



Emotional Intelligence As A Predictor Of Coping Strategies At Work An Empirical Study Among Civil Status Employee's Service In The Communes Of Relizane

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Abstract:

The focus of this study is to investigate emotional intelligence as a predictor of coping strategies at stressful situation work. In order to achieve the purposes of this study, the researchers used Bar-On measure of emotional intelligence and the measure of confrontation in the stress positions of "Andler and Parker"(CISS). The study was applied on a sample of (60) civil status employee's service had been selected in a random sample from the communes of the province of Relizane. After confirming the psychometric properties of the measurement instruments and data processing by the statistical package for social sciences version20, the results show that coping strategies can be predicting through EI, in addition the steep wise regression show that only the dimension of positive impression can be a predictor of coping strategies but the dimensions of (Intrapersonal, Interpersonal, Stress management, Adaptability, General mood) can not be a predictors.

Key word: Emotional intelligence, coping strategies, positive impression.

I.INTRODUCTION:

The organizational institutions of different fields of specialization have been confronted with many challenges and stakes that have become imposed on the work environment and the quality of the professional life of the employee. That last one has undergone many changes and transformations because of different social, economic, cultural factors Which require the worker at different positions of work a level of emotional maturity and Personal competencies and social skills to be able to adapt to the developments of these challenges, which translate into the form of external attitudes of stressful situation in the work of individuals within and outside organizations.

These emotional aspects are embodied in emotional intelligence that has become very important in the development of work in parallel with mental intelligence because it is related to the emotional and social aspects of the ability of the individual to be aware of his emotions and control himself and the use of effective communication skills in the management of ideas

and emotions of others, especially in difficult situations or pressure at work, in the power of influencing others and gaining respect for the team.

Problematic study:

There is no doubt that the feeling and emotions in the life of the human being in general and work especially have a great impact on his personality and happiness and satisfaction with himself, the success of a person in the work depends not only on mental intelligence, but on emotional intelligence, and from there who have a high emotional intelligence affects positively on the work environment and become an important source of absorption of negative energy among the work team, and turn it into a positive energy dominated by human relations with confidence and harmony and the ability to provide a positive climate of work that affects the psyche and performance of the individual.

Daniel Goleman (1998), who has conducted studies in over 200 large companies, says: "The research shows that for jobs of all kinds, emotional intelligence is twice as important an ingredient of outstanding performance as ability and technical skill combined. The higher you go in the organization, the more important these qualities are for success. When it comes to leadership, they are almost everything." (Jeff & Karl, 2009:3).

Through the above, emotional intelligence became an important indicator for predicting many organizational variables that relate to the success of both the individual and the organization. The study of Amal Judeh, 2006 revealed that, there were revealed that, emotional intelligence was positively related to happiness and self-confidence among AlAqsa University students and The study of Robin Berenson & Gary Boyles 2008 examined (EI) and personality as a Predictor for Success in Online Learning revealed that EI emerged as the most significant direct predictor among students attending community college.

The study of Rachida Saada, 2009 reveals that there is a positive correlation relationship between the level of emotional intelligence and the level of work stress management ability among managers of educational institutions.

While the study of Mi-Ran Kim & Su-Jeong han, 2015 that investigate the relationship between the emotional intelligences and coping strategies in nursing students. The findings suggest that increased feelings of control and emotional competence assist nursing students to adopt active and effective coping strategies when dealing with stress.

On this basis our current study try to find scientific answers about emotional intelligence as a predictor of coping strategies in stressful situation at work among civil status employee's service in the communes . These human resources that suffer from occupational stress, according to the study of Ben Maazouza and Gammari, 2016) In a study entitled: " Nervous Stress among people working in positions of public interaction " Which reached its findings that civil status workers suffer from a high level of stress. So we ask the following questions:

-Is it possible to predict the strategies of adapting to professional pressures through emotional intelligence?

- Does both of Intrapersonal, Interpersonal, Stress management, Adaptability, positive impression ,General mood contribute to predict coping strategies at stressful situation work?

2 - Hypotheses:

Through The results of previous studies related to the variables of our study such as, Sabahattin Deniz, 2013 which aims to investigate the relationship between emotional intelligence and problem solving found that EI was significantly correlated with problem solving. As well as the study of Naamat Alwan and Zuhair Alnawajha 2013 which aimed at identifying the relationship between emotional intelligence and positivity among Al-Aqsa University students. It revealed a statistically significant correlation between emotional intelligence and positivity.

Accordingly, the following hypotheses were put forward:

- the coping strategies can be predicted through emotional intelligence among civil status employee's service in the communes
- Both of Intrapersonal, Interpersonal, Stress management, Adaptability, positive impression, General mood contributes to predict coping strategies among civil status employee's service in the communes

5 - Study objectives:

This study aims to:

-Know the predictability of coping strategies at stressful work situation through emotional intelligence and its sub- dimensions (Intrapersonal, Interpersonal, Stress management, Adaptability, Positive impression, General mood) among civil status employee's service in the communes

2- LITERATURE REVIEW:

1-Emotional intelligence:

Refers to the ability of the individual to employ his emotional abilities and social skills to adapt with the demands of different situations in life, it Represent the sum of responses of civil-service personnel on the Bar-On scale of emotional intelligence.

2-Coping strategies:

It is the cognitive and behavioral employee's responses in the civil status of the communes of Relizane for adapting to the stressful situations at work. It is indicated by his total responses to the total dimensions of the CISS test used in this study.

3. METHODOLOGY:

The researchers used the descriptive analytical method, which is the most appropriate method in terms of describing the studied phenomenon.

The researchers used Bar-On measure of emotional intelligence and the measure of confrontation in the stress positions of "Andler and Parker"(CISS), which we will explain as follows:

a- The measure of emotional intelligence of Bar-On: One of the measures of personal

assessment consists of 60 items spread over six dimensions: (Intrapersonal, Interpersonal, Stress management, Adaptability, Positive impression, General mood). are answered with the four-step scale very rarely applies , rarely applies to, sometimes applies to, often applies to, assigned by scores (1,2,3,4) in the case of positive items and reflect in the case of negative items.

b- The measure of confrontation in the stress positions of "Andler and Parker"(CISS): Coping Inventory for Stressful Situation Which consists of 48 items distributed on three dimensions: problem solving , emotion, and avoidance in size of 16 items of each dimension. The scale answers with five scale (never, rarely, sometimes, often, always).

Psychometric Characteristics of measurement tools:

1- Bar-On measure:

Validity:

Adding to the Internal validity of the test to ascertain Internal consistency validity of EI, the researchers used correlation coefficients between each dimension and the total score of the scale as well as correlation coefficients between each item and the dimension to which it belongs, as shown in the following table:

Table 1: Internal consistency validity of EI

Dimontions	1	2	3	4	5	6	Total scores
1	1						**0.723
2	*0.460	1					*0.566
3	**0.487	**0.522	1				**0.788
4	*0.454	*0.364	*0.697	1			*0.709
5	*0.753	*0.437	*0.267	0.368*	1		*0.631
6	*0.291	*0.353	*0.415	0.398*	0.581*	1	*0.445
Total	**0.723	*0.566	**0.788	0.709*	0.631*	0.445*	1

* Significant at 0.01. ** Significant at 0.05

Reliability:

a-The reliability of the Bar-On measure was tested by alpha Kronbach coefficient, the findings were as follow:

Table 2: Cronbach's Alpha coefficient

Number of items	Number of individuals	cronbach's Alpha
60	30	0.669

b- The measure of confrontation in the stress positions of "Andler and Parker"(CISS):

We followed the same procedures to test either the validity and the reliability of this instrument, and the results were the following :

Validity:

Table 3: Internal validity (CISS)

Dimontions	1	2	3	Total scores
1	1			0.831 **
2	0.244	1		0.650**
3	**0.573	0.132-	1	0.587**
Total	**0.831	0.650**	0.587**	1

* Significant at 0.01. ** Significant at 0.05

It is noted also that all the correlation coefficients of the items are statistically significant, exception for items 1, 4,7, 16,20,44.

Reliability:

Table 4: Cronbach's Alpha coefficient

Number of items	Number of individuals	cronbach's Alpha
42	30	0.835

Sample characteristics:

The sample was randomly chosen and consisted of (60) civil status employee's service the communes of the province of Relizane speselly in yellel and matmer towns

4. RESULTS AND DISCUSSIONS:

According to the hypotheses presented, we used simple and multiple regression analysis .

Hypothesis1: In order to test the first hypothesis, we tended to adopt the simple regression analysis which is used to predict changes in the dependent variable that is affected by one independent variable. The result are:

Table 5 : Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,312 ^a	,097	,082	15,37607

The results in table shows that 08.20% of the change in the dependent variable (emotional intelligence) was due to the change in the independent variables (coping strategies) and 91.80 percent due to other factors, including random error.

Table 6: Analysis of variance

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1477,372	1	1477,372	6,249	,015 ^b
1 Residual	13712,562	58	236,423		
1 Total	15189,933	59			

The table shows that the value of (f) is significant at the level (0.05) which indicate that the value of the regression coefficient is significant.

Table 7: Regression coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	191,693	19,593		9,784	,000
1 IE	-,323	,129	-,312	-2,500	,015

Based on the results in table, the value of the significance level is 0.015, which is less than the required level of significance (0.05), thus becoming that IE is a predictor of coping strategies Hypothesis2: : to validate the hypothesis, we used the Multiple regression analysis according to the following steps:

A - Test the strength and shape of the relationship between the dependent variable and the set of independent variables:

In order to test the validity of the model, we entered the data concerning the independent variables (Intrapersonal, Interpersonal, Stress management, Adaptability, Positive impression,

General mood) in the regression equation after excluding the variables that become ineffective using the stepwise method, the results were as shown in the following table:

Table 8 : Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,374 ^a	,140	,125	15,01174	1,706

The results in table shows that 12.5% of the change in the dependent variable was due to the change in the independent variables and 97.5 % due to other factors, including random error

B- Test the signification of regression coefficients: using variance analysis (f) as shown in the following table:

Table 9: Analysis of variance

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2119,497	1	2119,497	9,405	,003 ^b
1 Residual	13070,437	58	225,352		
Total	15189,933	59			

The table shows that the value of (f) is significant at the level (0.05) which indicate that the value of the regression coefficient is significant.

C – Diagnosis the problem of multiple linear correlation- Co linearity Diagnostics: using Tolerance and VIF, eigenvalues, variance proportion, the values show that there is no effect of linear multi-problem correlation

D. Finding the best regression equation: after excluding the variables that become ineffective using the stepwise method, the results were as shown in the following table:

Table 10: Regression coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	177,575	11,450		15,509	,000

Positive impression	-1,651	,538	-,374	-3,067	,003
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Based on the results in table, the regression model has only one variable: the Positive impression, where the value of the significance level is 0. 003, which is less than the required level of significance (0.05), thus becoming the best regression equation for the model as follow: Coping strategies = 177,575+ -1,651) Positive impression.

Therefore, the Coping strategies can be predicted through I E on Positive impression

Table 11: Excluded Variables^a

Model	Beta In	T	Sig.	Partial Correlation	Collinearity Statistics	
					Tolerance	VIF
Intrapersonal	-,162 ^b	-1,276	,207	-,167	,915	1,093
Interpersonal	-,236 ^b	-1,851	,069	-,238	,875	1,143
Stress Management	-,099 ^b	-,737	,464	-,097	,827	1,208
Adaptability	-,008 ^b	-,062	,951	-,008	,842	1,188
General mood	-,112 ^b	-,911	,366	-,120	,989	1,011

Discussion:

1-Through our statistical processing, the results showed that Coping strategies can be predicted by EI and its sub-dimension (Positive impression,) while it can't be predicted in other dimensions (Intrapersonal, Interpersonal, Stress management, Adaptability, General mood). This result can be explained that positive impression is a significant indicator of the workers behavior. This result is consistent with the study of Naamat Alwan and Zuhair Alnawajha2013 witch revealed a statistically significant correlation between emotional intelligence and positivity among Al-Aqsa University students.

5. CONCLUSION AND RECOMMENDATIONS:

The results of the study revealed that the Coping strategies can be predicted by EI and its sub-dimension (Positive impression,) while it can't be predicted in other dimensions (Intrapersonal, Interpersonal, Stress management, Adaptability, general mood). Through the findings and conclusion, the following recommendations can be suggested:

- Interest to formation and training to develop emotional intelligence and its skills.
- In our study, we focused on the impact of EI on coping strategies, while other dependent

variables such as performance , motivation ,can be studied in further researches.

- The need for attention to the moral and material incentives of the workers so that they can create positive impressions about themselves professional

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