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AN INVESTIGATION ON EMOTIONAL INTELLIGENCE OF STUDENTS WITH RESPECT TO STUDENT DEVELOPMENT MODEL AND ITS IMPLICATION ON EMOTIONAL LEARNING SYSTEM IN MALAYSIA

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ABSTRACT

We human beings have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness – especially if we hope to succeed in life. This is where emotional intelligence becomes important. Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. Emotional intelligence also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively. This research study presents a framework for emotional intelligence, a set of skills hypothesized to contribute to the accurate appraisal and expression of emotion in oneself and in others, the effective regulation of emotion in self and others, and the use of feelings to motivate, plan and achieve in one's life. This review examines the foundations of the definitions of emotional intelligence as well as existing educational research involving emotional intelligence, within the students in Malaysia. Recommendations for future research and research potential are discussed. From this study we probably also know students who are masters at managing their emotions. Regardless of their strengths, however, they're usually willing to look at themselves honestly. They take criticism well, and they know when to use it to improve their performance. People like this have a high degree of emotional intelligence, or El. They know themselves very well, and they're also able to sense the emotional needs of others. Thus this study gives a deep insight about Emotional Intelligence among students in Malaysia.

KEYWORDS

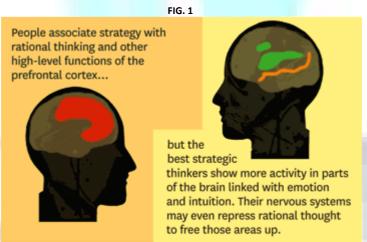
Emotional Intelligence, Personalities, Perception, Hypothesize.

INTRODUCTION

he concept of "emotional intelligence" (EI), however, provides a useful instrument to describe the intricate configuration of interrelated factors that play a role in predicting a person's success in life. The study reported in this article attempts to establish the emotional intelligence profiles of students in a academic setting. The qualitative section of the research involves a study of the literature on certain aspects of the phenomenon "emotional intelligence", whereas the quantitative part of the research involves the administration of Questionnaire measure to 100 students who have all been involved in the academics/universities. The research accentuates the importance of timeous and continued assessment of the ongoing functioning and well-being of students that may help improve the emotional skills and functioning of such academics.

EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. Since 1990, Peter Salovey and John D. Mayer have been the leading researchers on emotional intelligence. In their influential article "Emotional Intelligence," they defined emotional intelligence 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 this information to guide one's thinking and actions" (1990).



Source: When Emotional Reasoning Trumps IQ by Roderick Gilkey, Ricardo Caceda, and Clinton Kilts

From the above Fig 1. The area of the brain people tend to associate with strategic thought is the prefrontal cortex, known for its role in executive function. It allows humans to engage in anticipation, pattern recognition, probability assessment, risk appraisal, and abstract thinking. Those abilities do help managers solve problems. However, when we examined the best strategic performers in our sample, we found significantly less neural activity in the prefrontal cortex than in the areas associated with "gut" responses, empathy, and emotional intelligence (that is, the insula, the anterior cingulate cortex, and the superior temporal sulcus). In other words, the conscious executive function was downplayed—while regions associated with unconscious emotion processing operated more freely. IQ-based reasoning is valuable in both strategic and tactical thinking—but it's clear that managers integrate their brain processes as they become better strategists. When companies realize that, they may approach strategy and execution more holistically.

IMPORTANT ISSUES FACED BY STUDENTS

In recent years, low test scores and accountability standards have been the focus of education reform and criticism directed to education at all levels. The broader mission of education becomes clouded when effectiveness is defined solely or even primarily on the basis of performance on standardized assessment

models. Healthy education must focus on academic, career, and leadership development and emphasis on emotional learning as much as on academic or

In addition to other indicators, there are several other issues that are involved in change, reform, and renewal. A major challenge for education is to provide safe campuses, healthy learning climates, and rigorous academic curricula taught by qualified teachers for interested and motivated learners. Changes in the nature of work and productivity demands of a global economy necessitate additional restructuring and reform efforts. As colleges prepare students for careers and productive employment, education will continue to modify its programs and instruction. As colleges prepare students for positions of responsibility and leadership, there will be an increased interest and recognition of the importance of the contributions of the emotional mind. In short, learning and applying emotional intelligence skills contribute to academic and career success. It is easy to discover that there are very serious issues and questions facing education which need to be addressed and answered. One of these was posed in the classic book Excellence: Can We Be Equal and Excellent Too? (J. Gardner, 1961).

REVIEW OF LITERATURE

P. Salovey and J. D. Mayer's (1990) definition of emotional intelligence as a type of social intelligence that involves the ability to monitor one's own and others' emotions, to discriminate among them, and to use the information to guide one's thinking, it is argued that intelligence is an appropriate metaphor for the construct. The abilities and mechanisms that underlie emotional intelligence are described. These mechanisms are (1) emotionality itself, (2) facilitation and inhibition of emotional information flow, and (3) specialized neural mechanisms. Emotionality contributes to specific abilities, and emotional management influences information channels and problem solving.

There is growing research that connects emotional intelligence and emotional skills to achievement, productivity, career success, personal health, resilience, and leadership (H. Gardner, 1983, 1997; Goleman, 1995, 1997; Sternberg, 1985, 1990; Salovey and Mayer, 1997; Epstein, 1998; Dryden and Vos, 1994; Damasio, 1994; Weisenger, 1985, 1998; Greenspan, 1997; Astin and Associates, 1993; Townsend and Gephardt, 1997; Nelson and Low, (1976-2003). A practical, education- and research-based model of emotional intelligence may provide an important key for integrating student development with the academic mission of higher education.

EMOTIONAL INTELLIGENCE AND ACADEMICS

Various investigators have engaged in research designed to examine and apply emotional intelligence constructs within academic, medical, and other learning settings. Since research in this area as it applies to education is limited, all identified studies were included in this review and the limitations identified. Levels of emotional intelligence at the end of the study period were associated with academic performance, with a greater correlation existing in the emotional intelligence group. These findings led researcher to conclude that emotional intelligence could be taught or learned and is not a fixed parameter. Additionally, greater levels of emotional intelligence can be expected to correlate with their performance even when controlling for traditional markers of intelligence.

UNIVERSITIES PERSPECTIVE

Academic and cognitive development is the primary goal of many universities. However, it may prove disastrous if the emotional and affective domain is neglected as an important and necessary role for students. A blending of academic (cognitive), behavioral (action), and affective (emotional) dimensions are needed to address the complex issues facing education. To meet the issues and challenges of public education, there is a need to develop responsible and emotionally healthy students and teachers. Emotional skill development and personal responsibility need to be embraced and in effect just as it is with the academic and behavioral dimensions.

Extensive reviews of studies at schools and organizational levels indicate that emotional intelligence skills are essential to achievement, leadership, and personal health (Goleman, 1995, 1997). Further, Goleman indicates that when high levels of leadership are required, emotional intelligence is a much greater predictor of success than traditional measures of intelligence or leadership. In studying the world's best educational practices, Dryden and Vos reported that personal and emotional development is at the very center of these programs. Their findings indicate that the emotional intelligence skills of self esteem and personal confidence are essential to all learning. They declare that education that fails to address these factors (i.e. personal/emotional domain) will fail in its other tasks as well (Dryden and Vos, 1994).

OBJECTIVES

- The main objective of the study is to assess if students are Emotionally Intelligent and to analyze various factors that influence EI of students
- To assess the skills required by students for their personal and professional growth.
- To identify various factors influencing the professional and personal growth of students

RESEARCH METHODOLOGY

Qualitative methodology is used in this study in order to observe and provide descriptions. This method is used to assess knowledge's, attitudes, behaviors, and opinions of people depending on Emotional Intelligence. The researcher used Descriptive research design where in it involves observing and describing the behavior of a subject without influencing it in any way. Probability sampling method is used in order to have a random selection method; It assures that the different units in the population have equal probabilities of being chosen. Stratified Random sampling, is used where in different departments are considered as homogeneous subgroups and then taking a simple random sample in each subgroup. The sample size is 100 and Primary and secondary data were collected using structured questionnaire. Likert scaling was used in the questionnaire in order to collect data from the respondents. Statistical techniques used in the study are chi-square, Factor analysis, ranking method, Multiple regression and Z test analysis.

INSTRUMENTATION

The Trait Emotional Intelligence Questionnaire (TEIQue) is an integral part of the scientific research program on trait emotional intelligence. All TEIQue measures are underpinned by an international scientific research programmer aiming to integrate the various non-traditional intelligences into mainstream models of personality and differential psychology. The Trait Emotional Intelligence Questionnaire (TEIQue) is an integral part of the academic research program on trait emotional intelligence. The latest version of the TEIQue is v. 1.50. The TEIQue is a scientific measurement instrument based exclusively on trait EI theory. Trait EI theory is unrelated to what lay people understand by "emotional intelligence" or "EQ".

The theory of trait emotional intelligence (trait emotional self-efficacy) emerged from the distinction between two EI constructs (ability EI and trait EI; Petrides, 2001; Petrides & Furnham, 2000, 2001; Petrides, Furnham, & Frederickson, 2004). This questionnaire is from London Psychometric Laboratory.

ANALYSIS AND INTERPRETATION

In this chapter the data collected for this study has been analyzed and interpreted. The main purpose of the study is to know if students are Emotionally Intelligent and to analyze various factors that influence EI of students, to assess the skills required by students for their personal and professional growth and To identify various factors influencing the professional and personal growth of students

To facilitate the achievement of the research goal, a number of statistical techniques were used. The hypotheses were tested using Chi square test, Analysis of Variance (ANOVA), Z test, Multiple regression analysis. All data analysis was conducted using SPSS 15.0. For the purpose of analysis, coding of the variables has been done. A description of statistical techniques employed is presented below.

Factor analysis: Factor analysis is a technique used to reduce the complexity of number of variables in a research work. In this research work, an attempt is made to find few factors that influence Emotional intelligence among students. The variable considered for the analysis were feelings, empathy, emotions, and the factors that are very important for Emotional intelligence were considered in factor analysis. The complexity of these variables were reduced and condensed.

Multiple Regression: Regression analyses were used to study the relationship between main variables and the extent of the impact of the independent variable on the dependent variable. The relationship between independent variable is significant. Independent variables such as self learning, self development, were used and regression analysis was used to check if it has impact on Emotional intelligence factors.

Chi-square: This is a test of significance that can be used to test whether the two variables are statistically associated with each other significantly. In the present study, the hypothesis was framed based on EI factors as an accelerating drive on self development, which enhance positive relationship.

Z -TEST

Z test is used to analyze the gender of the hospital if they have same opinion towards Emotional Intelligence and self development and self learning. The **Z-test** is a statistical test used in inference which determines if the difference between a sample mean and the population mean is large enough to be statistically significant, that is, if it is unlikely to have occurred by chance.

In this research work, an attempt was made to find few factors that influence the Emotional intelligence and self learning of students.

TABLE 1: FACTORS THAT RESULT IN STUDENTS CHOOSING TO SUPPORT SELF LEARNING

Rotated Component Matrix							
FACTORS	COMPONENT						
	1	2	3	4	5		
Make them feel valued	.831	.128	.074	227	023		
Self worth	799	0.92	.118	118	.019		
Learning community	.565	.495	.063	.058	468		
Sense of belonging	.01	-924	.049	.141	085		
empathy	161	093	903	147	.001		
Emotional aspects	380	260	.602	120	126		
Respect for others feelings	.183	.387	146	.710	293		
Thoughts influenced by feelings	.062	.281	072	658	112		
Emotion progress	206	130	.417	.582	.332		
Intution	004	.075	048	063	.984		

Extraction method: Principal component analysis Rotation method: Varimax with Kaiser normalisation

Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
Make them feel valued	Sense of belonging	Empathy	Respect for others feelings	Intution
Self worth		Emotional aspects	Thoughts influenced by feelings	

The table states that the factors which make the students valued and self worth are the first most important emotional factors that results in self development and self learning. The second factor is sense of belonging to the institute or university which they study. The respondents also give importance for empathy, respect for others feelings and thoughts which influence them.

GARELTS TABLE

The ranking table reveals the various Emotional factors that support self development and self learning. The highest score is 6277, self worth, ranks first. Feeling for others stand second, for which the score is 5993; the third highest score is for Instincts and Intuitions, scores 5111. The fourth factor is negative mood, which scores 4753.Respondents score the least for non verbal cues and disapproval, which scores 4401 and 3572 respectively.

MULTIPLE REGRESSION ANALYSIS

Multiple Regressions is used as a descriptive tool. It is used to develop a self-weighing estimating equation by which to predict values for a criterion variable from the values for several predictor variables. A descriptive application of multiple regression calls for controlling for confounding variables to better evaluate the contribution of other variables.

TABLE 2
Regression I

Objective: To study Emotional factors and possible self development methods.

Descriptive Statistics

	Mean	Std. Deviation	ν
q1	2.3542	.92883	96
q2	2.5104	.79465	96
q3_a	1.6042	.55211	96
q3_b	1.8229	.69577	96
q3_c	2.2500	.68056	96
q3_d	1.9583	.78024	96
43_u	1.9583	.78024	90

MODEL SUMMARY

	R	R Square	Adjusted R Square	Std. Error of the Estimate
Model	.454(a)	.206	.153	.85491

q3_e | *2.3229* | *.85218*

a . Predictors: (Constant), q3_e, q2, q3_b, q3_c, q3_d, q3_a

ANOVA (b)

			Sum of Squares	Df	Mean Square	F	Sig.
Model	1	Regression	16.911	6	2.818	3.856	.002(a)
		Residual	65.048	89	.731		
		Total	81.958	95			

a Predictors: (Constant), q3_e, q2, q3_b, q3_c, q3_d, q3_a

96

b Dependent Variable: q1

COEFFICIENTS (a)

			Unstandard	dized Coefficients	Standardized Coefficients	t	Sig.
			В	Std. Error	Beta		
Model	1	(Constant)	1.179	.493		2.391	.019
		q2	.438	.117	.375	3.754	.000
		q3_a	.196	.226	.116	.866	.389
		q3_b	.017	.168	.013	.103	.919
		q3_c	.006	.151	.004	.039	.969
		q3_d	.166	.154	.140	1.079	.283
		q3_e	263	.137	241	-1.912	.059

a Dependent Variable: q1

The concept used is multiple regression equation.

Dependent variable=Constant+B1X1+B2X2+...

X1,X2... are independent variable and are otherwise called predictors

Level of significance = 0.05

If P<= Level of significance, Reject Null Hypothesis

Self development and self learning = 1.179+0.438

Thus it is significant and the relationship between the independent variables is significant.

The above analysis says that the independent variables such as self development and self learning avoid the negative feelings, remorse, anger, disapproval, mistakes, gloomy situation and fear. The above factors were dependent on the self development and self learning strategy.

CHI - SQUARE TEST

Chi-square is a very versatile test used both as a non-parametric and parametric measure. As a non-parametric measure it is used ao as a test of goodness of fit bo as a test of independence. In this research chi-square test enables the researcher to explain whether or not two attributes are associated.

Objective: To study if students are aware of Emotional intelligence and its impact (as an accelerating drive) on self development **Null Hypothesis:** The students agree that they are aware of Emotional intelligence as an accelerating drive on self development. **Alternate Hypothesis:** The respondents do not agree that Emotional intelligence as an accelerating drive on self development.

TABLE 3: SELF DEVELOPMENT AS AN ACCELERATING DRIVE

Factors	Observed N	Expected N	Residual
Disagree	8	7	1.0
Neutral	40	41.0	-1.0
Agree	40	41.0	-1.0
Strong agree	8	7	1.0
Total	96		

Level of significance

X = 0.05

Test statistics = $X_0^2 = \sum (01 - ei)^2 / ei$

Observed Value = 0.334

Expected value X_E^2 = 7.815 for 3 degree of freedom at 5% level.

Inference

 X_{E}^{2} > X_{0}^{2} Thus the Null Hypothesis is accepted.

Z TEST

Objective: To analyze the gender of the hospital if they have same opinion towards the Emotional intelligence factor leads to selflearning

Null Hypothesis: Male and Female have same level of opinion on various factors that leads to self learning

Alternative Hypothesis: Male and Female have different level of opinion on various factors that leads to self learning.

TABLE 4: OPINION TOWARDS CHANGE BEING PRACTICED

	Gender	Mean	Calculated value Zo	Expected value Ze
	Male	23.00	0.127	1.96
I	Female	23.11		

Therefore Zo < Ze. Here the Null Hypothesis is accepted. Male and female have the same level of opinion on various factors the lead to self lerning. Ten key factors are considered for the study. High opinion is calculated (23/30=0.77 i.e. 77%). More than 77% of the respondents favor for this.

DISCUSSION

The major value of student development is that of community. A university is viewed as a place where students grow through their involvement in meaningful relationships. Students benefits from relationships that (1) make them feel valued, (2) contribute to positive self-worth, (3) create a healthy, productive learning community, and (4) form a personal sense of belonging. Healthy relationships are important to the academic, behavioral, and emotional growth and development of students. Emotional knowledge, skills, and competencies are essential to the student development values of individuation and community. The affective or emotional learning domain is central to student development. Experiential and self-directed learning activities need to be systematic and accountable. Colleges and universities need to be able to demonstrate and show faculty, students, and the entire academic community how courses, programs, services, and resources make a difference in professional and personal development. Student development programs are positioned to meet this type of institutional accountability.

FINDINGS

This paper puts forth an effort to synthesize and integrate some of the major findings of research on emotional intelligence and personal skills, as they relate to the goals of education and human development. We also are presenting an innovative model of student development that is designed at the very heart of the academic mission of university. This model of student development is constructed using an education-based approach of emotional intelligence developed by the authors. An emotional skills development framework and emotional learning process are used to illustrate and build upon the positive contributions of the emotional mind.

The main goal of this paper is to provide a coherent and practical approach to human emotional behavior that students can learn and apply to stay healthy, increase goal achievement, and improve productivity. Highly successful students need to be able to show that they are actively involved in continuous learning

and are goal oriented achievers. Highly successful schools and colleges need to be able to show that they are providing healthy learning and work environments that challenge and support students and teachers in performing to their highest levels. There must be an acceptance and commitment to develop emotionally intelligent and healthy people in all career fields, not just recognition of the need.

Emotional intelligence skills are vital to human performance and the management of successful learning organizations. Even though the primary attention of education is academic performance, there is simply too much convincing evidence that schools and colleges should not and cannot neglect the development of emotional intelligence skills and other personal and social factors. Emerging trends necessitate new studies and applied research on the contributions of the emotional mind and the emotional domain of learning. Building healthy and productive students requires the active and intentional development of emotional intelligence skills and competencies as a normal and integral part of the process of education. To achieve this balanced perspective, the student development model of learning is reviewed and discussed. Many student development researchers and leaders have emphasized human development and affective learning as an essential component of the higher education experience.

Essential skills required by students based on the research (Student development model) are as follows:

In reviewing the student development model and blending the positive contributions of the emotional mind (affective learning), several important elements emerge. These elements need to be addressed in student development programs that strive to balance cognitive and affective learning.

- Systemic and sustained as a normal part of the educational experience.
- 2. An emphasis on the understanding of meaning rather than an accumulation of knowledge facts.
- 3. Communal with respect to the development of individuation and community.
- 4. Team building and human relationship development are inherent aspects of the learning environment.
- 5. Cross-disciplinary, interconnected, integrated, and holistic.
- 6. Cognitive and affective learning given great breath, depth and width throughout the curriculum.
- 7. Active and collaborative learning maximized.
- Service learning integral to the process of education and leadership development. 8.
- 9. Powerful partnerships between those responsible for "in-class" and "out-of-class" learning (seamless transition from in-class to out-of-class learning environments).
- Learning viewed as an inherent (casual) outcome of the total environment. 10.
- 11. Applied institutional research used as a mechanism for improvement.

IMPLICATIONS

A number of implications have emerged from the results of the present study. Emotional and experienced-based learning is different from traditional academic content learning. The Emotional Learning System is based on this difference. Its five steps are systematic and sequential, yet fluid and interactive—the system is designed to ensure a learner-centered development process built on honest, positive self assessment.

Step 1 (Self Assessment; Explore). Requires the student to develop an intentional self assessment habit; inquiring, discovering, questioning;

Step 2 (Self Awareness: Identify). Involves the process of identifying an experience as either a thought or feeling and leading to reflection not reactivity;

Step 3 (Self Knowledge: Understand). Involves 'insight' and an understanding that allows a student to make choices about how to behave;

Step 4 (Self Development: Learn). Involves learning various ways to improve behavior; and

Step 5 (Self Improvement: Apply and Model). Requires the application and modeling of emotionally intelligent behavior to achieve academic and career goals.

The development of emotional intelligence is an intentional, active, and engaging learning process rich with personal meaning. Development is learner-centered and based on the internal frame of reference of the learner with the use of a positive assessment process. It is our belief that emotional intelligence is best understood and learned when framed around specific emotional competencies and skills. The foundation of the emotional learning process is a positive assessment of thirteen emotional skills organized around four key competencies (Nelson and Low 1999, 2003).

CONCLUSION

Emotional Intelligence is a implicit curriculum -- learning how to get along with other people, learning how to motivate yourself, learning how to persist, how to resist temptation and stay fixed on a goal, how to work together toward a common goal. Emotional intelligence -- which refers to how to handle our own feelings, how well we empathize and get along with other people -- is just a key human skill. But it also turns out those academicians who are better able to

The most important goal for every institution of higher education is academic development. However, in today's diversified society, students need much more to lead healthy and productive lives concerning academic, career and personal goals. Therefore, it is crucial for institutions of higher education to develop academic advising and student learning models that embodies both the academic (cognitive) and emotional (affective) development of students. Students with a strong academic and emotional foundation will model and demonstrate behaviors that are conducive to goal attainment and overall success in life. Consequently, leaders in student development must engage in applied institutional research to begin to develop and improve models for student retention and performance. This research is vital for students and higher education personnel to study and to model continuous program improvement and effective leadership. Through the Emotional Intelligence Program, an extensive data base is being developed for a variety of teaching, learning, and research purposes. Utilizing such a rich source of institutional data, there are several important research directions that are being actively pursued.

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