



# Impact of Low and High Emotional Intelligence on Coping Styles Among Working Women

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## ABSTRACT

The present study is aimed to examine the significant differences between low and high emotional intelligence on coping styles among working women. In this regard, two different measures were used, namely; Coping Inventory (Kumar and Reddy, 1988) and Emotional Intelligence Scale (Nutan Kumar and Usha Ram, 1999). The data were collected randomly from 201 working Women from different vicinities of Visakhapatnam district, Andhra Pradesh. Results have shown that high appraisal of emotions in the self of working women have shown significant influence on problem focused ( $t=3.28, p\leq.01$ ) coping style. High emotion regulation of self of working women significantly differed on emotional focused ( $t=2.87, p\leq.05$ ) and problem focused ( $t=2.19, p\leq.05$ ) coping styles. High emotional regulation of others working women got more on appraisal focused dimensions of coping. Low uncategorized emotions in problem solving women have more on problem focused coping style and whereas women with high uncategorized emotions in problem solving have on emotional focused coping styles. High uncategorized group is significantly influenced in all the dimensions of coping styles.

## 1. Introduction

Coping refers broadly to manage environmental and internal demands and conflicts among demands (Lazarus, 1966.1981). This definition focuses explicitly on efforts to manage, that is, on the dynamic constellation of thoughts and acts that constitute the coping process. Coping has been conceptualized in a multitude of different ways. Early theorists thought about coping in terms of primary and secondary appraisal (Lazarus, 1966; Lazarus & Folkman, 1984). In primary appraisal, a person initially establishes whether a stimulus was stressful and might actually be threatening to that person. Secondary appraisal consists of the process of a person gauging the actual resources and abilities they possess in order to deal with that stressful and threatening stimulus. Secondary appraisal processes often inform primary appraisal processes. A predominant conceptualization of coping processes operationalizes coping into problem-focused and emotion-focused coping (Folkman & Lazarus, 1980; Lazarus, 1993). Problem-focused coping is utilized when the individual is trying to alter the problem at hand, while emotion-focused coping appears to focus efforts on managing the emotions. On the other hand, individuals who perceive their problem as unmanageable and out of their control would be more likely to utilize emotion-focused coping. Some theorists have felt that the distinction between problem-focused and emotion-focused coping have been too simple (Carver, Scheier, & Weintraub, 1989). Carver et al. (1989) included a multitude of new variables into the problem-focused and emotion-focused conceptualization in order to gain more specificity in the constructs. While problem and emotion-focused coping were the basis of the conceptualization, researchers seemed to include a wider range of coping activities.

## 2. REVIEW OF LITERATURE

A study of Mukti and Nutankumar (2008) was found that appraisal of emotions in the self was positively correlated with plan-full problem solving and positive reappraisal coping styles. Appraisal of emotions in others was positively correlated with plan-full problem solving and positive reappraisal. Emotional regulation of the self was positively correlated with plan. Harish, Sudarshan and shamshad (2016) found that the sample had high total

Emotional Quotient; high Sensitivity and Competency but low Maturity. Healthy Coping styles were more frequently used than unhealthy ones. Emotional Quotient had significant positive correlation with healthy coping styles and negative correlation with unhealthy coping styles. Afsaneh et al (2011) study revealed significant relationship between emotional intelligence and each of the five items of coping strategies in CRI. In addition, regression analysis showed that, emotional intelligence can significantly predict each of these coping strategies.

### 3. Need for the Future Research

The reviews of the literature with regard to the emotional intelligence and coping styles in various aspects like antecedents and coping style have pointed out. However, the various aspects need to be investigated. It is observed for the studies that very few studies were found to examine the influence of emotional intelligence coping styles of working women. No studies were found to examine the influence of low and high emotional intelligence on coping styles among working women.

## 4. METHOD

### 4.1 Objectives of the Study

The main objective of the present study is to examine the differences of low and high emotional intelligence on coping styles among working women.

### 4.2 Hypotheses

In order to realize the objectives of the study the following hypotheses have been formulated:

- **H1:** There will be no significant difference of low and high appraisal of emotions in the self of emotional intelligence on coping styles among working women.
- **H2:** There will be no significant difference of low and high appraisal of emotions in others of emotional intelligence on coping styles among working women.
- **H3:** There will be no significant difference of low and high emotional expression of emotional intelligence on coping styles among working women.
- **H4:** There will be no significant difference of low and high emotional regulation of the self of emotional intelligence on coping styles among working women
- **H5:** There will be no significant difference of low and high emotional regulation of the others of emotional intelligence on coping styles among working women
- **H6:** There will be no significant difference of low and high utilization of emotions in problem solving of emotional intelligence on coping styles among working women
- **H7:** There will be no significant difference of low and high utilization of uncategorized of emotional intelligence on coping styles among working women

### 4.3 Measures

In the present study, two different measures were used, namely; Coping Inventory (CI) and Emotional Intelligence (EI).

#### 4.3.1 Coping Inventory

Coping strategies is an action in which the individual interact with the environment for the purpose of accomplishing something. The present study coping inventory is developed by Kumar (1988) and Reddy (1990). The inventory consists three factors, namely; 1) Appraisal focused (Twelve items), 2) Emotional focused (Thirteen items) and 3) Problem focused (fifteen items). It contains 40 items with a five point rating scale varying from the responses 'Never' to 'Always'. Each, response is having scoring varying from 0 to 4. The higher the score the more the working women have used that particular style of adjustment and vice-versa. The test retest correlation was found and it is 0.86.

#### 4.3.2 Emotional Intelligence Scale

The Schutte Emotional intelligence scale (Indian version) is standardized by Nutan Kumar Thingujam and Usha Ram (1999). It contains 33 items with seven dimensions, are namely; 1) appraisal of emotions in the self, 2) appraisal of emotions in the other, 3) emotional expression, 4) emotional regulation of self, 5) emotional regulation of

others, 6) utilization of emotions in problem solving and 7) uncategorized are mentioned below. The obtained reliable coefficient ( $r = 0.83$ ), also seems to be nearly equal, indicating that the test is reliable enough.

#### 4.4. Sample, Procedure and Data Collection

The data were collected randomly from 201 working women from different vicinities of Visakhapatnam district in Andhra Pradesh. The working women of Anganvadi employees, teachers, petty business and other unorganized groups were participated, covers mostly. The researcher has explained the purpose of study and also explained about each measure then circulated questionnaires and collected after completion. Unfilled and missing data forms were not considered for the analysis. All the questionnaires were provided with Telugu translated version along with standard questionnaires for enabling the sample for making them to understand.

#### 4.5. Analysis of the data

The data has analyzed by using relevant statistical techniques, to find out whether the differences in the independent variables accounted for significant differences in the dependent variables. All these statistical analysis was carried out using the SPSS statistical package 20<sup>th</sup> versions. Descriptive statistics were used to describe the data and find the mean values of emotional intelligence dimensions. 't' test was used to examine the significant influence of Mean's pertaining to the low and high emotional intelligence on coping styles among working women.

### 5. Results and Discussion

In this section, describes the hypothesis indicating the differences of emotional intelligence on coping styles among working were presented. The working women were divided into two groups as low and high on the dimensions of emotional intelligence group. These groups were made, based on the average value of each dimension. The scores obtained more than average on each particular dimension namely Appraisal of Emotions in the Self (AES), Appraisal of Emotions in Others (AEO), Emotional Expression (EE), Emotional Regulation of the Self (ERS), Emotional Regulation of Others: (ERO), Utilization of Emotions in Problem Solving (UEPS) and Uncategorized. Coping styles were considered with these dimensions namely problem focused, emotional focused and appraisal focused namely.

**Table-1: Coping Styles: low and high appraisal of emotions in the self among working women**

Coping Dimension	Appraisal of Emotions in Self		N	Mean	SD	t- value
	Low	High				
Problem focused	Low	92	40.47	8.95	3.28**	
	High	109	43.83	5.42		
Emotional focused	Low	92	31.88	6.50	1.59	
	High	109	33.34	6.45		
Appraisal focused	Low	92	27.53	5.23	1.18	
	High	109	28.55	6.71		

\*\* $p \leq 0.01$  level

#### Appraisal of emotions in self:

Table1- depicts the significant mean differences in between low and high appraisal of emotions in the self on coping styles among working women. It can be said from the obtained t- vales that there is significant difference. Hence, null hypothesis is rejected. Results have shown that high appraisal of emotions in the self of working women have shown significant difference on problem focused ( $t = 3.28$ ,  $p \leq 0.01$ ) coping style when compared to low appraisal emotions in the self. It seems that working women with high appraisal of emotions in self are likely to modify or

eliminate the source of situations, to deal with the tangible consequences of problem or activity to change the self and to develop a more satisfying situation.

**Table- 2: Coping Styles: Low and high appraisal of emotions in others among working women**

Coping Dimension	Appraisal of Emotions in the others	N	Mean	SD	t- value
Problem focused	Low	94	41.24	7.33	1.89
	High	107	43.21	7.42	
Emotional focused	Low	94	32.82	6.46	0.30
	High	107	32.54	6.56	
Appraisal focused	Low	94	28.07	6.43	0.02
	High	107	28.09	5.80	

#### Appraisal of emotions in others:

Above table–2 provides the significant mean differences in between low and high appraisal of emotions in the others of emotional intelligence on coping styles among women. It is noticed from obtained t-values that there are no significance values that indicated null hypothesis is accepted. Generally, appraisal of emotions in others dealt with the problem by saying little about how we feel emotions for others. But, it is not significantly differed in this study. However, Earlier studies (Mukti and Nutankumar, 2008) disagreed with present results and it was documented that appraisal of emotions in others was positively correlated with plan-full problem solving and positive reappraisal in related students.

**Table-3: Coping Styles: Low and high emotional expression among working women**

Coping Dimension	Emotional Expression	N	Mean	SD	t- value
Problem focused	Low	132	41.74	8.24	1.46
	High	69	43.34	5.44	
Emotional focused	Low	132	32.88	6.49	0.65
	High	69	32.26	6.53	
Appraisal focused	Low	132	28.12	6.12	0.14
	High	69	28.00	6.06	

#### Emotional Expression:

Table-3 shows the significant mean differences in between low and high emotional expression of emotional intelligence on coping styles among working women. It is noticed that t-values are not statistically significant. Therefore, null hypothesis is accepted. But it can be observed from the mean values that high emotional expression of emotions have more mean score on problem focused whereas low emotional expression emotional intelligence women have more score on emotional and appraisal focused of coping styles. Generally, people with emotional expression of emotional intelligence, speaks about personal problems to others and like to share my emotions with others.

**Table-4: Coping Styles: Low and high emotional regulation of self among working women**

Coping Dimension	Emotional regulation of self	N	Mean	SD	t- value
Problem focused	Low	114	41.43	8.61	1.90
	High	87	43.43	5.35	
Emotional focused	Low	114	31.54	6.07	2.87*
	High	87	34.15	6.78	
Appraisal focused	Low	114	27.27	5.49	2.19*
	High	87	29.15	6.67	

\* $p \leq .05$  level,

#### Emotional regulation of self:

This table-4 exhibits the significant mean difference between low and high emotional regulation of the self of emotional intelligence on coping styles among working women. It was found that emotional regulations of self of working women is significantly differed on coping styles, that indicating the null hypothesis is rejected. It can be said from the revealed results that high emotion regulation of self of working women significantly differed on emotional focused ( $t=2.87$ ,  $p \leq .05$ ) and problem focused ( $t=2.19$ ,  $p \leq .05$ ) coping styles than low emotional regulation of self of working women. It seems high emotional regulation of self women with positive emotions, seeking out the activates may have skill to manage the emotions aroused by situation and thereby to maintain affective equilibrium emotional and they also apprise the situation attempts to define the meaning of a situation and includes such strategies as logical analysis, cognitive redefinition and cognitive avoidance. It is observed that emotion-focused coping strategies aim to reduce and manage the intensity of the negative emotions that a stressful situation has caused rather than solving the problematic situation itself. (Fawzy et al. 1990)

**Table- 5: Coping Styles: Low and high emotional regulation of others among working women**

Coping Dimension	Emotional regulation of others	N	Mean	SD	t- value
Problem focused	Low	117	42.89	6.65	1.34
	High	84	41.46	8.36	
Emotional focused	Low	117	32.58	6.18	0.23
	High	84	32.80	6.95	
Appraisal focused	Low	117	27.39	5.64	2.01*
	High	84	29.05	6.57	

\* $p \leq .05$  level,

#### Emotional regulation of others of working women:

Table-5 shows the significant mean difference between low and high emotional regulation of others of emotional intelligence on coping styles among working women. It was observed that high emotional regulation of others working women got significant score on appraisal focused ( $t=2.01$ ,  $p \leq .05$ ) dimensions of coping style, showing

that the null hypothesis formed is rejected. Generally, High emotional regulations of working women have appraisal focus skill with logical analysis, cognitive redefinition and cognitive avoidance. As a result, working women may have more appraisal focused coping styles on others towards emotional regulations.

**Table- 6: Coping Styles: Low and high uncategorized emotions in problem solving among working women**

Coping Dimension	uncategorized emotions in problem solving	N	Mean	SD	t- value
Problem focused	Low	130	24.66	4.20	2.08*
	High	71	23.34	4.50	
Emotional focused	Low	130	29.40	7.81	2.36*
	High	71	31.89	5.73	
Appraisal focused	Low	130	24.37	9.34	0.88
	High	71	25.54	8.36	

\*p≤.05 level

#### Uncategorized emotion in problem solving:

Above table-6 provides the significant mean differences between low and high uncategorized emotion in problem solving of emotional intelligence on coping styles among working women. Result shows that low uncategorized emotions in problem solving women have shown significant results on problem focused ( $t=2.08$ ,  $p\leq.05$ ) dimension. Hence, null hypothesis is rejected. It could be generalized that women with negative mood and emotions also able to have new ideas and solving the problems in easy way. It was also observed from the result that high uncategorized emotions in problem solving has shown significance on emotional focused ( $t=2.36$ ,  $p\leq.05$ ) coping dimension. It means that working women are able to manage the emotions aroused by stressors and thereby to maintain affective equilibrium. Queeney (1997) observed in their study that for the efficacy of both emotion-directed and problem-focused interventions in women's adjustment is high to infertility.

**Table-7: Coping Styles: Low and high uncategorized among working women**

Coping Dimension	uncategorized	N	Mean	SD	t- value
Problem focused	Low	130	41.16	8.14	2.98*
	High	71	44.37	5.36	
Emotional focused	Low	130	31.98	6.77	2.07*
	High	71	33.94	5.80	
Appraisal focused	Low	130	27.45	6.13	2.03*
	High	71	29.25	5.86	

\*p≤.05 level

#### Uncategorized:

Above table-7 provides the significant mean differences between low and high uncategorized of emotional intelligence on coping styles among working women. It was observed that high uncategorized group is significantly influenced in all the dimensions of problem focused ( $t=2.98$ ,  $p\leq.05$ ), emotional focused ( $t=2.07$ ,  $p\leq.05$ ) and appraisal focused ( $t=2.03$ ,  $p\leq.05$ ) dimensions of coping styles. Therefore, null hypothesis is rejected. It seems that high

uncategorized women deals with the tangible consequences of problem, manage the emotions and able to apply as logical analysis, cognitive redefinition and cognitive avoidance for specific situations. Women feel more often than men that they need to control their emotions first with the emotion focused coping and then start using problem focused coping to solve their problem (Folkman,& Moskowitz, 2004).

## 6. Summary

Coping refers broadly to manage environmental and internal demands and conflicts among demands (Lazarus, 1966.1981). This definition focuses explicitly on efforts to manage, that is, on the dynamic constellation of thoughts and acts that constitute the coping process. There have been done many studies on emotional intelligence and coping styles. The reviews of the literature in various aspects like antecedents and coping style have pointed out that very few studies were found to examine the influence of emotional intelligence coping styles of women. No studies were found to examine the influence of low and high emotional intelligence on coping styles among working women. Therefore, the present study is aimed to examine the influence of low and high emotional intelligence on coping styles among working women. In the present study the researcher adopted the survey method. In this regard, two different measures were used, namely; Coping Inventory is developed by Kumar and Reddy (1988). It has three domains with 40 questions and Emotional Intelligence scale (Indian version) is standardized by Nutan Kumar Thingujam and Usha Ram (1999). It contains 33 questions with seven dimensions. The data were collected randomly from 201 working Women from different vicinities of Visakhapatnam district in Andra Pradesh. All these statistical analysis was carried out using the SPSS statistical package 20<sup>th</sup> versions. Descriptive statistics were used to describe the data and find the mean values. 't' test was used to examine the significant influence of Mean's pertaining to the low and high emotional intelligence on coping styles among working women.

### 6.1. Major Findings

- High appraisals of emotions in the self are likely to modify or eliminate the source of situations, to deal with the tangible consequences of problem or activity to change the self and to develop a more satisfying situation.
- High emotion regulation of self of working women significantly differed on emotional and problem focused coping styles.
- High emotional regulation of others working women got more on appraisal focused dimensions of coping.
- Low uncategorized emotions in problem solving women have more on problem focused coping style and whereas women with high uncategorized emotions in problem solving have on emotional focused coping styles.
- High uncategorized women deals with the tangible consequences of problem, manage the emotions and able to apply as logical analysis, cognitive redefinition and cognitive avoidance for specific situations.

## 7. Conclusion:

The present study is aimed to examine the significant differences between low and high emotional intelligence on coping styles among working women. The data were collected randomly from 201 working Women by using Coping Inventory and Emotional Intelligence. It can be concluded that high emotional intelligence of working women have better copying styles when compared with low emotional intelligence. However, women with low uncategorized emotional intelligence also found with better copying styles.

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