

DETECTION OF MUTUAL CONNECTIONS BETWEEN PROSOCIAL BEHAVIOR AND EMOTIONAL INTELLIGENCE IN YOUNG ADULTHOOD

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Abstract: The aim of our research was to find out the relationship between pro-social behavior and emotional intelligence within young adult people. We have used the TEIQue-SF questionnaire to measure emotional intelligence traits in the practical part of the thesis. To measure pro-social behavior we have used the Helping Attitudes Scale (HAS) questionnaire, which detects the pro-social tendencies. Our research sample was composed of 70 respondents, who have been working in human resources. The respondents were aged between 25 and 30 years. The results we reached in the research did not confirm the relationship between emotional intelligence and pro-social behavior. However, they confirmed the relationship between emotional intelligence and self-control.

Keywords: Prosocial behavior, emotional intelligence, their connections, young adulthood

1 Introduction

The basis of good interpersonal relationships is prosocial behavior, which can be described as behavior focused on helping others. It consists of a wide range of expressions – from regular everyday little things performed for others or with respect to others (Potášová, 2012). The cognitive and affective aspects of empathy may have different functions in prosocial behavior. The affective component of empathy represents the affective excitement resulting from the identification of the emotional state of the other person and provides the primary motivation to act pro-socially (Terfassa, 2014). Emotional intelligence is defined as the certain ability of a person to be aware of his/her own feelings, to motivate himself/herself and not give up when dealing with difficult situations, the ability to control his/her own affections and postpone satisfaction till a more appropriate time, the ability to avoid anxiety and nervousness, the ability to feel the situation and feelings of another person, and above all, the ability to not lose hope (Potášová, 2012, Salbot, Nábělková, Kaliská, 2012). Based on individual research, there is a link between personality variables and prosocial behaviors in different contexts. Brackett, Mayer, Warner (2004) have confirmed that emotional pro-social behavior is conceived in an oriented direction to help others in an emotionally evoking circumstances (Terfassa, 2014). There was also research on whether the individual components of emotional intelligence can predict aggressive and pro-social behavior (Sousa, R. (2014)). Similarly, a study investigating the relationship between EI and prosocial behavior has confirmed that the level of emotional intelligence significantly correlates with a score in two of five factors, mainly altruism, where it is found that there is a statistically significant relationship between EI and altruism. (Charbonneau, Nicol, 2002). The issue of the connection between emotional intelligence and prosocial behavior is not a highly much discussed topic, but instead every concept is handled separately or in conjunction with another concept. That is why we have decided to find out the links between these terms. Based on the research performed in the area of emotional intelligence and prosocial behavior (Terfassa, 2014, Svetlova, Nichols., Brownell, 2010, Brackett et al., 2004 and Charbonneau and Nicol, 2002, Aknin, Broesch, 2015), we have identified the hypothesis and research question as follows.

H: There exists a statistically significant relationship in the positive direction between emotional intelligence and prosocial behavior.

VO: Is there a statistically significant positive relationship between the level of emotional intelligence and self-control?

2 Methods

2.1 Population and method of processing

The research set was selected through deliberate selection. The research sample was comprised of employed people in the state administration from the age of 25-30 years from the town of Piešťany, Trenčín and Trnava. These were the professions of workers in the humanitarian sector who come into personal contact with the client, thus a helping profession in close association with the term “prosocial behavior”. These were professions such as social workers and clerks at the Labor Office. The sample consisted of 70 respondents, who were comparable in terms of wage conditions, working hours, age, and the number of years they worked in the given job position.

Table No. 1. Distribution of the research set on the basis of gender

Gender	Number
Women	38
Men	32

(source: authors of the work)

2.2 Materials and apparatus

We work with 2 terms in our work. Operationalization of the first one is not simple, given the ambiguity of its understanding among the researchers themselves. We will try for the purposes of our research.

We define prosocial behavior as a kind of behavior aimed at the benefit of another individual, and not based on our enrichment. This kind of behavior may not always be altruistic. We used the HAS questionnaire for its measurement.

Emotional intelligence is a construct comprised of the abilities of the personality, which allow people to adequately handle their own emotions and the emotions of other people. These include: the ability to recognize emotions in other people, verbalizing of emotions, situationally conditioned emotions and reactions, internal and external regulation, emotional management and empathy. We used the Trait Emotion Intelligence Questionnaire – Short Form (TEIQue-SF) for this research.

The first questionnaire is the Helping Attitudes Scale (HAS), focused on prosocial behavior consisting of 20 statements and 5 points of the scale. It measures perceptions, feelings and behaviors associated with helping. Since this is a non-standardized questionnaire, we found its Cronbach alpha, which was in all cases higher than 0.70, i.e. a questionnaire.

The second questionnaire named the Trait Emotion Intelligence Questionnaire – Short Form (TEIQue-SF) focused on EI consists of 30 statements responding to a 7-point scale. This abbreviated form of the questionnaire is comprised of 30 items with a 7-degree scale from (1) full disagreement, to (7) complete agreement. The questionnaire also offers the opportunity for the assessment of the four factors of EI: well-being, emotionality, sociability and self-control. The questionnaire is standardized for our population (Salbot, Nábělková, Kaliská, 2012).

2.3 Research plan

As the method for obtaining data, we have chosen the questionnaire method. We used the Spearman nonparametric correlation coefficient to process the results. Two questionnaires were used in this research. These are questionnaires aimed at the feature of emotional intelligence and prosocial behavior.

We determine the dependency rate according to the following scheme:

Value to 0.3mild dependence
 Value from 0.3 to 0.6.....medium dependence
 Value over 0.6.....strong dependence

2.4 Procedure

We used correlation research. We used the SPSS 20 statistical program to process and analyze the data obtained from both groups. Relationships between variables were determined by the Spearman coefficient based on normality tests. In the same manner, we also proceeded to determine the level between EI (emotional intelligence) and self-control.

3 Results

When evaluating the results, we did not confirm the normal distribution of the population.

Table No. 2 - Descriptive Analysis

	N	Minimum	Maximum	Average	Standard Deviation
EI	70	3,50	6,30	5,02	0,66
PB	70	2,70	4,60	3,69	0,35

We first used a descriptive analysis of the obtained data. We calculated the minimum, maximum, average, and standard deviation from two questionnaires, which measure emotional intelligence and pro-social behavior.

Table No. The 3-Spearman correlation between EI and PS

		PS
EI	Spearman Correlation	,012
	Sig. (2-tailed)	,925
	N	70

The Spearman's correlation coefficient is 0.012, sig. p. is 0.925, i.e. sig. p. > 0.05, meaning there is no statistically significant relationship between the variables. Based on the obtained results, we can see that there has been no significant relationship between the variables of emotional intelligence and prosocial behavior, i.e. we reject H

Table No. 4 – Spearman correlation between EI and self-control

		Self-control
EI	Spearman Correlation	,796**
	Sig. (2-tailed)	,000
	N	70

The Spearman's correlation coefficient is 0.796, sig. p. is 0.00 i.e. sig. p. <0.05, meaning that there is a statistically significant, strong positive relationship between the variables. On the basis of the obtained results, we can see that there has been a significant relationship between the level of emotional intelligence and self-control.

4 Discussion

4.1 Interpretation of results

Our aim was to find out whether there is a statistically significant link between these two variables. Emotional intelligence was measured using a TEIQue-SF questionnaire and we measured prosocial behavior with a HAS questionnaire. We calculated the minimum, maximum value, average, and standard deviation from TEIQue-SF and HAS questionnaires, which measure emotional intelligence and prosocial behavior as part of the descriptive analysis of the obtained data. The number of respondents was 70. For emotional intelligence, we have a mean of 5.02 and a standard deviation of SD = 0.66. For prosocial behavior, the mean was 3.69 and SD = 0.35. To compare the values from the Emotional Intelligence Questionnaire the value was SD = 0.71, which we did not consider a significant difference compared to our results. The mean value was AM =

4.94, which is also not a significant difference from the average in our research.

In our first H hypothesis, we found out whether there is a statistically significant relationship between emotional intelligence and prosocial behavior. Here we have found, using the Spearman correlation, that there is no relationship between these variables. Our finding is in contradiction with the Terfassa research (2014), in which it was found that this relationship exists. The Spearman correlation coefficient is 0.012, sig. p. is 0.925, i.e. sig. p. > 0.05, meaning there is no statistically significant relationship between the variables. On the basis of which we did not accept the conceived hypothesis. This result can be interpreted by the fact that prosocial behavior is formed throughout life and its level can always change. Different findings can be interpreted by the fact that the HAS was not standardized in our population and some of the questions could have been unintelligible to the respondent. We compared our results with Gemech Terfass (2014), which aimed to identify the relationship between emotional intelligence and prosocial behavior. The research had a larger number of respondents compared to us, and 4 could have caused differences. To measure prosocial behavior, the Prosocial Tendency Measure (PTM) was used, which consists of 20 items. Similarly, research into the relationship between EI and prosocial behavior was conducted by Charbonneau and Nicol (2002), where they found that the level of emotional intelligence significantly correlated with scores in two of the five factors, altruism ($r = 0.25$, $p < 0.01$), meaning that there is a statistically significant relationship between EI and altruism. The second factor was civic virtue, with $r = 0.24$, $p < 0.01$, which also means a statistically significant relationship between EI and civic virtue. Since altruism and prosocial behavior are not synonymous, we did not have to record a statistically significant relationship between the variables. Notwithstanding the fact that we did not record a statistically significant relationship, it is possible to say that there is a positive relationship between the variables, which is a finding that could be stimulated when designing programs to stimulate the given variables.

In VO, we determined whether there is a statistically significant relationship between the level of emotional intelligence and self-control. We dealt with this factor in the theoretical section, and thus we have decided to involve it in relation to the research on emotional intelligence. We found this on the basis of a research question, since in the framework of self-control we did not find appropriate scientific research. In Table No. 4, which describes the Spearman correlation between emotional intelligence and self-control, the value $r = 0,796$ and sig $p = 0.00 < 0.05$, thus confirming a statistically significant, strong relationship between the level of emotional intelligence and self-control. Thus we can say that we responded positively to the VO because the relationship between the level of emotional intelligence and self-control has been confirmed. Our findings demonstrate that emotional intelligence has an effect on self-regulation to a large extent. This is a generic term used to indicate multiple processes through which the human psyche performs the control of its functions, internal processes and states (Baumeister, Vohs, 2004, Forgas, Baumeister, Tice, 2009). In a simplified manner, we can define self-control as control an individual has over him/herself. Also, this concept is perceived as personality, cognitive structure and ability, and includes control strategies, thoughts and self-regulation. It is an adaptive ability to behave in society according to standards and rules, and overcome so-called selfish impulses (Vavricova, 2012).

4.2 Limitations of research

The limits of our research include the use of the questionnaire method of data collection. The disadvantage of this questionnaire method is the great subjectivity in answering the individual items in the questionnaire; Also, the lesser veracity that can occur if the respondent does not fill in, or skips some of the items in the questionnaire.

Another limit is without doubt the number of our research sample. We focused mainly on the adult population of people working in state administration and in specific workplaces. If our sample had included more respondents, it could have had a larger age range and focus, for example, on the comparison of developmental periods in conjunction with emotional intelligence and prosocial behavior.

The insufficient focus on the variables on the participant's side such as his/her health condition, insufficient motivation and fear of testing was also limiting, which could have led to distortions of the results. It would have been different to have given each participant enough time in person and find out all these variables.

4.3 Future Aims

In the future, we will conduct our research through a different questionnaire on prosocial behavior. We will extend the individual aspects of our interest to the personality of the participants with whom we would work with in the research. It would be suitable to find out which personality characteristics can predict prosocial behavior itself. On the basis of this knowledge, a systematic program aimed at stimulating human behaviors could be developed. In future research, we could experimentally verify the effectiveness of our program.

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