelligere which means to understand. This meaning shows that intelligence is different from being smart. Intelligence is the capacity of abstract thinking. Intelligence is the all-round inborn mental efficiency.

Thus, Emotional intelligence like general intelligence. It’s defined as the capacity to reason with emotion in four areas: to perceive emotion, to integrate it in thought, to understand it and manage it.

HISTORY OF THE TERM EMOTIONAL INTELLIGENCE:-

Historically speaking, the term emotional intelligence was introduced in 1990 by two American University professors **Dr. John Mayer** and **Dr. Peter Salovey**. They described it as “a form 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 ones thinking and action”.

Salovey and Mayer also initiated a research program intended to develop valid measures of emotional intelligence and to explore its significance. For instance, they found in one study that when a group of people saw an upsetting film, those who scored high on emotional clarity (which is the ability to identify and give a name to a mood that is being experienced) recovered more quickly. In another study, individuals who scored higher in the ability to perceive accurately ,understand and appraise others emotions were better able to respond flexibly to changes in their social environments and build supportive social networks.

Daniel Goleman :- The credit for popularizing the concept of emotional intelligence got to American Psychologist Daniel Goleman .In the 1990s Daniel became aware of Salovey and Mayer work, and this eventually led to his book “ Emotional Intelligence ”.Goleman was a science writer for the New York Times , specializing in brain and behavior research. He trained as a psychologist at Harvard where he worked with McClelland, among others. McClelland was among a growing group of researchers who were becoming concerned with how little traditional tests of cognitive intelligence told us about what it takes to be successful in life.

IMPORTANCE OF THE STUDY:

Emotional intelligence is necessary for identify and manage our own emotions. There are a lot of emotions like fear, anger which are arising in any situation of person’s life. It is not wonderful fact that there are lots of emotions arise. But when it occur in some special situation, it’s necessary for that period to control such emotions to suit the certain circumstances. In that situation in order to overcome such problems persons need intelligence. That intelligence is called emotional intelligence.

Emotional intelligence is the ability to express and control our emotions is essential, but so is our ability to understand, interpret, and respond to the emotions of others. When persons feeling sad, or angry with co-worker, in that situation emotional intelligence work better than IQ.

OBJECTIVES OF THE STUDY :-

- To study about the concept and nature of emotional intelligence.
- To study about the differences of emotional quotient and intelligence quotient.
- To study about the characteristics of emotional intelligent persons.

REVIEW OF RELATED LITERATURE:-

Emotional intelligence is a dynamic construct influenced by diverse biological, psychological and social factors. A good deal of research has been conducted on emotional intelligence and it was found to be appearing as an important factor in the prediction of personal , academic and career success .Studies on emotional intelligence with respect to various psychological correlates have been found in a variety of fields.

Research on emotional intelligence with regard to certain demographic factors such as age, sex, locale and socio-economic status has been reported widely. An investigation cannot be carried out without the works already done in the field concerned. It helps the investigator to understand what has been done and what remains to be done. Review helps the researcher to the conclusion. Considering this importance the following literature has been review -----

Age :-

Goleman (1996) have also stated that emotional intelligence increases with age and it can be learned ,cultivated and increased in adulthood . In a series of longitudinal studies, it was shown that people can change their EI competencies over two to five years.

Wong and Law (2002) working with different samples have found that, age is positively correlated with emotional intelligence across different job situations.

Srivastava and Bharamanaikar (2004) concluded from their study the sample of 291 Indian army regarding the relationship between EI and their age, that EI increased with age.

Sex:-

Ciarrochi, Chan and Bajgar (2001) found that EI was reliable measured in adolescents and was higher for females than males.

Hunt and Evans (2004) have reported in their study on individuals (N= 414 ,181 male and 233 female)having traumatic experiences and simultaneously studied on their emotional intelligence level, and the results showed that males have higher EI than females.

Socio-economic:-

The relationship between emotional intelligence and socio-economic status was studied by **Jacques (2006)** among 221 college students and the study reported socio-economic status did not predicted emotional intelligence.

METHOD AND PROCEDURE:-

This paper based on descriptive analysis about the concept of emotional intelligence. For clear and details information the Researcher review the various Research papers based on the theme of emotional intelligence.

RESULTS AND DISCUSSION:

Emotional intelligence is the ability to monitor one's own and other people's emotions , to discriminate between emotions and label them appropriately and to use emotional information to guide thinking and behavior. Emotional intelligence reflects abilities to join intelligence empathy and emotions to enhance thought and understanding of interpersonal dynamics.

There are mainly 3 objectives of this seminar paper, which are analyzed below –

Objective: - I To study about the concept and nature of emotional intelligence.

Emotional development consists of Emotion and Intelligence these two words. Intelligence is he one of inborn ability of a person. In Hindi it regarded as “Viveka”. In the words of Binet intelligence is the ability of an individual which directs his behavior towards goal. Etymologically the word emotion means stirred –up state of feeling that is the way it appears to the individual himself.

In the words of Crow and Crow, emotion is an effective experience that accompanies generalized inner adjustment and mental and psychological stirred-up sates in the individual ,and that shows itself in his overt behavior .

Characteristics of emotion:-

- i) Emotions are prevalent in every living organism.
- ii) They are present at all stages of development and can be aroused in young as well as in old.
- iii) Emotions are the most individual and they differ from person to person.
- iv) Some emotion can be aroused by a number of different stimuli ---objects or situations.
- v) Emotions rise abruptly but die slowly.
- vi) Emotions have the quality of displacement.

Factors affecting on emotions:-

- i) The frequency and intensity of emotional intelligence.

- ii) The situation, occasion and the nature of stimulus which arouses the emotion.
- iii) Kind of emotional experience or emotions.

Meaning of emotional intelligence:-

Emotional intelligence, like general intelligence, is the product of one's heredity and its interaction with his environmental forces. Until recently, we have been led to believe that a person's general intelligence measured as I.Q. or intelligence quotient is the greatest predictor of successes in any walks of life --- academic, social, vocational or professional. Consequently, the I.Q scores are often used for selection, classification and promotion of individuals in various programmers, courses and job placement etc. However, researches and experiments conducted in the 90s onwards have tried to challenge such over-dominance of the intelligence and its measure intelligent quotient (I.Q) ,by replacing it with the concept of emotional intelligence and its measure, emotional quotient (E.Q) . These have revealed that a person's emotional intelligence measured thorough his E .Q may be a greater predictor of success than his or her I.Q.

John D. Mayer and Peter Salovey(1995), Emotional intelligence may be defined as the capacity to reason with emotion in four areas ,to perceive emotion ,to integrate it in thought, to understand it and to manage it.

Objective:-II To study about the differences of emotional quotient and intelligence quotient.

Intelligence is an innate as well as acquired intellectual potential. In every child is born with some intellectual potential which grows and develops with the help of maturity and experiences. In the same way the child also carry some innate emotional intelligence in terms of one's level of emotional sensitivity, emotional memory, emotional processing, and emotional learning ability. This potential is liable to developed or damaged as a result of one's experiences. The difference here is between the development pattern of innate emotional intelligence and general intelligence as a result of maturity and experiences.

General intelligence is generally not subjected to decline or damage with life experiences; it always picks up the rising trend. But the emotional intelligence can be either developed or destroyed depending upon the type of environmental experiences one gets in ones future life. More specifically, if a child starts with a certain level of innate mathematical abilities, he has generally almost no chance of getting his potential lowered through training or experiences since no teacher, parent or television program me teach him that $2+2 =5$ or 3. However, here are enough chances that unhealthy environmental influences of lessons taught by the parents, teachers and other models may lead to declining or damaging of one's innate or previously held

Level of emotional intelligence. In this way, whatever a person's intelligence at a particular time is that level of his emotional intelligence which is with him at that time as a result of the ongoing emotional lessons or life experiences. This level or potential of one's emotional intelligence is relatively measured through some tests of situations in life , resulting in ones

emotional quotient (E.Q) , a relative measure of one’s emotional intelligence or potential .Consequently, the term emotional quotient may be defined as a relative measure of one’s emotional intelligence possessed by him at a period of his life.

Differences between E.Q and I.Q are pointed out as below ---

Areas	E.Q	I.Q
Stands for	E.Q stands for emotional quotient(emotional intelligence)	I.Q stands for intelligence quotient
Definition	It is the ability to identify, assess , and control the emotions of oneself ,of others and of groups.	It is a score derived from one of several standardized tests designed to assess intelligence.
Abilities	Identify, evaluate,control and express emotions ones own emotions, perceive and assess others emotions etc	Ability to leran, understand and apply information to skills ,logical reasoning ,word comprehension etc.
In the workplace	Teamwork,leadership, successful relations,service orientation etc.	Success with challenging tasks, ability to analyze and connect dots ,research and development.
Identifies	Leaders , team-players,individuals who best work alone ,individuals with social challenges.	Highly capable or gifted individuals, individuals with mental challenges and special needs.
Popular tests	Mayer-Salovey Caruso Tst (emotion –based problem-solving tasks).	Standford- Binet test, Wechsler, Woodcock –johnson tests of cognitive abilities.
Origin	In 1985 Wayne Payne doctoral thesis “ A study of Emotion : Developing emotional intelligence “. Popular use came in Daniel Goleman 1995 book “ Emotional intelligence – why it can matter more tan I.Q	In 1883, English statistician Francis Galton paper “ Inquiries into Human faculty and its development .First application came in French psychologist Alfred Binet 1905 test to assess school children in France.

Indicator	E.Q is a better indicator of success in the workplace .	I.Q is used to determine academic abilities and identifies individuals with off –the –chart intelligence or mental
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Objective: III To study about the characteristics of emotional intelligent persons.

Emotional intelligence or emotional quotient (E.Q), is defined as an individual’s ability to identify, evaluate, control and express emotions. People with high EQ usually make great leaders and team players because of their ability to understand, empathize, and connect with the people around them. It a like a way to measuring emotions of persons and manages them to work better as a group or team.

Every one of us may be found to having varying capacities and abilities with regard to ones dealing with emotions. Depending upon the nature of this ability, he or she may be said more emotionally intelligent or lesser, in comparison to others in the group.

A person will be termed emotionally intelligent in proportion if he is able to -----

- i) Identify and perceive various types of emotions in others (through face reading, body language and voice tone etc.)
- ii) Sense his own feelings and emotions.
- iii) Incorporate the perceived emotions in hid thought (such as using his emotions feelings in analyzing , problem solving , decision making etc),
- iv) He or she has proper understanding of the nature, intensity and outcomes of his emotions.
- v) Exercise proper control and regulation over the expression and use of emotions in dealing with his self and others so as to promote harmony, prosperity and peace.

In order to developing emotional intelligent individual , one must develop the ability of emotional awareness (knowing the feelings of the self and the others),cognitive realization that emotional expression may be irrational or unhealthy and hence one should be cautious in utilizing his emotions for action, and have a fresh look or acquire a desired attitude for the proper utilization of emotional feelings and resulting ultimately into proper behavior for the progress of the self, in proper tune with others. Emotional intelligence is more important in rising to the top of organization than IQ, or cognitive competencies.

RELEVANCE OF EMOTIONAL INTELLIGENCE FOR A PERSON:

Emotional intelligence is a relatively new subject of study, though its roots go back to the time Darwin, who posited that emotional expression was essential for survival. Emotional intelligence shortly mean the ability to understand the physical, mental and social impact that negative emotions have on their bodies, minds relationships and ability to pursue and achieve goals.

Emotional intelligent persons are able to moderate their own emotions so that their emotions support their activities and enhance their quality of life.

Emotions have various natures. It varies from persons to persons and some emotions are innate and some are acquired. Thus in controlling it effectively persons need emotional intelligence which is much better than IQ. Because emotionally intelligent person deal effectively in pleasure full moment in the same way they are control themselves in painful situations also. But in that situation some high IQ persons may or may not be able to adjusting themselves.

Emotional intelligence in terms of an emotional quotient has wide educational and social implications for the welfare of the individual and the society. It is the capacity of an individual in four areas – to perceive emotion, to integrate it in thought, to understand it and to manage it. There are a lot of characteristics of emotional intelligent persons. Sometime it is finds that the persons who are high intellectual abilities or IQ are not able to control his emotional stresses. But the person who have emotional intelligence, he able to face any problems of his life. Thus, emotional intelligent persons have those abilities or stabilities to control his emotions effectively and manage it well.

SUMMARY AND CONCLUSION :-

Emotional intelligence taps into a fundamental element of human behavior that is distinct from person's intellect. The communication between persons emotional and rational "brains" is the physical source of emotional intelligence. The pathway for emotional intelligence starts in the brain ,at the spinal cord. Emotional intelligence requires effective communication between the rational and emotional centers of the brain.

There is no known connection between IQ and emotional intelligence, Intelligence is the ability to learn, and it's the same age 15 as it is at age 50. Emotional intelligence on the other hand, is a flexible set of skills that can be acquired and improved with practice. Emotional intelligence is the strongest predictor of performance.

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