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# Review on Emotional Intelligence

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***Abstract: This paper examines the literature reviews of Emotional Intelligence. Its purpose is to synthesize the concept of EI & how it effect on human life behaviour. It is not necessary that person having good IQ he must satisfied and successful in his life. This review provides convincing evidence that a person with high EQ generally he achieves more, excel at teamwork and service and take more initiative. EI is crucial concept in AI. In robotics scientists can built a stronger, faster, and smarter than humans in specific areas but knowledge about EI with AI is necessary.***
***Keywords: Emotional intelligence, EI model, EI core skill.***

## I. INTRODUCTION

Most of people feel that we are not emotional but life changes and some situations are come we realize that we live in a constant emotional state: sometimes irate, sometimes unhappy, sometimes happy, and sometimes upset – but always operating in an emotional state on some level. Emotional intelligence is invisible but It effects on our behaviour while navigate in social complexities and to take personal own decisions that achieve positive results.

Emotional Intelligence, as defined by Goleman, "is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. His framework has five branches: self-awareness, self-regulation, motivation, empathy and social skills."

Cooper and Sawaf (1997) define "emotional intelligence as the ability to sense, understand, and effectively apply the power and acumen of emotions as a source of human energy, information, connection, and influence."

## II. HISTORY OF EQ

*A.* Fairly new concept in scientific community
*B.* Has roots in the concept of social intelligence," first identified by E.L. Thorndike in 1920
*C.* Pioneer – Daniel Goleman, Professor of Psychology at the Harvard University through his book "***Emotional intelligence***"
*D.* Phrase " Emotional Intelligence" coined by Yale psychologist Peter Salovey and the University of New Hampshire's John Mayer

## III. THE MAJOR EMOTIONAL INTELLIGENCE MODELS

There are three major models of emotional intelligence:

*1)* *The Mayer-Salovey model:* It constructs the ability to perceive, understand, manage and use emotions to facilitate thinking.
*2)* *The Bar-On model:* It describes El as a cross-section of interrelated emotional and social competencies, skills and facilitators that impact intelligent behaviour.
*3)* *The Goleman Model:* It as an array of emotional and social competencies that contribute to managerial performance.

The Goleman Model and Bar-On Model are also known as the Mixed Models of Emotional Intelligence.

## IV. EMOTIONAL INTELLIGENCE CORE SKILLS

Emotional intelligence is made up of four core skills that pair up following two primary competencies:

*1)* Personal competence
*2)* Social competence.

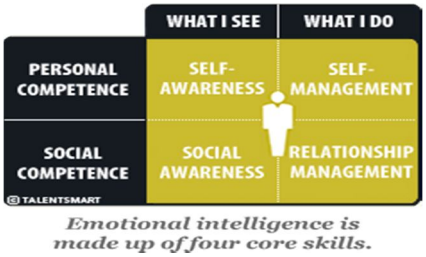

Fig 1. EI core skill

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a) *Personal Competence:* Is useful us to make our self-awareness and self-management skills, which focus more on interactions with other people. Personal competence is nothing but the ability to stay aware of your emotions and manage your behaviour and tendencies.

- Self-Awareness Self Awareness useful for you to understand other people, how they perceive you, your attitude and your responses to them in the moment.
- Self-Management is the ability which gives awareness of your emotions and impulses to stay flexible control of your emotions and positively direct your behaviour.

b) *Social Competence:* Gives you the understanding of social awareness and relationship management skills; social competence is helpful to understand other people's feelings, behaviour, and motives in order to improve the quality of your relationships.

- Social-Awareness is the ability to understand and react emotions in other people and understand what is really going on.
- Relationship Management is the supervision & maintenance of self emotions and the others' emotions to manage interactions successfully.

A. *Emotional Intelligence, IQ, and Personality Are Different*

Fig 2. EI, EQ & Personality

Emotional intelligence works like fundamental element of human behaviour. IQ and emotional intelligence are different; Intelligence is your ability to learn, and it's the same at age 15 as it is at age 50. Emotional intelligence is a flexible set of skills which we can developed, acquired and improved with practice. Although some people are emotionally intelligent than others from their birth, you can also develop your high emotional intelligence even if you aren't born with it.
like IQ, personality can't be used to predict emotional intelligence. Also like IQ, personality is stable over a lifetime and doesn't change. IQ, emotional intelligence, and personality each cover unique ground and help to explain what makes a person tick.

B. *Emotional Intelligence Is Linked to Performance*

Fig 3. EI linked to Performace

It is not compulsory that if person having a good IQ then he get a lot of success & satisfaction in his life. But if a Person with high EQ generally he achieve more, excel at teamwork and service and take more initiative. & only for this reason Several corporations and large organizations have mandatorily take EQ tests during the hiring process, and arranged training & coaching seminars on emotional and social skills..

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*C. Importance of Emotional Intelligence*

*1)* Performance at work. Emotional intelligence can help us to solved the social complexities at workplace, lead and motivate others, and excel in our career. In fact, many companies now hire a candidate with good EQ quality.

*2)* Physical health. If stress level is more & we are failed or unabled to handle then it turns to serious health problems. Stress may be responsible for high & low BP, heart attack, contribute to infertility, and speed up the aging process. For this reason we should try to improve out EQ.

*3)* Mental health. More stress can push you in anxiety and depression. Suffering this person want to leave alone try to suicide also.

*4)* Relationships. If you learn to control your emotions, feelings it shows great positive impact in your professional & personal life.

## V. FURTHER RELATED STUDIES

Saeid Farahbaksh (2012), Studed the emotional intelligence & its relation to quality of work life of school principles, researcher selected 139 samples which is selected by randomized stratified method. Data are collected using questionnaire & the collected data are analysed by using pearson correlation coefficient & one sample t with SPSS software. On the basis of findings of the study, there was a positive correlation between quality of work life and emotional intelligence (p< 0/000) and its subscales namely, self awareness, self management, relation control and social awareness. Moreover, results proved that the quality of work life of principals was high, but in case of emotional intelligence, principals were low in compare to mean of questionnaire. Increasing emotional intelligence is able to provide a better work environment for principals and for this cause, the performance of them grow to be enlarged.

Aghdas Safari et al. (2014), Observed that training in anger management, stress management, intrapersonal communication skills will lead to increased Emotional Intelligence of female student. For this experimental study researcher select 120 students population with the help of multi-stage randomized sampling method and were divided into the four groups (3 experimental & 1 control group, with 30 students in each group). The data for analysis were collected by questionnaires. ANOVA method, t test, Mann-Whitney U test technique of statistics were used for analysis.

Manasa Godati et al.(2015), Studied Emotional intelligence and academic stress among adolescent boys and girls and to compare between them. For this purpose researcher used non-experimental comparative survey design was adapted. 100 subjects (50 boys + 50 girls) were selected by random sampling method. Chi-Square test & t-test technique of statistics were used for analysis. The study revealed that there was no statistically significant difference of emotional intelligence and academic stress between boys and girls. And there was no statistically significant association between level of emotional intelligence and level of academic stress with demographic variables (age, gender, area of residence, religion, medium of instruction, group of study, type of management, educational status of father and mother, occupations of father and mother, birth order, monthly family income, type of college, type of family, total number of children, and academic achievement) among adolescent boys and girls.

Bassam Yousef Ibrahim Banat et. al.(2014) , The findings revealed that the students at Al-Quds University indicated a high level of emotional intelligence. Of the students surveyed, 75.2% revealed being emotionally intelligent. The results demonstrated statistically significant differences in the emotional intelligence scores among the students according to their gender, religion and place of residency. Emotional intelligence emerged as a significant predictor of academic achievement. The test was administrated to three hundred and seventy stratifiedly selected full-time undergraduate students at Al-Quds University. Emotional intelligence was evaluated using a 33-item scale as an index introduced by Schutte et al. (1998). The data was statistically analyzed using the SPSS, t-test, one way analysis of variance, Tukey test.

Joiceswarnalatha.R(2015), Conclude that the EI levels of the urban students is high to that of the rural students and the GPA is high among the rural students than that of the urban students. It can be analysed that there is no impact of EI on the academic performance since the EI levels of urban students is high even though their GPA is less than the rural students.For this study researcher select 78 students(34 Rural & 44 Urban) population. For data collection Questionnaires-Likart scale & survey method is used. ANOVA, parametric Chi-Square & t-test technique of statistics were used for analysis.

Dhananjay B Vitalkar (2016), Conclude that significant difference between rural and urban Basketball Players cause Basketball is a team game. In the Basketball co-ordination, emotional intelligence, understandings are required when playing. Therefor to exhibit good performance players must be possessed strong emotional intelligence for attack and defence. For this the purpose of the study researcher select 60 subjects (30 Rural & 30 Urban) population randomly . The age level of the subjects ranged from 18 to 28 years. For data collection EI Questionnaires is used. In this test ten factor are considered self-awareness, empathy, Self-Motivation, Emotional Stability, Managing Relations, Integrity, Self Development, Value Orientation, Commitment and Altruistic behavior. t-test technique of statistics were used for analysis.

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Arun Prakash Krishna Vimal (2016), Revealed that there is no significant difference in Emotional Intelligence of Scheduled Caste Male and Scheduled Caste Female students. Total sample consisted of randomly selected 200 students (100 were male and 100 were female) from various colleges of Kanpur city of Uttar Pradesh. Data was statically analyses by ANOVA. The female student (Mean - 114.02, SD - 16.85) had higher mean score than male students (Mean - 110.63, SD - 14.85). ANOVA (F-Ratio=2.28, Not Significant at .05 level) hence reviled no significant difference between the groups.

Rohana Ngah et. al.(2016), Presents a comparative study of Emotional Intelligence (EI) and Entrepreneurial Orientation (EO) between students of two universities from Malaysia and Indonesia. A total of 170 students participated in this survey, 98 from Malaysia and 72 from Indonesia. The survey was carried through online survey. All analysis is performed using SPSS version 21 and t-test to analyze this study. The study investigates the extent to which EI and EO test scores vary among the students. EI showed different scores between students of the two universities. The importance of EI also differs between two universities. EI and EO collectively have an impact on Entrepreneurial Inclination of Indonesian students, but only EO was significant for Malaysian students. Recommendation is provided for future research.

Uzma Hanif Gondal and Tajammal Husain (2013), Studied The cognitive and emotional aspects of intelligence and its related behavioral and psychological outcomes on employees' performance. For this purpose of the study researcher select 300 employees as a sample. For data collection Questionnaires instrument is used. Pearson correlation, t-test, beta, P-value technique of statistics were used for analysis. Finally Concluded that emotional intelligence is crucial at workplace than intelligence quotient.

Sanjay Dixit et. al. (2014), Studied the level of anger and correlating level of anger with EI and empathy in medical postgraduates. Sample size of 180 (60 PG, 60 pre final MBBS students & 60 1st prof MBBS)medical students was selected randomly. For data collection questionnaire was prepared using the Likert Scale then data was analysed using SPSS version 20. Chi-Square test was calculated as the data was qualitative. Over finally found that post graduate students have poor Emotional Quotient as compared to MBBS Pre final & 1st Prof Students. Efforts should be made to make aware the medical professionals about EQ and some personality development classes should be included in the curriculum to improve the EQ amongst medical professionals as they deal with people in the community to have a sound professional relationship with their patients and colleagues.

Rahel Tajeddini (2014), Studied Emotional Intelligence and Self Esteem among Indian and Foreign Students – A comparative study . Sample consisted of 400 (200 Men and 200 Women )students .The age range of 20 to 35 years from different Ph.D , M.Phil and MA courses . Tools used in the present study to collect data were 1- Self Esteem Inventory – M Rosenberg (1965) and 2- Emotional Intelligence Inventory - N Shutte (1998). Later the data was analysed by using ANOVA , Independent t , Mean Score , Standard Deviation and Pearson Correlation finally researcher conclude that Emotional Intelligence and Self Esteem were strongly and positively correlated and significant.Concluded based on the findings of this study that Foreign students showed higher Self Esteem as compared to Indian students . Results also indicated that Foreign students showed higher Emotional Intelligence only in two dimensions of Emotional Intelligence 1- Other's Emotion ( Understanding and Recognizing Other People s Emotion ) and 2- Optimism (A mental attitude or world view that interprets situations and events as being best ) as compared to Indian students.

Dr. Pranav Patil (2016), describes after decades of work towards making AI, some researchers are trying to make machines that are showing emotional intelligent. Here researcher gives a survey of topics and resources for teaching emotional computation in AI courses & suggest that this subject area is a fantastic application of recent AI techniques, and is an essential side of recent analysis in AI.

According to Dr. Pranav Patil (2016), Researches in Psychology are from some recent years shows that feeling plays an vital role in psychological feature processes. Recently, this information is getting used in Artificial Intelligent and Artificial Life areas in simulation and psychological feature processes modeling. However, theoretical aspects of feeling to use in procedure systems comes are scarcely mentioned and really few comparisons are created between comes.

## VI. CONCLUSION

IQ is a small measure of intelligence means with the help of good IQ you may successful in your school study performance, you get a job quickly but only this is not enough to leave a successful life. Satisfaction of personal & Social competence is also very important to leave healthy & happy life. There are so many researches are done in emotional intelligence area. In this paper researcher review total 13 research journals with studied different emotions factors. In 11 researches data are collected by researchers mostly using questionaries as an instrument or tool. Data analysis is done with the help of ANOVA, t-test, U-test, Chi-Square test, Beta test, P-value, measures of central tendancy, SD, Tucky HSD statistics. Two researches used Emotional Intelligence concept with AI. Today's world is machine world and in robotics emotions plays an essential roll to make more advance gadgets.

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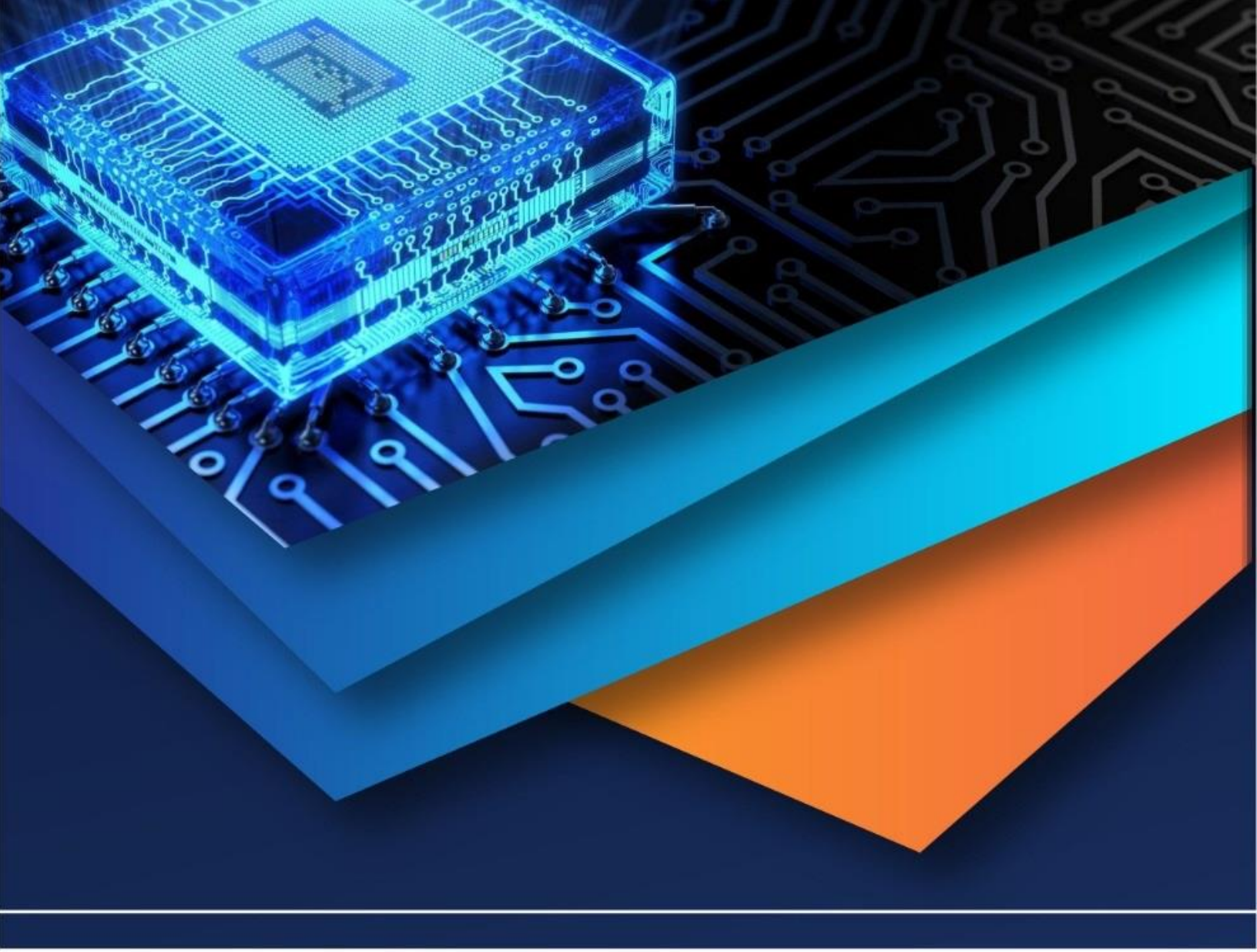

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