

Article

The Role and Importance of Emotional Intelligence in the Activities of Representative Bodies

Kholbaev Shahkriyov Abdullaevich¹, Sulaymanova Dildora Kodirovna²

¹Associate professor of the Academy of Public Administration under the president of the Republic of Uzbekistan

²Senior lecturer of the Academy of **Public Administration under the president of the Republic of Uzbekistan**

Abstract: in the article, based on the theoretical analysis of the main signs of emotional intelligence in effective communication with the people in the activities of local state representative bodies, the role and importance of emotional intelligence in effective communication of these approaches in practice is covered, and relevant tips are developed.

Keywords: emotion, intelligence, management, employee, positive and negative emotions, board, effective communication.

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Introduction

Emotional intelligence plays an important role in the development of effective communication of executive personnel and civil servants in the improvement of the mechanisms of representation and execution of local state authorities in public administration. In management, it is important to use the human factor correctly and wisely, as well as the emergence of management problems and the development of soft (soft skills) skills in finding solutions to these problems, establishing creative thinking, a systematic approach.

Provinces in our prime, in districts and cities (except cities subordinate to the district), it is established that the councils of people's deputies are representative bodies of state power[1]. It was also approved by the president of the Republic of Uzbekistan on September 11, 2023 as PD-158 The second priority direction of the "Uzbekistan-2030" strategy, which is called "Ensuring the rule of law, organizing public administration at the service of the people", approved by the Decree "On the "Uzbekistan-2030" strategy" [2] In accordance with the 82nd goal called "Increasing the effectiveness of the system of identifying and solving population problems by further expanding communication with the people", canceling the practice of registering appeals in paper form in state bodies and organizations, to create an opportunity to apply to all state bodies and organizations and their territorial units in electronic form, including through the appropriate mobile application, to ensure that at least 80 percent of applications are satisfied at the local level, to reduce the share of repeated applications by at least 2 times, The priority tasks of creating a people-friendly system that solves existing socio-economic problems in the regions and reaching 100% of the opportunities to participate in the receptions of the officials of the executive authorities of the Republic by means of remote video communication are set..

The implementation of these priority tasks is a high responsibility for the local state representative bodies. And this, in turn, from the representatives and executive bodies in improving the method of communication with the people and the systematic solution of mutual problems, the representatives of the state authorities, increasing the emotional intelligence of leaders and state civil servants, as well as requiring new methods and means of solving social and economic problems of the population.

In this regard, the lowest level of local public administration in accordance with our legislation is representative and executive power at the municipal and district levels. But, the priority is to improve the mechanisms of Management in the neighborhood and apartment section of the head of state. Having organized this meeting, he, in turn, delegated the functions of overseeing the activities of social control bodies, as a result of the meeting, the socio-economic problems of the population, the emotional and intellectual role and the relevance of the problem were solved.

The level of study of the problem

According to definition of S. J. Stein and H. Buck, emotional intelligence is unlike the concept of intelligence familiar to everyone, "it is the ability to correctly interpret and influence a situation, to intuitively understand what other people want and need, to know" [4]. The concept of emotional intelligence first appeared in the 1960s in the work of Michael Beldock "comparative sensitivity to changes in thinking" and in 1966 in the work of Hanskarl Leiner "emotional intelligence and concern". The development of the theory of emotional intelligence began in the 1990s with the publication of the book Emotional Intelligence by Butrus Salovey and John Mayer. Since the publication of this article, she has attracted attention to the theory of emotional intelligence, after which publications on the topic of emotional intelligence have appeared. Several theories and models have been developed regarding the study of emotional intelligence, one of which is B. Salovey and J. Mayer's model of emotional intelligence[4]. B. Salovey and J. Mayer divided emotional intelligence into four parts:

1. Perception of emotions - the ability to analyze other people's emotions (facial expressions, gestures, appearance, gait, behavior, voice).
2. The use of emotions for motivation — the ability to activate a person's thinking process (mainly subconsciously), to awaken creativity in oneself, to use emotions as a motivational factor.
3. Understanding emotions - the ability to determine the cause of the emergence of emotions, to understand the connection between thoughts and emotions, to determine the transition from one emotion to another, to control the development of emotions over time, as well as to interpret emotions in relationships, to understand complex (ambiguous) emotions.
4. Control of emotions - the ability to control and direct one's emotions and the emotions of others in order to achieve a goal. It also includes the ability to build logical chains, solve various problems, make decisions, and consider one's own actions and emotions.

Emotional intelligence as a category was first introduced into scientific circulation in 1995 by Daniel Goleman. Since then, this category has significantly changed the understanding of the development of people and organizations. Most of us are familiar with the power of emotions and know that they are often more decisive than "reason". Emotional intelligence does not ignore the emotional factor and represents a more integral (and broader) view of intelligence than traditional intelligence as measured by an IQ test. Emotional intelligence refers to the ability to perceive, evaluate and manage one's own emotions, distinguish between different emotions and correctly name and identify them, as well as use emotional information to guide thinking and behavior during this process. Initially, the activity of a person in interpersonal relations is expressed by the term "social intelligence", while understanding the situation and attitude of others and being the owner of a specific psychological culture is expressed by the term "emotional intelligence".

Emotional intelligence is a combination of a person's ability to understand emotions, understand other people's motivations and desires, and manage their own and other people's emotions to solve practical problems [7]. Because today, local state representative bodies should conduct diplomatic relations in the activities of deputies, conduct effective communication with the

people, manage their emotional processes in any situation, and have a positive and fair approach to dialogue with the people.

Being able to understand and manage one's emotions and control one's anger in problematic situations has a direct impact on a person's life. Research shows that understanding and managing one's emotions leads to greater success in one's life. Such people understand not only their own emotions, but also those around them, and use these abilities successfully. People who cannot control themselves are always in a state of internal struggles and have difficulty concentrating on tasks [9].

In a broad sense, emotional intelligence is the ability to know and recognize positive and negative feelings towards oneself and others, to distinguish personal feelings from facts, as well as to recognize their mood, temperament, tone of voice, intentions and needs when communicating with other people, regardless of their age. is the ability to feel [7].

Social intelligence is the knowledge, skills, and abilities that help a person interact successfully with others. The ability to understand the behavior of other people and one's own, to act according to the situation are components of this concept [7].

This concept itself is broader than emotional intelligence, which is understood as the ability to manage one's emotions and empathize with other people. On the contrary, such a skill can be considered a component of social intelligence, because empathy, that is, the ability to understand people - to recognize one's own and others' feelings - is an important part of communication with people.

In fact, social intelligence is an indicator of how well a person understands people and everyday situations.

Emphasis on the interpretation of emotional intelligence as a type of behavioral characteristics based on individual differences between people emphasizes that people with high emotional intelligence successfully realize their personal potential, have a positive attitude to life, and develop stress-resistant skills through good social adaptability and stable motivation[8].

Laszlo Bock, vice president of human resources at Google, said: "Even if rewards are frozen, you can make people happier and work better. Because the attitude to people plays the most important role when the economy is in a deep crisis" [3].

Analysis methods

In this article, comparative analysis and induction and deduction evaluation methods were used. The comparative method was used, the data were analyzed and scientific conclusions were given. The practical significance of the research results can be implemented in the development of measures to improve the emotional intelligence of people's deputies of regional and district (city) councils in solving social and economic issues of population problems, and to develop their skills in this regard.

Proposal and conclusions

Based on his research, D. Golman believes that 50-70% of the positive atmosphere in the company depends on the leader. As a result of this positive environment, the work efficiency of employees increases significantly[7]. It serves to increase the positive mood not only of employees but also of citizens.

When the people elect their representative to the local state representative bodies, it expresses their trust and recognition towards that person, and at the same time, many responsibilities are assigned to him. He must have emotional intelligence (EQ) in order to properly communicate with the people, to be able to control himself emotionally, and to be able to understand the pain of the people.

It is important to improve the emotional intelligence and develop the skills of people's deputies of regional and district (city) councils in effective communication.

In the development of emotional intelligence, most experts point out that it is appropriate to use situational analysis, that is, to develop the ability to put yourself in someone else's place. For example: let's analyze the situation of an employee who is upset by the rude attitude of his boss.

In this given situation, if the employee analyzes it through emotional intelligence - yes, my boss

was in several meetings during the day. He mentioned that the results are not satisfactory. When I told him that I would not be able to come to work tomorrow, his emotional state was unstable. In the future, I will take into account the situation and the emotional state of my boss.

The result is a positive change in mood, the realization that the employee does not have enough knowledge and experience in the analysis of interpersonal relations, and the formation of positive emotions from the realization of how to behave in such situations in the future.

It becomes easier to understand certain emotions, to control one's emotional state and to make decisions. It increases work efficiency, resistance to stress, motivation, will, critical analysis and desire for development.

Emotional intelligence has a great role in improving the effectiveness of communication with the people of local state representative bodies. The role and importance of emotional intelligence in the effective communication of officials of representative bodies is shown in the following:

- in the process of assessing the mental state and mood of citizens who come with appeals;
- sensing the inner desires, motives and desires of citizens;
- effective organization of the social environment of communication based on the mood of the population;
- even in the process of changing their negative mood intentions to a positive one, provided that they understand the citizens correctly.

In conclusion, the role of organizational culture, motivation and emotional intelligence is important in the effective communication with the people in the activities of local state representative bodies, and by increasing the emotional intelligence of the representatives of local state representative bodies in communication, it creates the basis for changes in the quality and content of the activity.

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