

"INFLUENCE OF EMOTIONAL INTELLIGENCE AND COMMUNICATION QUALITY ON THE STABILITY OF INTERPERSONAL RELATIONSHIPS IN THE FAMILY"

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ENTRANCE The family is an important social institution of society, and the interpersonal relationships formed in it directly affect the psychological well-being and social adaptation of its members. Therefore, the study of factors ensuring the stability of family relationships is one of the urgent directions of modern psychological science. Emotional intelligence plays an important role in the formation of healthy relationships in the family. A person's ability to understand, manage their own feelings, and understand the emotional state of others strengthens mutual understanding in the process of family communication and contributes to the constructive resolution of conflict situations. It is noted that individuals with a high level of emotional intelligence are more inclined to maintain stability in family relationships. Also, the quality of communication is one of the main mechanisms determining the stability of family relationships. Open and sincere communication creates an atmosphere of trust between family members, prevents misunderstandings, and reduces psychological tension. Conversely, communication problems can lead to instability in family relationships. The purpose of this study is to determine the influence of emotional intelligence and the quality of communication on the stability of interpersonal relationships in the family. The research results are expected to serve the development of scientific and practical recommendations in the field of family psychology.

Methods and materials: This study was conducted on the basis of a quantitative correlation approach (Bradbury & Karney, 2010; Gottman & Levenson 2000). In the study, emotional intelligence and the quality of communication were considered as independent variables, and the stability of interpersonal relationships in the family as a dependent variable (Schutte et al., 2001; Brackett et al., 2005). Families were involved in the study by the method of voluntary sampling. The sample consisted of representatives of various age and social groups, the total number of which was 81. Participation of participants in the study was carried out on the basis of confidentiality and ethical principles (Mikulincer & Shaver, 2016). Standard psychodiagnostic tools were used in data collection: Emotional intelligence - scales developed based on the Mayer, Salovey & Caruso (2004) model (for example, WLEIS). Communication quality - a family communication questionnaire based on Gottman & Levenson (2000) research. Stability of family relationships - assessment tools recommended in the studies of Bradbury & Karney (2010) and Overall & McNulty (2017). The internal reliability of the questionnaires was determined by the Cronbach alpha index ($p > 0.7$). The questionnaires were provided to respondents both online and in traditional form. The research objective was explained, and consent was obtained. Responses were collected and coded anonymously (Papp & Witt, 2010). **Data Analysis** The collected data were analyzed using the SPSS program. Through descriptive statistics, correlation, and regression analysis, relationships were identified between

emotional intelligence, communication quality, and the stability of family relationships, and the level of statistical significance was set at $p < 0.05$ (Lopes et al., 2004; Brackett et al., 2005)

Results and discussion: The research results showed that emotional intelligence and communication quality significantly affect the stability of interpersonal relationships in the family. The results of the correlation analysis ($p < 0.05$) showed that participants with high emotional intelligence also had a high level of stability of family relationships. At the same time, a positive and significant correlation was also found between the quality of communication and stability ($r = 0.52$; $p < 0.01$). The results of regression analysis showed that emotional intelligence and communication quality together account for 36% of the stability of family relationships, which confirms the significance of these factors in the family environment. Communication quality enhances the impact on the stability of relationships through emotional intelligence, playing the role of mediation, which is consistent with the results of research by Brackett et al. (2005) and Schutte et al. (2001)

Discussion The obtained results show that emotional intelligence serves as the main psychological resource for the stability of relationships in the family. Individuals with high emotional intelligence are more effective in managing their emotions and constructively resolving family conflicts (Mayer, Salovey & Caruso, 2004; Mikulincer & Shaver, 2016). The quality of communication also stands out as an important predictor of stable relationships. Sincere, open, and respectful communication strengthens family trust, reduces conflicts, and lowers the level of family stress (Gottman & Levenson, 2000; Overall & McNulty, 2017). The study also shows that the quality of communication and emotional intelligence are complementary factors, which together significantly increase the stability of relationships. These results are consistent with previous studies: Brackett et al. (2005) and Lopes et al. (2004) confirm the positive relationship between emotional intelligence and quality of relationships, while Gottman and Levenson (2000) confirm the role of family communication in stability. At the same time, research conducted in a national context (Khamrokulov, 2023; Mirzaeva, 2019) also shows that mutual understanding and emotional competence are decisive factors for the strength of the family environment.

Conclusion. The results of this study showed that the stability of interpersonal relationships in the family is directly related to emotional intelligence and the quality of communication. The study revealed that in families with high emotional intelligence, individuals better manage their emotions, understand the feelings of others, and resolve conflict situations constructively. The results show that the level of emotional intelligence is one of the main psychological factors predicting the strength of family relationships (Mayer, Salovey & Caruso, 2004; Schutte et al., 2001). The quality of communication also plays a crucial role in the stability of family relationships. Open, sincere, and respectful communication strengthens trust and understanding in the family, reduces family stress and conflicts (Gottman & Levenson, 2000; Overall & McNulty, 2017). The study showed that emotional intelligence and the quality of communication together make a significant contribution to the stabilization of relationships between family members. In particular, the quality of communication acts as a mediator, strengthening the influence of emotional intelligence on the stability of relationships. These findings are of great theoretical and practical importance. Theoretically, they confirm previously conducted research in the field of family psychology and interpersonal relations and propose a model that can be applied in a national context (Bradbury & Karney, 2010; Khamrokulov, 2023). From a practical point of view, the research results can be used in the development of family psychological counseling, training, and preventive programs. For example, family-oriented emotional intelligence development courses, training in effective

communication strategies, and conflict resolution training help to increase the stability of relationships in the family. The study also considers such factors as interpersonal mutual understanding, empathy, and constructive communication to be important in increasing family stability. By developing these factors, it is possible to ensure psychological well-being and social well-being in the family. At the same time, the results serve as a guide for future research, allowing for a more in-depth study of the influence of emotional intelligence and communication quality on stability in other cultural and social conditions. In conclusion, emotional intelligence and communication quality are important tools for stabilizing interpersonal relationships in the family, and the development of these factors can be considered the main strategy in the practice of family psychology.

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