



---

## **A STUDY OF EMOTIONAL INTELLIGENCE OF VETERANS OF DIFFERENT STRATA**

**Verma Rashmi**

Ph.d research scholar

Department of Psychology

Address -GurukulKangri University, Haridwar

E-mail – uhca2012@gmail.com

### **Abstract**

A large number of retired army men experience significant, continuing negative emotions following their deployment. Feelings of guilt, shame, rejection, isolation, alienation, helplessness and fear are common. In many cases, these negative feelings result in flashbacks and significant coping issues. Veterans struggle to adapt to civilian life and family situations. Relationships are frequently strained and difficult. Many find themselves disconnected from friends and family due to the intensity and severity of their experiences. They have difficulties responding and dealing with situations in a socially appropriate way. This study found out that retired army Officers score is high on emotional intelligence as compared to retired army ORs and retired army JCOs. And, retired army ORs' score is high on emotional intelligence as compared to JCOs. Post-hoc analysis shows that there is difference between JCOs and ORs, officers and JCOs, but there is no significant difference found between officers and ORs on the emotional intelligence.

### **Keywords**

*Emotional Intelligence, Officers, JCOs, ORs, Veterans, Retirement*

### **Introduction**

An officer lives and dies only for the sake of his nation. It means that they do not regard their own comfort as their first priority. But they regard the comfort of their country and then their men as the first and second priority. Army officers and their troops are trained to do or die for their country. For this sacrificing attitude they earn a lot of respect in the eyes of their countrymen. The government takes good care of army men. They have good salaries, accommodations, social life and many other facilities in army. They lead a life with quality. People admire their courage and fearless attitude.



A politician, a writer, a school teacher play their own roles through their abilities, but the role, which a soldier plays while safeguarding the frontiers of the motherland, is most important and unique. A soldier lives for the nation and dies for her dignity. We all should feel proud for our soldiers. They become martyrs for our sake. Their families bear the pain of losing their fathers and sons for our sake.

### **Life after retirement**

Retirement is the withdrawal of a person from occupation or active working life. A person can also semi-retire by reducing work hours or workload. After retirement people expect to live in peace and relax in the comfort of their homes with their loved ones. This is the time to relax and remember the past with good and bad memories.

Many people choose to retire when they are old or wish to leave their job due to health reasons. People may also retire when they are eligible for private or public pension benefits, although some are forced to retire when bodily conditions no longer allow the person to work any longer or as a result of legislation concerning their positions. In the present time, retirement with a pension is considered as a right of the worker in many societies; hard ideological, social, cultural and political battles have been fought over whether this is a right. In many Western countries, this is a right listed in national constitutions.

Different people have different notions of retirement. For some it is a time to live life at ease, indulging in hobbies and doing what one wants to do. For others It could be a difficult time with adjustment and health problems. But it is definitely a period of great change, in which lifestyle changes in many ways. It is a transition from a position of an economically active life to the position of an economically inactive life.

The adjustment during the retirement phase depends on a number of factors such as self-concept, attitude towards work, financial status, and support systems, etc. A number of social problems experienced by retirees may be linked to the economic changes that occur in their lives due to retirement. While some evidence suggests that most retirees report being satisfied with their lives, other reports indicate that up to one third of retirees experience the transition as stressful or experience a decline in well-being after retirement (Donaldson et al, 2010).



On retirement the lives of defense personnel and their families undergo a drastic change. We all know that they get pension and other facilities like medical and canteen facilities but they also face peculiar adjustment problems not only in society but also in their families because of the big separation from family and society.

Once these people retire they face new problems. Things change to a great degree. Once a soldier retires he expects that now he will have permanent peace of mind, a relaxing life and no worries. But this is not the case. He still faces lot of problems. Not the ones that he faced in service. But new problems like trying to adjust with civilians, having good health, keeping well overall in his new life. He misses the perks he had as an officer which have been reduced now. He still has lot of comforts but not in the way that he had them earlier. Along with the officer and other ranks, their wife and children also have adjustment and health problems in trying to adjust in civilian atmosphere. They all face the same situation. In this research, the researcher will find out the actual problems of retired army personnel with reference to –Adjustment, Subjective Well-being, Mental Health and Emotional Intelligence.

Due to change after retirement, the problems they face are new and of a different kind. As in any other job, life after retirement is a major change. The army men are used to a particular lifestyle. After staying like that for approximately thirty years they face a lot of difficulties in trying to adjust to civil life. Because now the environment is entirely different. Army life is very systematic and disciplined. Any work gets completed in stipulated time. But this is not the case in civil. In civilian offices and departments, it takes months for a simple work to get done. Not to mention the tradition of bribery at every stage and level in government departments. The army men are not used to this at all. Add to this the age factor. Because in old age as it is there are a number of mental, physical, social and financial problems facing people. Health is not what it used to be. Pension is less than salary they got earlier. Children are mostly living elsewhere making the old people lonely. Mind is not as active as it was in younger days, and so on. There is a difference between civilians who retire and defense persons who retire. Civilians are used to civil life but army men are not.

Returning to civilian life can be a time of joy, but also a time of emotional upheaval. Experiences in the service may have changed the way ones look at life. Person will have new abilities, new friendships or new concerns (NAMI, 2002)



---

## Emotional Intelligence

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. Emotional intelligence helps you build stronger relationships, succeed at school and work, and achieve your career and personal goals. It can also help you to connect with your feelings, turn intention into action, and make informed decisions about what matters most to you.

Emotional intelligence is commonly defined by four attributes:

1. **Self-management** – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
2. **Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.
3. **Social awareness** – You have empathy. You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
4. **Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Emotional intelligence as a term was not much known until around 1990. Though it is a new term, interest in the concept has grown immensely since then. The term became popular in 1995 after the release of Daniel Goleman's book titled "Emotional Intelligence: Why It Can Matter More Than IQ" (Goleman, 1995). Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned, while others claim it's inborn. The ability to express and



---

control emotions is essential, but so is the ability to understand, interpret, and respond to the emotions of others. Psychologists refer to this ability as emotional intelligence, and some experts even suggest that it can be more important than IQ in your overall success in life.

There is a famous Sanskrit saying that says – Emotions are those that define a person. Emotions shape a man’s destiny and define the way he perceives life.

Emotional intelligence is a cluster of traits or abilities relating to the emotional side of life – abilities such as recognizing and managing one’s own emotions, being able to motivate oneself and restrain one’s impulses, recognizing and managing other’s emotions and handling interpersonal relationships in an effective manner.

According to psychologist Daniel Goleman, whereas mental intelligence is praised and rewarded, our emotional intelligence, the ability to feel the range of human emotions, suggests a higher level of intellect than that measured by brain power alone (Goleman, 1995). Emotions offer a different level of intelligence, and our ability to use our emotional skills to our greatest advantage leads to a better and healthier lifestyle.

### **Review of Literature**

Pandey & Pandey (2016) did a study on Restricting the Attrition with Emotional Intelligence in Defense Services. Lesser number of promotion opportunities in the higher echelons of hierarchy often leads to discontentment which may lead premature retirement of the officer. The research paper measured emotional intelligence in air force officers and focuses on its importance. The results portrayed a clear picture of rising EI in officers with promotions but downturn with those who missed it. They concluded that Emotional Intelligence has become a necessity to thrive in life especially in air force where at each level leadership is required, as they have to work under different parameters which range from high sensitive assignments to natural calamities.

Deshmukh (2017) did a research on the Impact of Self Concept and Emotional Intelligence on Adjustment of Adults. This study sought to determine the impact of self-concept and emotional intelligence on adjustment of adults. The results indicated that self-concept significantly affects adjustment of adults. Emotional intelligence does significantly influence on adjustment of adults. The interaction between self-concept and emotional intelligence does not affect adjustment of the adults.



---

Bar-On (2012). The Impact of Emotional Intelligence on Health and Wellbeing. The aim of the study was to find out the nature of the relationship between emotional intelligence and physical health. The author presented findings from seven studies that empirically demonstrate that emotional intelligence (EI) significantly impacts physical health and overall subjective wellbeing. Those EI factors that have the strongest impact on health and wellbeing are - Self-regard , Self-actualization, Stress tolerance, Optimism and Happiness.

Crosby (2017) conducted a study on the Effect of Emotional Experiences on Emotional Intelligence Among U.S. Military Leaders. Military veterans may have constructive skills and abilities in emotional intelligence (EI) that assist in managing emergencies, crises, and relationships. This result indicated that veterans with both combat and humanitarian mission experiences have increased EI scores when compared to veterans without combined combat and humanitarian mission experiences. The results may help veterans decrease the disparity in joblessness rates compared with those among nonveterans and may aid human resource managers to locate competent candidates for employment.

### **Objective**

To compare the level of Emotional Intelligence in retired army Officers, JCOs and ORs.

### **Hypothesis**

There will be a significant difference in the Emotional Intelligence of retired army officers, JCOs and ORs.

### **Methodology**

### **Sample**

A total sample of 300 retired army men of different strata were taken in the age range including from 2 years of date of retirement to 5 years after retirement. 50 officers, 150 JCOs and 100 ORs were taken with the help of purposive sampling technique. The ages of retirement in army for different strata are different. For officers, retirement ages range from 52 to 62. For JCOs, it is 52 and retirement age for ORs is 49. There is a division based on ranks in the Indian army.



---

### *Inclusion and exclusion criteria*

Only personnel of Indian army were taken. No one of Navy, Airforce or Paramilitary forces was taken. Only army personal who had retired within 2 to 5 years after their complete service were included. Only retired army men who were not doing any job after retirement were included. Disabled soldiers were excluded from the study.

### **Tools**

Emotional intelligence was measured by using Emotional Intelligence scale developed by Singh and Narain (2019).

### *Reliability*

The test re-test reliability was calculated, by administering the test on a sample of 100 people with a gap of fortnight. It was found to be .86 alpha co-efficient, which was significant at .01 level.

### *Validity*

The scale was correlated against the Emotional Intelligence Scale developed by Hyde, Pethe and Dhar( 2001). The concurrent validity was found to be .86, which was significant at .01 level.

### *Norms*

Percentile norms for EIS-SANS have been developed. For this, the scale was administered on a sample of 500 subjects.

### **Procedure**

The sample of 300 retired army men were taken from Dehradun, Roorkee and Meerut. Ex-servicemen leagues and ECHS departments were contacted for this. The scales were given to the veterans after explaining the purpose of the study to them. They were ensured of their privacy. After taking their consent, they were asked to fill the questionnaires with honesty. After this all the data of the questionnaires was scored as per the instructions given in the manuals. Then SPSS was used to calculate results and do the analysis.



**Results& Discussion**

**Table-40: Comparison between retired army officers, JCOs and ORs on Emotional intelligence**

Group	N	Mean	Variance	Std. Deviation	Min	Max	Skewness	Kurtosis
Officers	50	25.86	4.86	2.20	20.00	31.00	-.62	.57
JCO	150	23.83	14.10	3.75	13.00	31.00	-.65	-.007
OR	100	25.21	7.68	2.77	16.00	31.00	-.19	.37

Table-40 shows comparison of Emotional intelligence in retired army officers, JCOs and ORs. Emotional intelligence of retired army persons under study reflects the results as mean (25.86) and standard deviation (2.20) of retired army officers. Mean (23.83) and standard deviation (3.75) of retired JCOs. Mean (25.21) and standard deviation (2.77) of retired army ORs.

**Table-41: F-value (ANOVA) of Emotional intelligence of retired army persons in relations to officers, JCOs and ORs**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	204.49	2	102.24	9.79	.000
Within Groups	3099.44	297	10.44		
Total	3303.93	299			

Table-41 shows F-value for Emotional intelligence of retired army officers, JCOs and ORs is 9.79 which is significant at 0.01 level of significance. This shows that there is significant difference within the officers, JCOs and ORs in the level of Emotional intelligence of retired army persons.

Hypothesis-3: is accepted, it means there will be a significant difference in the Emotional intelligence level of retired army officers, JCOs and ORs.

According to Gursoy and Gulluce in 2011, There exists relationship between rank and all main dimensions of EI. Results indicate that with increasing rank (and age in parallel), total EI increases.

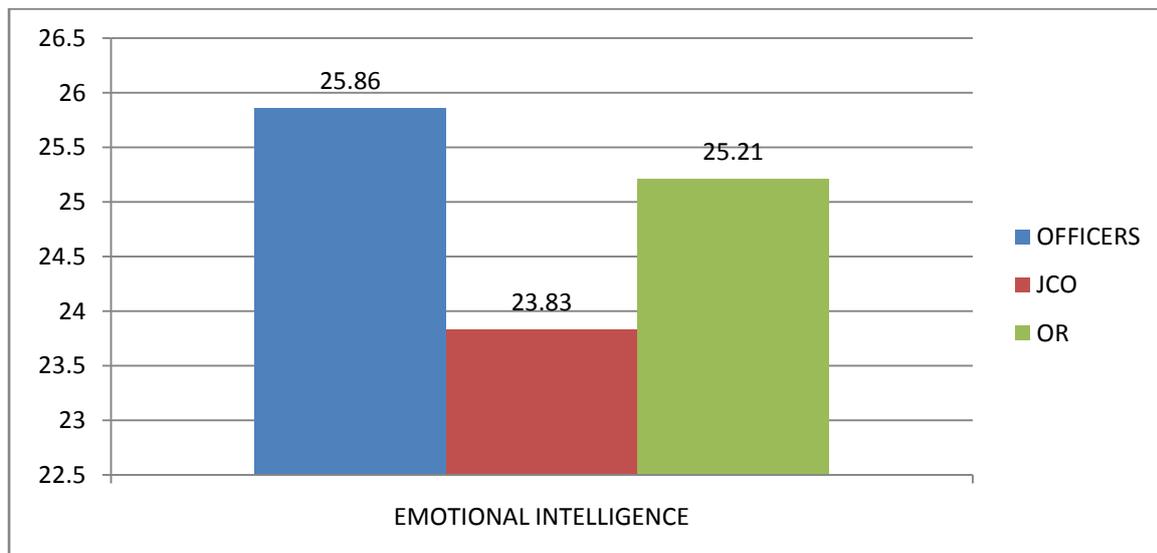
**Table-42: Post-hoc test on Emotional intelligence of retired army persons in relations to officers, JCOs and ORs**

(I) GROUP	(J) GROUP	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
OFFICERS	JCO	2.03*	.53	.00	.76	3.29
	ORS	.65	.56	.74	-.69	1.99
JCO	OFFICERS	-2.03*	.53	.00	-3.29	-.76
	ORS	-1.38*	.42	.003	-2.38	-.37
ORS	OFFICERS	-.65	.56	.74	-1.99	.69
	JCO	1.38*	.42	.003	.37	2.38

\*. The mean difference is significant at the 0.05 level.

Table-42 shows values of Post-hoc test (multiple comparisons) of retired army officers, JCOs and ORs for Emotional intelligence. Post-hoc test on Emotional intelligence shows that difference between officers and JCOs is 2.03 which is significant at 0.05 level of significance, difference between officers and ORs is 0.65 which is not significant at any level of significance and difference between JCOs and ORs is 1.38 which is significant at 0.05 level of significance. This means that there is difference between JCOs and ORs, officers and JCOs, but there is no significant difference found between officers and ORs on the Emotional intelligence.

**Figure-14: Bar diagram (mean scores) of Emotional intelligence of retired army officers, JCOs and ORs**





---

Bar diagram shows comparison of mean score of Emotional intelligence of retired army officers, JCOs and ORs. Mean score of Emotional intelligence of officers is 25.86, JCOs is 23.83 and ORs is 25.21. This shows that retired army Officers is high on Emotional intelligence as compared to retired army ORs and retired army JCOs. And, retired army ORs is high on Emotional intelligence as compared to JCOs.

Retired army Officers score is high on emotional intelligence as compared to retired army ORs and retired army JCOs. And, retired army ORs' score is high on emotional intelligence as compared to JCOs. There is significant difference within the officers, JCOs and ORs in the level of emotional intelligence of retired army persons. Post-hoc analysis shows that there is difference between JCOs and ORs, officers and JCOs, but there is no significant difference found between officers and ORs on the emotional intelligence.

### References

- Abe, J. A. A.(2011). Positive emotions, emotional intelligence, and successful experiential learning. *Personality and Individual Differences*, 51(7), 817–822. <https://doi.org/10.1016/j.paid.2011.07.004>
- Bar-On, R. (2012). *The impact of emotional intelligence on health and wellbeing*. 10.5772/32468.
- Crosby, R. S.(2017). *Walden Dissertations and Doctoral Studies*. Effect of emotionalexperiences on emotionalintelligenceamong U.S. Military leaders, 2965.
- Deshmukh, N. H. (2017). Impact of self concept and emotional intelligence onadjustment of adults. *International Journal of Research and Review*, 4(4), 52–56.
- Goleman, D.(1995). *Emotional intelligence: Why it can matter more than IQ*. Bantam Press.
- Goodman, N. D., Ullman, T. D., &Tenenbaum, J. B.(2011). Learning a theory of causality. *Psychological Review*, 118(1), 110–119. <https://doi.org/10.1037/a0021336>
- National Alliance for the Mentally Ill, &U. S. (2002). National Alliance on Mental Illness NAMI. United States. [Web Archive] Retrieved from the Library of Congress. <https://www.loc.gov/item/lcwaN0000280/>
- Pandey, N., &Pandey, A.(2016). Restricting the Attrition with Emotional Intelligence in Defence Services (With reference to Indian Air Force), SAMVAD: SIBM Pune[*Researchjournal*, XII, 29–37].



Passarelli, A., & Kolb, D.(2012). Using experiential learning theory to promote student learning and development in programs of education abroad. In M. Vande Berg, M. Page&K. Lou(Eds.), *Student learning abroad* (pp. 137–161). Stylus.

Pearl, J.(2012). *The causal foundations of structural equation modeling* (Technical Report No. R-370). Guilford Press.