

Abstract

The purposes of this research, Emotional Intelligence and Stress Coping Methods in 5 Professions: Dentists, Actors, Computer Programmers, Teachers and Insurance Salesmen, were as follows : 1) to investigate the dominant emotional intelligence factors, level of work stress affected teachers and insurance sales representatives, 2) to identify the relationship between emotional intelligence and work stress and 3) to establish a model of correlation between work stress and stress coping methods. The sample size was 355 people drawing from 63 dentists, 61 actors, 62 computer programmers, 93 teachers and 76 insurance salesmen. The measurements were : 1) the demographic questionnaire, 2) emotional intelligence test (based on Goleman, 1999), 3) work stress test (based on Cooper et.al, 1976), and 4) stress coping methods (based on Carver, Scheier and Weintraub, 1989). The statistical analysis was done with SPSS programme for Window. The results are as follow :

1. Emotional intelligence factors among five professions were all significantly different. Actors were found to have the highest scores in self-awareness, self-motivation, empathy and social skills, while teachers were found to have the highest score in self-regulation.

2. Different profession had different level of work stress. Computer programmers were found to have stress derived from job characteristics factor and career advancement factor higher than other profession, while stress from relationship factor and organizational structure factor were higher in actors.

3. The majority of the samples were found to use stress coping method by focusing on the problem most often. The alternative method used was the focus on the emotion that support problem solving. And the least used method was the focus on emotion that did not support problem solving.

4. The correlation between emotional intelligence and work stress of dentists, actors, computer programmers, teachers and insurance sales representatives was found insignificant.

5. Work stress of dentists, actors, computer programmers, teachers and insurance sale representatives revealed a significant correlation with stress coping methods.

The results of this study served as guidelines for developing training models for dentists, actors, computer programmers, teachers and insurance sales representatives in order to raise certain emotional intelligent factors. Moreover, they could be used as guideline to prevent and solve problems that tended to become stressors, and such guideline would eventually lead to more appropriate stress coping method.