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RESEARCH METHODS OF MEASURING EMOTIONAL INTELLIGENCE IN THE BUSINESS ENVIRONMENT

Emotional intelligence is a resource of human self-regulation, which gives him the opportunity to successfully master new, complex or routine types of educational and professional activities through effective processing of emotionally relevant information and making the most appropriate decisions.

Emotional intelligence provides some of the top 10 skills that will be in demand by 2025 according to the International Economic Forum, namely leadership and social impact; endurance, stress resistance and flexibility. Since the introduction of the concept of EI (1997), the number of studies using this construct is growing steadily.

In particular, in the scientometric database Web of Science for the phrase Emotional intelligence found today (April, 2021) 12477 sources:

of which in 2020 published 1554 sources,

in 2019 – 1515 sources,

in 2018 – 1202 sources,

in 2017 – 1100, etc.

This trend is especially characteristic of the field of organizational psychology.

However, the business sector has its own specifics and EI is manifested there through slightly different indicators than in the areas of leisure, family, health, etc.

As a result of development, approbation and psychometric testing procedures, a reliable, discriminatory and valid test of Emotional Intelligence in Business was created, which measures the general level of the construct and its components: self-awareness, self-control, social awareness, relationship management.

The component of business Emotional intelligence – self-awareness, depends on age shows growth in the range of 18-42 years, in contrast to self-control, social awareness and management of relationships that were not related to age.

Probably, their level is determined by the genetic component, conditions of early childhood, etc. and for their development there are not enough factors of maturation and transition to a new course. Their increase can be expected through special training exercises. The philosophers' professional group has lower self-awareness and self-control than some other groups, which may indicate potential difficulties in the future employment, labor and career building.

In the future, it is planned to increase the sample of respondents, make it more representative, check the convergence validity, retest reliability and determine the norms for the test. It is also planned to develop a convenient graphical form of presentation of the results of the expressiveness of the components of EI in business and prepare training exercises for their development.