2.01 Meaning and definition of Emotional Intelligence

Emotions are very attentively keeping company with human being like consciousness. People consider consciousness necessary for humans. The majority people believe that mammals like dogs and cats are more emotional than apes and dolphins. Emotions must be well thought-out a critical quality of intelligent is beings debatable. Many researchers were attracted towards the research on the subject related to emotional intelligence during the years 1990’s. Emotional intelligence broadly includes the capacity of critical observation, controlling and handling power, finding the capacity of others and controlling emotions of other human beings.

Salovey & Mayer (1990) has introduced that emotional intelligence noting but the ability of recognizing the emotions of other and can be applied to support thinking, actions, understanding and regulating emotions. People can respond in a better way in social situations if they apprehend their own emotions which can be practiced and improvised. According to Goleman (1995) it is the general idea. This concept of logical reasoning is not complete and factual, but it explains the virtues and mechanism of intelligence.

Hemmatinezhad, Ramazaninehad, Ghezelsefloo & Mohamad (2012) explain that Emotional intelligence has proposed as being equally relevant for success in life as the kind of abstract intelligence measured by Intelligence Quotient tests. Emotional Quotient tests measuring emotional intelligence have suggested supporting Intelligence Quotient tests. It is debatable to what extent and in what form the Emotional Quotient will survive. In recent years, coaches and sport researches are trying to find information about the emotional characteristics of elite athletes to enhance athletic performance and team efficiency in different level of competitions, especially in international and Olympic Games.
2.02 Meaning and definition of Aggression

According to Geen (2001), aggression is harming a person without his/her willingness. Aggression is a kind of behavior. This can harm or injure a living being who doesn’t want to be so. Deliverance of negative influence from person to person can be harmful. In such situation people try to avoid aggression and its negative impact.

Dodge and Coie (1987) suggest that aggression can be given in two terms such as reactive and proactive. Reactive aggression involves retaliation against a seeming threat. Proactive aggression involves characters featured to attain some specific positive outcome. Ramirez and Andreu (2003) points out that most of the people thinks that ‘aggression’ is a physical force with a weapon or a loud verbal angry reply. Aggression perhaps can be carried out in any behavior. Gossiping about people and ruining others life is also meant to be as aggression. Destroying other’s properties and making them feel literally is also known as aggression. Aggression takes place in all parts and situations. Aggression commonly refers to the following:

- Risk taking
- Dominant
- Angry

Aggression is discriminated by Vanderdennen (1980) according to the behaviors of human in two categories:

1. Affective aggression
2. Instrumental aggression.

Affective aggression is harming with a purpose and instrumental aggression is without the involvement of emotions and other feelings. (Ramirez and Andreu, 2003). Dooher and Byrt (2005) defines that aggression is a variety of misuses of power as components of violence including threats and intimidation. During childhood individuals with “life-course persistent violence” also often experience “lack of attachment”, involving inadequate bonding between parent and child. Aggression and assertiveness are used synonymously by some people.
Eron (1994), points out that aggression behavior is learned through both enactive and observational learning. In particular social learning theory stresses the importance of self regulatory beliefs: response-outcome expectancies and standards of conduct. Vanderdennen (1980) find out that aggression in accordance to the general thought is the tendency of attacking someone with a ham and notorious weapons aggression happens in daily life even and in each person. Harming one’s life thinking to harm, jealous feeling, and some unwanted behaviors of people are all the force to make a person an aggressive person.

From last decades, many researcher are doing research to find out the relationship between sports and aggression but they do not come to the firm conclusion about the relationship between the players and aggression in sports, No doubt the relationship is there and researchers of various fields are trying to find out the relationship because it will be helpful to sports and society also. In the middle of the 20th century many psychologist considered that aggressive tendencies of individual is permissible in sports (By bylon uni website, 15 Jan, 2012) Generally these consideration come out in sports field or in the mind of psychologist because aggression is to be considered as a internal process of individual mind based on nervousness or frustration. The researchers who are doing research on sports psychology make difference between hostile & instrumental aggression. The main objective of the hostile aggression is to suffer physically or mentally to the opposite team or players, but the primary intention of the instrumental aggression is achieve our main goal or objective just like as victory in game. Many researchers come to the conclusion that now a day instrumental aggression in sport may spill over into the outside of sports for instance male athletes include in sexual attraction against women. Now a day the player’s gives importance for better performance or to get success or winning in sports by using hook or coock means even playing with pain or intentionally to do harm to an oppositions. Athletes may use their aggressive attitude to show their all commitment to sport or victory in sport.

2.03 Meaning and definition of Burnout

Maslach, Schaufeli & Leiter, (2001) says that the concept of burnout is also closely related to organizational context. It is really a recent development compared to job demands & individual differences. A part of the organizational reference may be particularly essential to
employee burnout. The employees think that they get the level of dignity from the organization. This has added value than the more repeatedly studied individual and job traits.

The workers burnout could be affected by the awareness of organization’s high status or lack of respect i.e. disrespect. Organizational disrespect means the organization’s treatment is not perfect. The depression does not occur from Burnout. When employees face disrespect, he cannot show that feeling to his client, said by Lakshmi & Barsade (2006). So he has to wear the mark. Other factors within an organization may help to reduce the effect of organization respect on burnout. Diplomacy involves in fulfilling a task in job one should find the burnout literature in the job; suggested by Cherniss (1980).

Lakshmi and Barsade (2006) said that the respect of organization which an employee feels can be negative if he is not treated properly by an institution. They work more to affect the organization disrespect and to minimize it.

Adekola (2012) said that among non-teaching staff both genders don’t differ in such experiences. The research tested few people who are suffering from such problems. The stress of employee can be decrease by getting the leave and change from the job.

2.04 Meaning and definition of Stress

Hamilton’s (2010) described that stress is the unfavorable reaction of people against extreme situation or other pressures or other types of environmental stimulus. This is different from normal workplace pressure, which can create a ‘buzz’. This can be an inspiring factor. This adverse effect can seriously affect the mental health of employees. The factors like anxiety or depression exert a negative impact on social well being of people. Management has to make the final solution for the stress of the workforce. Management has to follow the steps to develop the employee’s and their minds.

- Identify the problem in the surroundings.
- Preventing harm
- Protecting each and every person
- Managing the workplace.
Poloskivokic & Bogdenic (2007), clarifies that there are two things be kept in mind in the stress theorem. These are initially stressed is known as a ‘state’. Therefore it not stable in almost all cases. People behave less intellectual and rational when they are under any kind of stress. How people manage pressure is inclined. The abnormal behavior was punished or rewarded when people were young.

When people have resources and time, they behave in better way. To complete the work within time period, a difficult situation is a reason of short term stress. When people are in position of doing many things at a time or in a difficult situation creates the frustration. Personal life disturbances create the stress. Separation and divorce give sadness and this becomes the reason of stress. Few more reasons of stress are there as family member’s illness, business loss, pressure of finance and unemployment.

Lawrence gives category of stress effects as
- Physical : how the body works
- Behavioral : what people do
- Mental : how the mind works
- Cognitive: the concentration power of people.

Zubin and Spring(1977) suggested a model of Vulnerability. In their model they explain that every individual is a Unique of biological, social and psychological elements and these elements are included the strengths and Vulnerabilities for tackling with stress. Stress is a process of neurological and psychological reaction that gives an adoptive functions.(Franken,1994). Generally a study of a bodies reaction to stress and sources of stress are the main objectives of the stress research (pearlin, 1982)

Now-a-days the life of human being is full of stress. Everybody has to face various types of problems and such problems create stresses. Hence stress is the essential part of modern daily life. With considering this situation since last fifty years educationist and researcher are giving more attention to words this subject.

**Coping skills**
Now a day’s many psychologist find out some of the strategies by help of them or which can help for maintain stress or can destroy or reducing its negative effects on vulnerability and following are the same of the examples of coping skills.

1) Developing relaxation skills among people to deal with stress & tension
2) Developing Social skills among people which will help people to come together to each other, solving their conflicts and can get support of each one.
3) Developing coping skills among people to find out the negative symptoms of the frustration, tension, aggressiveness and also not having regular sleep etc.

Stress is a part of life and every human being has less or more stress but definitely effective coping can help people to come out from stress or at-least help people to reduce their stress and help people to engage themselves in interesting and useful activities. With the help of coping skills, we can help people to live a normal life without suffering tension.

**Engaging in to meaningful activities**

If people are engaged into meaningful activities, definitely their sense of purpose will be develop and it will help to reduce the stress. Such activities may be included.

- Try to engage the people in to work because the people who gets leisure time, involves themselves into creating problems to others or develops the negative thinking.
- Assign responsibilities on the shoulder of the people.

**Providing social support**

Through social support, we can reduce or sometime destroy the effect of stress of the problematic people; Social support also helps people to come close to each other and to develop the meaningful relationship with other people.

The helpful people can help others in different ways such as.

- help people to solve their problems.
- helping nature people can solve personal disagreements, misunderstanding and the parts of conflict that may be lead to stress by using discussion method with all envolving elements or Persons.
- Help people to recognize the nature of the problems, ways to solve the problems and care to be taken to solve the problem.
- Helping the stressful person to achieve their objectives and goals.
People who get social support, they will be able to reduce their stress and psychiatric disorder. Hence, getting strong and meaningful social support enables people to get-out from disorders and they can handle stress more easily and effectively and can enjoy normal life.

2.05 Relationship between emotional intelligence and sports

Lane (2001) points out that attention to the emotional experiences of athletes and training programs as well as the ability to control negative mood and improving the psychological readiness with technical and tactical readiness is a major part of Olympic athletes and elite training session. When athlete try to achieve team goals and success in terms of psychological characteristics and their traits, experience new and uncertain conditions; that disturb mental readiness and performance. These features, particularly in major and international competitions that result is favorable and wins or loses are optimal goals, takes on a particular nature (Peter et al, 2006). According to Andrew (2006) there is a research on Olympic athletes that under stressed condition that they can reduce it by 50% of tension by mentally preparation. Emotional intelligence is to understand others and to own. Because of bad function handball players have stress. In different situations best athlete faces differently if he is emotionally intelligent. Hemmatinezhad, Ramazaninehad, Ghezelsefloo & Mohamad (2012) says the influence of emotions on their performance is shown especially in major games.

The research indicated that every athlete must have mental skills and the mental skill is nothing but a controlling and maintaining their own feelings and emotion. It uses mental skills and emotional intelligence allows athletes to control and manage competitive negative emotions. Gardner, Komhuber & Wake (1996) told that there are few weak persons intellectually or emotionally. Such people who are mentally damaged, fractured psyche or less IQ are with less musical or linguistic intelligence. The people who are heuristics can motivate others for stage fear or the task which they can’t do. But such people can overcome by it.

Two studies examined (Lane et al, 2010) that when a person is angry he can divert his mind through counting words, or getting rest or even leaving the place where he gets angry. Or the person who gets angry keeps mum to speak on proper condition and state when his hammer will be to the point to reduce the situation.
The performance of a sports person relies on his emotional intelligence and also on his handling the situation when he is not comfortable by surroundings.

### 2.06 Relationship between aggression and sports

Razack (2009) described that many women have been pioneers in the revival of Canadian women’s cricket in the modern era. However, the participants declare that the majority of female cricketers is usually not interested in becoming involved in recruitment, administration and considering to the overall durability of the sport. These players just want to play the game and then go home without having to put in extra time. Unfortunately, if women do not choose to invest in the overall development of women’s cricket, this can lead to declining memberships and even clubs closing down. Because not many women are interested in volunteering off the cricket pitch, those women who do get involved are often asked to do a lot and they burn out quickly. Most of the women have too much responsibility and that is usually coupled with inadequate funding. That is the problem, until more and more people take up the reigns, it’s not going anywhere. There is no funding. There is not a bad person making this happen, it’s ‘individuals’. It is taking care of those people so they do not burn out and other people have to step up to the shield. Many people just want to show up and play, they do not want to do anything else. That is going to have a negative impact. Most sports clubs are run in a fashion similar to a small business. A club’s organizational structure usually includes some form of a president, vice president, treasurer and secretary. In addition to playing the sport, a player can either be elected, appointed or simply perform executive duties. Undersized businesses run the risk of dying out since a small number of dedicated individuals who can burn out usually drive them and the same thing happen in sports clubs (Coalter, 2007). As per the opinion of Cunningham, (2008) currently a few women are at the controls of women’s cricket in Canada and they have both witnessed and experienced burnout, which has resulted in a significant loss of players.

Four of the participants noted that women’s cricket has a history of periods of activity followed by periods of inactivity when it “dies” due to a lack of interest, ownership and leadership. It is obvious that women often have to work much harder at maintaining their clubs than men do. Many of the participants opined that because women’s cricket was new, being
organized was even more critical as a strong foundation could ensure their long-term success. A couple of the participants had husbands and boyfriends who played the game and they noticed how their partner’s teams were disorganized but still seemed able to function and be taken seriously. On this topic, the person who is initiating explained that would say just comparing his experiences to my experience, his team does not practice at all and the person thinks that it is a little bit less organized. The person gets a phone call the night before saying this is when their game is, this is what time it is and can you show up. The person has gone to games where he actually did not know where the cricket pitch was so he just rather had to drive around and find it. In addition, this is a team in the 150 same leagues as me. Just speaking from our league the women’s team, the people on them (the women’s team) are a bit more commitment. The initiator believes that the need for women to be more organized is a sign of the gender disparities that are still present within cricket clubs. As a senior athlete, the other person has been involved in many organized sports teams. The senior athlete has been an executive member of a variety of teams and has chosen to be an administrative leader throughout her athletic career. The senior strongly believes that in order for women’s teams to flourish, especially in a “man’s environment”, staying organized is essential to survival. The senior sees this organizational role as the responsibility of the ‘older’ players. Since the structure of sport have been created by men and for the benefit of men. Kidd, (1995) and Messner, (2002) argues that women have to work harder to maintain their sports clubs in the face of unequal treatment and male hegemony.

It is clear that men are more aggressive than women in the field of sports. Men attacks on rival. Such behaviour is not found in women. Women can handle the situation better than men. The men are accused of gang rape involving but such accusation does not find in women. When sports men talk in their lock room they talk about sex and about women as if women are the object of sex only. Such perversion is found in more and in women very less.

2.07 Relationship between burnout and sports

The research scholar Mann (2009) clearly indicates that main purpose of his research study was to calculate the levels of burnout in female athletes. He also explains that such type of research can help to find out whether in athlete a seasonable changes in burnout can be find out and this will helpful to their coaches leadership, styles and feedback patterns. The second aim
was to decide whether the competitive changes in athletes’ burnout levels were related with their motivational orientation profiles.

This research project was assumed that changes in the women participant in athletes burnout would be significantly illustrate or find out on the basis of their coaches behaviors. Mainly the assumption considered that the athletes who considered their coaches as regulating and who shown notably higher frequencies of punishment oriented and non-informal feedback would clearly indicate in burnout levels since beginning. Beside this the athletes who beloved their coaches and their style of free leadership provided positive responses, inoperative and information feedback and social support that would explain no increase in burnout levels the season.

The final conclusion of this study provided some important directions for the assumptions. The athletes, who have got experience of increases in feelings of sport devaluation over the season, reported their feelings to the coaches. They do this in order to highlight low level of training and instruction with higher level of non-feedback related with autocratic leadership style. Surprisingly the result of and analysis used in this research project indicated that changes in athletes levels of emotional and physical fatigue were hot concern to the understanding of coaching behaviours.

2.08 Relationship between stress and sports

Different thoughts and opinions were given by researchers about stress, burnout and aggression, which will be discussed here. According to Burke & Miller, (1990), tension, stress and concern topics are the issue of interests for many research people in the field of sport and exercise as for as sport persons psychology is concern. But stress and concern on officials, judges, referees or umpires was badly neglected. According to Constable (1996) sport officiating is also a very stressful experience and it is proved that stress and anxiety creates varies stress related problems. Buckworth & Dishman, (2002) illuminate stress as “an imbalance in physiological and psychological systems. It can be activated on physiological and behavioral responses to restore balance”.
As per Anshel & Weinberg, (1999), sport officials have a tremendous stress because of various environmental factors can cause bad impact on their mental health, concentration, focus, effort, performance and professional duties. The behavior of spectators, noise, pressure from managers and coaches also induces a stress which makes mental errors, Physical errors, and performance related errors due to environmental factors.

The research report of FIFA (2010) clearly indicates that participants and viewers are mostly attracted towards the soccer and hence game of soccer become most popular game. During the year of 2010 the Soccer World Cup was held in South Africa and more than 3.18 million viewers observed the 64 matches and this indicate the popularity of soccer game.

Kruger, Ekmekci, Strydon & Ellis (2012) studied that because of popularity, the players of the match have to perform better to match the emotional needs of audiences. If under pressure they can perform well they have to face the stress. As the player of saucer gets the stress, same way the managements also faces the stress.

Studies conducted by Kaiseler, (2010) about the systematic review used different methods to define stress and in some cases the stressor was not specified explicitly. In these studies the athlete participants reported what they usually did to cope with numerous researcher defined but commonly experienced stress in their respective sport. The self-selected model was used in eight studies. The athletes were asked to recall stressful events they commonly experience in their respective sports. Two of these studies defined the event or the time that athletes should refer to (Campen & Roberts, 2001; Hammermeister & Burton, 2004). Five of these studies (Crocker & Graham, 1995) asked participants to ‘refer to a situation where they experienced problems in performance’. A study by Nicholls. (2007) used concept maps and asked participants to describe a maximum of six worries that they have experienced over the past week. Finally, in one study the nature of the stressor was not specified.