



Emotional Intelligence and Life Satisfaction: A Comparative Study of Male and Female Traffic Wardens in Lahore

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ABSTRACT

Traffic wardens in Lahore face numerous challenges in their daily work, including managing stress, dealing with difficult public interactions, and maintaining a high level of job performance. Emotional intelligence (EI) has been identified as a crucial factor in predicting life satisfaction among various occupational groups. This study aimed to investigate the role of EI in predicting life satisfaction among traffic wardens in Lahore. A quantitative research approach was employed, and a sample of 100 traffic wardens was selected through convenient sampling. Scale of Emotional Intelligence Test (SEI) and the Satisfaction with Life Scale (SWLS) were used to measure EI and life satisfaction, respectively. Results showed that flexibility is negatively correlated with emotional self-awareness ($r = -.068$) and with impulse control ($r = -.068$). Rest all the subscales are positively significant with each other. Additionally, regression analysis revealed that EI was a significant predictor of life satisfaction among traffic wardens ($\beta = .23$, $t(98) = 2.35$, $p < .05$). The result revealed that both life satisfaction and emotional intelligence show positive and significant correlation with each other $r = .23$, $p < .05$. Moreover, gender differences are significant between emotional intelligence among male and female traffic wardens. It is also revealed that no significant differences between life satisfactions exists among male and female traffic wardens and life satisfaction is positively predicted by emotional intelligence ($\beta = .23$, $t(98) = 2.35$, $p < .05$).



Introduction

Many cities are facing rapid growth in the numbers of vehicles which results in a serious traffic problem. To control the mobility on the roads is the huge responsibility of traffic wardens. It is very important to control traffic along with regulation of traffic laws. The traffic wardens must stand on the roads from early morning to late nights. Their job is so challenging that every day they encounter a serious road accident coupled with other violation of traffic rules. They even face the roasting heat of burning sun and sometimes heavy rain, but their duty is must. They effort to lessen the road accidents and jams so that the people can traffic freely and easily. Sometimes they aid pedestrians, women and children and old people in crossing the road. They see the hard routine of traffic every day. They often become frustrated and annoyed which leads them to negative outcome of their functioning (Phadke, Patra & Iqbal, 2014)

Life Satisfaction

Life satisfaction refers to a judgemental process in which the individual assesses the quality of their lives based on their own unique set of criteria. It can be defined a sense of satisfaction and an ability to enjoy one's experience and excitement (Pavot & Diener, 1993). Satisfaction is something like mentally satisfaction. It is an evaluative assessment of someone's life. The term explains both 'happiness' and 'gratification'. It is a subjective concept which changes from person to person. According to Webster dictionary, satisfaction is an achievement of a need or a desire. Previous studies explained life satisfaction in various dimensions and perspectives: an affective or emotional approach explain life satisfaction as an equilibrium between positive and negative affect; the cognitive approach describe this concept in a way that how a person develop evaluation about his life and different aspects of his life like family, health, work etc. (Diener, 1984).

There are some terms which are closely related to life satisfaction, such as: happiness, superiority of life, subjective or psychological well-being (Beutell, 2006). But the life-satisfaction has the benefit over the term 'subjective well-being' in such a way it accounts the whole assessment of life instead of individual's present feelings or specific psychosomatic indications. Life-satisfaction is one of the indicators of 'obvious' quality of life with other pointers of physical health along with the mental functioning. It is described as a measure of the whole situations of being as resulted from a evaluation of individual's goal to individual's real achievement (Cribb, 2000).

Life satisfaction can be explained as the assessment of the individual's accomplishment in overall life. Generally, Life satisfaction includes desire to bring some changes in a person's life, satisfaction with earlier life and upcoming possibilities, and giving significance to other's views about one's life. Life satisfaction accounts to feeling of satisfaction for having achieved wishes; fulfil the demands, expectations and requirement of human being (Zullig, 2006; Afaq et al., 2022). According to a social psychologist, life satisfaction refers to individual's state of wellbeing that characterized positive emotions. It also the raise of positive thoughts and defeat of negative emotions in everyday life (Kashdan, 2007).

Types of life satisfaction

Social Satisfaction

Children develop social satisfaction mainly from group relationship that is influenced by whether they will find fulfilment in performing learning activities. If the learning group is not satisfactory,

then individual drives usually are pointed toward improving group condition. In the same way, Adults also get social satisfaction by being engaged with their interpersonal (Bradburn, 1969).

Family Satisfaction

Family is an important component of a person's life. It serves many significant functions. The first and foremost is socialization of a children. Then, it achieves the satisfaction of the emotional and warmth needs of its members. It also provides love and security that are important to social and psychological well-being. It also expands the physical survival of its members (Bronk, 2009).

Self-satisfaction

A person is happy to his self is one who is fully aware of his skills, capabilities and potentials as well as family and socio-economic circumstances, then he will be satisfied with life (Qureshi, 2007).

Job Satisfaction

According to Locke (1976) job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. It is the difference between what the situation in the workplace provides and what an employee values. Smith et al. (1969, p. 6) demonstrated that "job satisfaction are feelings or affective responses to aspects of the situation." According to Lofquist and Dawis (1984), job satisfaction refers to employee's evaluation that how much workplace settings accomplish the individual's goals and needs. Lease (1998) also described job satisfaction as the level of an employee's emotional orientation toward the work role provided by the organization.

Security Satisfaction

Security is very intensive object in a fast, efficient and high technological society. If someone has security about property, self-status and family, so it will be best predictor of life satisfaction (Qureshi, 2007).

Satisfaction of Status

A person's status or prestige is especially related to the dynamics of society. If a person has a well-known status, then all the basic needs, rights, duties will be satisfied (Qureshi, 2007).

Determinants of life satisfaction

Life satisfaction depends upon many interrelated factors which may vary from one situation to other. A lot of previous studies have observed the determinants of life satisfaction. These include age, gender, personality, education, status etc. Some of the factors are following:

Personality: Some personality characters like openness, extroversion, agreeableness, and are thought to be high cause of life satisfaction in one's life. Studies have found that neurotic tendencies and life satisfaction are slightly correlated. Some evidence show that it seems likely that neurotic and maladjusted personality may be a source of life dissatisfaction, but it is not clear to which extent this strength matters (Rafiq, 2002).

Age: Studies found a relationship between contentment or life satisfaction and age. Middle-aged people are prone to be less contented than younger and older people (Dolan et al. 2008). According

to Sotgiu et al. (2011), older people are more satisfied as they lived the joyless period in their middle life and were able to adjust themselves.

Income: The impact of income on life satisfaction has not been the same in different studies. Many researchers revealed that higher income will lead to positive effect on life satisfaction, on the evidence that contentment or subjective well-being will increase with the increase of income (Dolan et al. 2008). It is also concluded that contentment is positively affected by the higher income but in the short term than in the long term (Hagerty and Veenhoven 2003). However, prior studies found that higher income increases life satisfaction to a small level. For poor's life satisfaction, higher income has a strong positive impact than for the life satisfaction for the rich (Helliwell et al. 2011).

Education: Previous studies concluded that higher education would lead to high contentment subjective well-being, and life satisfaction (Cunãdo and de Gracia 2012). Though, few researchers also found that education does not directly enhance contentment, but its impact is facilitated by the higher chances made by education for earning higher income which further enhance the life satisfaction of the individual (Schimmel 2009). However, Binder and Coad (2011), suggested that there is a positive relationship between life satisfaction and education but up to certain degree this relation become negative.

Marital Status: Married people are more contented than singles and singles are more contented than the separated or divorced (Peiro 2006). According to Gove et al. 1983 family is responsible in offering private satisfaction which leads to meaningful life and rewarding for adults who live in families. Patricia Frazier et al. (1996) described that married people, mostly males, inclined to have more backing from their family and ultimately have a higher life satisfaction.

Emotional Intelligence

From few years, the term "Emotional Intelligence" has been a centre of attention as it is useful in predicting and expecting work performance of an individual. Research proofs suggested that only intelligence will not predict success at life and workplace and that emotions have an important role in everyday life success. Over time, scientists started noted that why simple IQ alone does not predict the individual performance. They have concluded that there is another type of intelligence which is significant in the better performance of an individual, called emotional intelligence. Thorndike defined the characteristic of social intelligence which are recognized as emotional intelligence at current time. Social intelligence can be described as the ability to know others and act properly in inter-personal relations (Goleman, 1995).

Goleman who was a psychologist at Harvard, published his first book "Emotional intelligence: Why It Can Matter More than IQ" in 1995. IQ alone cannot assess the success of an individual: It explains 20 percent of one's success and the rest is based on emotional and social intelligence. Unlike IQ, EI is not fixed for the long time rather it can be improved over a lifetime (Goleman, 1995)

In the work of Darwin, there is a root of emotional intelligence who postulated that emotional expression was important for survival (Mcpheat, 1995). Coinage of the term "emotional intelligence" is awarded to Mayor and Salovey (1995), who explained emotional intelligence as being able to identify one's own and other feelings, to distinguish these feelings or emotions, and to control our thoughts and acts. They described emotional intelligence as a power to handle emotional information proficiently. Mayor and Salovey (1995) assumed that emotional intelligence

serves as a bridge between cognitive and emotional system and therefore emotional intelligence should be discriminated from general intelligence.

Sean Mcpheat defined emotional intelligence as “combination of abilities which enables a person to be aware of, to understand, and to be in control of their own emotions, to identify and understand the emotions of others and to utilize this knowledge to raise success of them and others.” It was proven that people who have developed high EI are more successful at their work because they know how to behave and monitors their emotions according to the specific circumstances. They can utilize their feelings as a sign that what their body and mind require and able those to understand others point of view as well. (Mcpheat, 1995).

It has been revealed that people with high degree of emotional intelligence are not only just effective in their work but also, they live healthier and happier life along with better associations with others. Those with a high level of emotional intelligence will have positive feelings like: Motivation, Friendship, Achievement, Awareness, Gratitude, Satisfaction, Peace of mind, Self-control, Autonomy, Self-efficacy. Those with a low-level EI have feelings like: Loneliness, Distress, Guilt, Frustration, Depression, Resentment, Annoyance, Dependence, Victimization, Disappointment, Laziness, and Emptiness (Frey and Stutzer 2000).

Some important models or perspectives on emotional intelligence are as follows:

Mayer and salovey’s model of emotional intelligence

Mayer and Salovey (1995) initially identified three constituents of Emotional Intelligence: a skill of individual to evaluate and control emotions of himself, evaluate other individual’s emotions, and to utilize feeling and emotions to resolve problems. The first part is based on the Ekman’s work on showing the feeling and emotions (Ekman, 1993). The second part includes knowledge about the feelings. The last part emphasizes impact of emotions in communicating and facing difficult situations. Mayer and Salovey (1997) broaden their definition of emotional intelligence a capability to identify feelings and emotions, use it, recognize feelings and control the feeling to enhance growth of the individual functioning. They built a four-branch model of EI which are also known as Ability based model.

Emotional Perception: Refers to capability of the individual to identify his emotions and other’s feelings.

Emotional Use: It means use of emotions to carry out other mental processes efficiently. People with high EI tend to make better usage of their emotions in order to help them to think in a specific situation and to solve a problem.

Emotional Understanding: The skill to understand the cause of emotions and how the emotions relate with each other. This also includes the ability to understand how emotions progress over a period.

Emotional Management: It means to regulate the emotions and feelings of self and others. This also involves openness to emotions and to restrained negative feelings and promote positive emotions in oneself and others.

This model received plenty of criticism because regardless of the earlier studies describing emotional intelligence in the sense of ability, later scholar has claimed that emotional intelligence consists of capabilities of non-cognitive function (Bar-On, 1997; Goleman, 1998).

Bar-On model of Emotional Intelligence

Reuven Bar-On was the first who tried to measure emotional intelligence and first used the term of Emotional quotient. He described emotional intelligence as “an array of emotional capabilities and skills that affects our overall abilities to cope with the environmental demands and pressures”. In 1997 he recognised five main domains that play a significant role in success of life involving intrapersonal skills, inter-personal abilities, flexibility, management of anxiety, and overall temperament. This concept about emotional intelligence is also called as a mixed model of emotional intelligence. Intrapersonal skills mean the skill of individual to be conscious of his feelings and understand them (Bar-On, 1997). Interpersonal skills refer to being attentive of and understanding others’ emotions and feelings (Bar-On, 1997). Flexibility involves the ability to be flexible and change the emotions with varying circumstances (Bar-On, 1997). Management of anxiety means that an individual is engaged in coping with anxiety and regulate his emotions. An ability to feel and show positive feelings and be hopeful are included in overall mood (Bar-On, 2000).

This model of emotional intelligence has been critiqued by many researchers. Mayer and Salovey (1997) claimed that for measurement of emotional intelligence, there should be a need to assess actual abilities not a self-report constructs which was used in the emotional quotient inventory.

Goleman’s model of Emotional Intelligence

Goleman’s (1995) model of emotional intelligence consist of five domains: understanding and controlling one’s feelings and emotions, motivation, identifying feelings of others and maintain relationships. Goleman (1998) published his book “working with Emotional Intelligence” and defined emotional intelligence as “ability to identify our own emotions and others, motivating ourselves and control emotions of ourselves and in our affiliations”. Goleman (2002) further explained four domains of emotional intelligence. These domains are further categorized into sub-domains, self-awareness, self-management, social awareness and relationship management. The Goleman (2002) model of emotional intelligence is presented in the tabular form is given below:

| Dimensions | Abilities |
|-------------------------|---|
| Self-awareness | <ul style="list-style-type: none"> • Emotional consciousness • Precise assessment of self • Self-assurance |
| Self-management | <ul style="list-style-type: none"> • Emotional control of self • Transparency • Adaptableness • Success orientation • Creativity and hope |
| Social awareness | <ul style="list-style-type: none"> • Service location • Industrial awareness • Empathy |
| Relationship management | <ul style="list-style-type: none"> • Inspiring headship • Others Effect • Building bonds • Conflict management • Building bonds • Co-operation and collaboration • Communication |

Rational of the Study

Traffic wardens are doing very strict and challenging job. Sometimes they must face serious complications and heart threatening situations on the road. To perform their duty at perfect level, they need to be function well. Life satisfaction and emotional intelligence are the factors which are studied to check the performance of traffic wardens. The objective of the present study is to find the significant relationship among life satisfaction and emotional intelligence. Current study also intends to find the gender difference between emotional intelligence and life satisfaction among traffic wardens.

Aims and Objectives

- To explore the relationship between life satisfaction and emotional intelligence among traffic wardens.
- To find out the gender differences between emotional intelligence in traffic wardens.
- To find out the gender differences between life satisfaction among traffic wardens.
- To predict that life satisfaction is predicted by emotional intelligence in traffic wardens.

Hypotheses

- There will be a significant relationship between life satisfaction and emotional intelligence.
- There will be a significant gender differences between emotional intelligence among traffic wardens.
- There will be a significant gender differences between life satisfactions among traffic wardens.
- Life satisfaction will be significantly and positively predicted by emotional intelligence among traffic wardens.

Method

Research Design

In this study, correlational research design was used to discover the association between two variables, life satisfaction and emotional intelligence among traffic wardens. The sample collected consists of 100 traffic wardens with the distribution of 90 male traffic wardens and 10 females. The age of participants ranges from 25-45 years. The data is collected from various traffic sectors and the headquarters located in Lahore. The data is collected through the convenient purposive sampling strategy. Traffic wardens of age ranges from 25-45 years are included in this study. Only traffic wardens of Lahore city are included in the study.

Research Instruments

Demographic sheet: Demographic sheet contains personal information about the participants for instance Age, Qualification, Marital status, Family system, No. of children's, Duration of Profession, Socio-economic status, Monthly income etc.

Scale of Emotional Intelligence (SEI): This indigenous scale was created by Batool and Khalid in 2009 at Department of Psychology, Government College Lahore. It is a self-report scale, used to measure the emotional intelligence and consist of 4-point Likert scale responses. This scale has 56 items in Urdu language. It has 10 subscales in it

Satisfaction with Life Scale (SWLS): This scale was designed by Ed Diener in 1985 and used for the assessment of satisfaction of an individual's life. It is a 7-point Likert scale response measure. Urdu version of this scale is used in the present study.

Results

Reliability Analysis

Table 1: Descriptive of Demographic of Participants (N=100)

| Variables | F | % | M (SD) |
|------------------------------|----------|----------|---------------|
| Age | | | 32.29 (4.58) |
| Gender | | | |
| Male | 90 | 90% | |
| Female | 10 | 10% | |
| Education | | | |
| Intermediate | 10 | 10% | |
| B. A | 38 | 38% | |
| M.A | 52 | 52% | |
| Duration of Service | | | |
| 1-10years | 41 | 41% | |
| 10-20years | 59 | 59% | |
| Socio Economic Status | | | |
| Upper Class | 4 | 4% | |
| Middle Class | 94 | 94% | |
| Lower Class | 2 | 2% | |
| Family System | | | |
| Nuclear | 40 | 40% | |
| Joint | 60 | 60% | |

In Table 1 mean of age of the traffic warden is 32.29 and SD is 4.58. 10% of the traffic wardens have intermediate level of education, while 38% and 52% of wardens BA and MA level of education respectively. 41% traffic wardens are putting on 10 years of service while 59% of traffic wardens have 10-20 years of service. 4% of traffic wardens hail from upper middle class, 94% are from middle class and only 2% were from lower middle class.

Table 2: Reliability Analysis of Emotional Intelligence Scale and Life Satisfaction Scale among Traffic Wardens

| Variables | K | M(SD) | A |
|------------------------|----------|---------------|----------|
| Emotional Intelligence | 56 | 170.44(16.03) | .86 |
| Life satisfaction | 5 | 21.55(3.80) | .53 |

k= No. of items, α = Cronbach's alpha

The results showed that emotional intelligence scale was found to be highly reliable ($\alpha=.86$), and reliability of life satisfaction was found to be slightly reliable ($\alpha=.53$).

Table 3: Reliability Analysis of Subscales of Emotional Intelligence among Traffic Wardens

| Variables | k | M(SD) | α |
|--------------------------|----|-------------|----------|
| Self-Regard | 07 | 18.59(2.49) | .25 |
| Emotional Self-awareness | 05 | 15.43(2.11) | .14 |
| Interpersonal skills | 08 | 26.45(3.50) | .75 |
| Problem Solving | 05 | 15.82(2.52) | .67 |
| Impulse Control | 05 | 13.80(2.13) | .31 |
| Assertiveness | 07 | 20.02(2.09) | .37 |
| Empathy | 05 | 16.33(2.73) | .72 |
| Stress Tolerance | 05 | 13.57(2.35) | .34 |
| Optimism | 05 | 15.43(2.22) | .50 |
| Flexibility | 05 | 15.00(2.66) | .60 |

k= No. of items, α = Cronbach's alpha

The results showed that Interpersonal skills consisted of 7 items ($\alpha=.75$), Problem solving consisted of 5 items ($\alpha=.67$), Empathy consisted of 5 items ($\alpha=.72$), optimism consisted of 5 items ($\alpha=.50$) and flexibility consisted of 5 items ($\alpha=.60$) were reasonably reliable. Whereas Self-regard with 7 items ($\alpha=.25$), Emotional self-awareness with 5 items ($\alpha=.14$), Impulse control consisted of 5 items ($\alpha=.31$), Assertiveness with 7 items ($\alpha=.37$) and Stress tolerance consisted of 5 items ($\alpha=.34$) were not reasonably reliable.

Table 4: Inter-correlation matrix between Emotional Intelligence and Life Satisfaction among Traffic Wardens

| Variables | I | II | M(SD) |
|------------------------|---|------|---------------|
| Emotional Intelligence | - | .23* | 170.44(16.03) |
| Life Satisfaction | | - | 20.55(3.80) |

Note: *p <.05

To inspect the relationship between life satisfaction and emotional intelligence among traffic wardens' correlation analysis was performed. Results of Pearson correlation indicated that life satisfaction and emotional intelligence have positive significant correlation with each other $r = .23$, $p < .05$.

Table 5: Inter-correlation between subscales of Emotional Intelligence Scale among Traffic Wardens

| Variables | I | II | III | IV | V | VI | VII | VIII | IX | X |
|----------------------|----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Self-Regard | -- | .36** | .60** | .55** | .38** | .37** | .47** | .15 | .39** | .25* |
| Self- awareness | | -- | .28** | .30** | .06 | .33** | .16 | .14 | .29** | -.06 |
| Interpersonal Skills | | | -- | .64** | .36** | .45** | .64** | .46** | .38** | .35** |
| Problem Solving | | | | -- | .28** | .35** | .51** | .32** | .29** | .32** |
| Impulse Control | | | | | -- | .22* | .32** | .06 | .08 | -.09 |
| Assertiveness | | | | | | -- | .51** | .32** | .30** | .24* |
| Empathy | | | | | | | -- | .63** | .22** | .58** |
| Stress Tolerance | | | | | | | | -- | .13 | .54** |
| Optimism | | | | | | | | | -- | .13 |
| Flexibility | | | | | | | | | | -- |

*P < .05, **p < .001

Results of Pearson correlation revealed that flexibility is negative correlated with emotional self-awareness ($r = -.068$) and with impulse control ($r = -.068$). Other than all the subscales are positively significant with each other.

Table 6: Gender Differences on Emotional Intelligence and Life satisfaction Among Traffic Wardens

| Variables | Men (<i>n</i> = 90) | Women (<i>n</i> = 10) | CI | | | | |
|------------------------|-------------------------|---------------------------|---------------|----------|-----------|-----------|------------------|
| | <i>M</i> (<i>SD</i>) | <i>M</i> (<i>SD</i>) | <i>t</i> (98) | <i>P</i> | <i>LL</i> | <i>UL</i> | <i>Cohen's d</i> |
| Emotional Intelligence | 170.09(15.782) | 173.60(18.75) | -.65 | .02 | -14.14 | 7.12 | .20 |
| Life Satisfaction | 19.19(1.476) | 19.00(.81) | .39 | .06 | -.75 | 1.13 | .15 |

Note * $p < .05$, ** $p < .001$, CI= confidence interval, LL= lower limit, UL= upper limit

This table shows that there exists a significant difference between emotional intelligence among male and female traffic wardens and a non-significant difference between life satisfaction among male and female traffic wardens.

Table 7: Sample linear regression for Emotional Intelligence as a predictor of Life Satisfaction among Traffic Wardens

| Variables | B | SE | B | t | P |
|----------------|------|-----|-----|------|-----|
| EI | .23 | .01 | .02 | 2.35 | .02 |
| R ² | .05 | | | | |
| F | 5.55 | | | | |

Linear regression analysis was carried out to investigate the role of emotional intelligence in life satisfaction among traffic wardens. Emotional intelligence is a significance positive predictor of life satisfaction ($\beta = .23$, $t(98) = 2.35$, $p < .05$).

It is suggested that 15% of the variance in life satisfaction can be explained by a model comparing construct of emotional intelligence ($R^2 = .05$, $p < .05$). Overall, the model was significant ($F = 5.55$, $p < .05$).

The result of the current study revealed that both life satisfaction and emotional intelligence show positive and significant correlation with each other $r = .23$, $p < .05$. Moreover, gender differences are significant between emotional intelligence among male and female traffic wardens. The outcome also revealed that no significant differences between life satisfactions exists among male and female traffic wardens. The current research also showed that life satisfaction is significantly and positively predicted by emotional intelligence ($\beta = .23$, $t(98) = 2.35$, $p < .05$).

Discussion

Present study aimed to investigate the relationship between life satisfaction and emotional intelligence among traffic wardens and whether life satisfaction is predicted by emotional intelligence among traffic police. The present study also observed the gender differences in terms

of life satisfaction and emotional intelligence among traffic wardens. The outcomes of this study are discussed with backing of previous literature and theory related to this research.

The result of present study revealed a significant positive linkage between emotional intelligence and life satisfaction. The first hypothesis that there will be a significant relationship between life satisfaction and emotional intelligence was supported by the present study. Significant link between these two variables means that if scores on emotional intelligence increases, scores on life satisfaction also increases. Similarly decrease in emotional intelligence will lead to decline in life satisfaction. This finding is consistent with the previous studies of Sahraei, Alipour & Alipour (2016) who showed that emotional intelligence and life satisfaction are positively correlated with each other ($p < 0.05$). Another research (Ardahan, 2012) supports this outcome that by increases in emotional intelligence, life satisfaction is also increases.

The second hypothesis that there will be a significant gender differences between emotional intelligence among traffic wardens was also supported by this study. The finding of this research exposed that there exists a significant gender difference in emotional intelligence among traffic wardens. Female traffic wardens scores higher in emotional intelligence as compared to males. This outcome is like prior research measured emotional intelligence on both gender and the result indicated that females are significantly more emotional intelligent as compared to men. Day and Carroll concluded that females obtained significantly high score on all scales of measure of Emotional Intelligence (Chaudhary, Jan, Sajjad & Ali, 2013)

The third hypothesis there will be a significant gender differences between life satisfactions among traffic wardens was not supported by this study. The finding of this research revealed that no significant gender differences between life satisfactions among traffic wardens. For example, per previous research that concluded life satisfaction is gender independent (Fugal-Meyer, Melin, & Fugal-Meyer 2002).

The fourth hypothesis that life satisfaction will be significantly and positively predicted by emotional intelligence among traffic wardens was supported by this study. The finding of the present study is like the previous research (Gallagher & Vella-Brodrick 2008) resulted that life satisfaction is significantly and positively predicted by emotional intelligence.

Conclusion

In the light of above-mentioned results, it can be concluded that life satisfaction and emotional intelligence were positively correlated. Emotional intelligence plays a significant role in prediction of life satisfaction. It was also concluded from the above outcomes that emotional intelligence differs with respect to gender among male and female traffic wardens whereas life satisfaction is not dependent on gender differences among male and female traffic wardens.

Limitations and Suggestions

1. The study was survey based and quantitative in nature. In future, qualitative research can also be done on this topic.
2. The data was gathered from a single city i.e. Lahore, limiting it to one city of the whole country. In future studies, the data can be collected from different cities.
3. The current study showed significant but weak correlation between emotional intelligence and life satisfaction. It means other variables also affect the relationship of life satisfaction

and emotional intelligence. For future studies, this research can be carried out with other variables to see the link between life satisfaction and emotional intelligence.

Implications

1. This study will offer a ground and support for other researchers for future work.
2. The current research will help the future researchers to know the link between life satisfaction and emotional intelligence among traffic wardens.
3. The results of the study will be beneficial in organizational psychology.
4. This research will contribute to literature regarding emotional intelligence and life satisfaction.
5. This study will explain the role of organizational psychologist in the department of traffic police in which a psychologist helps the traffic wardens to enhance their organizational skills, emotional intelligence and for better quality of life.
6. It would be suggested that to improve their emotional intelligence level workshops was organized.

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