

The Concept of Emotional Intelligence and Its Coverage in Psychological Sources

 Ashurova Gulru Oxunovna

Lector (Psychology), Kokand University, Kokand, Fergana, Uzbekistan

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ABSTRACT

The article describes in detail the essence of emotional intelligence, its role and significance in the human psyche, analyzes the views of psychologists, and also reveals that emotional intelligence is the ability to understand the feelings of other people.

Keywords: Emotion, intelligence, understanding, knowledge, consciousness, thinking, problem, IQ, feeling, skill, ability, essence, necessity, surface, analytical, psychological, personality, discussion.

INTRODUCTION

Emotional intelligence is the ability to recognize and manage your own and others' emotions. While IQ measures a person's intellectual, logical, and analytical abilities, EQ measures personal and social skills. If you can befriend your emotions, you can build relationships with others. Although the concept of intelligence quotient (IQ) has been around for over a hundred years, EQ was first discussed in 1990, when a short article appeared in the scientific journal *Emotional Intelligence*. Written by researchers John Mayer and Peter Salovey, they found evidence that emotional intelligence can be considered a distinct type of intelligence and a rational way of perceiving information we receive through emotions. The article was published, but almost no one read it, so all the glory went to New York Times journalist Daniel Goleman, who in 1995 reworked the article and wrote the book *Emotional Intelligence: Why It May Be More Important Than IQ*. In it, he described the four main components of EQ: self-awareness. The ability to recognize and analyze one's own emotions, as well as to know one's strengths and weaknesses. Self-management. The ability to control one's emotions and maintain emotional balance even in critical situations.

Empathy. The ability to understand the emotions of others and communicate with them, taking their internal states into account.

Relationship skills. The ability to communicate with people, manage their emotions, resolve conflicts, work in a team, and lead.

The book quickly became a bestseller, and Goleman is still considered the author of the "Emotional Quotient" concept, although he merely popularized the theory. The story is dramatic, but let's return to the term itself. Researchers have collected many criticisms of it. First, there is no clear definition of emotional intelligence, and without one, the concept cannot be called scientific. Second, EQ is very consistent with personality type theory. Third, there is no generally accepted method for measuring emotional intelligence, which also calls into question its objectivity. This doesn't mean you can't control your own and other people's emotions, but you should be critical of EQ theory and avoid wasting money on courses that promise to teach you how to master it in a week.

LITERATURE REVIEW AND METHODOLOGY

The term "emotional intelligence" was first used by Michael Beldock in 1964, but at that time it had not yet gained widespread use. In the 1960s, the theory of multiple intelligences was introduced, based on which H. Gardner, J. Mayer, and P. Salovey later developed the concept of emotional intelligence. According to D. Mayer and P. Salovey, "emotional intelligence" is: "the ability to perceive, understand, and evoke emotions, to use emotions to enhance the effectiveness of thinking, and to regulate one's own emotions and the emotions of others" [3, p. 40]. The term "emotional intelligence" became popular after the publication of D. Goleman's book "Emotional Intelligence—Why It May Be More Important Than IQ?" [7]. Many modern foreign and domestic researchers, emphasizing the need and importance of conducting research in this area, propose to consider "emotional intelligence" in the context of cognitive processes and human abilities and assert: "Emotional ability is a metaability that determines how well a person uses all of his other abilities, including intelligence" [6]. In recent decades, some authors of scientific articles devoted to the study of emotional intelligence emphasize the role of emotions in the context of human thinking and cognition [4]. Thus, according to A.R. Luria, clearly expressed emotions give the situation in which they arise an emotional coloring, which is associated with the human cognitive process. S.L. Rubinstein noted: "A person's feeling is his attitude to the world, to what he experiences and does in the form of direct experience" [4, p. 140]. The researcher also drew attention to the fact that emotional and intellectual unity is nothing more than a person's thinking and feelings [4, pp. 97-98]. In our opinion, cognitive activity regulates feelings, since the more a person understands the world and forms various ideas about it, the more multifaceted their experience of feelings becomes and the possibility of their subsequent manifestation in a given situation. L.S. Vygotsky, studying feelings, attached great importance to the connection between affect and thinking, noting: "Whoever from the very beginning separated thinking from affect forever closed the path to explaining the causes of thinking..." [2, p. 54].

K. Fleming considered "emotional intelligence" in the context of emotional flexibility, the development of which contributes to the individual's liking in others [5].

V.K. Vilyunas associates emotional intelligence with the ability to "coordinate and integrate a number of individual sensory processes into goal-directed behavior." The author believed that emotions shape an individual's goal-directed

behavior.

Some researchers emphasize the need to teach people not to suppress their emotions, as this negatively impacts their health, but to express them appropriately. Suppressing both negative and positive emotions is often associated with sociocultural behavior, in which a person strives to meet the expectations of others, which, in turn, can lead to impaired mental functioning.

Currently, the interest and relevance of developing emotional intelligence are evident among psychologists, teachers, managers, specialists in auxiliary professions, and others. Thus, in the field of education, programs for developing emotional intelligence are being created not only for adults but also for adolescents, and the development of in-depth knowledge in teachers is being addressed. Of particular interest is the program presented in the works of A. Vesely, D. Saklovsky, and D. Nordstock: "Managing Professional Stress through the Development of Emotional Intelligence" [9]. Furthermore, IT companies are also addressing the topic of emotional intelligence development, having achieved significant progress in their scientific research in this area and sharing new achievements in the creation of artificial emotional intelligence on various innovative platforms. O. M. Isaeva and S. Yu. Savinova assert that emotional intelligence is "an essential ability for developing relevant competencies in the modern world" [8]. Let's assume that a person without developed emotional intelligence cannot work successfully in the modern world.

RESULTS

"The entire concept of emotional intelligence is based on the proper management of one's own and others' emotions. We've long been taught to suppress emotions, especially negative ones, but EQ encourages us to use them to achieve goals. For example, you can ignore anger and try to remain calm, or, conversely, enhance it. If you're angry at your boss and can't put two words together, add a little anger to yourself, and this will become an action that boosts self-confidence," says Alena Aleshina, an EQ development coach. According to Brighton School of Business and Management, EQ is twice as important as hard skills at work, and 44% of employees surveyed believe it's a characteristic of effective leaders. With a high EQ, you'll be able to:

handle pressure and stress at work;

effectively manage yourself and others during negotiations;

get what you need from colleagues;

earn the respect of others;

motivate your team;

resolve conflicts. "Emotional intelligence influences how well a person builds work relationships. Nowadays, all employees, even entry-level ones, communicate a lot with colleagues: as a result, projects emerge that rely heavily on communication. If an employee doesn't control themselves, they become toxic or simply unknowingly ruin the mood of others. A person with a high emotional intelligence knows how to influence others and manage which emotional state corresponds to their goals and objectives," says Alena Aleshina.

A person with a high EQ rarely finds themselves in conflict situations, and if they do, they quickly resolve them. He can clearly explain his feelings and seems to know the names of all emotions, even their nuances. You want to turn to him for advice and help, and you know he'll find the right words. By taming your emotions, you'll not only build a successful career faster but also enjoy your work more. "The sheer number of complex tasks in various fields, the need for constant learning and development—it's commonplace today. All this generates so many emotions that we don't know how to handle them, so we often suppress them.

"Emotional and intellectual processes are closely linked. When I'm in a good mood, I work well. When I'm feeling apathetic or anxious, I have difficulty coming up with new actions and solutions. Living in this multitasking world is very challenging, but emotional intelligence allows you to control your state so that, despite all the difficulties, you can still enjoy it," says Alena Aleshina. To determine your level of emotional intelligence, you need to analyze your own behavior. You should suspect a low EQ if: you constantly take offense and are unable to forgive;

you often feel misunderstood; you can't cope with stress; you don't understand what you feel and why; you criticize others and argue unsuccessfully; you fear change and take a long time to adapt to new things. These are common signs, and almost everyone can recognize themselves in them, so psychologists, as with IQ, are trying to figure out

how to quantify a person's emotions and create the most objective test possible. Currently, the most popular method for measuring EQ is the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT). It measures emotional intelligence and consists of 141 questions. Subjects are shown images of emotions that they must not only recognize but also explain.

DISCUSSION

Psychologists believe that emotional intelligence, like IQ, is genetically determined. However, unlike intelligence, EQ is much easier to develop. You can take paid courses or follow these three steps for free:

Journal your feelings. Keep a handwritten journal or a notepad on your phone where you can record your mood throughout the day. Focus on specific events: analyze your state after important meetings, new acquaintances, and significant events. Find triggers that evoke various emotions and write them down. This way, you'll understand how and to what you react, but you won't have to ask yourself why. "The simplest practice is to set three reminders a day asking, 'How are you feeling right now?'" When people begin to recognize how they feel throughout the day, they make many discoveries—for example, a person may experience fear or anger at work and then realize they need to take action to feel calm. In other words, to begin working with them, they need to be aware of their emotions. The phenomenon of emotional intelligence and the possibilities for its development have been explored by many researchers, both theoretically and practically.

CONCLUSION

Based on the above, we can conclude that developing emotional intelligence is vital both for individuals, who need to understand and differentiate their emotions, and for society as a whole. Without understanding one's feelings and emotions, it is impossible to communicate and interact with others. Overall, emotional intelligence is an important aspect of building interpersonal relationships, helping people communicate better, improve the quality of their relationships, and achieve greater success in life. In our opinion, the development of emotional intelligence in modern conditions is determined not only by the individual's internal aspects and resources, including their cognitive abilities, but also by external factors such as upbringing, family, cultural characteristics, and information technology. Therefore, the feasibility and

necessity of developing emotional intelligence in today's competitive environment, which demands the acquisition of skills in accurately expressing one's own emotions, as well as accurately recognizing and adequately interpreting the emotions of others, appears to be crucial for the effective development of society. Developing emotional intelligence allows a person to more constructively improve their quality of life, as it promotes sensitivity to changes in the emotional state of others and, consequently, effective communication with them.

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