

DOI: <https://doi.org/10.34069/AI/2023.62.02.32>

How to Cite:

Zhylin, M., Mendelo, V., Cherusheva, G., Romanova, I., & Borysenko, K. (2023). Analysis of the role of emotional intelligence in the formation of identity in different European cultures. *Amazonia Investiga*, 12(62), 319-326. <https://doi.org/10.34069/AI/2023.62.02.32>

## Analysis of the role of emotional intelligence in the formation of identity in different European cultures

### Análisis del papel de la inteligencia emocional en la formación de la identidad en diferentes culturas Europeas

Received: January 20, 2023

Accepted: March 22, 2023

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#### Abstract

The objectives of the article are to determine the peculiarities of the theoretical, ideological and practical-functional factors that determine the cultural characteristics of the global European society and individual communities of the European region. The methodological basis of the study was a combination of general scientific, scientific-cultural, and philosophical methods. The results of the study show that emotional intelligence is a mechanism for implementing the fundamental principle of European society in varied Concordia and providing functions of adaptation, integration, as well as pragmatism, and balancing socio-cultural dimensions. Consequently, emotional intelligence appears to be an important component that determines the peculiarities of the formation of the cultural identity of European communities.

**Keywords:** emotional intelligence, cultural intelligence, mentality, European community, cultural identity.

#### Resumen

Los objetivos del artículo son determinar las peculiaridades de los factores teóricos, ideológicos y práctico-funcionales que determinan las características culturales de la sociedad europea global y de las comunidades individuales de la región europea. La base metodológica del estudio fue una combinación de métodos científicos generales, científico-culturales y filosóficos. Los resultados del estudio muestran que la inteligencia emocional es un mecanismo de aplicación del principio fundamental de la sociedad europea en variada concordia y que proporciona funciones de adaptación, integración, así como pragmatismo y equilibrio de las dimensiones socioculturales. Consecuentemente, a inteligencia emocional aparece como un componente importante que determina las peculiaridades de la formación de la identidad cultural de las comunidades europeas.

**Palabras clave:** inteligencia emocional, inteligencia cultural, mentalidad, comunidad europea, identidad cultural.

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## Introduction

The cultural identity of the European community does not imply geographical or administrative affiliation. Rather, this question is associated with the value aspects of the development of the European socio-cultural space. Material, intellectual and spiritual values form the cultural heritage of the region, which has specific mental peculiarities.

European culture has always been in search of an effective worldview paradigm, which takes into account all aspects of civilizational, regional, and national development on the continent. Attempts to form a worldview paradigm based on a dominant element (religion in the Middle Ages, rationalism in the New Age) have not yielded the desired result. Consequently, the European community, since the middle of the twentieth century (after another continental catastrophe caused by World War II), has been guided by the notion of balance as the key guide of sociocultural development. The search for balances requires appropriate mechanisms that will first identify them and then create the prerequisites for ensuring them.

The fundamental components that form the necessary balances in the European sociocultural paradigm are rationality (with the key factor - intellect) and spirituality (with the key factor - emotion). For a long time, these elements developed powerful theoretical and ideological, and practically oriented precepts separately from each other. However, the turn of the twentieth to twenty-first centuries was a period of actualization of synergetic principles, which led to the convergence of rational and spiritual aspects of European culture. Emotional intelligence became one of the mechanisms in which emotions and intellect acted in concerted unity on issues of identification of socio-cultural features of society. At the same time, emotional intelligence has demonstrated effectiveness in processes of influencing the transformation of cultural space in global or national dimensions.

The aim of the study is the need to harmonize the rational and spiritual elements of the socio-cultural development of European countries, which will allow to explain the principles of the mentality of European cultural identity. The results of the study focus on the illuminated functions that emotional intelligence performs in the modern European worldview paradigm. The mechanisms of emotional intelligence are realized in two mental manifestations:

- Theoretical and attitudinal, according to which cultural identity is characterized by the motto of the European community “united” in diversity.
- Practical-functional, which implies the implementation of the principles of adaptability, integration, pragmatism, and balance.

One of the key research focuses of scientific research is the question of the functions of emotional intelligence in the practical and everyday dimension of the cultural identity of Europeans. The results of the study indicate the dominance of pragmatic functions: adaptive, integrative, and balancing.

## Theoretical Framework or Literature Review

For a long time in the scientific discourse, the problem of emotional intelligence has been associated with psychological studies of the emotional-volitional development of human beings (MacCann et al., 2020). A study by Sánchez-Álvarez et al., (2020) reveals the content of emotional intelligence as an academic phenomenon in psychological practice that studies the emotional-volitional sphere of human life. Such studies have not directly dealt with problems of cultural identity but have provided a theoretical basis for the analysis of the principles of the mentality of the European community.

In studies that dealt with emotional intelligence, the key role was given to the behavioral component (Boyatzis, 2018). Behavioral elements dominated the emotional-intellectual characterization of mentality at the national or regional level. At the same time, other characteristics of EI, which are equally important in the process of cultural identification, were somewhat leveled. The study attempts to actualize the elements of EI of a sociocultural nature that allow us to interpret the cultural identity of Europeans in a holistic and balanced way (Kotsou et al., 2019).

The intercultural interactions inherent in the European space have increased interest in cultural intelligence (Rockstuhl & Van Dyne, 2018). “Cultural intelligence (CQ), the human ability to function and manage effectively in culturally diverse situations and contexts, has become the center of a vibrant scholarly and thriving field of interdisciplinary research” (Ott & Michailova, 2018). The process of studying problems related to emotional

intelligence in scientific discourse is also developing in a similar scenario. The general characterization of cultural intelligence problems (Fang et al., 2018) has contributed to the actualization of emotional intelligence research (Prentice, 2019). That is, an interdisciplinary approach is becoming key in illuminating the role of emotional intelligence in various sociocultural dimensions, including cultural identity issues.

### Methodology

Issah (2018) identifies five methodological components of emotional intelligence, namely self-awareness, self-regulation, self-motivation, empathy, and social skills, through which direct management of sociocultural processes is carried out. The proposed study uses methodological principles close to synergetic attitudes - self-awareness and self-motivation - as elements of human self-organization in the socio-cultural space. Self-organizing elements are an effective principle for the implementation of the identification of social consciousness and worldview beliefs.

It is important to understand the general methodological approaches in determining the role of emotional intelligence in the formation of cultural identity. In particular, the scientific discourse of the twentieth century offers conceptualization as a leading methodological principle in the study of emotional intelligence. It has not been used in the study but requires a separate presentation as a reference point for further research of a similar format, such as the Geneva Emotional Competence Test (GECe), which defines abilities in the context of features of perception, understanding, and regulation of emotions (Schlegel & Mortillaro, 2019). The results of such testing are situational judgments that are especially relevant in the dynamics of the study, as cultural identity in the contemporary permanent European sociocultural space, is constantly changing its characteristics. Moon (2010), in turn, proposes to study the connections between emotional intelligence in the context of a four-factor model of cultural intelligence - metacognitive CQ, cognitive CQ, motivational CQ, and behavioral CQ.

An important methodological element in investigating the role of emotional intelligence in the process of cultural identity formation across European cultures is the conceptualization of mental capacities (Prentice, 2019). A clear delineation of the conceptualization of intellectual-emotional elements in the example of managerial activity was used in the study to

correlate the principles of emotional intelligence (specific emotions) and cultural intelligence (specific cultural environment) within the identity of the European community.

In general, the intellectual dimension is shaped by different variations. The positioning proposed by Crowne (2009), according to which cultural intelligence (CQ) and emotional intelligence (EI) form holistic social intelligence (SI), is taken to explore the influence of EI on cultural identity formation. The use of this methodological paradigm allows us to clearly trace the functionality of emotional intelligence in the system of socio-cultural activity. A promising direction of research aimed at determining the positioning of emotional intelligence in the paradigm of cultural identity is the allocation of the concept of socio-cultural intelligence (SCI). This will optimize the theoretical and methodological principles of emotional intelligence in the system of cultural identification.

### Results and Discussion

The results of the study actualize two components that form the paradigm of the cultural identity of European communities:

- practical and functional characteristics of emotional intelligence;
- theoretical and methodological principles of emotional intelligence.

Understanding and managing emotional state is an important component in an individual's ability to identify elements of the environment (Kotsou et al., 2019). Cultural identity needs a human-cultural capacity. Awareness of cultural, state and regional peculiarities of development determines the formation of the cultural identity of a nation, region, or civilizational type of development. For European society, cultural identity is characteristic for all the above-mentioned manifestations.

Emotional intelligence on the practical level performs many functional elements related to the influence of emotions on the positioning of the individual in the socio-cultural space. For the European space traditionally in the historical section, and especially in the modern cultural environment, a synergetic attitude in relation to different spheres of social activity is inherent. Synergetic principles of unification and the development of a common value paradigm dictate their conditions to the principles of cultural identification of Europeans.

One of the principles of the practical manifestation of emotional intelligence in the formation of the cultural identity of Europeans is its impact on the organization of teamwork (Jamshed & Majeed, 2019). Teamwork is realized at different levels, from the unification of the professional team to the macro indicators of social activity. All European Union countries and the vast majority of the rest of the region,

striving to emulate European values, implement strategies for socio-economic, socio-political, and cultural-mental engagement, in which the emotional-intellectual component is one of the determining ones.

Emotional intelligence in the practically oriented cultural identity cluster of Europeans performs several fundamental functions (see Table 1).

**Table 1.**

*Functions of emotional intelligence in the practically oriented cultural identity cluster of Europeans*

The emotional and intellectual component in the cultural identity of Europeans	
Functions of emotional intelligence	Practical implementation in the socio-cultural European space
adaptive	awareness of the role of emotional abilities in the process of finding optimal conditions for the implementation of socio-cultural activity
integrative	use of emotional potential in the process of access to the cultural heritage of local (individual European countries or regions) or global (holistic civilizational European progress) nature
pragmatic	optimization of the emotional component when being active in the cultural space of the European community
balancing	coordination of indicators of emotional and cultural intelligence in the cultural space of Europe (general or in the context of a particular region, country, or community)

Source: authors' own development.

Crowne (2013) points to the ease of understanding in contact with other cultures when using the principles of emotional intelligence. This is how at least three practically functional principles of EI in the sociocultural dimension of Europe are realized: adaptation, integration, and pragmatism. Lin et al., (2012) highlight the moderating role of emotional intelligence in cultural adaptation. Caputo et al., (2019) note that "it becomes important for negotiators to develop the ability to recognize cultural differences and adapt their negotiating styles to the cultural contexts they face", suggesting that there is no alternative to using emotional intelligence in cultural engagement.

"Emphasizing the importance of cross-border effectiveness in today's globalizing world, cultural intelligence is a leader's ability to effectively manage in culturally diverse environments" (Rockstuhl et al., 2011). At the same time, emotional intelligence is designed to shape these leadership competencies because it does not focus on professional skills but extends its influence on the social, individual, and psychological aspects of human activity. The role of emotional intelligence in cultural and practical activity is most fully revealed by the activities of global managers and the characterization of their leadership and emotional-will qualities (Miao et

al., 2018). In particular, such an attitude as creativity is actualized (Darvishmotevali et al., 2018), which equally attracts both intellectual and emotional factors.

One of the key elements promoted in the European worldview system (implemented primarily in the educational, scientific, and cultural space) is the balance of ability and self-esteem (MacCann et al., 2020). The focus on human capabilities as a fundamental component of one's success is already traditional for the European community. All spheres of social life are aimed at achieving optimal conditions in which people can develop and realize their potential (creative, intellectual, productive, etc.). This organizational attitude requires the correlation of the intellectual and emotional components, both in the social manifestation and in the individual dimension. Emotional intelligence offers self-assessment as an indicator of the effectiveness and efficiency of the implementation of human abilities. This is how the attitudes of pragmatism, one of the main tendencies of the cultural identity of European and Western society, are formed.

Emotional intelligence, through the mechanisms of emotional labor, shapes the priorities of material culture development (Wen et al., 2019).

Emotional intelligence is an important factor in the process of increasing productivity (Yusuf & Kuras, 2020), which has become a real worldview mainstream of European cultural identity in recent decades (Khosravi et al., 2020). The study of the principles of pragmatism as a sociocultural element of the mentality of Europeans clearly correlates with the intellectual-emotional characteristics of labor productivity (Sanchez-Gomez & Bresó, 2020).

The task of emotional intelligence is to shape individual and social understandings of happiness and well-being (Guerra-Bustamante et al., 2019). For European society, these concepts are fundamental in the context of cultural heritage formation.

Tolerance, humanity, and equality are elements of the theoretical and attitudinal principles of European society, which are expressed in concretized elements such as immersive learning (Namestiuk, 2022). The democratization of European cultural heritage, which is characterized by responsibility and respect and is realized through mechanisms of emotional and cultural intelligence, is a value reference for other communities to emulate (Rakhimov & Mukhamediev, 2022).

Emotional intelligence has become an effective tool for psychological resilience (Sarrionandia et al., 2018). With the development of knowledge about emotional intelligence, the limits of human resilience have expanded significantly. The dynamism of today's globalized world dictates the reality that human resilience becomes almost a worldview element of cultural identity. Each community forms mechanisms to ensure the said resilience of the individual to permanent and rapid changes in the sociocultural space. The European community uses a combination of intellectual and spiritual elements to build an effective protective model for the individual and society. Emotional intelligence as a successful synergetic balance of intellect and emotion is a sought-after tool in the European cultural tradition. The features of intellectual-emotional characteristics of Europeans have become an integral part of their cultural identity.

The European community is focused on performance indicators in all areas of social activity. Therefore, the issue of improving indicators of psychological capital is one of the fundamental ones for the average European, which qualitatively distinguishes and identifies him/her in the civilizational socio-cultural space. Since emotional intelligence is a tool for improving the level of psychological capital, it contributes to the automatic incorporation of its principles into the cultural-value paradigm (Gong et al., 2019).

The cultural identity of European countries is defined from several elements that shape the mentality of the inhabitants of this region. Among the key ones are national, cultural, and religious components. Of great importance in interpreting the role of emotional intelligence is spiritual intelligence. The principles of diversity of European culture are realized through tolerance of religious or worldview beliefs (Anwar et al., 2020). Tolerance acts as a principle that translates the characteristics of emotional-intellectual manifestation.

Emotional engagement is also one of the characteristics of the emotional-intellectual component of the sociological cut of European citizens. In order to analyze the influence of emotional intelligence on the cultural identity of individual European cultures, one should consider not only the general characteristic of activity but also investigate its extreme manifestations. In particular, Pérez-Fuentes et al., (2019) highlight the level of aggressive behavior as an element of response to the socio-cultural characteristics of the development of society. In general, cultural identity involves taking into account a variety of components of the emotional-spiritual dimension, which requires a rational characterization.

Consequently, it is possible to determine the key characteristics of emotional intelligence, corresponding to the principles of the cultural and worldview slogan of the European Union in *variedade concordia* (see Fig.1).



**Fig. 1.** Theoretical and ideological principles of manifestations emotional intelligence in the cultural identity of Europe.

Source: authors' own development

It should be noted that contemporary scientific and cultural discourse has somewhat adjusted the concept of emotional intelligence. The primary potential of EI, which was reduced to the management of one's own and others' emotions, despite its ambitiousness, has failed to prove this ability on a practical and everyday level (Petrides et al., 2018). Consequently, the principles of emotional intelligence refocused from active management to an understanding and awareness of one's own and others' emotions. And already, based on these worldview beliefs, one identifies oneself in a particular cultural community.

A promising area of research is the harmonization of the principles of emotional and artificial intelligence (Prentice et al., 2020). The combination of human intelligence and technology opens up new prospects for the development of society. At the same time, this symbiosis generates risks associated with anti-humanistic and anti-democratic manifestations. The European value system responds swiftly to risks by activating norms of respect and responsibility. Emotional intelligence is an effective mechanism to counteract the potential negative impact of the technology process and digitalization on the cultural identity of Europeans. Artificial intelligence blurs the notion of belonging to a nationality, citizenship, and cultural values. Emotional intelligence is designed to provide the individual or society with mechanisms of protection against the total

influence of technologization. Consequently, it preserves the principles of the cultural identity of the European community.

“Science fiction often portrays future artificial intelligence technology as having sophisticated emotional intelligence skills to the point where the technology can develop empathy. Such a strategy can be realized through the three basic domains of emotion--recognition, generation, and augmentation--elements necessary to achieve a new era of artificial intelligence emotional intelligence” (Schuller & Schuller, 2018).

### Conclusions

Thus, emotional intelligence, through the realization of mental abilities, indicates the peculiarities of the cultural identity of the European community. At the practical and functional level, cultural identity in the intellectual and emotional dimension is realized by the principles of adaptation, integration, pragmatism and balance. A characteristic feature of emotional intelligence is the synergistic function, which is designed to balance and correlate the emotional and spiritual elements of different nationalities and ethnicities that form a common European socio-cultural space.

Emotional intelligence does not exacerbate the contradictions between the mental or spiritual-

emotional characteristics of different European communities, but, on the contrary, is part of the principles of socio-cultural intelligence, whose vocation is to develop the theoretical, ideological and practice-oriented integrity of the cultural paradigm of European society. At the theoretical and ideological level, the principles realized through emotional intelligence form the culturally identical meaning of the European Union's ideological slogan "in varietate concordia" and are manifested in such guidelines as democracy, humanity, equality, tolerance, respect and responsibility.

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