



Emotional Intelligence and Life Satisfaction Among Public and Private Sector Employees: A Study of Quetta City

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Abstract

This study is a part of a larger MPhil research project on relationship between emotional intelligence, self-esteem and life satisfaction of private and public sector employees in the Discipline of Psychology. The present study intends to explore the connection among emotional intelligence and life satisfaction among public and private sector employees of Quetta city. The study sample was comprised of N=300. The Wong and Law Emotional Intelligence Scale (WEIS) and Satisfaction with Life Scale (SWLS) were used to measure the relationship between two variables. The linear regression was administered to test the hypothesis. The analysis of gathered data inveterate the formulated hypothesis as emotional intelligence had significant positive relationship with life satisfaction.

Keywords: gender, public sector employees, emotional intelligence

1. Introduction

Emotional intelligence is defined as the ability to recognize and control one's own emotions (Cherry, 2010). Employees' performance ability and emotional intelligence are inextricably related (Sy et al., 2006), researchers particularly affirmed that employees' emotional intelligence can forecast results associated with their jobs i.e. job performance and job satisfaction (Bachman et al., 2000, Goleman, 2011, Suleman et al., 2020, Vratskikh et al., 2016, Wong and Law, 2002). Organizations consider emotional intelligence as a significant expertise because of its critical effect on different parts of the business community, particularly employee development, performance, productivity and efficiency (Goleman et al., 2013).

Diener et al., (2002) defined life satisfaction as "an individual's mental and emotional assessments of their life" which manifest a person's inclusive evaluation of life experiences Schimmack et al., 2004). A number of studies have established the significant relationship between emotional intelligence and life satisfaction by demonstrating people having high emotional intelligence level experiencing higher life satisfaction (Extremera and Fernández-Berrocal, 2005; Gohm et al., 2005; Kong et al., 2012; Qin et al., 2023; Ruiz-Aranda et al., 2014; Urquijo et al., 2016). Emotional intelligence not only enables individuals to process their own emotional problems but also helps them in understanding other people's perspectives is found to have a significantly positive correlation with life satisfaction in diverse populations (Delhom et al., 2017; Kasler et al., 2022; Koca, 2022). Several studies have focused the impact or relationship of emotional intelligence with organizational outcomes for different professions i.e. nursing (Molero Jurado et al., 2018; Pérez-Fuentes et al., 2018) and the relationship of emotional intelligence with life satisfaction (Kong et al., 2019). Quite a few theorists have asserted that emotional intelligence could assist people with acquiring social skill, and consequently have more extravagant interpersonal relationships, which further add to elevated degrees of satisfaction (Salovey et al., 2000).

Zeb et al., (2021) in their research on medical professionals exhibited that emotional intelligence on a profound level is decidedly connected with self-efficacy (a belief that an individual can complete a given task or attain a set goal); stronger emotional intelligence reflects stronger self-efficacy that directly influence their life satisfaction (Arribas-Marín et al., 2021), similar result were affirmed in a prior study that nurses with higher emotional intelligence might be more contented with their lives (Montes-Berges and Augusto-Landa, 2014).

Landa et al., (2006) studied a sample of 52 university teachers and investigated the association between their emotional intelligence and life satisfaction and found that both variables were strongly correlated. In another study conducted by Anjum et al., (2020) on emotional intelligence and life satisfaction of a sample of 100 teachers working at special education institutions, the findings confirmed a correlation of emotional self-regulation, emotional self-awareness, and interpersonal skills of EI with life satisfaction regardless of gender and age of the study participants.

Rogowska & Meres (2022) studied the indirect consequences of job satisfaction in the relationship between emotional intelligence and life satisfaction in a sample of 322 teachers and concluded that emotional intelligence is a substantial positive indicator of both job and life satisfaction and the relationship between life satisfaction and emotional intelligence is somewhat get intervened by the variable of job satisfaction. In a meta-analysis consisted of 35 studies involving 12,805 subjects Hartanto & Helmi (2021) investigated the correlation between emotional intelligence and life satisfaction. The results of their study emphasized that emotional intelligence effects life satisfaction across different cultural and age groups.

1.1. Problem Statement

Emotional intelligence and its effect on different aspects of a person's life has grasped the interest of researchers in recent times. Studies have shown that emotional intelligence plays a crucial role in life satisfaction of people. Organizations can

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use emotional intelligence for higher productivity and goal attainment but sadly this factor is neglected in Pakistani job sectors whether public or private. The study aims to highlight the importance of the issue by including both private and public sector employees in the study.

1.2. Objectives of Study

The study objective was to:

- To gather demographic information about study respondents.
- To identify the relationship between emotional intelligence and life satisfaction among public and private sector employees.

1.3. Hypothesis of the Study

The present study hypothesized that:

- H1: There exists a significant positive relationship between Emotional Intelligence and Life-Satisfaction among employees of the public and private sectors.

2. Methodology

A quantitative descriptive study design aimed to examine and measure the relationship of emotional intelligence with life satisfaction of workers was applied in the current study. The study, for analysis and interpretation used primary data gathered from a sample of 300 employees employed in different public and private sector organizations through 2 scales (one for each variable). As the study populace was scattered, a survey research design was chosen to be the most suitable research design to amass the necessary information from the respondents.

2.1. Research Instruments

Two different scales were used to collect and analyze data from selected sample. The Wong and Law Emotional Intelligence Scale (WEIS) was used for the measurement of emotional intelligence while life satisfaction of the respondents was evaluated by using Satisfaction with Life Scale (SWLS) developed by Diener et al., 1985.

A demographic sheet including items about age, gender, qualification and nature of employer organization was used to gather demographic information of the respondents.

2.2. Data Analysis

The data was analyzed using SPSS and linear regression test was applied to test the hypothesis.

3. Results and Discussion

3.1. Demographic Analysis, Age demographics of respondents

Table 1: Frequencies and percentages of Age of Participants (N=300)

Variable	<i>F</i>	%	Cumulative Percentage
20 – 29 Years	113	37.7	37.7
30 – 39 Years	133	44.3	82.0
40 – 49 Years	46	15.3	97.3
50 Years and Above	8	2.7	100.0
Total	300	100.0	

It is evident from above table 1 that 37.7% of the respondents fall under the age group of 20 years and 29 years, whereas the majority of respondents belong to the age group of 30 years and 39 years with a yield of 44.3 %. Another 15.3% fall under the age group of 40 years and 49 years and only 2.7% were 50 years and above.

3.2. Gender Demographics of the Respondents

Table 2: Frequencies and percentages of Gender of Participants (N=300)

Variable	<i>F</i>	%	Cumulative Percentage
Male	155	51.66	51.66
Female	145	48.33	100.0
Total	300	100.0	

Table 2 gives frequency information for the sample's demographic characteristics (Gender). As can be observed, almost half of the sample was made up of both males and females with a yield of 51.66% (Males) and 48.33% (Females).

3.3. Employment Sector of the Respondents

Table 3: Frequencies and percentages of Employment Sector of Participants (N=300)

Variable	F	%	Cumulative Percentage
Private	104	34.7	34.7
Public	196	65.3	100.0
Total	300	100.0	

Table 3 gives frequency information for the sample's demographic characteristics (Employment Sector). As can be observed, the majority of the respondents belonged to the Public sector with a yield of 65.3%, and the remaining 34.7% belonged to the Private sector.

3.4. Qualification

The respondents were asked about their Qualifications and the results of the frequency distribution of Qualifications are shown in the table below.

Table 4: Frequencies and percentages of Qualification of Participants (N=300)

Variable	F	%	Cumulative Percentage
B.A/BSc	49	16.0	16.0
B.S/MSc	141	47.0	63.0
MS/MPhil	91	30.3	93.3
PhD	20	6.7	100.0
Total	300	100.0	

It can be observed in Table 4, respondents had four different education levels (Qualifications). Most of them had degrees at the graduate level (B.S/MSc) (47%). This is followed by postgraduate degrees (M.S/M.Phil.) (30.3%), moreover, 16% had B.A/BSc, and only 6.7% had Ph.D.

3.5. Reliability Analysis of Scales

Table 5: Cronbach alpha Coefficients of the Emotional Intelligence Scale, Self- Esteem Scale, and Life Satisfaction Scale

Construct	Code	Items	A
Emotional Intelligence	EI	16	0.90
Life-Satisfaction	LS	5	0.77

Note. *a*= Cronbach alpha Coefficients

Reliability assesses the stability and consistency of the measuring instrument under investigation. Table 5 mentions the details of Cronbach's Alpha Coefficient. The value of Emotional Intelligence and Life-Satisfaction was calculated 0.90 and 0.77 respectively, as all the value for each construct is greater than the cutoff value of 0.7 hence making it a reliable measure.

3.6. Test of Hypothesis

The current study hypothesized:

- H1: Emotional Intelligence is positively related to Life-Satisfaction.

Table 6: Linear Regression Analysis of Emotional Intelligence, and Life Satisfaction in Employees of Public and Private Sector (N=300)

	B	Std Error	B	T	P
Emotional Intelligence	.47	.06	.39	7.44	.001***

*** $p < .001$

The linear regression was administered to test the hypothesis that if there is any significant relationship that exists between the Independent variable (Emotional Intelligence) and the Dependent variable (Life-Satisfaction). Since the Sig (*p*-value) is 0.001 which is lower than the 0.05 level of significance, the null hypothesis is rejected that there is no relationship that exists between Emotional Intelligence and Life-Satisfaction. Since there is a significant relationship that exists between the variables, the regression analysis was conducted to predict Life-Satisfaction based on Emotional Intelligence.

The results of linear regression analysis showed that emotional intelligence is a significant positive predictor of self-esteem. The overall model showed that $R^2 = .48$, $F(1, 298) = 55.38$, *** $p < .001$. The overall model causes 48 % of the variance in

the dependent variable. Thus, hypothesis H2 that Emotional Intelligence is positively associated with Life-Satisfaction is accepted.

4. Discussion

With the upsurge of researchers in the field of positive psychology, a concept related to such as emotional intelligence and life satisfaction are the topic of debate, and research about their influence on different spheres of life is ongoing. These concepts in the scientific literature have an extensively long history in pecuniary resources, trade, industry, and the health sector and are all markers of regulating emotions, a positive view of oneself, and satisfaction with life. These concepts provide strength to an individual to stay firm and resilient in adverse life circumstances (Joshnloo & Afshari, 2011). Emotional intelligence and life satisfaction provide an opportunity for growth, self-discovery, and creating new avenues for personal and professional development.

Therefore, the aim of the current research was to find out the relationship between Emotional Intelligence, and life satisfaction in public and private sector employees. The results of the study indicated that there is a positive relationship between emotional intelligence and life satisfaction in employees. The result of the study is in line with the western literature suggesting that life satisfaction is associated with endurance and performance, reducing absenteeism from work, and increase motivation. It is evident that employees showed their best performance in the job when they feel contented and happy in their lives. Happy workers are productive because they are satisfied not only with their jobs but all aspects of their lives (Krause, 2004). Studies also reported that emotional intelligence is critical to satisfaction with life because a person who is motivated at work, manages his/her emotions, motivates others, and recognizes the importance of team building would likely get better results at the job (Goleman, 2020). Emotional intelligence provides employees to be self-awareness, self-management, and clarity of emotions that has profound links to life satisfaction (Jain, 2015).

5. Conclusion

The present research concluded that findings within the context of Pakistani culture. The study concluded that emotional intelligence, self-esteem, and life satisfaction are positively related to each other. This study also implies that improving these traits with an individual could enhance performance on the job. This research could be seminal for stakeholders i.e. parents, teachers, and health professionals to benefit from the research findings, to enhance these skills in employees respectively to achieve well-being and individual effectiveness.

5.1. Recommendations

- The present recommends developing counselling and intervention for employees to enhance their personal and professional skills.
- It is suggested to include variables such as socio-economic status, grit, etc. to understand their role in life satisfaction in the Pakistani cultural context.
- Ecological and internal validity of the scales should be established within the collectivistic cultural context.

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