

Psychological features of emotional intelligence of employees of an emergency service

Danna Naurzalina^a, Aliya Tolegenova^b, Aksaule Karabalina^a, Gulmira Bekeshova^c, Ainura Sissenova^c, Gulmira Zhumalievna^c

^a K. Zhubanov Aktobe Regional State University, A. Moldagulova Str., Aktobe 030000, Kazakhstan

^b al-Farabi Kazakh National University, al-Farabi ave.71, Almaty 050038, Kazakhstan

^c M. Ospanov West Kazakhstan State Medical University, Maresyeva Str. 68, Aktobe 0030019, Kazakhstan

Introduction

Soviet and foreign psychologists conducted research of interrelation emotional and cognitive spheres of mentality, but rather active attention to this problem appeared in the last decade. This question was considered in works of such foreign researchers, as R. Bar-On, D. Goleman, J. Mayer, P. Salovey, E. Fradenberg, etc. Active discussion of problems of emotional intelligence, as "... sets of social and psychological features and abilities of the personality directed on understanding, control and management of emotions: personal and others" occurs also among the Russian researchers: I. N. Andreyeva, M. I. Dyachenko, A. V. Karpov, D. V. Lyusin, M. A. Manoylova, A.S.Petrovskaya, V. A. Ponomarenko, N. V. Simbirtseva, A.I. Chebotar, etc. Kazakhstan scientists also engaged in research of emotional intelligence: S. M. Jakupov, A. A. Tolegenova et al.

Methodology

1. T. Liri's test, - the diagnostics of the interpersonal relations (DIR);
2. "The big five" questionnaire of the personality - R. McCrae and P. Costa;
3. TMMS (The Trait Meta-Mood Scale) - a questionnaire of emotional intelligence;
4. NPU-1-anket of an assessment of level of psychological stability;
5. A questionnaire "Ways of behaviour overcoming" of Lazarus - a definition technique a coping of mechanisms.

Results

Average age of examinees is equal to 32 years. The comparative analysis of a scale of psychological stability shows that employees of an emergency are characterized by the following features.

Strategy of planning of a solution assumes attempts of overcoming of a problem at the expense of the purposeful analysis of a situation and possible options of behaviour, elaboration of strategy of solution of the problem, planning of own actions taking into account objective conditions, last experience and the available resources. Strategy is considered by most of researchers as adaptive, promoting constructive permission of difficulties.

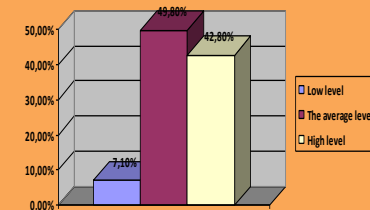


Figure 1 - Chart of a percentage ratio of data in coping-strategy planning of a solution.

This subscale highly correlates with the scale of an assessment and expression of emotions entered by J. Mayer and P. Salovey. We will pay attention to that circumstance that 28,5% of examinees experience difficulties in acceptances of that fact that they feel something. For employees of an emergency, representatives of a profession with high risk of threat of own safety it is characteristic expressiveness of a masculine features in behaviour.

42% of examinees have average on a scale of "restoration of mood" that testify to need of a certain social and emotional support in situations of high level of a stress. 58% of examinees can without any efforts change own mood. The statistical analysis of data showed that the scale of psychological stability is negatively connected with scale of lie. The correlation analysis of data showed that the scale of search of social support is negatively connected with friendliness with other people. The correlation analysis of data showed that coping-strategy of search of social support is positively connected with affection ($r_{xy} = .817 (**)$)

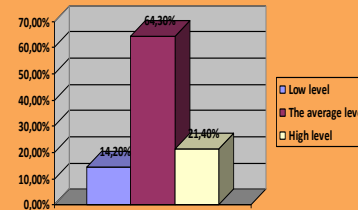


Figure 2 - Chart of a percentage ratio of data coping-strategy positive reevaluation.

Conclusion

Results of the mathematical analysis allowed us to conclude that indicators of emotional intelligence are, connected with a choice of following productive coping-strategy: "positive reevaluation", "self-control", "planning of a solution" and feedback is connected with a number of unproductive coping-strategy: "confrontation", "running away and avoidance". Also many indicators of EI and an integrated indicator of emotional intelligence are connected by feedback with coping-strategy "search of a social support" as this strategy reflects individual passivity in a solution. From this it is possible to conclude that expressiveness of indicators of emotional intelligence isn't simply connected with a choice of productive coping-strategy, but also such strategy in which personal activity in a problem situation is supposed.

References

1. Tolegenova A.A. (2007) Emotional intelligence: the general concepts and its role of activity of the person, KazNU Messenger, a series of psychology and sociology. No. 4(23), Almaty., Page 79-85.
2. Lazarus, R., Folkman S. (1999), Stress, estimates and overcoming, M, 72.
3. Psychology of emotions. Texts, Under the editorship of V. K. Vilyunas, Yu.B. Gippenreyter. M.:izd-in MSU, 1993. Page 93-102.
4. Ilyin A. A. (2000) School of a survival at accidents and natural disasters. - M.: Publishing house of Jobbers of A.G. General psychology, SPb.:Piter, 10-18.
5. Ilyin E.P. (2001) Emotions and feelings. SPb.:Piter, 242-244.
6. Lyusin D. V. (2004) Modern ideas of emotional intelligence//Social intelligence: the theory, measurement, researches, Moscow, 29-36.
7. Salovey P., Mayer J.D. (1990) Emotional intelligence, Imagination, Cognition, and Personality, Vol. 9, P. 185-211.
8. Salovey, P., Mayer, J. D., Goldman, S. L., Turvey, C., & Palfai, T. P. (1995). Emotional attention, clarity, and repair: Exploring emotional intelligence using the trait meta-mood scale. In J. W. Pennebaker (Ed.), Emotion, disclosure, and health (p.125-154). Washington, DC: APA.