

Emotional Intelligence and Its Relationship with Occupational Stress Among Employees in Software Organizations

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ABSTRACT

A high level of emotional intelligence is necessary for successful living because of the central role that emotions play in every person's existential journey. The current research is to look at the correlation between Occupational Stress and Emotional Intelligence levels among Odisha based software company workers. The research uses a descriptive research strategy and relies on primary data gathered from 230 participants using standardised questionnaires. Analysis of the data was done using descriptive statistics, frequency analysis, and Pearson's correlation coefficient. Most respondents have a moderate degree of emotional intelligence, according to the data, and a large percentage of people deal with high levels of stress at work. Having said that, the correlation study points to a weak and statistically insignificant link between EQ and Stress in the Workplace. Findings from the study stress the need of organisational interventions for software workers' stress management and overall health.

***Keywords:** Emotional Intelligence, Occupational Stress, Software Employees, Workplace.*

I. INTRODUCTION

People nowadays are confronted with a work life that is both complicated and demanding. Too many problems are happening when we look around the workplace. In moderation, stress is beneficial, yet all difficulties have the potential to bring people down. People can be inspired and become more productive as a result. But negative effects might result from either excessive stress or overreactions to stress. In service industries, when the major focus is on physically or mentally modifying consumers or pupils, this is sometimes referred to as "direct person related jobs." Examples of such organisations include banks and schools. Stress is a common symptom of working in the human services because of the physical and mental demands of the job. Globalisation, information assessment, and the pace of change are the defining forces of our time, and no one can escape them no matter where they reside. Thus, in order to accomplish its aims, the organization must also establish plans, frameworks, and procedures. Employees experience stress due to the intricacy of the procedure.

There was a strong correlation between emotional intelligence and both job satisfaction and professional success. Managing natural requests more effectively was defined as relating to and understanding other people while changing to and adapting to one's environment. Since it revealed how one linked enthusiastic learning to a rapid situation, emotional intelligence was a predictor of work success. He believed that emotional intelligence played a significant role in success in life and the workplace, and that research supported the idea that IQ was not the sole fundamental factor that determined individual ability.

Most individuals encounter stress on the job and at their workplace, which has led to occupational stress being recognised as a prevalent problem. Several studies have shown that both the employee and the company suffer when occupational stress is present.

Stress and emotions are not reliant on each other, but Lazarus found that wherever there is stress, there are also emotions. Emotions play a crucial part in the stress process. Research suggests that those who score higher on measures of emotional intelligence are better able to understand and manage their own emotions, which in turn makes them more adaptable to new situations and more resilient to stressful moments. Emotional intelligence plays a role in the mental process of determining the source of stress, as stress is an obvious concept.

II. REVIEW OF LITERATURE

Sharma, Ridhi & Sharma, Keshav (2020) While the Business Process Outsourcing (BPO) sector in India has generated a lot of jobs and paid its employees well, it has also been in the spotlight for some paradoxical reasons. This sector has the potential to generate a lot of jobs, but it also has to deal with issues like employee turnover and stress management. According to studies on stress management, the majority of companies pay more attention to the signs of stress than the causes. Instead of trying to prevent stress reactions by raising awareness of emotional intelligence as a necessary condition to comprehend the reaction to stress, many stress management programs have concentrated on the theory of stress, its symptoms, and its reactions.

Batool, Iram et al., (2016). Cancer or AIDS is not only the biggest killer, stress also one of them. Employees' performance significantly affected by Stress and circuitously organization have to suffer because if work ratio of employees dilute that thing is jeopardize to their organizations. Present study aimed to establish the relationship between emotional intelligence and occupational stress among employees. A sample of this study comprised of 150 employees was taken conveniently from different private and public organization of Multan. Employees emotional intelligent was measured through Emotional Intelligence Scale and the level of occupational stress in employees was evaluated by Occupational Stress Scale The results of present study confirmed that negative relationship between emotional intelligence and occupational stress. It's suggested that if employees with high level of emotional intelligence they experience low level of occupational stress. T-test findings depicted that employees in public organization had high level of emotional intelligence and occupational stress as compare to private organization employees.

Goswami, Kakali. (2013). Engineers working for government agencies were the target of this study, which sought to determine whether there was a correlation between EQ and stress on the job. Being able to manage stress in the workplace requires a high level of emotional intelligence. Theoretically, engineers' stress levels will be significantly affected by their emotional intelligence. Thirty engineers with managerial positions in Assam's public sector organisations provided the data. Uday Parikh's Occupational Role Stress Scale was used to quantify occupational stress, whereas a scale for emotional intelligence was devised by for stress levels, the mean and standard deviation were modest, whereas for emotional intelligence levels, they were greater. The impact of emotional intelligence was found to be statistically significant

Ismail, Azman et al., (2009). This study aimed to investigate the impact of emotional intelligence on the correlation between occupational stress and job performance. A total of 104 valid questionnaires were collected from academic staff members employed by private universities in Kuching City, Malaysia. The results of the research hypothesis testing, which used a stepwise regression analysis, demonstrated a strong correlation between emotional intelligence and job performance and the association between occupational stresses. Statistical study of the organisational sector sample shows that emotional intelligence mediates the influence of occupational stress on work performance. Additionally, the discussion and implications are expanded upon.

Ramesar, Saras et al., (2009) Importance of emotional intelligence in dealing with stress. Globalisation, the information revolution, and the rate of change are three defining factors of our time that no one can escape, no matter where they live Organisations need to continually make adjustments to their strategy, structure, processes, and culture to keep doing well and stay ahead of the competition self-awareness is an important talent for dealing with stress. This suggests that in a highly unpredictable environment, not having emotional intelligence might lead to failure, which can affect everyone's future. Out if a group of managers' emotional intelligence correlates with their ability to handle stress was the overarching goal of this study.

III. RESEARCH METHODOLOGY

Research Design

The present study adopts a descriptive research design.

Sampling Technique

A convenience sampling technique was employed to select the respondents.

Population and Sample Size

The target population for the study comprised of employees working in software companies in Odisha. From this population, a sample of 230 respondents was selected for the purpose of data collection.

Sources of Data

The study is based on both primary and secondary data sources.

Surveys measuring Occupational Stress and Emotional Intelligence were administered to software company employees in order to get primary data. To help back up and augment the main findings, secondary data were gathered from a variety of published and unpublished sources. Articles from scholarly journals, books, conference proceedings, reports from organizations, official publications, and internet databases were among the sources evaluated.

Tools for Data Analysis

Data was tabulated, processed, and analysed with the use of suitable statistical techniques. The levels of Emotional Intelligence and Occupational Stress were understood through the use of descriptive statistics, including mean and frequency distribution. We used Pearson's correlation coefficient to look at how EQ relates to Occupational Stress in the software industry.

IV. DATA ANALYSIS AND INTERPRETATION

Table 1: Descriptive Statistics of Emotional Intelligence and Occupational Stress

Variable	N	Mean
Emotional Intelligence	230	66.98
Occupational Stress	230	45.23

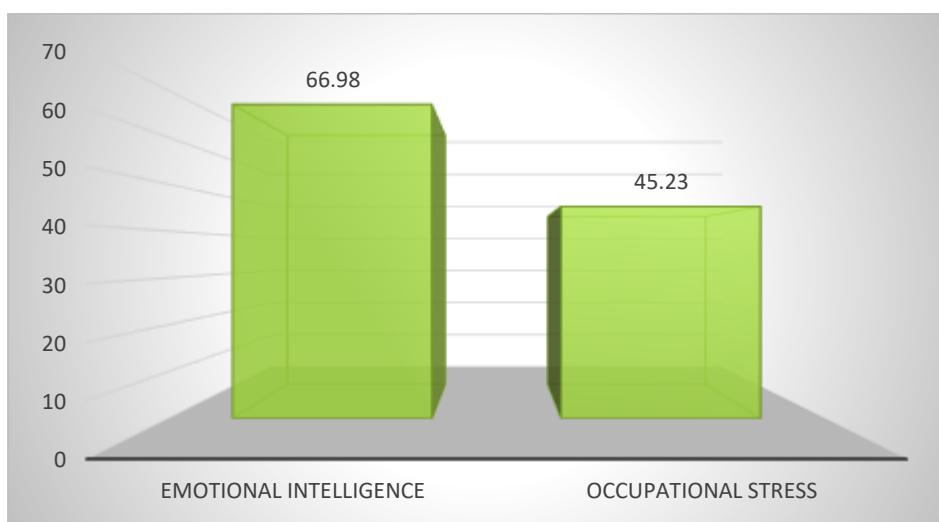


Figure 1: Mean of Emotional Intelligence and Occupational Stress

Table 1 shows that respondents had a moderate level of emotional intelligence, with an average score of 66.98. Occupational stress is quite high among software business employees, with a mean score of 45.23.

Table 2: Level of Emotional Intelligence among Respondents

Emotional Intelligence Level	Score Range	Frequency	Percentage
High	100 and above	18	7.83
Moderate	50 to 99	192	83.48
Low	Below 50	20	8.69
Total	—	230	100.00

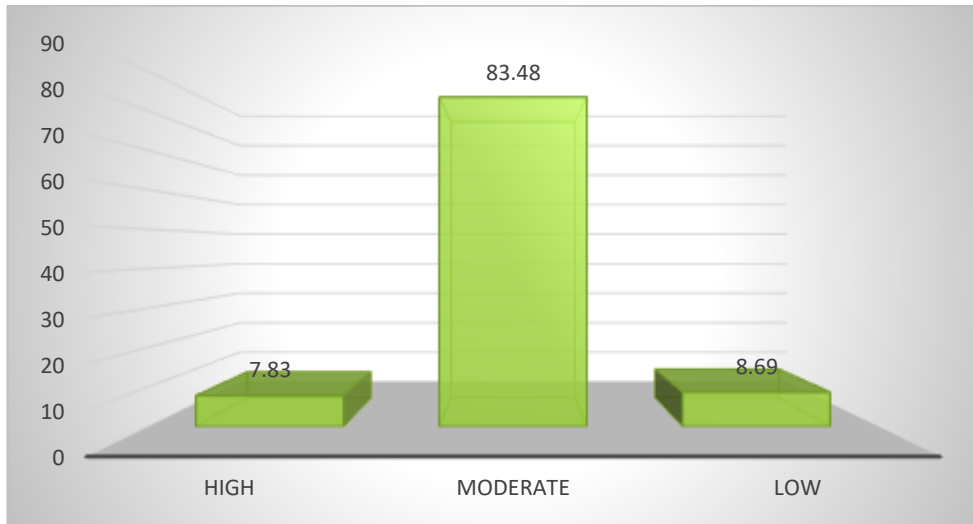


Figure 2: Level of Emotional Intelligence among Respondents

According to Table 2, 192 employees, or 83.48% of the total, score in the moderate range for Emotional Intelligence. Only 7.83% of workers, or 18 people, demonstrate high levels of Emotional Intelligence, while 8.69%, or 20 people, display poor levels.

Table 3: Level of Occupational Stress among Respondents

Occupational Stress Level	Score Range	Frequency	Percentage
Low	0–25	15	6.52
Moderate	26–40	68	29.57
High	41–55	112	48.70
Very High	56–80	35	15.21
Total	—	230	100.00

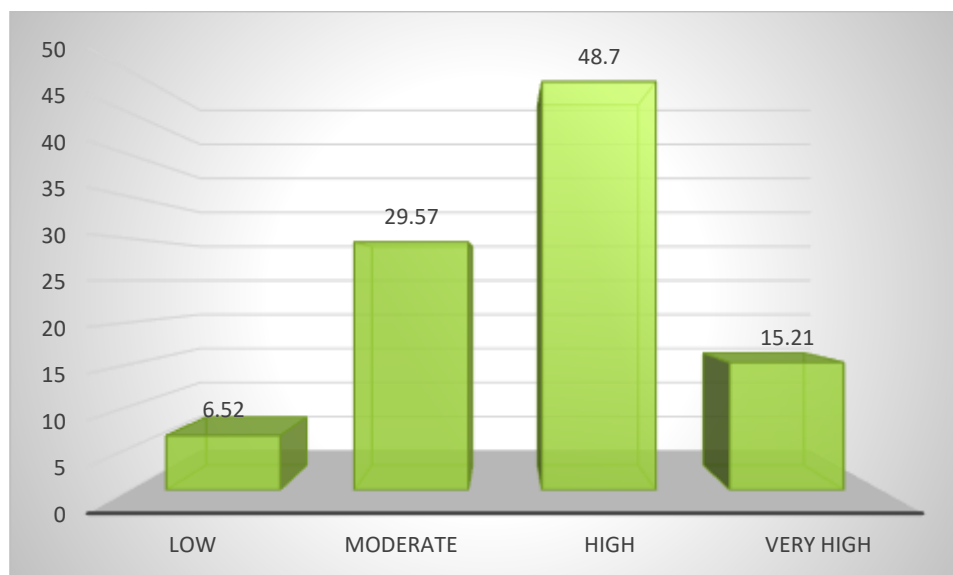


Figure 3: Level of Occupational Stress among Respondents

According to Table 3, almost half of the participants (48.70%, or 112 employees) indicate a high degree of occupational stress, while 29.57 percent, or 68 employees, report a moderate level of stress. On the other hand, just 6.52% of workers report minimal occupational stress, while a smaller percentage, 15.21%, or 35 workers, report extremely severe stress.

Table 4: Correlation Between Emotional Intelligence and Occupational Stress

		Emotional Intelligence	Occupational Stress
Emotional Intelligence	Pearson Correlation	1	.006
	Sig. (2-tailed)		.979
	N	230	230
Occupational stress	Pearson Correlation	.006	1
	Sig. (2-tailed)	.979	
	N	230	230

Emotional Intelligence and Occupational Stress are correlated in Table 4 among respondents. The Pearson correlation coefficient ($r = 0.006$) shows that the association between the two variables is extremely weak and insignificant. This correlation is not statistically significant since the p-value (0.979) is far more than the conventional 0.05 threshold.

V. CONCLUSION

According to the survey, Odisha-based software developers have a moderate level of Emotional Intelligence, which means they can handle their emotions well at work. The demanding and pressure-oriented nature of software professions is reflected in the high levels of occupational stress experienced by a considerable number of respondents. Emotional Intelligence and Occupational Stress are found to have a minimal and statistically insignificant association, indicating that emotional intelligence does not significantly affect stress levels among software professionals. It would suggest that a number of organisational and job-related variables, rather than the emotional capacities of individual software workers, determine occupational stress. According to the research, in order to boost employee health and productivity, organisations should implement effective policies, launch stress management programs, and create supportive work environments.

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