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Emotional Intelligence and its Relationship with Conflict Management and Occupational Stress: A Meta-Analysis

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Abstract

The current study used meta-analysis to examine the relationship between Emotional Intelligence (EI) and Conflict Management (CM) and emotional intelligence and Occupational Stress (OS). A total of 14 studies examining the relationship between on EI and CM and 39 studies on EI and OS were considered. For Emotional Intelligence and Conflict Management, total sample size consisted of 5,371 participants, yielding 58 effect sizes and for EI and OS, total sample size consisted of 9,930 participants, yielding 53 effect sizes. The studies that had been published from 2002 to 2017 were selected. To identify relevant studies for meta-analysis, a computerized bibliographic keyword search using Elsevier, Science Direct, Emerald Insight, Sage Publications, Taylor & Francis, PubMed, Springer, EBSCOhost and Social Science Citation Index was conducted. Internet search was done using Google Scholar. The results of the present study supported the hypotheses that there is significant and positive relationship between EI and conflict management and significant and negative relationship between EI and occupational stress.

Keywords: Conflict Management, Occupational Stress, Emotional Intelligence, Meta-Analysis

Introduction

"Emotional intelligence" (EI) is a term which has created 'buzz' in the field of management. It has even attracted a lot of attention among organizational psychologists in recent years. Modern organizations are vibrant, highly unstable and demand higher productivity. Tasks cannot simply be accomplished individually or by working with others in routine ways. Jobs in the present scenario require understanding, communication, empathizing with and learning from team members. Highly challenging work environment of today demands a high degree of intellectual ability as well as emotional intelligence. Knowledge and skill may help someone get in to the position, but it takes an emotional understanding of oneself and those around to emerge as a winner. During 1990s, Peter Salovey and John Mayer were leading researchers on the concept of Emotional intelligence and used this term for the first time in their article "Emotional Intelligence". They defined EI as "the subset of social intelligence that involves the ability to monitor one's own and others feelings and emotions, to discriminate among them and to use the information to guide one's thinking and action" (Salovey &



I. Ostan, B. Poljsak, E. Podovšnik Axelsson: Occupational Stress Perception and Healthy Lifestyle in Railroad Workers

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OCCUPATIONAL STRESS PERCEPTION
AND HEALTHY LIFESTYLE IN RAILROAD WORKERS

ABSTRACT

A survey was performed in 2008 on a representative stratified sample of 245 railroad employees in Slovenia (168 blue-collar and 77 white-collar workers) with the aim of exploring different dimensions of workers' lifestyle health. For this purpose a special questionnaire was developed.

The intensity of perceived job stress was measured with one general index based on a 4-point ordinal scale. There were 54.3% of employees who perceived their work as stressful or very stressful. No significant differences between blue- and white-collar workers were found.

Twenty-six dimensions of lifestyle were measured. There were 66.9% of interviewed employees who were found to be overweight or obese (BMI 25 or higher). Differences in lifestyle between blue- and white-collar workers were not significant at the level of 0.05, except for some dimensions: blue-collar workers spend more time in the open air and sunlight and consume lunch as the main meal more regularly.

In general, lifestyle was not confirmed as statistically significant (at 0.05 level) moderator of perceived job stress, explaining just 11% of variance. However, there are some dimensions that are significantly ($P < 0.05$) associated with occupational stress: employees that have regular bowel movements, sleep well and evaluate that they do not eat too much perceive their work as less stressful.

KEY WORDS

human resources management, railroad, occupational stress, blue-collar workers, white-collar workers, healthy lifestyle

1. INTRODUCTION

The term stress has different meanings. In the 1930s the physiological concept of stress was introduced by Hans Selye [1]. He defined stress as "the

non-specific response of the body to any demand made upon it" [2], regardless of the subject's negative (distress) or positive/pleasant (eustress) perception of the specific demand [3]. The physiological concept of stress refers to the body reaction to a stimulus, while in physics and engineering the term stress means a force exerted, which in turn results in demand or load reaction, hence creating distortion [4]. The application of this approach to human behaviour led to the "stimulus model" of stress, by which stress is the demand placed on a person [5].

The term stress is used in contemporary everyday speech to describe "continuous feelings of worry about your work or personal life, that prevent you from relaxing" [6]. The closest to this view is the psychological concept of stress: a perceived imbalance between demands and resources, such that the individual cannot mobilise sufficient resources to meet the current demand [7, 8]. Similarly, occupational stress refers to (negative) "feelings that one experiences when the demands of the job exceed one's ability to cope" [9]. The terms occupational stress, work stress or job stress are used interchangeably [10]. During the last few decades several studies have documented that there is a significant relationship between occupational stress and employee illness [11, 12, 13, 14, 15] and that it causes injuries and accidents. The International Labour Organisation (ILO) estimated in the 1980s that job stress expenditures cost employers more than 200 billion USD a year [9]. A study by Foster Higgins & Company indicated that occupational stress costs the average company 45% of its after tax profits [16]. In the EU 1/3 of workers report having too little control or no control at all over their work. According to the ILO the

Occupational Health Risk Among Teachers in Higher Education

Introduction

The level of occupational health risk among teachers in higher education has become a global concern. The present study aimed to assess the occupational health risk among teachers in higher education in India. The study adopted a descriptive research design. The sample consisted of 1000 teachers and was divided into 500 male and 500 female teachers. The study was conducted in three higher educational institutions. The study adopted a descriptive research design. The sample consisted of 1000 teachers and was divided into 500 male and 500 female teachers. The study was conducted in three higher educational institutions.

Methods

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Results

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Conclusion

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An Investigation of Occupational stress Classification by using Machine Learning Techniques

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Abstract: Occupational stress can impact our lives in several aspects. This affects employee's health, causes absenteeism and overall performance of an organization affected. World Health Organization (WHO) identifies it as epidemics for the modern life. The insurance sector employees have direct customer interaction. The policies and the services introduced to the new customers, convincing the ideas and satisfying the divergent customer needs causes more pressure on the employees which leads to higher level of stress. Occupational stress data mining is an emerging stream which helps in mining stressed data for solving various types of problems. One of the problems is to know the impact of role overload and role ambiguity on occupational stress. In this paper, we have tried to implement a model using machine learning classification techniques for the prediction of Occupational stress related to insurance sector personnel. In this paper, we have applied support vector machine (SVM), Neural network (NN), decision tree (DT) and random forest (RF). The training and testing are done through a stratified tenfold cross-validation. The proposed model obtained an accuracy of 60%, a sensitivity of 80%, and specificity 60%. The evaluation of occupational stress is critically connected to job performance in the organization. So it is essential to identify the causes of occupational stress and can be reduced to the possible extent with the help of proper management techniques.

Keywords: Occupational Stress, Distress, Predictive Model, Classification techniques, SVM, NN, DT, RF

I. INTRODUCTION

The number of people suffering from stress is increasing day by day in modern society. Stress and overall health condition are interlinked. In terms of Hans Selye stress is "a non-specific response of an organism in exposure to a demand or a change in the physical situation" [1]. It appears either in the form of eustress or distress. Eustress has the positive impact while distress has the negative impact, an issue of concern for the employee. A pattern developed by means of cognitive, emotional, behavioral and physiological responses to adverse and work environment [2] comes under occupational stress. It is the result of poor matches between people and their related work and conflict between their parts at work and the work environment.

"Occupational stress" is a comparatively modern subject, which got focus in recent days as a major health-related concern [1, 4] based on the National Institute for Occupational Safety and Health (NIOSH). "Occupational stress" causes serious concern for operating any organization effectively.

1.1 Research Problem
After reviewing the literature it is found very few work has been done so far for evaluating occupational stress of employee specifically in the domain of insurance sector.

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Treat the worker as per instructions for hypothermia, but be very careful and do not try to give an unconscious person fluids. Frontiers Media. J. [PubMed] [CrossRef] [Google Scholar]78. Do not apply snow or water. Mental Health Foundation . 2010;17:50-61. doi: 10.1037/0003-066X.55.1.5. [PubMed] [CrossRef] [Google Scholar]24. Xie J.L. Karasek's model in the People's Republic of China: Effects of job demands, control, and individual differences. doi: 10.1007/s10519-009-9267-y. 2006;25:135-143. LaMontagne A.D., Martin A., Page K.M., Reavley N., Nohlet A.J., Milner A., Keegel T., Smith P.M. Workplace mental health: Developing an integrated intervention approach. 1995;33:15-28. Winter Storm Warning issued when hazardous winter weather in the form of heavy snow, blizzard conditions, heavy freezing rain, or heavy sleet is imminent or occurring. Keyes C.L.M. Mental illness and/or mental health? [accessed on 15 January 2020]. 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(From: National Oceanic and Atmospheric Administration (NOAA)) OSHA is a Weather-Ready Nation Ambassador committed to working with NOAA and other Ambassadors to strengthen national preparedness for and resilience against extreme weather. Schedule frequent short breaks in warm areas, to allow the body to warm up. The Mediating Effects of Burnout on the Relationship between Anxiety Symptoms and Occupational Stress among Community Healthcare Workers in China: A Cross-Sectional Study. doi: 10.1037/0022-3514.67.6.1063. Winter Storm Warnings are usually issued 12 to 24 hours before the event is expected to begin. Humanit. It will give information when wind chill temperatures reach critical thresholds. World Health Organization . Chang E.C. Does dispositional optimism moderate the relation between perceived stress and psychological well-being? SF-36 Health Survey Manual and Interpretation Guide. Demenouti E., Bakker A.B., Nachreiner F., Schaufeli W.B. 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For a full list of topics: A-Z Index. Advanced Search Advanced Search The National Institute for Occupational Safety and Health (NIOSH) ... Health care expenditures are nearly 50% greater for workers who report high levels of stress. -Journal of Occupational and Environmental Medicine. Early Warning Signs of Job Stress. Job Stress and Health: Moreover, some studies associate caregiver fatigue, injury, and stress with a higher risk of medication errors and patient infection. OSHA created this Hospital's eTool to help hospitals identify and assess workplace safety and health needs, implement safety and health management systems, and enhance safe patient handling and violence prevention ... Heat-related illnesses can have a substantial cost to workers and employers. Heat stress can cause fine motor performance (like rebar tying or keyboarding) to deteriorate even in acclimatized individuals. Heat illness can contribute to decreased performance, lost productivity due to illness and hospitalization, and possibly death.

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