

Shaping Social Interactions Through Emotionality

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ABSTRACT

The present study explores the correlations between the personality facet emotionality and the relational capacity of banking employees, focusing on dimensions such as cooperation, conflict management and emotional attachment. The research is based on a group of 152 participants from urban and rural areas, aged between 21 and 72, who completed a multiaxial questionnaire on the facet of emotionality (fear, anxiety, dependency, sentimentality) and various aspects of relational capacity. The results indicate a significant positive correlation between emotionality and the SRS dimensions studied. Specifically, a significant correlation was found between emotionality and cooperation (Spearman 0.20, $p < 0.05$), between emotionality and conflict management (Spearman 0.18, $p < 0.05$), and between emotionality and emotional attachment (Spearman 0.22, $p < 0.01$).

These results suggest that a higher prevalence of emotional traits may contribute to increased cooperation and conflict management capacity, as well as to the strengthening of emotional attachment within work relationships. In contrast, no significant correlations were identified between emotionality and the dimensions of networking, self-evaluation and persuasion.

The research hypothesis was confirmed, highlighting the importance of emotionality as a psychological factor influencing the professional relationships of banking employees. These findings have implications for the development of human resource management strategies and for improving organizational performance.

Keywords: - Emotionality, cooperation, conflict management.

INTRODUCTION

Well-known studies and theories from psychology, sociology and social sciences, as well as works by important authors in the field of interpersonal relations and psychological development, identify factors that shape the way people interact with each other, perceive and react to each other, and how they initiate, build and maintain relationships.

Attachment theory, developed by John Bowlby and Mary Ainsworth, explores how childhood relationships with caregivers shape adult relationship styles. Early relationships with parents or caregivers have a major impact on the development of attachment style and, implicitly, on the way individuals relate later. Children who have received affection and support can develop a

secure relationship style, implicitly a healthy attachment, while those who have experienced negative experiences (neglect, abuse) can develop an anxious or avoidant relationship style.

Studies in sociology and anthropology, such as those by Geert Hofstede, provide a detailed understanding of how culture shapes interpersonal behaviors. Culture plays a significant role in shaping norms of social interaction and behavior. For example, in collectivist cultures, such as those in Asia, relationships are more based on cooperation and interdependence, while in individualist cultures, such as those in Western Europe or North America, there is an emphasis on independence and self-expression.

Research in sociology and social psychology, such as that of Pierre Bourdieu, emphasizes the influences of social context on behavior and relationships. Adolescent relationships and the social group to which a person belongs play a crucial role in shaping the style of relating. The norms and values of the group can influence social behaviors and everyday interactions.

Research on personality traits and how they influence relationships is well documented, such as the work of Robert McCrae and Paul Costa on the Big Five model or the HEXACO Personality Inventory begun in 2000 by Kibeom Lee, Ph.D., & Michael C. Ashton, Ph.D. Individual psychological factors, such as personality traits (e.g., extraversion, neuroticism), play an important role in how individuals interact with others. Extroverted people, for example, tend to be more outgoing and sociable, while introverted people may prefer deeper but fewer relationships.

Literature on organizational psychology and group dynamics, such as the work of Kurt Lewin, is relevant to understanding how professional and social environments influence relationships. Socioeconomic factors, such as social status, education, and economic conditions, can also shape relationship styles. People from more socially and economically advantaged backgrounds tend to have access to more opportunities for personal and relational development, while people from disadvantaged backgrounds may experience increased stress that affects relationships. A person's relational style is the result of a complex mix of psychosocial influences, such as early experiences, culture, social environment, personality, and emotional health. These influences interact to shape how each individual interacts with and influences

others.

METHODOLOGY

The purpose of the research that will be described below is to identify the psychological factors that impact the interpersonal skills of banking employees.

The objective that guided the investigation was to identify the impact of emotionality as a personality dimension of banking employees on their interpersonal skills.

The research hypothesis is that it is assumed that there is a statistically significant correlation between the emotionality personality facet and the interpersonal skills of banking employees. Participants.

The research group is composed of 152 participants from urban and rural areas, employed in the banking sector, aged between 21 and 72 years old, respectively, who were administered a multiaxial questionnaire, in electronic format, using the Google Forms platform, with items that targeted aspects of the emotionality personality facet (fear, anxiety, addiction and sentimentality) and the same that targeted the respondents' ability to relate.

1. Methods and instruments for data collection

The people in the sample used in the research, employed in the banking environment, both in executive and managerial positions, women and men, completed three standardized questionnaires.

I. Social Relational Style Questionnaire SRS (version 5)

Allows the evaluation of the personal style of relating to situations that involve social interaction and influence, direct or mediated online, and of the way of managing these social interactions. The SRS questionnaire contains 60 dichotomous items, statements that can be answered with two possible answer options, with an intermediate answer option ("??") for undecided people or those who do not fit into any of the existing dichotomous options. The questionnaire contains the following scales with the related items: Networking - items 1, 7, 13, 19, 25, 31, 37, 43. Cooperation strategy - items 2, 8, 14, 20, 26, 32, 38, 44. Conflict management - items 3, 9, 15, 21, 27, 33, 39, 45. Social self-evaluation - items 4, 10, 16, 22, 28, 34, 40, 46. Persuasion strategies - items 5, 11, 17, 23, 29, 35, 41, 47. Emotional attachment - items 6, 12, 18, 24, 30, 36, 42, 48.

I. HEXACO Personality Inventory

Its construction began in 2000 by Kibeom Lee,

Ph.D., & Michael C. Ashton, Ph.D. Its purpose was to assess the six personality dimensions found in lexical studies of personality structure conducted in different languages and also to reflect theoretical interpretations of these factors. The questionnaire includes in its structure 60 items, in the form of statements to which the subject can choose a variant on a Likert scale of 1 – 5, where the value 1 is associated with the element “does not characterize me at all” and the value 5 corresponds to the answer “almost always characterizes me”.

1. Data analysis

For data analysis, tables were generated with the frequency of scores for the emotionality facet from the Hexaco personality inventory, starting indices for the six variables of the Social Relational Style questionnaire (networking, cooperation, emotional attachment, conflict management, self-evaluation and persuasion), for normality analysis, the Kolmogorov-Smirnov and Shapiro-Wilk normality tests were used, and the validation of the working hypothesis was done using the Spearman correlation test.

Table 1 – Emotionality score frequencies – banking sector
Emotionality^a

Emotionality ^a					
		Frequency		Valid Percent	Cumulative Percent
	11	1	.7	.7	.7
	13	2	1.3	1.3	2.0
	14	1	.7	.7	2.6
	15	2	1.3	1.3	3.9
	16	3	2.0	2.0	5.9
	17	3	2.0	2.0	7.9
	18	1	.7	.7	8.6
	19	1	.7	.7	9.2
	20	3	2.0	2.0	11.2
	21	2	1.3	1.3	12.5
	22	1	.7	.7	13.2
	23	2	1.3	1.3	14.5
Valid	24	2	1.3	1.3	15.8
	25	5	3.3	3.3	19.1
	26	3	2.0	2.0	21.1
	27	6	3.9	3.9	25.0
	28	9	5.9	5.9	30.9
	29	6	3.9	3.9	34.9
	30	4	2.6	2.6	37.5
	31	7	4.6	4.6	42.1
	32	13	8.6	8.6	50.7
	33	14	9.2	9.2	59.9
	34	5	3.3	3.3	63.2
	35	10	6.6	6.6	69.7
	36	4	2.6	2.6	72.4

37	14	9.2	9.2	81.6
38	5	3.3	3.3	84.9
39	8	5.3	5.3	90.1
40	1	.7	.7	90.8
41	1	.7	.7	91.4
42	2	1.3	1.3	92.8
43	1	.7	.7	93.4
45	2	1.3	1.3	94.7
47	3	2.0	2.0	96.7
48	2	1.3	1.3	98.0
49	3	2.0	2.0	100.0
Total	152	100.0	100.0	

a. Field of activity = Banking

At the same time, to better represent the distribution of the scores of the dimensions in the

work tool, their graphs and normality curves will be attached.

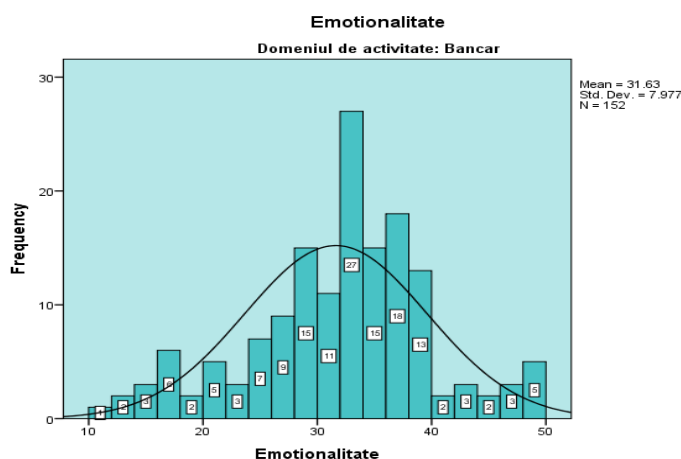


Figure 1 – Emotionality dimension chart

Analyzing the starting indices for the 6 variables of the Social Relational Style (SRS) questionnaire, it is observed that for networking there is a mean score of 6.35, a median of 6.00, the mode is 8 and the standard deviation is 1.99. The skewness coefficient is -0.32, with a standard error of 0.19. The value of 0.32 does not fall within the first interval, of a standard error (-0.19 ... +0.19), for 99%, but it falls within the one associated with the second standard error, for 95%, (-0.38 ... +0.38) thus it is stated with 95% accuracy that the distribution of scores for the dependent variable networking is symmetrical. The Kurtosis coefficient is -0.55, which does not fall within the first interval of a standard error (-0.39 ... +0.39), for 99%, but falls within that associated with the second standard error, for 95%, (-0.78 ... +0.78) the

distribution being a mesokurtic one.

For the cooperation variable there is a mean of scores of 5.31, median 6.00, mode is 6 and the standard deviation has the value 2.12. The skewness coefficient is -0.10, with the value of a standard error of 0.19. The coefficient of 0.10 falls within the first interval of a standard error (-0.19 ... +0.19), an aspect that emphasizes in a percentage of 99% the fact that the scores associated with the Cooperation variable constitute a symmetric distribution. The Kurtosis coefficient is -0.48 and the value of a standard error is 0.39. The value does not fall within the first interval, that of a standard error (-0.39 ... +0.39), but falls within the one associated with the second standard error, for 95%, (-0.78 ... +0.78) the distribution being a mesokurtic one.

For the variable conflict management there is a

mean of scores of 5.50, median 5.00, mode is 4 and the standard deviation has the value 2.21. The skewness coefficient is 0.23, with a value of a standard error of 0.19. The coefficient does not fall within the first interval, of a standard error (-0.19 ... +0.19), for 99%, but falls within the one associated with the second standard error (-0.38 ... +0.38) the scores for the variable Conflict Management being thus associated, in percentage 95%, with a symmetric distribution. The Kurtosis coefficient is -0.69 and the value of a standard error is 0.39. The coefficient does not fall within the first interval, of a standard error (-0.39 ... +0.39), but falls within the one associated with the second standard error, for 95%, (-0.78 ... +0.78) the distribution being a mesokurtic one.

For the self-evaluation variable there is a mean of scores of 5.30, median 5.00, mode is 4 and the standard deviation has the value 1.97. The skewness coefficient is 0.76, with a standard error of 0.1. The value of 0.76 does not fall within the first interval of a standard error (-0.19 ... +0.19), for 99%, nor within the one associated with the second standard error (-0.38 ... +0.38), the scores for the Self-Evaluation variable not being associated with a symmetric distribution. The Kurtosis coefficient is -0.03 and the standard error value is 0.39; -0.03 falls within the first interval of a standard error (-0.39 ... +0.39), implicitly stating with 99% accuracy that the distribution is mesokurtic.

For the persuasion variable there is a mean of scores of 5.51, median 5.00, mode is 4 and the standard deviation has the value 2.55. The skewness coefficient is 0.12, with a standard error of 0.19. The value falls within the first interval of a standard error (-0.19 ... +0.19), for 99%, so the scores for the Persuasion variable are associated with a symmetric distribution. The Kurtosis

coefficient is -1.10 and the standard error value is 0.39. Since -1.10 does not fall within the first interval of a standard error (-0.39 ... +0.39), nor within the interval associated with the second standard error, for 95%, (-0.78 ... +0.78), it follows that the distribution of scores for the Persuasion variable is not mesokurtic.

For the emotional attachment variable there is a mean score of 5.51, median 5.00, mode is 4, so bimodal distribution and standard deviation has the value 2.33. The skewness coefficient is 0.00, with a standard error value of 0.19. The value 0.00 falls within the first interval, of a standard error (-0.19 ... +0.19), for 99%, so the scores for the emotional attachment variable are associated with a symmetrical distribution. The Kurtosis coefficient is -1.10 and the standard error value is 0.39. Since -1.10 does not fall within the first interval, that of a standard error (-0.39 ... +0.39), but neither within the one associated with the second standard error, for 95%, (-0.78 ... +0.78), it can be stated that the distribution of scores for the persuasion variable is not mesokurtic.

Following the running and analysis of the Kolmogorov-Smirnov and Shapiro-Wilk normality tests, they emerged statistically significant, with the threshold $p = 0.00 < 0.01 < 0.05$, which means that the scores associated with the 6 dimensions of the SRS questionnaire in relation to the banking sector, evaluated do not comply with the normality criteria associated with the distribution, and the non-parametric Spearman correlation test will be used to verify the working hypothesis.

To test the hypothesis that there is a statistically significant correlation between the emotionality personality facet and the relationship capacity of banking employees, we will also generate the analysis of the non-parametric Spearman correlation test.

Table 2 – Spearman test for the correlation of Emotionality and SRS variables

Correlations								
		Emotionality	Networking	Cooperation	Conflict Management	Self-Assessment	Persuasion	Emotional Attachment
Spearman's rho	Correlation Coefficient	1.000	-.108	.205*	.180*	.088	-.124	.227**
	Sig. (2-tailed)	.	.185	.011	.027	.280	.127	.005
	N	152	152	152	152	152	152	152
Networking		Correlation Coefficient	1.000	.041	.158	-.005	-.011	-.087

Cooperation	Sig. (2-tailed)	.185	.	.612	.051	.956	.892	.284
	N	152	152	152	152	152	152	152
	Correlation Coefficient	.205*	.041	1.000	.066	-.118	-.067	.392**
Conflict Management	Sig. (2-tailed)	.011	.612	.	.419	.146	.411	.000
	N	152	152	152	152	152	152	152
	Correlation Coefficient	.180*	.158	.066	1.000	.157	.115	.045
Self-Assessment	Sig. (2-tailed)	.027	.051	.419	.	.054	.159	.583
	N	152	152	152	152	152	152	152
	Correlation Coefficient	.088	-.005	-.118	.157	1.000	.305**	.080
Persuasion	Sig. (2-tailed)	.280	.956	.146	.054	.	.000	.326
	N	152	152	152	152	152	152	152
	Correlation Coefficient	-.124	-.011	-.067	.115	.305**	1.000	.011
Emotional Attachment	Sig. (2-tailed)	.127	.892	.411	.159	.000	.	.890
	N	152	152	152	152	152	152	152
	Correlation Coefficient	.227**	-.087	.392**	.045	.080	.011	1.000
	Sig. (2-tailed)	.005	.284	.000	.583	.326	.890	.
	N	152	152	152	152	152	152	152

*. Correlation is significant at the 0.05 level (2-tailed).

After running the non-parametric Spearman correlation test, it appears that there is a positive correlation between the personality facet emotionality and the following dimensions of the SRS, namely the relationship capacity of banking employees, as follows:

- cooperation (threshold $0.01 < 0.05$, 95% statistically significant correlation). Since the Spearman correlation coefficient has the value 0.20, we are talking about a direct proportional relationship between the two variables, more precisely the prevalence of the emotionality variable determines an increase in scores in the area of cooperation.
- conflict management (threshold $0.02 < 0.05$, 95% statistically significant correlation). Since the Spearman correlation coefficient has the value 0.18, we are talking about a direct proportional relationship between the two variables, more precisely the prevalence of the emotionality variable determines an increase in scores for the conflict management variable.
- emotional attachment (threshold $0.00 < 0.01 < 0.05$, 99% statistically significant correlation). Since the Spearman correlation coefficient has the value 0.22, we are talking about a direct

proportional relationship between the two variables, more precisely, high scores associated with emotionality determine an increased level of emotional attachment. At the same time, it is found that there are no correlations between the emotionality personality facet and the following dimensions of the SRS, namely the relationship capacity of banking employees: networking ($p = 0.18 > 0.05$), self-evaluation ($p = 0.28 > 0.05$) and persuasion ($p = 0.12 > 0.05$).

CONCLUSIONS

The emotionality facet within the HEXACO model reflects the tendency to experience strong feelings and empathy, which makes it distinctive in interactions based on affection and mutual support. Emotionality is associated with greater empathy and an increased capacity to understand and respond to the emotions of others, which leads to an increased tendency to cooperate. People with a high level of emotionality are more sensitive to the suffering of others and, thus, are more willing to cooperate to help them or to contribute to a harmonious atmosphere. According to research by Ashton and Lee (2007), the emotionality facet is closely related to the willingness to collaborate openly and honestly, especially in relationships of

emotional support and empathy, which can stimulate cooperation in a positive way. Individuals with high emotionality are less likely to escalate conflicts, because they value harmony and close relationships. These individuals tend to use empathetic and assertive approaches to conflict management rather than competitive or aggressive strategies. A study by Thielmann and Hilbig (2015) suggests that emotionality is correlated with avoiding confrontation and with a preference for conflict resolution approaches that minimize emotional discomfort and protect interpersonal relationships. Emotionality is naturally associated with the tendency to develop deep and lasting emotional bonds.

People who score high on emotionality show increased sensitivity to the emotional needs of those close to them and have a greater capacity to feel empathy, which facilitates the formation of strong attachments. In the book *The H Factor of Personality*, Lee and Ashton (2012) explain that emotionality favors the formation of stable emotional attachments, because sensitive and empathetic individuals have a greater capacity to build relationships based on trust and loyalty.

The lack of correlation between emotionality and networking, self-evaluation, and persuasion can be explained by the fact that networking often involves a more strategic and less empathetic orientation. People with high emotionality are less interested in strategic social interactions, having a greater inclination for relationships based on genuine affection and intimacy. For this reason, emotionality is not a trait that facilitates networking, which often requires emotional detachment and pragmatism.

Emotionality correlates less with self-evaluation, because this trait does not directly contribute to self-knowledge or personal goal setting, but rather to empathy and sensitivity to others. Studies suggest that individuals with high emotionality tend to be more absorbed in the emotions and needs of those around them than in their own objective evaluation.

People with high levels of emotionality tend to be less persuasive, because their emphasis is on honest expression of emotions and avoidance of conflict. Although they can convey empathy, they do not always have the ability to influence others through structured arguments or persuasive strategies, preferring a less assertive approach.

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