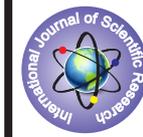


## ROLE OF AGE IN EMOTIONAL INTELLIGENCE A STRESS RESPONDENT: A HYPOTHETICAL STUDY AMONG TEXTILE EMPLOYEES



### Management

**KEYWORDS:** Emotional Intelligence, Age, Occupational Stress.

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### ABSTRACT

In today modern organization employees level of satisfaction depends on both monetary and non-monetary benefits provided. When speaking about Occupational stress the factors can be in and around of organization they work, but when we see to the impact where it affects the result extends to health and emotions which further affect work life balance and performance. In this study the impact of occupational stress is analyzed and found that due to occupational stress emotions of oneself being affected. But when comparing the impacts of stress and demography the level of impact changes. Thus in this article the level of significance between Age which is one among the demographic variable and poor Emotional Intelligence an impact of stress is being analyzed.

### Introduction:

Generally, the impact is called to be the responses of any sequences, in this form the result of change of existing form leads to stress and the impact that arrives due to stress is called the stress response. The stress response can be health oriented one or performance oriented one or even emotions oriented one. The recent topic that all organizations and employees use and be used is Emotional Intelligence. Such emotional intelligence can vary accordingly by the interference of their own demographic nature. Before we go into the process of understanding the level of significance between emotional intelligence and age, first we get through what are the major issues of Occupational stress.

Almost any change in environment, even a pleasant change, such as a vacation- demands some coping; and a little stress is useful in helping us adapt, but beyond some point, "stress" becomes "distress". What acts to produce distress varies greatly from person to person, but some events seem to be stressors for many of us. Chief among these injuries or infections of the body; annoying or dangerous events in our environment; major changes, or transitions in life which force us to cope in new ways, and anticipate actual threats to our self-esteem.

Stress responses can be divided into three categories: psychological responses, physiological responses, and behavioural responses.

**(1) Psychological Responses:** When people react to stressors, a wide variety of cognitive and emotional responses can occur. Examples of cognitive responses are concentration problems, indecision, forgetfulness, and sensitivity to criticism, self-critical thoughts, and rigid attitudes. Examples of emotional responses are nervousness, tension, irritability and anger.

**(2) Physiological Responses:** They follow what is called the general adaptation. The followings are examples of physiological changes, increased heart rate, increased blood pressure, rapid or irregular breathing muscle tension and sweating.

**(3) Behavioural Responses:** People act differently when they are reacting to stressors. Sometimes, the behaviours are somewhat subtle, such as the following responses: strained facial expressions, a shaky voice, and accident proneness, difficulty in sleeping and overeating, or loss of appetite. Behavioural responses are more obvious when people take advantage of the preparatory physiological responses of the fight-or-flight response. One side of the fight-or-flight response is that it prepares people to "fight" and people sometimes take advantage of that feature and behave aggressively toward other people. Unfortunately, this aggression is often directed towards family members. Some examples of how people try to escape threatening situations are quitting jobs, dropping out of school, abusing alcohol or other drugs and attempting suicide.

### NEGATIVE EFFECTS OF STRESS

The effects of stress are manifest in four distinct domains: physiology, behaviour, subjective experience, and cognitive function. The physiological effects of stress include alterations in neuro endocrine, autonomic nervous system, and immune function and are of great interest to biomedical researchers such as Selye (1975) because of their implications for disease. The behavioural manifestations of stress include aggressive responses, freezing, and displacement activities in animals; health-related behaviours such as smoking and alcohol consumption in humans; and deficits in the performance of complex tasks. Subjective experiences during stress include distress and feelings of dissatisfaction and anger, together with anxiety and depressive responses, which may contribute to psychiatric ill health. The cognitive manifestations of stress include alterations in information processing and intentional and memory functions, which can, in turn, influence performance and decision-making capability.

Burnout involves physical and emotional exhaustion, cynicism, and a lowered sense of self-efficacy that can be brought on gradually by chronic work-related stress. Exhaustion, which is central to burnout, includes chronic fatigue, weakness, and low energy. Cynicism is manifested in highly negative attitudes toward oneself, one's work, and life in general. Reduced self-efficacy involves declining feelings of competence at work, which give way to feelings of hopelessness and helplessness. Suicidal ideation in college students was positively associated with self-ratings of negative life events in the past year.

### Statement of the problem:

Due to occupational stress one's emotions are tested and collapsed in long turn. Emotional Intelligence is an emerging topic in modern business practices. Such emotional intelligence was affected by the job stress. Though emotions are highly affected by stress the level of impact gets changed by gender, age, income...etc.. In this study it was analysed whether age plays vital role in describing emotional intelligence of employees.

### Need of the study:

Demographic is one of the notable factor in employees working behavior. An employee will be affected by poor performance, uncontrollable emotions, job dissatisfaction, occupational stress and goes on. Emotional intelligence will be affected due to occupational stress and it is must to know the level of such problem to their demographic condition, more importantly age of employees. So in this study age is taken to test the level of emotional intelligence during stress period.

### Objectives:

To analyze the level of significance between Age and Emotional Intelligence a stress responder.

### Research Methodology:

Research Design here used is Descriptive style. Data collection was made among textile employees in Salem district. Through primary source the data has been collected. Stratified random sampling was used to select the sample size. Chi square test was conducted to analyze the hypothesis.

**Hypothesis:**

H0: There is no significant level between Age and Emotional Intelligence

H1: There is significant level between Age and Emotional Intelligence

**Table showing Respondents Age**

Age	Percentage
3	6
10	20
22	44
12	24
3	6

**Inference:**

Among 50 employees interviewed 44% of employees belong to above 31-40 years, 24% of employees belong to 41-50 years, 20% of employees belong to 21-30 years, 6% each belong to upto 20 years and above 50 years.

**Table showing the employees affected with less Emotional Intelligence due to Stress**

Emotional Intelligence affected due to stress	Percentage
13	26
23	46
10	20
2	4
2	4

**Inference:**

Among 50 employees 46% of the employees couldn't control emotions Mostly, 26 % of employees couldn't control emotions always, 20% of employees comes under sometime and 4 % each can control emotions.

**Chi Square:** Inference showing the level of significance between Age and Emotional Intelligence a stress responder.

**Hypothesis:**

H0: There is no significant level between Age and Emotional Intelligence

**H1: There is significant level between Age and Emotional Intelligence**

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.090a	16	.592
Likelihood Ratio	15.280	16	.504
Linear-by-Linear	1.012	1	.314
N of Valid Cases	100		

a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .10. From the above calculation, at the 95% of significance the calculated value is greater than table value hence H0 is rejected.

**Interpretation:**

It is analyzed that the H0 is rejected and H1 is accepted, thus there is a significance level between age and emotions.

**Findings:**

- Most of the employees working the textile unit are under the age group of 31-40 years.

- Most of the employees are highly affected with uncontrollable emotions due to stress.
- There is significance relationship between Age and Emotional Intelligence, thus one who is senior in age could control emotions in spite of occupational stress, as they might be well experienced both level of stress in organization and personal and can tackle such stress by diverting their thoughts and work. Those who are quite younger will find difficulties in balancing the emotions and stress.

**Suggestions:**

- Proper trainings and counselling should be provided at different age groups in order to reduce stress and there to build emotional intelligence.
- A team of elders and youngsters should be put together for completing a task, as elders can provide valid ideas and youngsters can complete it energetically.

**Conclusion:**

From the above study it is concluded that emotions are highly affected due to stress attained by occupation, and such emotions vary accordingly to age of different groups. This shows that the one who is of more age can control emotions in spite of occupational stress at any level. Thus when a team is executed it would be better if all age groups are mingled so as to reduce stress and build emotional intelligence.

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