

# EXPLORING THE CONNECTION BETWEEN EMOTIONAL INTELLIGENCE AND RESILIENCE: QUALITATIVE FINDINGS AND PERSPECTIVES

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## *Abstract*

*Emotions play a significant role in shaping human existence, driving our actions and responses. Recently, there has been increased focus on emotional intelligence, which encompasses the ability to recognize, comprehend, and manage both our own emotions and those of others. Human life often presents challenges and stressors, and resilience, the capacity to effectively cope with such adversity, is crucial for navigating through them. By developing resilience, individuals can better handle difficult situations and bounce back swiftly. This study aims to gather insights from previous research worldwide, using the Scopus database, regarding the relationship between emotional intelligence and resilience. It offers a comprehensive analysis across various domains, highlighting how emotionally intelligent individuals tend to be more adaptable, open to new experiences, and adept at making sound decisions in challenging situations. Ultimately, exploring this relationship will help in future investigation in this field.*

**Keywords:** Emotional intelligence (EI), Resilience, employee performance, VoS viewer, Scopus

## *Editorial Record*

**First submission received:**

September 12, 2024

**Revisions received:**

September 13, 2024

**Accepted for publication:**

December 27, 2024

## *Cite this article*

Kaur, J., & Chauhan, A. (2024). Exploring The Connection Between Emotional Intelligence and Resilience: Qualitative Findings and Perspectives. *Sachetas*, 3(4), 1-7. <https://doi.org/10.55955/340001>

## INTRODUCTION

Humans stand out as the sole psychological beings on our planet capable of comprehending and adapting to their environment. The ability to identify and navigate away from unfavorable circumstances is a quintessential trait of humanity. Proficiency in problem-solving and rational decision-making is indispensable in both personal and professional domains. Nevertheless, life inevitably presents challenges, necessitating resilience—the aptitude to rebound from setbacks. Norm Garmezy, a trailblazer in resilience research since the early 1970s, defines resilience as the capacity to recover from adversity, conflict, failure, and even positive events, while continuing to progress despite heightened responsibilities (Garmezy, 1974; Luthans, 2002). Adversities such as loss, accidents, emotional trauma, and other negative experiences can either evoke or fortify resilience in individuals (Luthar & Cicchetti, 2000). While some exhibit remarkable resilience, effortlessly overcoming hardships, others may struggle to recover from unexpected setbacks (Hiebert, 2006).

Emotions play a vital role in shaping human experiences, guiding our actions, and indicating what holds significance to us. Recently, there has been a growing focus on the concept of "emotional intelligence," coined by Wayne Payne in 1986. Payne proposed that many societal challenges stem from the suppression of emotions and suggested that individuals can develop emotional intelligence through learning (Desti Kannaiah & R. Shanthi, 2015). Emotional intelligence, a facet of social intelligence, involves the ability to perceive, understand, and

effectively utilize both our own and others' emotions and feelings to inform decision-making and behavior (Salovey & Mayer, 1990). Practically, emotional intelligence entails recognizing how emotions influence others and ourselves, and being mindful of their potential positive or negative impacts on individuals.

Emotions precede thoughts. Our brains function differently when emotions are running strong. Because they significantly shape how we perceive, understand, and navigate our environment, emotions play pivotal roles in human natural selection and adaptation.

Developing emotional intelligence requires mastering emotional regulation, motivation, self-awareness, empathy, and relationship management. Individuals with robust emotional intelligence exhibit heightened responsiveness, enabling them to forge robust social connections and enhance resilience.

This study aims to compile published research on emotional intelligence and resilience from scopus for the years 2004–2023, thereby bringing the field together. The study's objectives are to correlate emotional intelligence with resilience and to provide a bibliometric analysis of research articles that have been published. The study looks into the distribution and growth pattern of the necessary research literature and also highlights the contributions of prominent nations, institutions, and individuals. It further collects data from various sources and displays it in a systematic order.

## LITERATURE REVIEW

These days, resilience and emotional intelligence are important ideas. While resilience helps people bounce back from challenging events, emotional intelligence aids in the understanding, management and regulation of emotions. According to the literature assessment, those with higher emotional intelligence are more resilient and have more capacity for handling adversities. The following is mentioned in tabular form:

YEAR		FINDINGS
1999	Salovey, Mayer, Galligan & Detweiler	Due to their adeptness in managing mood states, accurately discerning and evaluating emotions, and skillfully communicating sentiments, individuals with higher emotional intelligence are more equipped to navigate the emotional challenges posed by stressful situations.
2004	Tugade & Fredrickson	Resilience individuals embrace life with optimism and enthusiasm, demonstrating curiosity and openness to new encounters, while displaying elevated levels of positive emotions.
2011	Armstrong, Galligan & Critchley	Behavior characterized by emotional intelligence remains flexible and adaptable even in stressful circumstances, suggesting a potential link between emotional intelligence and resilience.
2011	Windle	A resilient workforce is necessary for a resilient firm, and managers are crucial in helping their employees develop this crucial quality
2013	Schneider, Lyons & Khazon	The study demonstrates a relationship between emotional intelligence and resilience. their research shows that emotional intelligence facilitates resilient responses.
2019	Trigueros, Cangas	The research indicates that emotional intelligence has a positive effect on pleasant emotions and a negative effect on negative emotions. Additionally. Positive emotions contribute positively to self-motivation and resilience.
2020	Reshma & Sripiraba	People who are well aware of their emotions are able to cope with setbacks and stressful circumstances. They are able to steer them in a positive way using emotional intelligence.
2022	Rehman, Nawab & Huma	The study reveals that both resilience and emotional intelligence enhance job performance and contribute to organizational success. Furthermore, emotional intelligence positively influences resilience.

## DATA ANALYSIS

This section provides a comprehensive analysis of the bibliometric research. Because this study is quantitative, data can be represented in ways that facilitate understanding of relationships and may yield novel insights and breakthroughs. For this study, the scopus database was considered. The central theme for the study was “emotional intelligence and resilience” and the keywords used were as follows: (“emotional intelligence”, “resilience”, “emotional intelligence and resilience”). According to table 1, a total of 310 articles are used for the current study which were extracted from 222 sources respectively. The annual growth rate of the two databases is 24.47%.

Description	Scopus
Sources	222
Documents	310
Annual Growth Rate	24.47%

Authors	993
Average citation per doc	14.95

Table 1

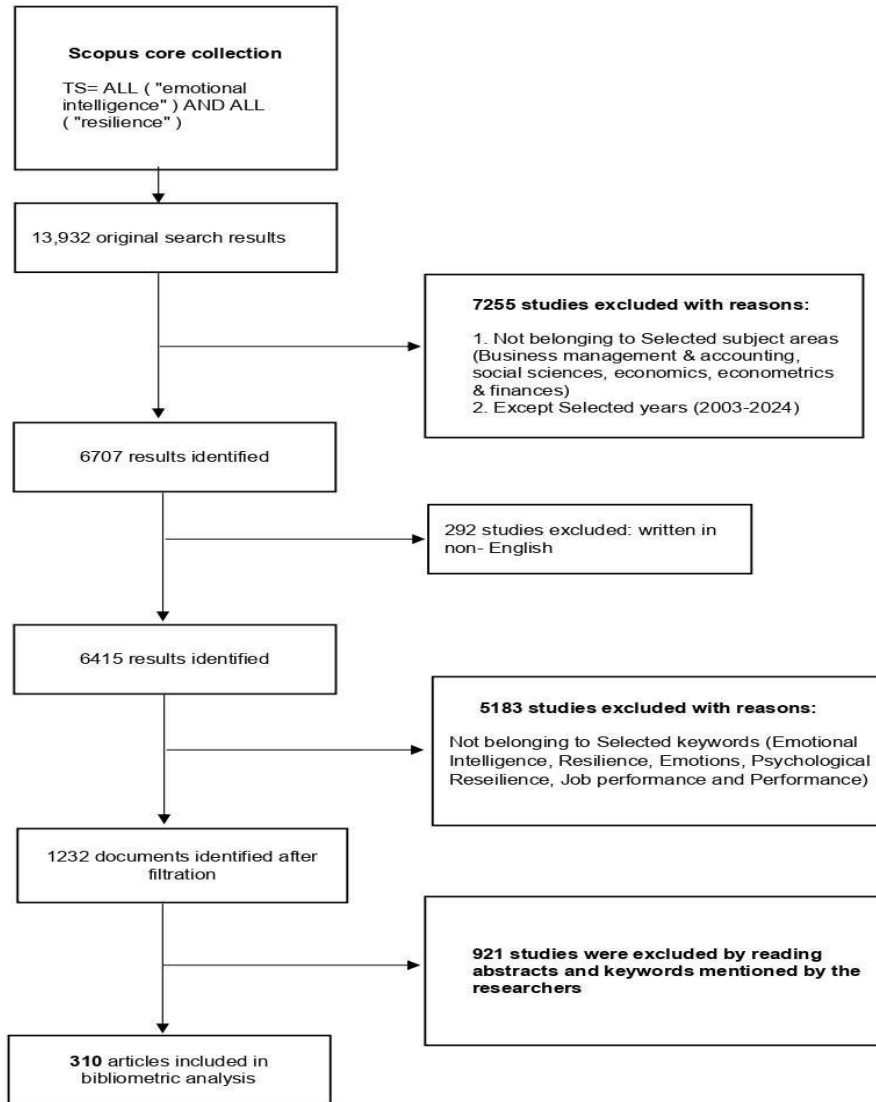


Figure 1

The process of selecting and filtering documents for bibliometric analysis is outlined in the provided flowchart (Figure 1). Various criteria were employed to exclude specific research, resulting in a focus on particular topics such as social sciences, econometrics, business management and accounting, economics, and finance. Additionally, articles not written in English were excluded, reducing the total number to 6415 articles. Keywords relevant to the study, including psychological resilience, job performance, emotional intelligence, resilience and emotions were chosen with assistance from the Scopus database. Subsequently, the remaining papers underwent examination through reading abstracts and researcher provided keywords, utilizing Scopus filters. Ultimately, 310 articles will be considered for the research.

### Keywords Co-occurrence Network

This analysis aims to examine the content, patterns, and trends within the document set by evaluating the strength of phrases and counting the occurrences of keywords as depicted in Figure 2 below. Utilizing a threshold of at least five occurrences, a total of 1242 keywords were identified, with 85 deemed significant. These keywords formed 26 clusters, with the first cluster, denoted by color red, containing 53 items, while the second cluster, green in color, comprised only two items. Subsequent clusters consisted of either one or two items each. “Emotional intelligence” and “resilience” emerged as the most frequently used terms in the published articles, with total occurrence of 129 and 203,

respectively.

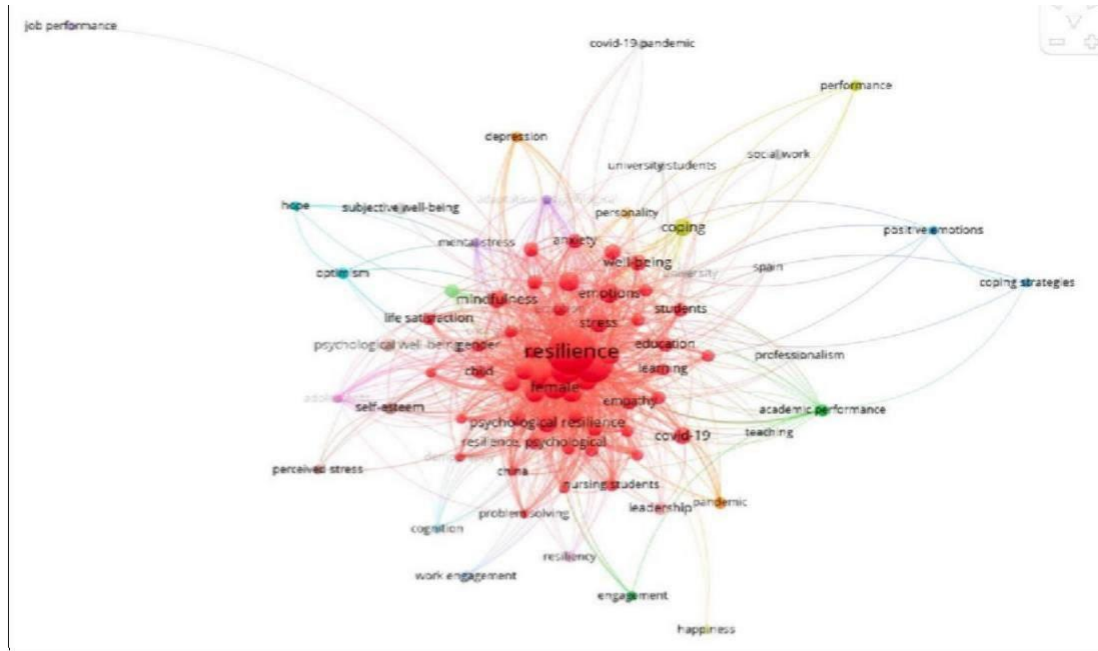


Figure 2

**Author’s Keywords Co-occurrence Network**

876 author keywords were identified to be used in a subset of the articles within this co-occurrence network, and 43 of the articles met the criterion by utilizing the keywords at least five times (Figure 3). Those with a total link strength of 305 use the phrase "resilience" the most frequently, followed by "emotional intelligence" (total link strength of 177) and "self-efficacy" (linkage of 63).

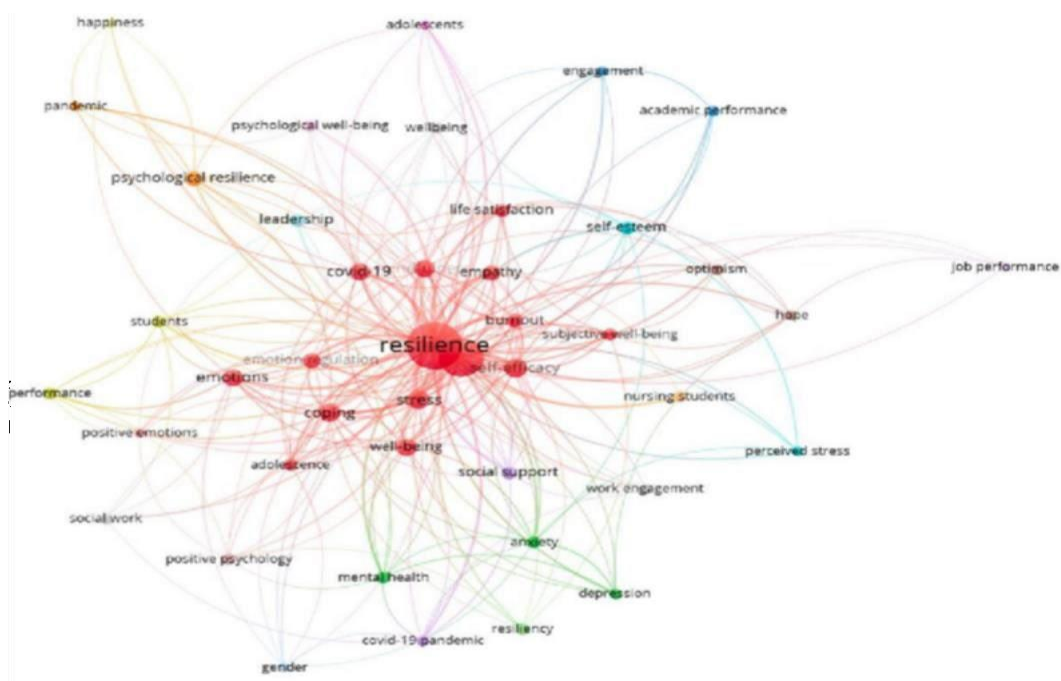


Figure 3

**Most Cited Countries & Collaboration Network**

The citation count and total number of papers published by various nations are shown in the table below. With a total of 58 documents, it is evident that the United States has the greatest number of citations (2664), followed by the United Kingdom and Spain (Table 2).



However, India has 23 documents totaling 80 citations. The data has been collected using the software VoS viewer

COUNTRYNAME	TOTALARTICLES	CITATIONS
United States	58	2664
United Kingdom	43	665
Spain	41	511
Australia	24	307
China	31	241

Table 2

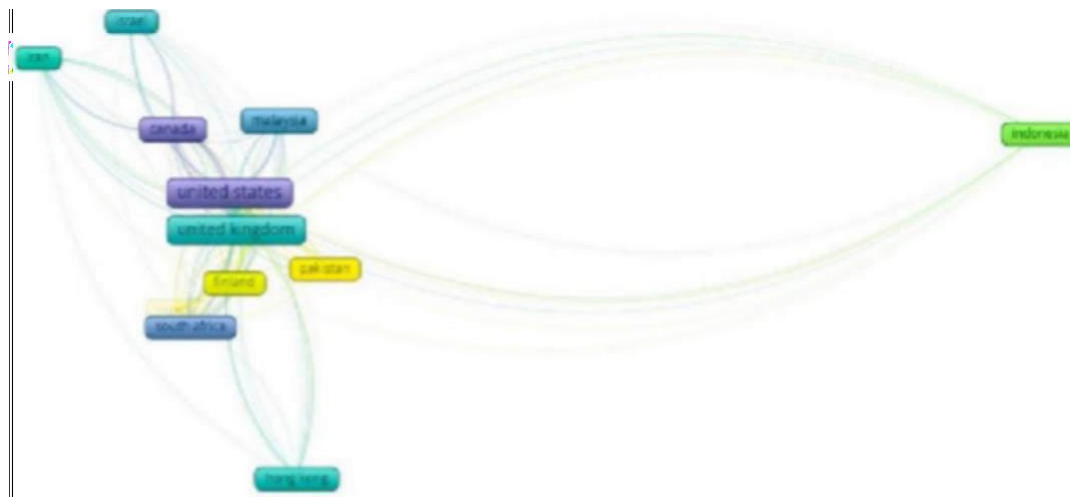


Figure 4

The cooperation between the nations is depicted in the network above. The United States is the top partner with the United Kingdom, Canada, and other nations. China and the United Kingdom collaborating with other nations comes next (Figure 4).

**Most Relevant Sources**

The most pertinent sources for papers on emotional intelligence and resilience is in the Table 3 below. It aggregates the Top 5 sources with important information on the prevailing theme. Sustainability (Switzerland), which has 12 articles in Scopus followed by Nurse education today with 11 documents. It also depicts that total citations of each of the mentioned sources.

Source	Documents	Citations
Sustainability (Switzerland)	12	158
Nurse education today	11	295
Journal of happiness studies	6	650
Behavioral sciences	6	10
British journal of social work	5	85

Table 3

**Most Relevant Authors**

The co-citation of authors is explained in this section. 34,925 writers in all, representing various publications, were included. The VOS viewer program set a minimum of 20 citations for each author (Figure 5), therefore 165 of these authors met the criterion. The relationships between writers are depicted in the network below. Salovey P. is the author with the most relevance, followed by Mayer J.D. and Fredrickson B.L.

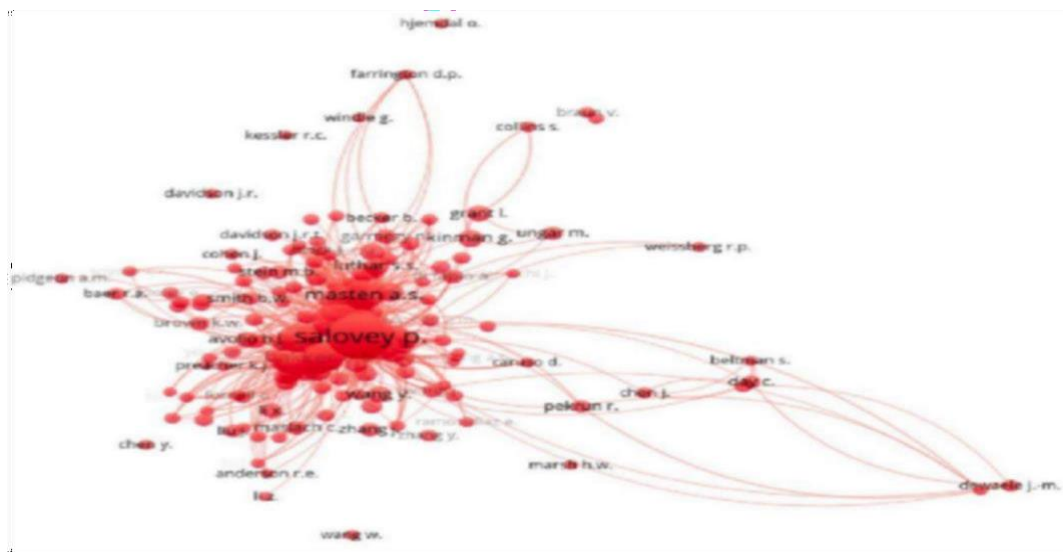


Figure 5

Authors	Citations
Salovey p	285
Mayer j.d	238
Fredrickson b.l	177
Bakker a.b	132
Luthans f.	122

Table 4

The leading five writers whose research influenced the most popular topic are displayed in the table. The concepts of "emotional intelligence" and "resilience" were clarified through them (Table 4).

## DISCUSSION

This study involved the analysis of 310 papers from the Scopus database. Data for the years 2004 through 2023 are currently being gathered. A bibliometric approach can be used to analyze an infinite number of publications from countries or organizations. With consideration for the fact that scientific research is still conducted in spite of the current state of the world, the current study aims to provide a substantial number of carefully selected articles on emotional intelligence and resilience. Future research will generate a larger number of data through publications and new databases.

Regarding the number of authors, Scopus presents 993 authors and the annual growth rate in the publications is 24.47%. Since emotional intelligence and resilience are crucial in many facets of life, it may be concluded that the topic is expanding rapidly. Resilience is a crucial component of professional success when combined with emotional intelligence since it makes employees more resilient. As a result, it's critical to understand the specifics of the scope and quantity of published publications.

## CONCLUSION

Given the paucity of documents, articles and publication on resilience and emotional intelligence, the study's findings indicate that more research is necessary in this field. The United States has garnered the most citations and has the most articles in the current study followed by United Kingdom. Future research projects may focus on the employees who work in India. There has been a great deal of change in the workplace, and the employees can learn to become resilient with the help of emotional intelligence leading to success professionally.

As the dynamics of work has changed drastically after the pandemic, the future studies can be focused on employees who work from home and also in office. Employees who work in IT sector in a remote work environment or in hybrid mode of work can be the future scope of study. By improving resilience among-employees, they will be able to cope up with adverse situations and help in their well-being and success in long term. They will learn to manage their emotions well and become emotionally intelligent.

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