



## Psychology

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### Impact of emotional intelligence on stress level in managers of various organisations and their coping mechanisms

• Vaishnavi Shree • Saman Fatima • Saloni Jayaswal  
• Neena Verma

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Corresponding Author : Neena Verma

**Abstract :** *The objective of the present study was to see "The Impact of Emotional Intelligence on stress level in Managers of various Organizations and their coping Mechanisms". Two hypotheses were formulated - (1) Managers with high EQ will show low level of stress. (2) Problem focused coping mechanism will be used more by the managers with moderate level of stress. A sample of 150 managers ranging from 25 to 35 years of age was selected through Incidental- cum- purposive sampling method. The data was collected from 17 different organizations. The tools used for data collection were Emotional Quotient test developed by Singh, Dalip and*

*Chadha, N.K., Singh Personal Stress Source Inventory (SPSSI) developed by Singh, A.K., Singh, Ashish Kr. and Singh, Aparna. A Questionnaire was prepared by the researchers which was used to collect information regarding coping mechanism.*

*The result was analyzed by computing mean, standard deviation, percentage of mean and coefficient of correlation. The obtained results revealed that managers with high emotional quotient showed low level of stress. A negative coefficient of correlation i.e. ( $r = -0.11$ ) was obtained between the emotional quotient and stress level of the managers. The percentage of mean of EQ and stress is 70.76% and 38.26% respectively which clearly shows that EQ had an impact over the stress level of the managers. 69 managers were having moderate level of stress among which only 52 managers were using problem focused coping mechanism. 17 managers with moderate level of stress were using emotion focused coping mechanisms. Thus it is going in favour of the second hypothesis. Suggestions were made for organizing workshops and seminars on emotional management, administration of E.Q. test prior to selection of the managers and stress management training for the managers.*

**Key words :** *Emotional Quotient, coping mechanism, Problem focused coping mechanism, Emotion focused coping mechanism.*

#### Vaishnavi Shree

B.A. III year, Psychology (Hons.), Session: 2009-2012,  
Patna Women's College, Patna University, Patna,  
Bihar, India

#### Saman Fatima

B.A. III year, Psychology (Hons.), Session: 2009-2012,  
Patna Women's College, Patna University, Patna,  
Bihar, India

#### Saloni Jayaswal

B.A. III year, Psychology (Hons.), Session: 2009-2012,  
Patna Women's College, Patna University, Patna,  
Bihar, India

#### Neena Verma

Assistant Professor, Department of Psychology,  
Patna Women's College, Bailey Road,  
Patna – 800 001, Bihar, India  
E-mail : [neenaverma55@gmail.com](mailto:neenaverma55@gmail.com)