



RESEARCH ARTICLE

EMOTIONAL INTELLIGENCE, SPIRITUAL INTELLIGENCE & STRESS MANAGEMENT: A COMPREHENSIVE LITERATURE REVIEW

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ABSTRACT

While the prevailing belief suggests that individuals with a high Intelligence Quotient (IQ) tend to excel in life, emerging research suggests that success may be more accurately predicted by factors such as Emotional Intelligence (EI) and Spiritual Intelligence (SI), as indicated by studies like those conducted by Goleman in 1995. Emotional intelligence is the capacity to comprehend, discern, and effectively apply knowledge, authority, information, and expertise regarding emotions within the human resources context. Whereas, Spiritual intelligence represents an elevated facet of intelligence that unleashes the qualities and capacities inherent in the authentic self, often referred to as the soul. These attributes encompass wisdom, compassion, integrity, joy, love, creativity, and peace. The cultivation of spiritual intelligence yields a profound sense of meaning and purpose, accompanied by enhancements in various crucial life and work skills. Furthermore, work-related stress permeates every level of an organization, impacting employees across the board. Stress emerges when workers face pressure while performing their duties or encounter obstacles that hinder their ability to fulfil their responsibilities. This study performed an in-depth analysis of previous research to explore the relationship between emotional intelligence, spiritual intelligence, and their influence on work-related stress. The analysis encompassed a sample of 27 published articles from 2009 to 2023. The results of this study indicate that both emotional intelligence (EI) and spiritual intelligence (SI) are linked to reduced levels of work-related stress and improved health outcomes. Their positive influence extends to psychological and physical well-being, contributing significantly to organizational effectiveness.

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INTRODUCTION

Emotional intelligence is defined as the "ability to identify and manage one's own emotions, as well as the emotions of others." This concept closely aligns with empathy, extending its application to self-awareness. Possessing emotional intelligence involves the capacity to discern and comprehend the reasons behind our emotional responses, whether they be anger, sadness, or joy, and subsequently addressing these emotions in a constructive and healthy manner. Having a high emotional intelligence quotient (EQ) empowers individuals to navigate conflicts with colleagues or superiors and arrive at mutually agreeable resolutions respectfully. It serves as the foundation for effective collaboration, enabling individuals to compromise on projects, communicate unmet needs to supervisors, and express concerns about personal performance. Furthermore, emotional intelligence plays a pivotal role in problem-solving and achieving success in the professional realm. Individuals with a heightened EQ can persevere through challenges and frustrations during complex projects.

In leadership roles, emotionally intelligent individuals excel in managing and mitigating team conflicts, guiding the group toward a successful outcome. The significance of emotional intelligence in the workplace cannot be overstated, as it contributes significantly to fostering a positive work environment, facilitating effective communication, and promoting overall success in professional endeavours. Spiritual intelligence (SQ) is our capacity for creating meaning, vision, and values, fostering our ability to dream and strive. It forms the foundation for our beliefs and the role they play in shaping our actions. A higher SQ means being authentically ourselves, aware of our being without being driven by reactive emotions or conditioned beliefs. Accessing spiritual insight involves tapping into our inner knowing through intuition, distinguishing our heart's loving essence from the fears of the mind and societal conditioning imposed on us. Without mindful insight, we react impulsively, dwelling on the past and worrying about the future,

hindering emotional intelligence and leading to suffering and low self-esteem. Discovering truth involves objectively observing the world while keeping an open mind for belief revision. Combining this objectivity with introspection into the heart reveals inner knowing tied to the spiritual essence—a motivation rooted in service, compassion, and unconditional love, distinct from the ego-driven mind and animal instincts rooted in fear, envy, and greed. To truly understand ourselves, we must uncover our inner loving core, individually exploring our version of truth aligned with universal values of loving service. Global recognition acknowledges stress as a significant challenge to both worker and organizational well-being. Stress stems from pressures at home and work, impacting employees and organizations. Robbins and DeCenzo (2007) identify personal and organizational factors contributing to stress. Employee characteristics influence stress sensitivity, highlighting the importance of good management and a healthy work environment for stress prevention. When stress arises, proactive management and support are crucial. While employers can't shield workers from external stressors, they can address work-related stress by aligning demands with employees' knowledge and abilities. Workplace stress often intensifies when there's insufficient support from supervisors, limited control over demands, and underutilization of knowledge and abilities. Stress arises from a mismatch between demands and the individual's capacity, affecting their coping abilities. Many organizations, spanning various industries, witness heightened workplace stress due to factors like heavy workloads, tight deadlines, and interpersonal conflicts. This stress adversely impacts performance, leading to absenteeism, attrition, decreased productivity, communication issues, and quality problems. Prolonged exposure to stress without effective coping mechanisms contributes to physical and mental health problems, including gastrointestinal issues, insomnia, and high-risk behaviors such as smoking and substance abuse. Stress-related illnesses amplify absenteeism and attrition, adversely affecting organizational profitability.

Objective of the study: To investigate the relationship among Emotional Intelligence (EI), Spiritual Intelligence (SI), and work stress, drawing insights from relevant previous studies on this subject.

LITERATURE REVIEW

Association between emotional intelligence and job stress: The paper by Agrawal, S. (2017) aims to assess the role of emotional intelligence as a protective factor against occupational stress, acknowledging the increasing recognition of its significance in human resource management. Emotionally intelligent individuals tend to excel in the workplace, given their ability to comprehend, manage, and effectively apply emotional knowledge and expertise within the workforce. Occupational stress is pervasive across organizational levels, arising from the pressures and challenges employees face in their job roles. The study focuses on the relationship between emotional intelligence and occupational stress, asserting that a higher level of emotional intelligence leads to a better understanding of the work environment, subsequently reducing occupational stress. The research, involving 300 newly recruited employees with a response rate of 85%, establishes a positive association between emotional intelligence and occupational stress. Among the 18 variables examined, 8 were found to have a significant impact, while the remaining 10 showed no significant effect. These findings offer valuable insights for both academics and practitioners in understanding the nuanced connection between emotional intelligence and stress management. By identifying specific aspects of emotional intelligence tied to effective stress handling, this research contributes to a more nuanced understanding of its impact in organizational settings. A research paper by Gangai, K., & Agrawal, R. (2017) aimed to explore the relationship between Emotional Intelligence (EI) and stress, assessing its impact on employees. As EI gains prominence in behavioral research, it becomes essential to investigate its role in influencing social interactions within workplace contexts. Recent research underscores the crucial role of emotions in stress management at work, prompting a need for a comprehensive examination of the overarching concept of emotional intelligence in

stress management. The study tested two hypotheses focusing on measuring emotional intelligence as a predictor in stress management. Sixty employees from AonHewitt were randomly selected as participants, encompassing both genders. The research employed two questionnaires, the Emotional Intelligence Scale, and Stress Inventory, with data analysis utilizing descriptive statistics, correlation, and regression analysis. The findings revealed a negative correlation between emotional intelligence and stress, indicating that emotional intelligence moderates the effects on stress management among employees in the workplace. This research contributes valuable insights into the interplay between emotional intelligence and stress, shedding light on its potential role in fostering better stress management practices. A research paper written by Mayuran, L. (2013) explores the connection between emotional intelligence and stress management in schools and banks within the Jaffna district, evaluating whether specific emotional intelligence abilities serve as potential workplace stressors. Fourteen schools and seventeen banks participated in the study, employing a self-administered structured questionnaire for data collection. Utilizing correlation and regression analyses, the research found a moderate level of stress management among school teachers and bank employees. The study revealed a moderate positive relationship between emotional intelligence and stress management for school teachers. Significant determinants of stress management for school faculty included emotional recognition and expression, understanding emotions, and emotions directing cognitive and emotional control. A weak positive relationship between emotional intelligence and stress management was identified for bank employees, with understanding others' emotions, emotions directing cognition, and emotional control identified as significant determinants. This research provides valuable insights and guidelines for conducting similar studies on emotional intelligence and stress management. It identifies stressors, aiding in the recognition of stress sources, and suggests the potential for further research in sectors such as manufacturing, where stress levels may differ from the service sector.

Yamani, N., Shahabi, M., & Haghani, F. (2014) explored the link between Emotional Intelligence (EI) and job stress in a correlational study involving 142 faculty members at Isfahan University of Medical Sciences. The findings reveal an inverse correlation between the total EI score and stress levels, particularly highlighting significant inverse relationships with self-awareness and self-management factors of EI. The study concludes that higher EI is associated with lower job stress, suggesting the potential modification of EI to minimize job stress among faculty members. The recommendation includes developing and enhancing emotional intelligence through training courses for clinicians. This research opens avenues for further analyses involving EI and stress, including additional variables such as Spiritual Intelligence (SI), and suggests extending the study to other sectors where heightened stress levels may be prevalent. Jahan, K. (2020) investigated the relationship between emotional intelligence (EI) and stress among 100 undergraduate college students in Patna using purposive sampling. Employing the Emotional Intelligence Scale and Personal Stress Source Inventory, the research found a significant association between emotional intelligence and stress across all students, irrespective of gender. The study revealed an inverse correlation between EI and stress, indicating that higher emotional intelligence is linked to lower stress levels. Furthermore, the analysis suggested that female students tend to have higher EI compared to male students, resulting in the inference that male students experience higher stress levels than their female counterparts. The research conducted by Fteiha, M., & Awwad, N. (2020) delved into the connection between emotional intelligence and stress coping styles among 265 students, applying Goleman's Theory of Emotional Intelligence. The study discovered the highest mean values for emotional intelligence in the domains of motivation and empathy. Most students demonstrated active problem-solving and emotional coping behaviors. Notably, a robust, positive correlation was observed between emotional intelligence and stress coping styles, specifically within the domains associated with Active Emotional and Problem Coping ($\alpha \square 0.05$). The findings suggest that students effectively employ stress coping strategies.

The study recommends that educators offer guidance to students on both emotional intelligence and stress coping styles, emphasizing the potential benefits of enhancing emotional intelligence for improved stress management. Kumar, S., & Roprai, K. Y. (2009) addressed the need to examine emotional intelligence as a comprehensive concept in the context of stress and anxiety management. Two null hypotheses are explored, investigating emotional intelligence as a predictor in managing stress and anxiety, utilizing a sample of 120 management students. The study employs the Emotional Intelligence Scale, Stress Inventory, and General Anxiety Test for measurement, with data analysis involving descriptive statistics, correlation, and regression analysis. Results reveal a significant relationship between emotional intelligence and stress and anxiety variables. Stress management and anxiety components emerge as statistically significant in relation to emotional intelligence. The study suggests that emotional intelligence plays a crucial role in managing stress and anxiety in the workplace, showcasing a negative correlation between emotional intelligence and stress/anxiety levels. The findings underscore the potential of emotional intelligence as a valuable tool in addressing workplace stress and anxiety. The research conducted by Ramesar, S., Koortzen, P., & Oosthuizen, R.M. (2009) aimed to ascertain the relationship between emotional intelligence and stress management among managers. Employing a quantitative approach, the study utilized scales from the Feelings and Emotions domain of the Occupational Personality Questionnaire (OPQ32i) and the Emotional Quotient Inventory (Bar-On EQ-i). Correlation and regression analyses suggest that stress management is integral to emotional intelligence, highlighting the interconnectedness of stress with emotional intelligence or its absence. The findings underscore the pivotal role of emotional intelligence in effectively coping with stress, shaping both individual and organizational futures.

The research conducted by Garg, S. (2021) delved into the profound challenges of the contemporary world, attributing social, economic, and environmental issues to human greed. It explores a collective spiritual journey ignited by a yearning for harmony, especially within the influential sphere of work life, where individuals seek self-improvement and meaningful contributions. The study recognizes the impact of globalization on workplace diversity, emphasizing collaborative management as essential. Stress management, crucial for achieving performance targets, receives significant benefits from a spiritual perspective. Acknowledging the connection between religion and spiritual intelligence becomes pivotal. The findings underscore the role of education in shaping worldviews while emphasizing the necessity for an educational system fostering spiritual development. By adopting a compassionate approach, organizations can transform, promoting holistic well-being and potentially reducing long-term healthcare costs. The study establishes a positive correlation between spiritual intelligence and stress management among directors, laying the groundwork for further exploration in the manufacturing sector, incorporating additional factors like spiritual intelligence. A study by Sen, A., Thulasingham, M., et al (2020) explored the relationship between emotional intelligence (EI) and perceived stress among undergraduate students in Arts and Science colleges, considering academic performance and socio-demographic factors. With the rising prevalence of stress among students, understanding the role of high emotional intelligence in stress management becomes crucial. The research, involving 720 students in Puducherry, employs self-administered questionnaires for EI (Schutte Self-Report Emotional Intelligence Test) and perceived stress (Perceived Stress Scale). Results indicate a median EI score of 127 and a perceived stress score of 43, with no significant association between EI and stress. However, a weak but significant correlation exists between EI and academic performance. Multiple variable analysis reveals associations between EI and gender, year of study, volunteering, and mother's occupation. Women, final-year students, and those volunteering with youth organizations exhibit higher emotional intelligence, while academic performance has a weak positive correlation with EI.

Association between spiritual intelligence and job stress: A qualitative study by Rani, A. A., Ghani, A. A., & Ahmad, S. (2013) involved university lecturers aimed to explore the impact of

spirituality activities on their work attitudes and stress management. The research delved into whether spiritual intelligence could influence lecturers, alleviate stress, and to what extent. Interviews with three lecturers, aged 30-37 with 5-9 years of teaching experience, were conducted, focusing on their personal spiritual practices. Qualitative methodology was employed to analyze the data. Results indicated that each lecturer experienced profound and meaningful feelings through their individual spiritual practices, effectively alleviating stress at work. The findings suggest a positive correlation between spirituality activities and improved work attitudes, emphasizing the potential of spiritual intelligence in promoting well-being and stress relief among university lecturers.

This descriptive-correlational study by Dela Peña, S. C. (2012) assessed spiritual intelligence and work stress among 34 Basic Education faculty (elementary and secondary). Utilizing standardized and researcher-made questionnaires, the research found high levels of spiritual intelligence and moderate stress among elementary and secondary faculty. Stressors identified encompassed task, role, physical, and interpersonal demands. Statistical analysis using mean, t-test, and Pearson r revealed no significant difference in spiritual intelligence and work stress between elementary and secondary faculty. Additionally, no correlation was observed between the levels of spiritual intelligence and work stress. The study sheds light on the spiritual intelligence and stress dynamics within Basic Education faculty, emphasizing the need for a nuanced understanding of these factors to enhance well-being in educational settings. Singh, K. (2022) investigated the impact of spiritual intelligence on occupational stress and mental health among nursing professionals, especially considering the changes brought about by the COVID-19 pandemic. The nursing profession, known for its demanding nature, has faced increased stressors during the pandemic, affecting the mental health of professionals on the front lines. The research, involving 304 nursing professionals, utilizes the Mental Health Questionnaire, Nursing Stress Scale, and Spiritual Intelligence Self-Report Inventory. Results show a negative correlation between occupational stress and mental health, a negative correlation between occupational stress and spiritual intelligence, and a positive correlation between mental health and spiritual intelligence. Additionally, spiritual intelligence is found to buffer the relationship between occupational stress and mental health. The study underscores the potential of spiritual intelligence training to mitigate occupational stress and enhance mental health, advocating its implementation in the healthcare sector for nursing professionals.

The research investigation by Koti, G., & Kinange, U. (2021), delved into the association between workplace spirituality and job stress. The objective was to explore the historical context and significance of workplace spirituality while understanding its correlation with job stress. The findings highlighted that workplace spirituality significantly impacts stress management, with employees' spiritual practices providing considerable energy for stress handling. Notably, the study did not specify the industry of the employees, leaving room for further research. Future studies could explore the interplay of factors such as Spiritual Intelligence (SI) and Emotional Intelligence (EI) to gauge their combined influence on stress levels, particularly in the manufacturing industry. Manoppo V, Astuti E, Rahardjo K, et al (2018) investigated the impact of spiritual intelligence and job stress on the turnover intention of nurses. Utilizing an explanatory research design and a survey method, the study was conducted in four private hospitals in Manado City, Indonesia, involving 227 permanent nursing staff out of a population of 522. The Likert scale with five levels was employed for questionnaire measurement. Data analysis was performed using GSCA through the GeSCA program. The findings reveal a negative and significant influence of spiritual intelligence on job stress, a significant negative influence of spiritual intelligence on turnover intention, and a positive and significant influence of job stress on turnover intention. In conclusion, spiritual intelligence negatively affects job stress and turnover intention, while job stress positively impacts turnover intention among nurses.

A research paper Irenne, & Wisesa, A. (2020) explored the role of spirituality and Spiritual Intelligence (SI) as predictive factors in stress coping. The study conceptualizes how SI influences an individual's ability to cope with stress, considering Stress Coping Resources as a mediating factor. Literature analysis suggests a significant role for SI in stress management. SI is found to relate to stress coping through key factors such as Self-Efficacy, Cognitive Resources, and Perceived Stress within Stress Coping Resources. The seven dimensions of SI contribute to enhancing mental health, a vital component in effectively navigating and managing stress. This research provides insights into the potential of SI as a valuable resource for individuals dealing with stress in the current disruptive landscape. Singh, S. K., Bhattacharya, R., & Bhatia, N. (2021) studied the impact of Spiritual Intelligence (SI) on the stress-handling capability of senior working professionals across various industries was investigated. The research involved 82 participants who completed the Self-Assessment Spiritual Intelligence at Work questionnaire and The Workplace Stress Scale. This scale measured eight major factors associated with stress levels in a workplace environment. The results revealed significant positive correlations among the three components of Spiritual Intelligence. Notably, there was a significant negative correlation between Connection to Self and stress levels, indicating that an increase in Connection to Self was associated with decreased stress levels. These findings are pertinent as they highlight the substantial relationship and influence of Spiritual Intelligence in effectively managing occupational stress among senior professionals.

The study conducted by Khosravi M, Nikmanesh Z. (2014) aimed to explore the relationship between spiritual intelligence, resilience, and perceived stress in a sample of 307 students from Sistan and Baluchistan University. Utilizing the Connor–Davidson Resilience Scale (CD- RISC), the Spiritual Intelligence Self-Report Inventory (SISRI), and the Perceived Stress Scale (PSS), the researchers found a positive and significant correlation between SISRI and CD- RISC. Conversely, there was a negative and significant correlation between SISRI and PSS among students. Regression analysis indicated that SISRI predicted 0.10 of the CD-RISC variances and 0.11 of the PSS variances. The findings suggest that spirituality contributes to resilience in individuals experiencing stress. Sharma, A., & Pestonjee, D. M. (2020) highlighted the significance of Spiritual Intelligence (SI) in addressing the mental and emotional strains faced by managers in people-oriented professions. It emphasizes that individuals have an innate inclination to seek meaning and understanding, transcending mere physical and mental aspects into the realm of consciousness and connection with ultimate reality—the inner Self or Spirit. Managers in roles requiring continuous interaction often face emotional exhaustion due to consistent demands from clients or team members, leading to burnout. Despite the need to maintain a composed exterior, these managers may face mental and emotional exhaustion. The paper sheds light on this overlooked aspect, emphasizing the importance of SI in addressing the challenges faced by contemporary managers.

Wadhawan K. (2018) examined the impact of spiritual intelligence on the mental health and stress management of teacher educators in the Tricity region (Mohali, Panchkula & Chandigarh). The sample comprises 300 teacher educators who completed assessments on spiritual quotient, mental health, and stress management. The findings demonstrate a positive correlation between teachers' spiritual intelligence and mental health, while a negative correlation is observed between spiritual intelligence and stress levels among teacher educators. Additionally, significant gender differences suggest that females exhibit higher spiritual intelligence, better mental health, and superior stress management compared to males. The study underscores the relevance of spiritual intelligence in promoting mental well-being and stress resilience among educators. In a case study by Ahmadian, E., Hakimzadeh, A., & Kordestani, S. (2013) focused on the National Company of Oil Products Distribution in Torbat, Iran, the researcher delved into the connection between job stress and spiritual intelligence. The study examined various dimensions of spiritual intelligence, such as general thinking and

belief, problem-solving abilities, moral virtues, self-awareness, and love. Additionally, elements contributing to job stress, including the physical environment, job conflict, and role ambiguity, are explored. The case study utilized standard scales to measure spiritual intelligence. The findings indicated that individuals with higher spiritual intelligence exhibit better stress coping mechanisms than those with lower spiritual intelligence. Moreover, employees with stronger general thinking and belief demonstrate greater resilience against physical environmental stressors..

Association between emotional intelligence, spiritual intelligence and job stress: In a study conducted by Mathew J., Shetty P., & Nair S. (2020), focused on unravelling the factors influencing commitment levels among outsourcing industry employees. The investigation highlighted the significant roles of an individual's spiritual intelligence and perceived stress in determining their commitment levels. The findings underscored the pivotal importance of spiritual intelligence and stress in the workplace, indicating their substantial impact on organizational commitment. The study emphasized that these psychological aspects play vital roles in shaping employee commitment within an organizational context. The article by Kulkarni, M., Deshpande, M., & Saha, S. (2010) delved into the contemporary business trend of promoting heightened employee spiritual awareness and intelligence, underscoring its psychological advantages in navigating intricate spiritual encounters. It contends that infusing organizational practices with emotional intelligence principles empowers employees with additional competencies to seamlessly incorporate personal spirituality into their professional lives, offering a distinct viewpoint that translates into a quantifiable competitive edge. The article investigates how an employee's spiritual pursuits can augment workplace emotional acuity, leading to stress reduction. The conclusion underscores the pivotal role of spiritual intelligence in aiding employees in self-realization, stress mitigation, emotional intelligence enhancement, facilitating stress-free decision-making, nurturing inner confidence in security, fostering creativity, and diminishing the emphasis on material growth—all contributing to a less stressful work milieu. The article closes by

proposing future avenues for research on spirituality's impact on employee attraction, engagement, and retention, particularly within manufacturing industries. The study done by Suan Chin, S. T., Anantharaman, R. N., & Tong, D. Y. K. (2010) contemplated the roles of Emotional Intelligence (EI) and Spiritual Intelligence (SI) within the workplace context. EI involves adeptly leveraging the influence of emotions, while SI involves applying spiritual values to enhance daily functionality. The coexistence of EI and SI in the workplace cultivates a more favourable environment, fostering heightened productivity. The research posits that employee conduct is shaped by both cognitive and non-cognitive abilities, with non-cognitive abilities encompassing EI and SI. The synergy between these intelligences engenders enhanced teamwork, collaboration, and interpersonal skills, culminating in a cohesive and industrious workforce. Consequently, the organization reaps benefits such as heightened customer satisfaction, increased sales, profits, and expanded market growth, underscoring the pivotal roles of EI and SI in the workplace. The research further establishes a connection between EI, SI, and factors like stress, aiming to enhance the overall workplace milieu. Sasikala, N., Longkumer, W., & Selvaraju, R. (2023) probed into the contemporary, multicultural work milieu, highlighting the pivotal roles of Emotional Intelligence (EI) and Spiritual Intelligence (SI). In the context of globalization and diverse workforces, organizations seek employees committed to harmonious relationships. The study underscores that EI, involving adept management of emotions, and SI, incorporating spiritual resources into daily functioning, contribute to a conducive workplace. This synergy enhances productivity, positively influencing organizational success (Wright, 2008). The study recognizes that employee behaviour, shaped by competencies, backgrounds, and motivations, significantly impacts organizational outcomes. Content, engaged employees exhibit positive attitudes, fostering organizational citizenship behaviour, and ultimately elevating customer satisfaction and profitability.

The intertwined correlation between cognitive abilities, EI, SI, and employee performance emphasizes their collective significance for organizational success. In conclusion, a harmonious integration of EI and SI cultivates a positive workplace culture, promoting both individual and organizational well-being. This study lays a robust foundation for ongoing research in this realm. This study by Sodhi, R. (2016) challenges the conventional belief that Intelligence Quotient (I.Q.) is the sole predictor of success, suggesting that Emotional Intelligence (EI) and Spiritual Intelligence (SI) may have a more significant impact. Emotional Intelligence involves understanding and using emotions effectively, while Spirituality is about feeling connected with oneself, others, and the universe. The review analyses 40 articles from 1998-2012 exploring the connection between emotional intelligence and spirituality. The findings reveal that both EI and SI are linked to lower stress levels, improved health outcomes, and positively influence psychological and physical well-being. Moreover, the study emphasizes the crucial role of EI and SI in educational and organizational contexts. This challenges the traditional emphasis on I.Q. and underscores the broader impact of emotional and spiritual intelligence on various aspects of life.

The contemporary work environment is inherently stressful due to the fast-paced, competitive nature of modern life. Excessive job-related stress has adverse effects on both individuals and organizations, influencing various aspects such as work quality, leadership, profitability, student performance, customer satisfaction, brand image, and employee retention. Leadership, characterized by qualities like inspiration, clear vision, crisis-solving abilities, and emotional intelligence, plays a crucial role in shaping organizational culture and outcomes. This paper written by Sadasivan, K., Vasanthi, K., & Suganthi, P. (2015) explored the interconnectedness of spirituality, emotional intelligence, and work stress. The study suggested that cultivating emotional intelligence, along with acknowledging and adopting spiritual dimensions, can effectively mitigate work stress. By comprehending and managing emotions, leaders can maintain balance, achieve goals, and contribute to organizational success. Statistical tools such as correlation and regression, along with structured questionnaires, are employed to analyze spirituality, work stress, and emotional intelligence. The findings underscored the importance of addressing diverse dimensions of spirituality and emotional intelligence in reducing work stress and enhancing organizational effectiveness.

METHODS

This study adopted an exploratory approach, relying entirely on secondary data sourced from diverse sources including books, journals, and websites. The dataset comprises 27 articles spanning the years 2009 to 2023. The focal variables under examination are emotional intelligence and spirituality and its correlation with work stress.

DISCUSSION

Emotional Intelligence and Job Stress

- Emotional intelligence (EI) is recognized as a crucial factor in navigating conflicts, effective collaboration, and problem-solving in the workplace.
- High EI is associated with better stress management, conflict resolution, and overall success in professional endeavours.
- EI plays a pivotal role in leadership, aiding in conflict mitigation and guiding teams toward successful outcomes.
- Workplace stress arises from personal and organizational factors, and effective stress management involves proactive support and alignment of demands with employees' abilities.
- Higher EI is linked to lower job stress, and specific aspects of EI, such as self-awareness and self-management, play significant roles in stress reduction.

Spiritual Intelligence and Job Stress

- Spiritual intelligence (SI) is defined as the capacity for creating meaning, vision, and values, fostering the ability to dream and strive.
- Accessing spiritual insight involves tapping into inner knowing through intuition and distinguishing the heart's essence from the fears of the mind.
- Higher SI contributes to authentic self-awareness, compassionate service, and unconditional love, reducing reactive emotions and conditioned beliefs.
- Individuals with higher SI exhibit better coping mechanisms for job-related stressors.
- Stress management benefits from a spiritual perspective, acknowledging the impact of globalization on workplace diversity and the correlation between religion and spiritual intelligence.
- SI is found to have a positive impact on stress coping, mental health, and stress resilience among various professional groups, including nursing professionals and teacher educators.
- Spiritual intelligence can buffer the relationship between occupational stress and mental health, suggesting its potential as a tool for stress mitigation.

Emotional Intelligence, Spiritual Intelligence, and Job Stress

- The synergy between EI and SI in the workplace enhances teamwork, collaboration, and interpersonal skills, leading to a cohesive and industrious workforce.
- EI and SI collectively contribute to stress reduction, self-realization, emotional intelligence enhancement, and stress-free decision-making.
- The integrated approach of EI and SI fosters a positive workplace culture, promoting individual and organizational well-being.
- Studies conducted among university lecturers, nursing professionals, and undergraduate students reveal significant relationships between EI, SI, and stress.
- The connection between emotional intelligence and stress is explored in various contexts, such as schools, banks, and medical sciences faculties.

CONCLUSION

In conclusion, the reviewed studies underscore the intricate interplay between emotional intelligence (EI), spiritual intelligence (SI), and job stress, revealing their profound impacts on individual well-being and organizational effectiveness. Emotional intelligence emerges as a cornerstone in workplace dynamics, facilitating conflict resolution, effective collaboration, and successful leadership. Its role in stress reduction is evident, particularly through aspects like self-awareness and self-management. On the other hand, spiritual intelligence, defined by a capacity for meaning and values, proves instrumental in fostering authentic self-awareness, compassion, and coping mechanisms for job-related stressors. The integration of EI and SI in the workplace cultivates a positive culture, enhancing teamwork and interpersonal skills. Notably, both intelligences collectively contribute to stress reduction, decision-making, and overall well-being. Specific professions, including nursing and education, showcase the significance of these intelligences in managing stress and promoting mental health. This synthesis reveals a nuanced understanding of the factors influencing workplace stress and emphasizes the need for holistic approaches in addressing individual and organizational challenges. Recognizing the multifaceted nature of stress and the complementary roles of emotional and spiritual intelligence paves the way for future research and interventions aimed at fostering resilient, well-balanced, and successful professional environments. The findings advocate for the integration of emotional and spiritual intelligence training to enhance individual coping strategies and contribute to a more harmonious and productive workplace.

Implications of the study: The implications drawn from the reviewed studies suggest several key considerations for individuals, leaders, and organizations to enhance well-being and effectiveness in the workplace: Leadership Development: Organizations should prioritize leadership development programs that incorporate training in emotional intelligence (EI) and spiritual intelligence (SI). Leaders equipped with these skills can foster positive workplace cultures, effective communication, and adept conflict resolution.

Employee Training: Employee training initiatives should go beyond technical skills and include modules on EI and SI. This can empower individuals to manage stress, improve interpersonal relationships, and contribute positively to the overall work environment.

Health and Wellness Programs: Companies should invest in health and wellness programs that address stress management. Incorporating elements that nurture emotional and spiritual well-being can lead to healthier and more resilient employees.

Educational Institutions: Educational institutions, especially those training future leaders and professionals, should integrate EI and SI components into their curricula. This can prepare students for the emotional and spiritual dimensions of their future workplaces.

Organizational Policies: Companies may consider incorporating policies that support work-life balance, mental health, and holistic well-being. Recognizing the significance of EI and SI, organizations can create environments that foster personal growth and fulfillment.

Further Research: The complex relationships between EI, SI, and job stress warrant ongoing research. Future studies can explore additional dimensions, industry-specific nuances, and the long-term effects of incorporating emotional and spiritual intelligence in various organizational settings.

Tailored Interventions: Recognizing individual differences, organizations can develop tailored interventions based on EI and SI assessments. This personalized approach can address specific needs and promote a supportive work environment.

Crisis Management: The reviewed studies emphasize the importance of EI and SI in crisis management. Organizations should equip leaders with these skills to navigate challenging situations with resilience and compassion. In summary, integrating emotional and spiritual intelligence into organizational practices can lead to healthier, more engaged, and productive workplaces. Recognizing the broader dimensions of human experience in the professional sphere can have lasting positive effects on individuals and the organizations they contribute to.

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