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GENDER FEATURES OF EMOTIONAL INTELLIGENCE IN TIRE FITTING COMPANY EMPLOYEES

Abstract. This article is devoted to the study of the gender characteristics of emotional intelligence among employees of a tire fitting company. It provides a comparative analysis of the diagnosis of both emotional intelligence in general and its individual scales among employees and employees of the company. Finally, conclusions and recommendations are given.

Key words: emotional intelligence, gender, empathy, managing one's own and others' emotions, emotional awareness and self-motivation

Research problem.

Well-built communication is the most important factor in the interaction of people in any team. The higher the level of emotional intelligence in a person, the easier it is for her to understand and manage both her own and other people's emotions.

Research base. Our study was conducted at the end of December 2024 on 20 employees of the Gulistan branch of the «ASKO» tire fitting company. The age of the respondents varied among men from 22 to 47 years, among women from 21 to 46, and 10 representatives of each gender participated in the study.

Research methods.

Emotional intelligence is the ability to understand and manage both one's own and others' emotions to achieve certain goals. This definition is based on the technique of Nichokas Hall. The presence of high indicators on each of the scales of this author's questionnaire, as well as their sum, is evidence of developed emotional intelligence [2].

To determine the level of emotional intelligence, the N. Hall questionnaire was used.

The purpose of the technique: the study of emotional intelligence.

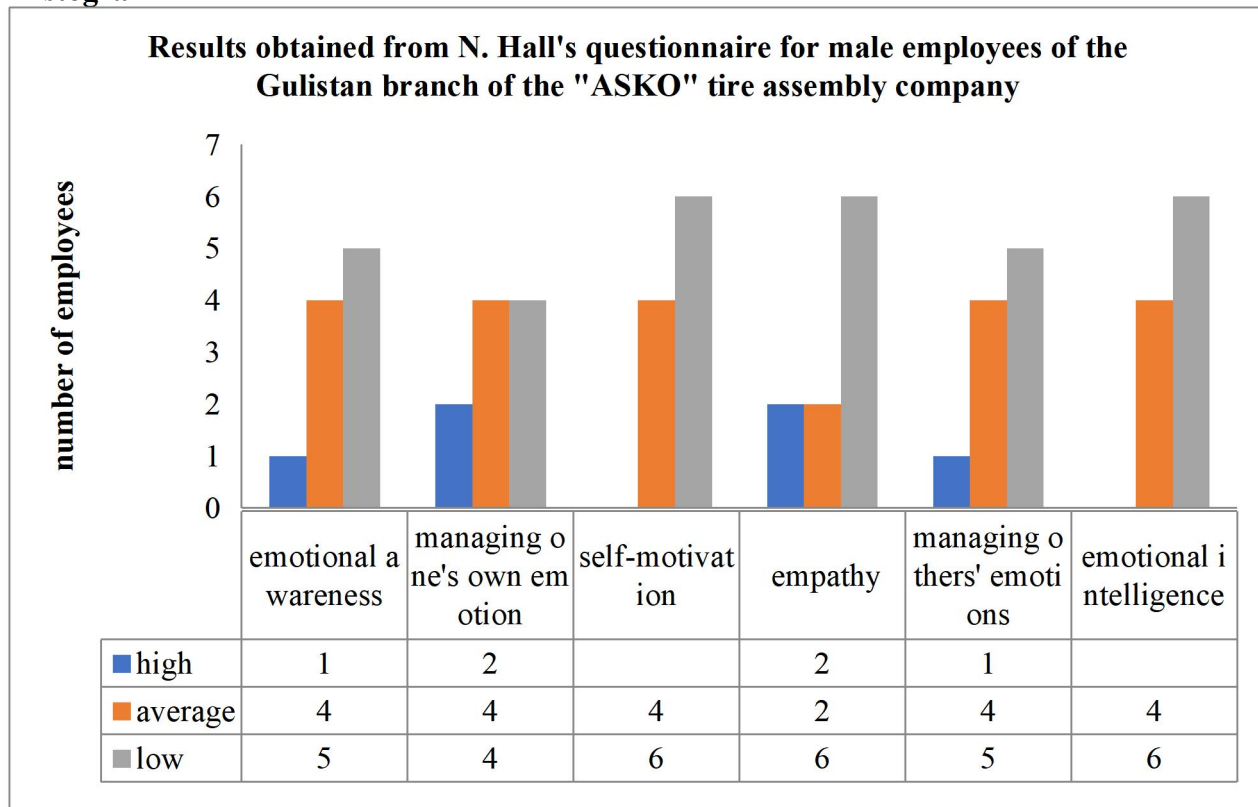
Incentive material: 30 statements that should be answered in the range from complete disagreement to complete agreement with them.

Procedure: at first we asked for permission from the director of the Gulistan branch of the tire fitting company "ASKO" to conduct a study among the employees of this company. For this purpose, a computer room was allocated in which sales are monitored. The staff members were given Hall's printed methodology, as well as answer forms, which should indicate the gender, age, name and first letter of the surname, and then, within a maximum of 15 minutes, assess the degree of agreement or disagreement with the statements made. After completing the task, the staff submitted the forms with their answers.

Results and discussion

The following are histograms of the level of development of individual scales and emotional intelligence in general.

Histogram 1



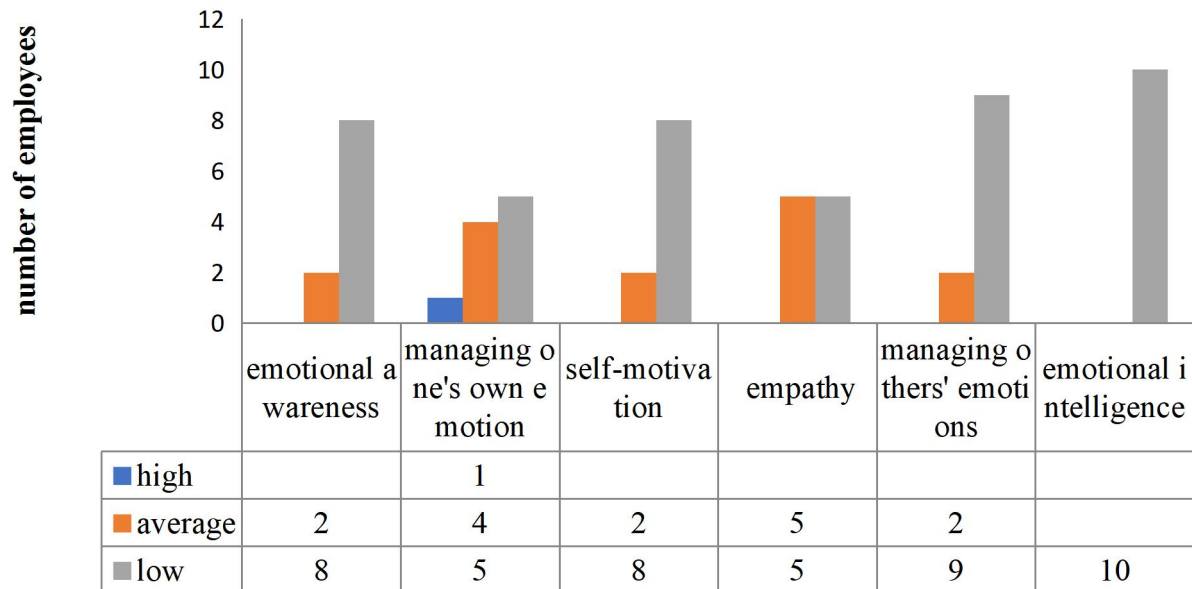
This histogram shows us the lack of high emotional intelligence (EI), for most employees of the Gulistan branch of the “ASKO” tire assembly company it is low (6 m.), and for 4 respondents it is average. In the scales, some employees have high rates, however, in total, none of the employees led to high EI values. Similar results were obtained in other studies [1]. The reason for this may be the scope of their activities, which involves measurements and calculations. Their professional activities do not include the ability to establish social contacts with other people. They use their social skills, perhaps, only when finding clients and explaining to the customer the benefits of cooperation with their company.

Next, we will describe the individual scales of the N. Hall questionnaire.

Emotional awareness, as well as managing the emotions of others, is developed in one subject, to an average extent these 2 scales are found in 4 employees, and a low level of these scales was diagnosed in 5 subjects. In managing their emotions and empathy, the obtained indicators are slightly higher. In 2 respondents, they are high, 4 in managing their emotions and 2 in empathy have an average level, 4 employees practically do not manage their emotions and 6 do not show empathy. Emotional awareness, as well as managing the emotions of others, is developed in one subject, to an average extent these 2 scales are found in 4 employees, and a low level of these scales was diagnosed in 5 subjects.

Histogram 2

Results obtained from N. Hall's questionnaire for female employees of the Gulistan branch of the "ASKO" tire assembly company



The above histogram shows that the company's employees do not have a high level of emotional intelligence, and only one subject is able to manage her emotions quite well. Emotional awareness, self-motivation, and emotion management of other people are practically undeveloped in women working in the company (8 f) in 2, these scales of emotional intelligence have an average severity. Half of the employees (5 f) have control of their emotions, as well as empathy, are not developed. In 4, control of their emotions and in 5, empathy is developed to a moderate extent.

Oddly enough, the emotional intelligence of the company's employees is lower compared to the employees, perhaps the reason for this lies in the fact that most often men negotiate with customers, so they have slightly developed this psychological quality in themselves.

Conclusions and recommendations.

Our assumption of gender difference in the degree of development of emotional intelligence was confirmed. Women are slightly lower compared to men. Perhaps the reason for this lies in the fact that most often men negotiate with customers, so they have slightly developed this psychological quality in themselves.

To increase the level of emotional intelligence, we would advise the company's management to organize training programs aimed at its development.

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