

**EMOTIONAL INTELLIGENCE IN SPEAKING CLASS
AT MADURA UNIVERSITY**

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Abstract

Emotional intelligence is the ability to improve thinking and understanding of interpersonal dynamics through incorporating intelligence, empathy, and emotion in everyday life. emotions will give adverse effects on an individual if the emotions are not being controlled properly. Therefore, this study aims to describe the emotions that arise when students speak English and how students can control their emotions when speaking. This study uses a qualitative descriptive method with field notes observation and questionnaires to obtain data. The informants used purposive sampling with the category of students being the most able to speak in class, resulting six English students at the Madura University as the sample. The results of this study are the characteristics of the emotions that exist in students in the form of positive emotions and negative emotions. Negative emotions in students are fear, lack of confidence, anxiety, and shyness when speaking English. while the positive emotion of students are smile and enjoy. they regulate their emotions with the five aspects of emotional intelligence. self-awareness, self-regulations, motivation, empathy, and social skills.

Keywords: *Emotional intelligence , positive emotions , negative emotions*

Introduction

In teaching and learning included several aspects that influenced that process. It is more than obvious that the student with the teacher taught were the most important ones. One of the several aspects that speaking skill influenced by psychological factor namely emotional intelligence and main factors psychological as motivation, self-esteem and anxiety. Goleman daniel (2011:11) said that “Emotional intelligence includes self awareness, self management, social awareness, and the ability to manage relationship”.

Speaking skill need emotional intelligence to have self awareness, confident, motivation to speak in public. Goleman daniel (2016:10) said that “Generally, the single entity of general intelligence (IQ) was not a guaranteed for individual success in life, The level

of emotional intelligence can change if a person is willing to learn and develop throughout life from experience”. Most student are successful because who can interact and communicate well . the importance language is required both in mastering communication directly as well as communication because people will be connected in various ways ranging from interpersonal communication and public communication.

Speaking is a skill of comprehending the meaning to pronounce something fluently and accurately. In EFL learning, many students must know pronunciation grammar, vocabulary, fluency, comprehension. the teacher do many ways and many learning methods to improve their students' speaking skills. such as, listening to music, and practicing with native speakers. In addition to speaking determine psychological and physical rules

must be applied in certain situations communicate the situation”. but in fact it has not been realized by the English students of Universitas Madura. there are still many students who are afraid to join public speaking competitions and even still anxiety when presenting in class even though the audience are friends who often meet. In other words, students should be aware that the emotional intelligence become important and influential elements which give a great impact, particularly in speaking skill.

Studies about emotional intelligence are important because emotions need in activity of human being. Emotional intelligence is the ability to improve thinking and understanding of interpersonal dynamics through the incorporation of intelligence, empathy, and emotion in everyday life. It is very important for all students to be able to adapt socially. The ability to manage emotions can help students solve speaking problem. Based on the research that had been done by Meiva eka sri sulistyawati (2018 : 40-41) she argues that emotional intelligence is the ability to use your emotions to help you solve the problems. Furthermore, to understand students’ emotions, it is necessary to consider that emotions can vary across within each individual student. Psychologists refer to this ability as emotional intelligence, and some experts even suggest that it can be more important than IQ. Goleman says that emotional intelligence refers to ability to recognize our own feelings and others, the ability to motivate

yourself, and the ability to manage emotions well in ourselves in relationship with others. It means to understanding emotional intelligence is ability to know what people feel, including the proper way to handle the problem.

In this research, the researcher interest to do research in Madura University because process of speaking English of students at Madura University often get some difficulties, such as can't think what to say, they don't know how to say it in English and they might say something wrong and feel anxiety. The explanation brings researcher to opinion that student’s problem in speaking English about the student’s emotions and how to manage the emotions in speaking English skill

Research Method

This research is qualitative research. The research intends to know what students’ emotions in English class and how the ways students can control their emotions. This research was conducted in Madura University used purposive sampling with the category of students who can speak most English in class to get the data. Due to the large number of English students, then, there are 6 English students from semesters, 2, 4, and 6 was involved as a subject in this research. Questionnaire and observation

Results and Discussion

Result

The result of the data from observation and questionnaire show that students had different ways to control positive and negative emotions when speaking. Positive emotion are smile and enjoy but

negative emotion such as fear, anxiety, less confident, nervous and they feel difficult to explain their presentation when forget the sentences because of anxiety. In addition, First the students recognize kinds of emotions in themselves by indicator self awareness. From 5 aspects of emotional intelligence self-awareness, self-regulation, motivation, empathy, and social skill. students use it all to know and control emotions in speaking English. Student's emotions in speaking class, the researcher present the data below:

Table of classification student's emotions in speaking class at Madura University.

| No | Positive emotions | Negative emotions |
|----|-------------------|-------------------|
| 1. | Smile | Fear |
| 2. | Enjoy | Anxiety |
| 3. | - | Nervous |
| 4. | - | Less confident |

From the table show that students negative emotions are fear, anxiety, nervous, and less confident while positive emotion are smile and enjoy. It means the emotions of students in speaking class at Madura University are more negative emotions than positive emotion

Discussion

The objective of this research are characteristic students' emotions in speaking class and students control emotions, the researcher discussed as follows :

1. Characteristics of students' emotions in speaking class.

The findings of this research shows that English students in Madura University have more negative emotions than positive emotions. In negative emotions are anxiety, fear, less confident, nervous while in positive emotions are enjoy and smile. In observation, the researcher can known characteristics emotions by facial expression. The research that supports this argument is Dacher Keltner in 2019 Emotions enable people to react to significant stimuli (in the environment or within themselves), with complex patterns of behavior involving multiple modalities – facial muscle movements, vocal cues, bodily movements, gesture, posture, and so on.

Negative emotions when students feel nervous and afraid to communicate in front of the class, their facial expressions look like gaze, oblique eyebrow, looking down and hold their hands. The researcher that supports this argument is studies of the emotion sympathy find that this brief Emotional Expression 7 state involves bodily movements forward, soothing tactile behavior, oblique eyebrows, a fixed pattern of gaze, vocalizations, and skin-to-skin contact when sympathy leads to embrace (Goetz, Keltner, & Simon-Thomas, 2010). Here some pictures facial expressions that show negative emotion of students as follow:



Picture 4.11 She holds hand



Picture 4.15 She looks smile



Picture 4.12 She looks down

Positive emotions when students feel happy communicate in front of the class. Positive expression of English student at Madura University are smile and enjoy, if students can present the material well they looked smile. The research this argument is one of study by (Daniel John K.J 2019) Happiness is one of the primary emotions and the fundamental expression of happiness is a smile.



Picture 4.14 She looks enjoy

2. Students control of emotions

Based on questionnaire, the data shows that 5 aspects emotional intelligence competence used by students in English speaking class

Self-regulation strategies, as it is a necessity for the students to want to take control of the learning process. When students feel negative emotions they will positive thinking and effort be a confident. Xinghua (2007) states that psychological problems are those problems which often interfere your emotional and physical health, your relationships, work productivity, or life adjustment such as nervous, lack of self confident and afraid to speak. These problems may affect student's performance in their speaking.

Besides that, in students' emotional intelligence in doing speaking English, they also used motivation competencies in motivating their own self in facing the negative emotion. Someone who is able to motivate their own self well will be much more effective and productive in everything they do. Ability to motivate their own self is includes optimism, the power of positive thinking, and belonging impulse control.. In line with this, Rohit Rastogi (2005) states that The view that motivation determines emotion and that emotions evolved from survival reflexes has

found wide agreement and how positive thinking practice help to reduce the stress level and grow the problem solving capacity of technocrats and students in daily life.

Empathy is also one aspect that students use to be able to speak well, where they will do various ways to be responded positively by others when speaking such as making eye contact, using sentences that are easy to understand, and smiling.

Social skills are aspects that students use to practice speaking. so that students feel more confident and think positively. In line with this Richards (2008:2) states that “when people meet, they exchange greetings, engage in small talk, recount recent experiences, and so on, because they wish to be friendly and to establish a comfortable zone of interaction with others so be more confident”

Conclusion

1. Students' emotion in speaking English

This study aims to first, describe students' emotions in speaking English. The results showed that students experienced 2 kinds of emotions, namely: positive and negative emotions. In positive emotion are smile and enjoy when in negative emotions, students experience fear, worry, anxiety, shame, confusion, and lack of confidence. Each student experiences several emotions. But most often what students feel when speaking are negative emotions; anxiety, nervous and afraid.

2. Students' emotion management in speaking English

The second aims of this research are to describe the students' emotion Control in speaking English. The result shows that from the 5 emotional intelligence competencies, students used 5 aspects of emotional intelligence in recognizing and

controlling their emotion when speaking English. those are self-awareness, self-regulation, motivation, empathy and social skill.

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