

STRESS LEVEL VERSUS EMOTIONAL STABILITY AT ORGANIZATION. CASE STUDY: RELATION BETWEEN EMOTIONAL STABILITY AND STRESS LEVEL.

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Abstract: The study focuses on finding a relation between Emotional Stability and Stress. So, that proper we can understand that what factors are required for having an equilibrium at work place. Stress causes many problems in personal and professional life of the employee. The study helps us in finding the right candidate who have a good Emotional Quotient(EQ) as well as can manage the stress well. By finding such candidates we will able draw guidelines that what kind of employee must be hired in organization. This will help the hiring team to find employees who can perform well under stress full conditions at work place and can deliver good results under heavy pressure as well. We have used Psychometric tests like Emotional Intelligence Scale and Perceived Stress Scale are the standard tests used for calculating Emotional Quotient and Stress.

Keywords: Stress, Emotional Stability, Emotional Quotient, Stress, Equilibrium, Emotional Intelligence Scale, Perceived Stress Scale and Psychometric Test

Introduction: Live is full of emotions. Stress and factor which always disturbs the stability of emotions. The person who is emotionally stable have higher ability to cope up the stress. According to Robert Pletcher theory there are eight basic emotions. They are listed as follows:

1. Fear → feeling of being afraid.
2. Anger → feeling angry. ...
3. Sadness → feeling sad. ...
4. Joy → feeling happy. ...
5. Disgust → feeling something is wrong or nasty.
6. Surprise → being unprepared for something.
7. Trust → a positive emotion; admiration is stronger; acceptance is weaker.
8. Anticipation → in the sense of looking forward positively to something which is going to happen. Expectation is more neutral.

How Emotional Intelligence is Calculated?

There are several psychometric tests which are used for calculating Emotional Intelligence. In our study we had used Emotional Intelligence Scale designed by Anukool.

Emotional Intelligence: the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

"Emotional intelligence is the key to both personal and professional success"

Stress: In psychology, **stress** is a feeling of strain and pressure. Also this is one type of psychological pain. Small amounts of stress may be desired, beneficial, and even healthy. Positive stress helps improve athletic performance. It also plays a factor in motivation, adaptation, and reaction to the environment. Excessive amounts of stress, however, may lead to bodily harm. Stress can increase the risk of strokes, heart attacks, ulcers, and mental illnesses such as depression.

Stress can be external and related to the environment but may also be created by internal perceptions that cause an individual to experience anxiety or other negative emotions surrounding a situation, such as pressure, discomfort, etc., which they then deem stressful.

Humans experience stress, or perceive things as threatening, when they do not believe that their resources for coping with obstacles (stimuli, people, situations, etc.) are enough for what the circumstances demand. When people think the demands being placed on them exceed their ability to cope, they then perceive stress.

How Stress is Calculated?

There are many psychometric tests which can be used for calculating the stress level of a person. In our study we had used "Perceived Stress Scale designed" by Sheldon Cohen.

Literature Review: Goleman (1995) formulated the best-known theory of emotional intelligence. Goleman's explanation of the construct was based on Salovey and Mayer's (1990) original theory. Among other claims, Goleman theorized that emotional intelligence is equal to, if not more important than, IQ as an important indicator of success in one's professional and personal life. Elaborating further on the construct, Goleman (1998) explained that an individual's emotional intelligence can affect one's work situation. He also applied his conceptual understanding to organization. Emotional Intelligence has a profound effect on the teaching efficacy. It forms the basis transaction of communication impacting directly on interpersonal relationship.

David Allen in his book "Getting Things Done: The Art of Stress-free Productivity" (ISBN-10: 0349410151) in his book has explained different methods for coping up with stress.

Chandra Patel in his book "The Complete Guide To Stress Management" (ISBN-10: 0306439670) has explained different methods to management stress.

Objective of the Study:

- To find relation between stress and emotional stability.
- To find ways to recruit employee with high emotional stability.
- To find out ways to create work place balance during stress full condition.

Research Analysis:

Type of Data: Primary

Sampling Technique: Random Sampling

Sample Size(N)= 31

Target Companies:

- Amazon.com;
- Monster.com
- HGS Company;
- Times College (Nagpur);
- Capgemini.

Type of Research: Analytical

Research Method: Field Research

Psychometric Tests Used:

- Emotional Intelligence Scale
- Perceived Stress Scale.

Research Tool Used: Regression Analysis.

Explanation for Psychometric Tests:

Emotional Intelligence Scale designed by Anukool. The test helps in calculating following qualities of human. The total score helps in knowing the Emotional Quotient of the person. The test helps in calculating following qualities of human beings:

- Self-Awareness
- Empathy
- Self-Motivation
- Emotional Stability

- Managing Relations
- Integrity
- Self-Development
- Value Orient Orientation
- Altruistic Behavior

The Perceived Stress Scale (PSS) designed by Sheldon Cohen: The Perceived Stress Scale (PSS) is the most widely used psychological instrument for measuring the perception of stress. It is a measure of the degree to which situations in one's life are appraised as stressful. Items were designed to tap how unpredictable, uncontrollable, and overloaded respondents find their lives. The scale also includes a number of direct queries about current levels of experienced stress. The PSS was designed for use in community samples with at least a junior high school education. The items are easy to understand, and the response alternatives are simple to grasp. Moreover, the questions are of a general nature and hence are relatively free of content specific to any subpopulation group. The questions in the PSS ask about feelings and thoughts during the last month. In each case, respondents are asked how often they felt a certain way.

Hypothesis:

Ho: There is a relation between Emotional Stability and Stress.

H1: There is no relation between Emotional Stability and Stress.

Data Analysis:

**Table: ES and PSS
Scores from EIS and PSS Scale:**

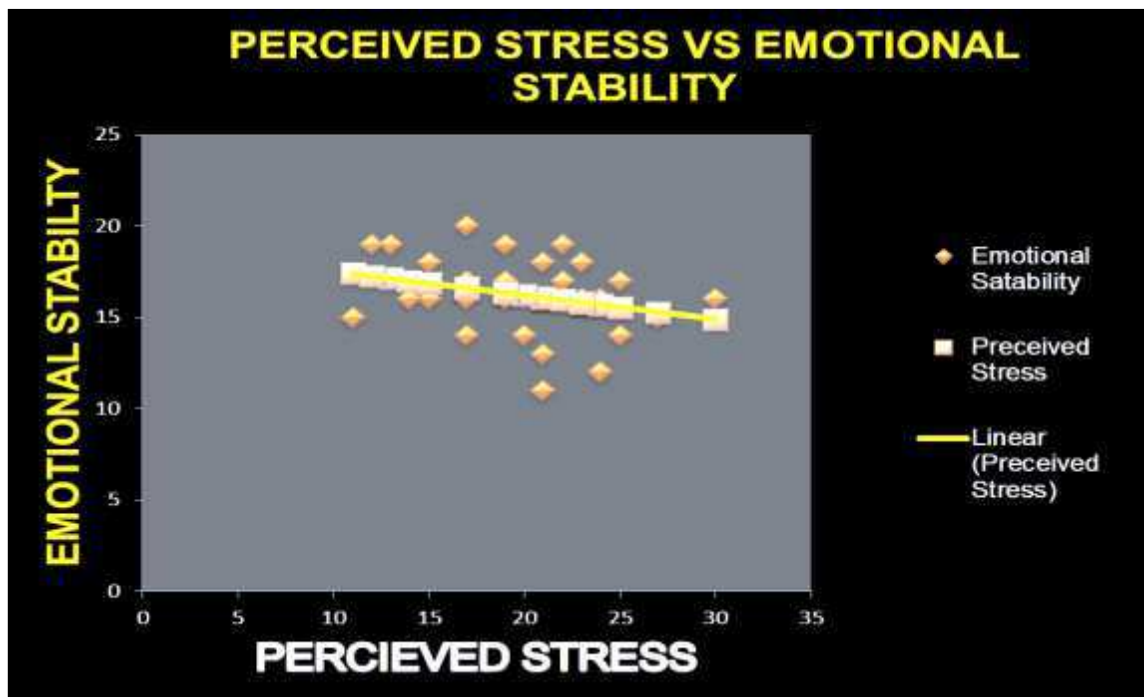
Sl No	Emotional Stability(D)	Perceived Stress Score
	20	
1	14	17
2	16	23
3	18	23
4	19	13
5	17	17
6	11	21
7	15	11
8	16	15
9	19	19
10	17	25
11	13	21
12	18	21
13	15	27
14	16	21
15	16	23
16	17	22
17	16	17
18	14	20
19	16	24
20	16	14
21	12	24
22	19	12
23	14	25
24	16	19
25	19	22
26	16	30
27	17	19

28	20	17
29	16	23
30	14	17
31	18	15

Research Analysis:

Regression Statistics								
Multiple R	0.28247							
R Square	0.07979							
Adjusted R Square	0.04692							
Standard Error	2.07333							
Observations	30							
ANOVA								
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>			
Regression	1	10.4365	10.4365	2.42782	0.13043			
Residual	28	120.364	4.2987					
Total	29	130.8						
	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>	<i>Lower 95.0%</i>	<i>Upper 95.0%</i>
Intercept	18.8421	1.73743	10.8448	1.6E-11	15.2832	22.4011	15.2832	22.4011
17	-0.1321	0.08478	-1.5581	0.13043	-0.3058	0.04157	-0.3058	0.04157

Graphical Representation:



Result: There is a negative relation between Stress and Emotional Stability. When the stress level increases the emotional stability of the person dips.

For example, if you see the table you'll see that the person who has higher emotional stability score will have less Stress because s/he will be able to control the stress.

Trend Line Equation: $y = -0.132x + 0.084$

Explanation of the Process: First, we had collected the data and calculated the Emotional Quotient of the employees and had compared it with stress level of the employees but unfortunately no relation came than we had compared each quality of the EIS scale with the Stress level and we could find that there is a negative correlation between Emotional Stability and Stress.

Benefit of Study:

- Having a recruitment process which will help the recruiters in finding the right employees for stressful jobs like Sales and Marketing Jobs.
- Handling Conflict management.
- Helping the Leadership skill teams to maintain a work balance between employees under stressed conditions.
- Coming up with techniques like introducing many stress buster techniques so that the employees can maintain a normal working condition under tensed situations at organizations.
- Identifying the factors that introduces unnecessary stress factors at work place.

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