

## **Analysis on Emotional Intelligence, Sales, Social Responsibility, Interpersonal Relationships, and Empathy are all Related.**

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### **Abstract**

**Introduction:** In Recent Years, There Has Been a Notable Surge of Interest In The Notion Of Emotional Intelligence (EI) Among Psychologists Who Argue That Cognitive Factors Alone, Such As IQ, Memory, And Problem-Solving Abilities, May Not Enough In Accurately Predict One's Achievements In Life.

**Aim of the Study:** The Main Aim of The Study Is to Emotional Intelligence, Sales, Social Responsibility, Interpersonal Relationships, And Empathy Are All Related.

**Material and Method:** This Research Aims to Understand the Organization of Emotional Expression, Investigate the Structure Across Different Cultural Groups, And Investigate Whether Psychological Discomfort Can Be Predicted.

**Conclusion:** Specifically, The Existing Literature Mostly Focuses on Examining the Link Between EI And Workplace Performance Only from A Management Standpoint. Further Research Is Required to Have a Comprehensive Understanding of The Relationship Between Emotional Intelligence (EI) And Salesperson Results in A Broader Context.

**Keywords:** Psychologists, Emotional, Management, Cognitive, Performance,

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### **1. Introduction**

In Recent Years, There Has Been a Notable Surge of Interest in The Notion of Emotional Intelligence (EI) Among Psychologists Who Argue That Cognitive Factors Alone, Such As IQ, Memory, And Problem-Solving Abilities, May Not Enough in Accurately Predicting One's Achievements in Life. According To Salovey and Mayer, Emotional Intelligence Is Characterized as The Capacity to Recognize, Evaluate, And Articulate Emotions, Using Emotions to Enhance Cognitive Processes, Comprehending Emotions, And Effectively

Managing Emotions to Foster Emotional and Intellectual Development. It Is Widely Held That Emotional Intelligence Encompasses Both Intrinsic and Acquired Components. While Certain Aspects of Emotional Intelligence Aspect Is Heavily Influenced by Cultural Factors, Such as The Presence of Societal Structures, Norms, Expectations, And Regulations That Shape the Interpretation Of Actions. The Theory of Emotional Intelligence Places Emphasis On The Capacities Related To Emotions, As Well As The Impact Of Cultural Factors On Actions, Which Are Achieved Via

The Operation Of The Components Of Emotional Intelligence. Enhancing One's Comprehension of Cultural Influence Contributes To The Enhancement Of Interpersonal Connections Within Both Personal And Professional Spheres, Potentially Influencing One's Physical And Psychological Well-Being. Within The Realm Of Culture, Scholars Have Posited That Culture Encompasses "Collective Components That Establish Norms For Perception, Belief Systems, Evaluation, Communication, And Behavior Within A Community That Shares A Common Language, Historical Epoch, And Geographic Context".

### 1.1 Emotion and Culture

The Notion Of Emotion Encompasses A Diverse Array Of Externally Visible Actions, Stated Subjective Sensations, And Physiological Changes Inside The Body. Emotions Have A Significant Role In Not Just Regulating Social Relationships, But Also Exerting Effect On Cognitive Processes, Perception, And Decision-Making. This Influence Occurs Via a Complex Interplay Of Emotions, Intents, And Motives. The Significance of Emotions in Interpersonal Relationships and Human Interactions Is of Utmost Importance. Emotional Interactions Have Societal Ramifications, Which May Serve to Sustain and Augment Favorable Interpersonal Connections. Certain Psychologists Have Posited That the Construct of Emotion Encompasses Essential Elements Such as Physiological Arousal, Expressive Actions, And Conscious Experience. However, Anthropologists Have Put Forward the Notion That Emotions Are Not Just Rooted in Biology, But Also Include Socio-Cultural Dimensions. The Investigation into The Connection Between Culture and Emotions May Be Traced Back to The Year 1872, When Darwin Posited That Emotions and Their Outward Manifestation Are Universally Experienced.

### 1.2 Cultural Differences In The Implicit And Explicit Attitudes Toward Emotion Regulation

The Comprehension Of Human Behavior And Cognition Is Contingent Upon The Role Of Emotion. Prior Studies Have Shown That Individuals From Diverse Cultural Backgrounds Exhibit Varying Preferences For Regulating Methods And Have Distinct Patterns In Their Practices Of Emotion Control. Indeed, There Exists Empirical Data That Indicates How Culture Exerts Influence Not Alone On The Formation Of Our Emotions, But Also On The Way They Are Perceived And Conveyed. One Plausible Hypothesis Is That Individuals' Socio-Cultural Surroundings May Serve As An Underlying Mechanism In The Formation Of Attitudes Towards Emotion Control. Therefore, The Primary Objective Of This Research Was To Investigate The Variances In Cultural Perspectives About The Management Of Emotions.

The Investigation Of Individuals' Perspectives On Emotion Control Has Been Conducted To Explore The Various Ways Used By Individuals To Manage Their Emotional Encounters. The Impact of Individuals' Attitudes Towards Emotion Regulation Is Reflected in Their Inclinations and Selection of Tactics For Regulating Emotions. In Addition to The Explicit Attitudes That Have Been Predominantly Explored, There Is Also the Possibility of Implicit Attitudes Towards Emotion Control. These Implicit Ideas and Attitudes Manifest Unconsciously.

## 2. Literature Review

**Kamboj, Kannu (2023)** Emotional Socialization (ES) Pertains to The Cognitive And Behavioral Processes By Which Children Acquire Knowledge And Skills Related To Emotional Understanding And Regulation, As Well As The Ability To Empathize With And Comprehend The Emotions Of Others. Human

Growth Is An Essential Component That Has Garnered Significant Attention Within The Field Of Psychology, Leading To Extensive Study Efforts. Nonetheless, There Are Other Areas Of Inquiry That Remain Unexplored In Our Comprehension Of The Mechanisms Via Which Infants Are Socialized To Develop Emotional Competence. Upon Conducting A Comprehensive Examination Of The Available Literature Across Several Databases Such As Google Scholar, Scopus, And Web Of Science, Some Notable Gaps In The Current Body Of Knowledge Have Been Identified. These Gaps Hold Considerable Importance And Need In-Depth Exploration By Future Scholars. A Notable Deficiency Exists In The Realm Of Emotional Socialization, Characterized By The Absence Of A Widely Agreed Upon Definition And Standardized Methods For Its Measurement. One Further Area Of Concern Is To The Insufficient Comprehension About The Enduring Consequences Of Diverse Emotional Socialization Techniques On The Emotional Development Of Infants. In Addition To The Existing Longitudinal Studies, There Is A Dearth Of Research Pertaining To The Cultural And Environmental Elements That Impact Emotional Socialization Practices. Furthermore, It Is Essential To Do Further Study About The Efficacy Of Various Therapies Aimed At Fostering Parental Emotional Socialization In Children. This Article Provides An Analysis Of Emotional Socialization, Highlighting Potential Areas For Future Study And Delving Into The Culture-Specific Intricacies Of Emotional Socialization Methods.

**Ang, Jen & Tsai, William (2023)** Expressive Flexibility Pertains To The Capacity To Evaluate Contextual Requirements And Adapt One's Emotional Expressions Via The Processes Of Amplification Or Inhibition. Previous Research Has Shown A Correlation Between This Phenomenon And Reduced Levels Of Depression And Anxiety Symptoms, As Well As Increased Social Acceptability. However,

An Investigation Of These Links Across Different Cultures Has Not Yet Been Conducted. Previous Study Has Shown Cultural Variations In Norms About The Expression Of Emotions And Its Connections To Mental Well-Being. The Present Research Investigated The Extent Of Expressive Flexibility Across Three Distinct Cultural Groups And Its Relationship With Life Satisfaction And Depressive Symptoms Over A Period. The Present Study Aims To Investigate The Methods Employed In The Research. A Total Of 276 College Freshmen, Including 146 Asian American Students, 71 European American Students, And 62 Latinx American Students, Were Enlisted To Participate In This Study. These Students Were Required To Complete Two Separate Online Questionnaires, One During The First Week (T1) And The Other During The Twelfth Week (T2) Of The Fall 2020 Academic Semester.

**Aka, B. Türküler (2023)** The Objective Of This Review Is To Assess The Associations Between Emotion Regulation And Cultural Factors Via Various Theoretical Frameworks. To Fulfill This Objective, We Will Provide A Concise Explanation Of Gross's Widely Used Emotion Regulation Model, As Often Referenced In Academic Literature. The Discussion Of Cultural Components Centers Around Several Aspects Such As Socialization Techniques, Social Norms, Cultural Situations, Cultural Ideals, And The Cultural Variations That Are Emphasized Within These Notions. Furthermore, This Study Examines The Cultural Variations In Emotional Expression And Control By Using Two Distinct Theoretical Frameworks And Their Corresponding Empirical Investigations. The Findings Of This Study Demonstrate That The Act Of Suppression May Exhibit Adaptability And Functionality Across Many Cultural Settings. Furthermore, The Integration Of Several Levels Of Analysis Can Be Used To Elucidate The Mechanisms Behind Emotional Behavior.

**Fonseca, Rodrigo & Marques, Pamela (2023)**

Beliefs Rooted In Perfectionism Have A Significant Influence On The Way Individuals Perceive And Manifest Their Emotions. These Beliefs Have Been Shown To Be Associated With Heightened Levels Of Despair And Anxiety. The Potential Impact Of Cultural Factors On The Portrayal And Manifestation Of Emotions Suggests That There May Be Variations In Views Across Different Nations. However, Little Empirical Research Has Been Undertaken To Investigate This Topic. The Primary Objective Of This Research Is To Conduct A Comparative Analysis Between Brazilian And British Participants To Examine Their Respective Views Pertaining To Emotional Experience And Expression. The Present Study Employed Various Methodologies To Investigate The Research Question. The Present Investigation Included A Comparative Analysis Of 960 Individuals From Brazil And The United Kingdom.

**Chen, Shiyun & Ding, Dong & Liu, Yazhi (2023)**

The Frequent Economic Cooperation Between China And The United States Has A Dramatic Impact On The Communication Style Used During Negotiations, Since It Is Heavily Influenced By Cultural Factors. Hence, It Is Important To Comprehend The Cultural Disparities Existing Between China And The United States, As Well As The Consequential Effects Of These Disparities On The Negotiating Process. This Study Examines The Disparities Across Various Dimensions By Analyzing Pertinent Literature And Undertaking Case Studies. Specifically, It Explores The Distinctions Between Collectivism And Individualism, Communication Styles, High Power And Low Power Cultures, And High Context And Low Context Cultures. Additionally, It Investigates Modes Of Emotional Expression And Compares Chinese And American Attitudes Towards Interpersonal Relationships.

**3. Methodology****3.1 Research Methodology**

In The Next Section, We Will Discuss The Approach That Was Used Throughout This Study Endeavor. First, We Shall Talk About The Viewpoint From An Epistemological Standpoint. In The Second Step Of The Process, An Overview Of The Study Design, The Participants, And The Materials Will Be Provided. In The End, We Will Go Over The Ethical Issues, The Technique Of Data Collecting, The Analysis, And The Generalizability Of The Study.

**3.2 Study Design and Sample Size**

This Research Aims To Understand The Organization Of Emotional Expression, Investigate The Structure Across Different Cultural Groups, And Investigate Whether Psychological Discomfort Can Be Predicted. Since The Independent Variables Were Subjected To Manipulation, This Investigation Is A Quantitative Cross-Sectional Study. Because It Compares Four Distinct Groups Based On The Same Things, This Research Method Is Known As An Independent Measures Design. EFA, Analysis Of Covariance (ANCOVA), And Multivariate Analysis Of Variance (MANOVA) Were All Components Of The Statistical Analysis. In The First Step Of This Research, A Factor Analysis Was Carried Out To Investigate A Variety Of Emotional Expression Variables, Comprehend The Structure That Exists Between Them, And Locate The Emotional Expression Factors That Lie Underneath Them.

**4. Results****4.1 Descriptive Statistics**

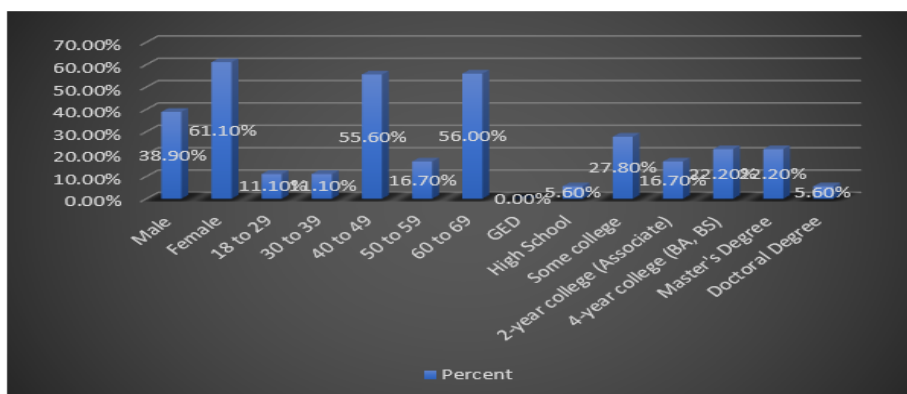
Percentages And Frequencies Were Computed For All Categorical Variables Within The Sample. The Data Is Shown In Table 4.1. According To Ritchey (2008), While Dealing With Categorical Variables, It Is Recommended

To Use Percentages And Frequencies As The Suitable Descriptive Statistics For Reporting Purposes. Are Inherent, Others May Be

Developed Via Education and Exposure. The Latter.

**Table 4.1: Percentages and Frequencies, Study Variables**

	Frequency	Percent
<b>What is your gender?</b>		
Male	7	38.9%
Female	11	61.1%
<b>What is your age in years?</b>		
18 to 29	2	11.1%
30 to 39	2	11.1%
40 to 49	10	55.6%
50 to 59	3	16.7%
60 to 69	1	5.6%
<b>Highest level of education</b>		
GED	0	0.0%
High School	1	5.6%
Some college	5	27.8%
2-year college (Associate)	3	16.7%
4-year college (BA, BS)	4	22.2%
Master's Degree	4	22.2%
Doctoral Degree	1	5.6%



**Figure 4.1: Percentages and Frequencies, Study Variables**

The Sample Data Has Been Analyzed To Determine The Means And Standard Deviations Of All Continuous Variables. The Data Is Shown In Table 2. According To Ritchey (2008), When Dealing With Continuous Variables, It Is Acceptable To Give Means And Standard Deviations As The Descriptive Statistics. The Interpretation Of Means And

Standard Deviations Is Contingent Upon The Measuring Metric Of The Variable Or Scale Under Consideration. As An Example, The Mean Duration Of Employment In The Present Sales Role Was Found To Be 181.58 Months (Equivalent To Nearly 15 Years And 7 Months), Accompanied By A Standard Deviation Of 78.75 Months.

**Table 4.2: Means and Standard Deviations, Study Variables**

Variable	M	SD
Time worked in your current sales position in months	181.58	78.75
Social responsibility raw score	23.67	4.102
Interpersonal relationship, raw score	34.33	4.366
Empathy, raw score	35.83	6.233
Overall, EI, raw score	490.06	48.964
Total dollar value (mortgages sold), Dependent Variable 1	2093505.56	2917989.75
Mortgage units (mortgages sold), Dependent Variable 2	22.11	19.19



The Sample Analyzed In This Research Included 18 Individuals, Including 11 Females And Seven Men. The Reliability Of The Variables Was Assessed Using SPSS Statistical Software Version 23, As Shown In Table 4.3. Ritchey (2008) Used Pearson Correlation Studies To Examine The Bivariate Associations Among The Primary Variables. Before Doing Hypothesis Testing, The Researcher Examined The Assumptions Of A Linear Connection, Normal Distribution, Homoscedasticity, And Lack Of Multicollinearity. To Address Research Questions 1–2, A Multiple Linear Regression Analysis Was Conducted To Examine Each Hypothesis. The Table Contains Correlations

That Have Been Identified As Statistically Significant. The Symbol Denotes Correlations That Are Significant At A Level Beyond .01 Alpha, Whereas The Symbol Indicates Correlations That Are Significant At A Level Beyond .05 Alpha, But Not At The .01 Alpha Level. The Indication Of A Correlation, Whether Positive Or Negative, Signifies The Orientation Of The Association. The Observed Connection Indicates That There Is A Negative Relationship Between Raw Scores Of Emotional Intelligences (EI) And Sales Revenue (Mortgages Sold), Implying That Lower EI Scores Are Associated With Greater Sales Figures.

**Table 4.3: Reliabilities of Variables**

Measure	Alpha	1	2	3	4	5
Total dollar value (mortgages sold) Dependent Variable 1	n/a	1.00				
Mortgage units (mortgages sold) Dependent Variable 2	n/a	0.45	1.00			
Social Responsibility, raw score	.80	0.17	-0.15	1.00		
Interpersonal relationship, raw score	.86	-0.12	-0.54	0.56*	1.00	
Empathy, raw score	.88	-0.05	-0.38	0.57*	0.88**	1.00
Overall, EI, raw score	.97	0.16	-.056	0.49*	0.86**	0.90**

The Use of A Limited Sample Size Poses Potential Dangers In Terms Of Dependability, The Establishment Of Data Correctness, And The Overall Interpretation Of Data. Inadequate Determination Of Significance And Confidence Levels May Also Give Rise To Worries Over The Validity Of The Study, Hence Increasing The Likelihood Of Committing Type I And Type II Mistakes. The Act Of Forecasting A Null Connection, Which Refers To The Absence Of A Link Between The Dependent And Independent Variables, Leads To A Type II Mistake. This Contrasts With Predicting A Directional Relationship Between The Variables, Which Helps Prevent A Type I Error.

#### 4.1.1 Post-Hoc Analysis

A Prior Power Analysis Was Previously Undertaken To Ascertain The Minimal Sample Size For This Investigation. The Use Of Effect Sizes Derived From Prior Research Enabled The Determination Of The Requisite Minimum Sample Size For The Present Investigation. Research Of This Kind Required A Sample Size Of 107 To Ascertain The Association Between The Dependent And Independent Variables. Because Of The Ongoing COVID-19 Epidemic, The Ultimate Sample Size Was Comprised Of 18 Individuals. The Reduced Final Sample Size Resulted In A Decrease In The Statistical Power Of This Investigation. Modifications Were Implemented To The Dataset In Consideration

Of The Presence Of Partial Data And The Constrained Response Rates. The Process Of Merging Data Sets And Removing Missing Data Was Carried Out. To Account For The Limited Size Of The Sample, The Effect Size Was Modified To Assess The Extent To Whether The Data Exhibited Any Meaningful Significance. A Post Hoc Power Analysis May Be Performed After Research To Ascertain The Underlying Cause For The Lack Of Statistical Significance Of An Effect. Figure 4.2 Presents A Concise Overview Of A Post Hoc Study Conducted To Examine The Relationship Between Mortgage Sales Units Sold And An Impact Size Of 0.14. Figure 4.3 Presents A Concise Overview Of A Post Hoc Study

Conducted To Examine The Amount Of Mortgage Dollars Sold, With A Focus On The Impact Size Of 0.49. The Data Shown In The Figures Indicate That The Observed Effects In The Research Range From Medium To Big. However, It Is Important To Note That The Statistical Significance Of These Findings Was Not Attained Due To The Limited Size Of The Sample Used In The Study. The Power Of The Mortgage Units Was 0.14, But The Power Of The Mortgage Dollars Was 0.49. Based On The Findings Of These Studies, It Can Be Inferred That If The Initial Sample Aim Had Been Met, There Would Have Been A High Probability Of Seeing Significant Connections As Expected.

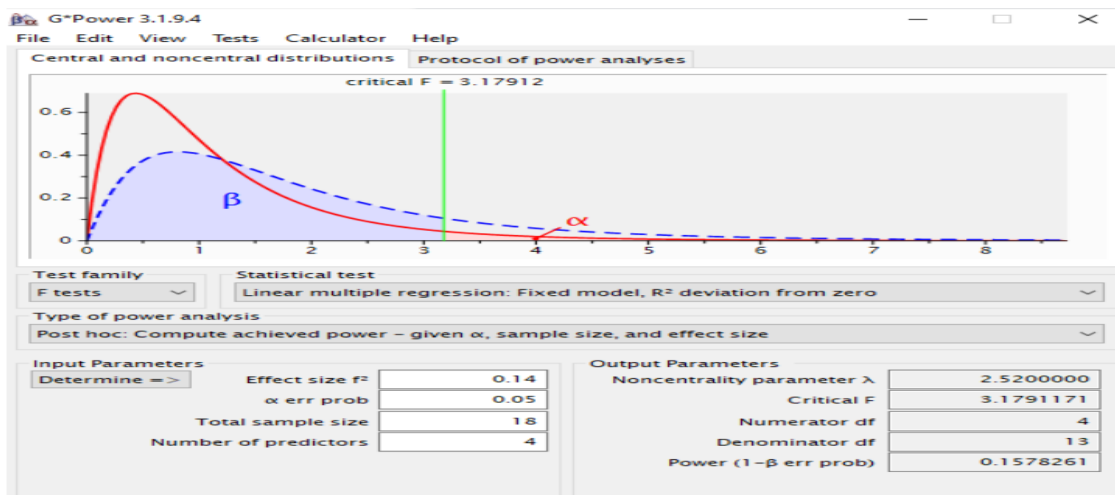


Figure 4.2: G\*Power Analysis For The Study (Mortgage Sales Units).

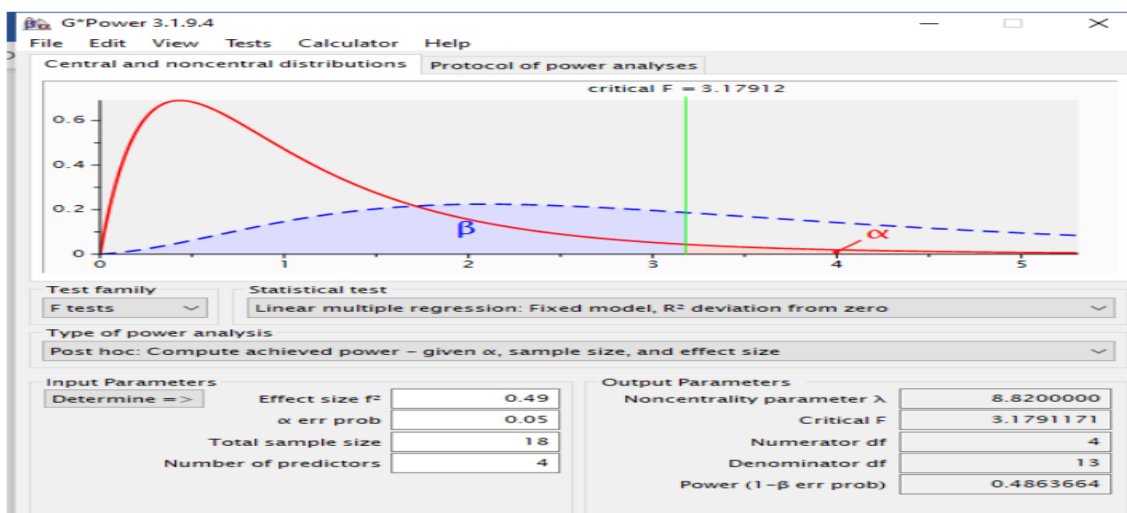


Figure 4.3: G\*Power Analysis for the Study (Mortgage Sales Dollars).

## 5. Conclusion

Specifically, The Existing Literature Mostly Focuses On Examining The Link Between EI And Workplace Performance Only From A Management Standpoint. Further Research Is Required To Have A Comprehensive Understanding Of The Relationship Between Emotional Intelligence (EI) And Salesperson Results In A Broader Context. Limited Research Has Been Undertaken To Investigate The Relationship Between Emotional Intelligence (EI) And Job-Specific Activities, Particularly From A Non-Managerial Standpoint. This Gap In The Literature Is Evident When Considering The Function Of A Retail Mortgage Loan Originator. In This Empirical Investigation, A Multiple Linear Regression Analysis Was Employed To Forecast The Influence Of Various Independent Variables, Namely Social Responsibility, Interpersonal Relationships, Empathy, And Overall Emotional Intelligence (EI), On The Dependent Variables Of Quarterly Mortgage Dollars Sold And Quarterly Mortgage Units Sold (Representing The Number Of Loan Units). The Research Sought To Answer The Following Questions. The Findings Of The Study Indicated That There Were No Significant Associations Between The Four Aspects Of Emotional Intelligence (Social Responsibility, Interpersonal Interaction, Empathy, And Total Emotional Intelligence) And The Sales Units (Mortgages Sold) Outcomes Of Mortgage Loan Originators.

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