

RESEARCH ARTICLE

How are emotional intelligence, happiness and psychological well-being applied in counseling sessions to the community in Malaysia?

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ABSTRACT

The progress of the world today makes people busy managing work, household, schooling and social activities. These commitments and daily activities cause some people to forget that their emotions, behavior and thoughts might be at a dangerous level. The awareness of one's own emotions is so lacking in attention that emotional stress, chronic diseases and the occurrence of arguments with people occur. For those who are aware of their situation, they will start looking for help and psychological support so that to achieve a state of well-being. Therefore, this study aims to examine the interrelationship among emotional intelligence, happiness, and psychological well-being in counseling clients at a non-statutory body in Malaysia. A sample of 284 clients participated by completing a questionnaire. The data obtained were analyzed using SmartPLS software to evaluate the content and test the research hypotheses. The analysis yielded several significant findings: Firstly, emotional intelligence is positively and significantly related to happiness. Secondly, happiness is positively and significantly related to psychological well-being. Thirdly, there is a positive and significant relationship among emotional intelligence, happiness, and psychological well-being. These results emphasize the crucial role of happiness as a mediating variable in the relationship between emotional intelligence and psychological well-being. Furthermore, this study provides valuable insights for organizational practitioners, elucidating the importance of emotional intelligence and happiness in enhancing psychological well-being. This study also provides new insights into managing clients' abilities to control their emotions and develop happiness to achieve a prosperous life despite facing complex challenges.

Keywords: emotional intelligence; happiness; psychological well-being; counseling; community

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1. Introduction

Counseling in Malaysia plays an important role in strengthening the aspects of mental, emotional, and social well-being of the community. In this context, the importance and effectiveness of counseling does not only involve individuals seeking help, but also forms a healthier and more adaptive social landscape. Although the effect of this counseling is positive, there are some issues that need to be given attention in the development and provision of counseling services in Malaysia. One issue is the accessibility and equality across segments of society^[1,2]. People in remote areas face difficulties accessing counseling due to the lack of centers or professionals. Residents of villages often struggle to reach centers for counseling, which can be physically and financially taxing. Additionally there is a shortage of counselors^[3,4] leading to inadequate service levels. For instance, the limited number of counselors available, in schools or counseling centers might not be enough to meet the demand leading to waiting times for local communities seeking services. Another factor is the existing stigma surrounding counselors^[5,6]. Some individuals still view seeking counseling as a sign of weakness or embarrassment which hinders people from reaching out for help. For instance, an employee may hesitate to seek counseling due to concerns about how they will be perceived by colleagues or superiors. Lastly understanding diversity and language^[7]. It is essential to acknowledge the country's linguistic landscape to ensure that counseling services are effective and culturally sensitive. For example, counselors who lack an understanding of norms or cannot communicate in clients' language may struggle to offer effective support. By addressing these challenges, Malaysia can enhance the quality and accessibility of counseling services while catering to its society and offering efficient assistance to those in need.

Therefore, the need for counseling is very important for benefitting the whole community across various layers of society. Its main function is to improve people's mental well-being by offering a safe environment to address mental health issues such as anxiety, depression, and stress^[8]. Counseling can be applied to all sectors, whether young, old, professional, poor or rich. This counseling application can indirectly increase community awareness of the importance of maintaining mental well-being, with more individuals receiving and seeking counseling help. Counseling proves effective in helping individuals solve personal, family, and social problems, leading to a more balanced life^[9]. Counseling also plays a role in the prevention of social problems such as drug abuse, family conflicts, and social symptoms related to community well-being^[10]. Workplace counseling programs provide benefits by increasing productivity, employee motivation, and achieving a better balance between personal and professional life.

In recent years, scholarly interest in the relationship between emotional intelligence, happiness and psychological well-being among individuals seeking counseling services has grown significantly^[11-17]. Emotional intelligence is defined as the ability to recognize and regulate one's own emotions, as well as to comprehend and navigate the emotions of others^[18]. According to Daniel Goleman^[19], emotional intelligence can be taught and improved through training and experience. Improving emotional intelligence can have a positive contribution to a person's personal and professional life. Happiness is associated with positive psychology, which is an approach to achieving a more optimal life functioning by empowering all the potential and positive aspects that humans possess^[4,20]. The positive aspects involved are positive experiences, positive behavior and an environment that supports individual development^[21]. In parallel, psychological well-being encompasses dimensions such as self-acceptance, positive interpersonal relationships, autonomy, environmental mastery, life purpose, and personal development^[22]. All these factors work together to create a comprehensive picture of a person's mental health. This method shows an insight into well-being encompassing not just happy feelings but also personal growth, in different areas of life. By applying these ideas people can reach a sense of well-being.

Recent research indicates that people who possess emotional intelligence often express higher levels of happiness and overall psychological well-being^[23]. During therapy sessions, counselors can customize their approach to better assist their clients overall well-being. For instance, introducing conversations about emotional intelligence, happiness, and psychological well-being in a group therapy setting can be advantageous in aiding individuals to overcome challenges and enhance their quality of life. This illustrates the integration of emotional intelligence, happiness, and psychological well-being within the environment. By focusing on understanding emotions, therapists can aid individuals in recognizing and managing their feelings. This process entails raising awareness of emotions, identifying triggers for reactions, and offering coping mechanisms to handle stressors or pressures. Therapists play a role in helping individuals acknowledge their emotions amidst work related tensions or familial discord while equipping them with strategies to navigate reactions^[18].

The incorporation of psychology focusing on happiness has the potential to enhance one's quality of life. Therapists can assist individuals in identifying the sources of joy in their lives and creating strategies to boost well-being^[18]. For instance, therapists aid individuals in recognizing activities or relationships that bring them happiness and devising plans to increase their involvement in these activities. Moreover, by promoting well-being, therapists can help communities build resources by enhancing mental health knowledge, delivering emotional intelligence training, and offering community^[24]. As an illustration, therapists conduct workshops on intelligence within communities to enhance skills and offer regular mental health consultations. Lastly, through the integration of these elements, therapists adopt a positive psychological approach to foster the development of strengths, engagement in positive activities, and a focus on life's positives^[25]. For example, therapists assist individuals in reaching life goals, planning lifestyle changes, and nurturing fulfilling social connections. By incorporating understanding, happiness, and a focus on wellness in community counseling, Malaysia has the potential to enhance the overall well-being of its citizens and elevate their quality of life.

Therefore, the crux of this study is to explore the influence of emotional intelligence on individuals' ability to feel happy and maintain mental health during counseling sessions. Through examination of these links, researchers aim to understand how emotional intelligence can be developed and used to enhance well-being for those receiving counseling services. Ultimately, unraveling this connection can guide efforts to enhance regulation abilities and cultivate increased levels of happiness and well-being for individuals engaged in counseling sessions^[7].

2. Literature review

Numerous writers have made contributions to the domain of Emotional Intelligence (EI) studies. Despite the abundance of work, this research explores further into three frameworks introduced by Spielberger^[26] that aim to elucidate the essence of EI. An illustration of this is the Salovey & Mayer Model (1990)^[27], which defines EI as the capacity to perceive, comprehend, manage, and utilize emotions to enhance cognitive functions. Its evaluation entails measurements based on capacities. Goleman's model (1995)^[19] delineates EI as a collection of competencies and skills that affect leadership effectiveness, with assessment conducted through multi-rater evaluation. The Bar-On Model (2006)^[28] delineates a range of interconnected emotional and social abilities, skills, and drivers that influence intelligent behavior.

The concept of emotional intelligence has an impact on happiness and mental well-being^[29]. People with intelligence are more adept at comprehending, handling and expressing their emotions effectively^[23]. Managing one's emotions effectively can have an impact on their health, resilience, and overall well-being^[30]. Emotional intelligence plays a role in community settings by fostering relationships, resolving conflicts, and encouraging empathy and understanding among members^[31]. This concept of emotional intelligence is

applicable within communities where enhancing communication is crucial. Good communication is vital in community life for establishing connections addressing disputes and promoting teamwork^[3]. Moreover emotional intelligence empowers individuals to handle conflicts constructively by recognizing their emotions well as those of others^[23]. These skills are especially valuable in community environments where differences can lead to disagreements. Additionally, emphasizing empathy and understanding is essential. In the fabric of community interactions, empathizing with others' feelings and perspectives contributes to unity and cooperation^[32]. Collaboration within a community thrives when individuals can understand and regulate their emotions effectively. By integrating emotional intelligence training into community initiatives and projects, there is potential for improving health and overall well-being^[33]. This can pave way for a positive community atmosphere. To sum up, integrating intelligence principles into community life can result in communication, conflict resolution, empathy, cooperation, and general well-being among members. Through nurturing intelligence, competencies communities can foster a peaceful and encouraging setting for everyone involved.

2.1. The relationship between emotional intelligence and happiness

The theoretical propositions are further validated by empirical investigations conducted by researchers such as Mérida-López et al^[15]. Their study, involving 1323 Spanish teaching professionals (821 females and 529 secondary school teachers) from various educational institutions in Southern Spain, revealed that emotional self-assessment, emotional utilization, and emotional regulation were positively linked with teacher happiness, even after controlling for sociodemographic variables and perceived stress. This study shows that teachers who consider themselves better at understanding, using, and controlling their own emotions report higher levels of happiness. This proves the importance of emotional intelligence in predicting psychological well-being. Additionally, a study by Biswas^[13] involving 61 young Indian adults, with 22 male participants and 39 female participants aged between 20 and 24 years revealed a notable positive correlation between emotional intelligence and happiness among young Indian adults. This shows that individuals with higher emotional intelligence tend to experience higher levels of happiness. While a study of Gupta et al.^[14] involving 384 undergraduate dental students from all four years of the BDS curriculum at a dental school in Faridabad found that the effect of age was not significant on the level of happiness among dental students. Age is not a determining factor in predicting happiness in this context although the analysis was made on 82.1% of women and 17.9% of men. Furthermore, a study by Bansal & Kothe^[12] involving 112 respondents from the IT industry in Pune City found that individuals with higher emotional intelligence tend to have higher levels of happiness at work. Thus, the ability to recognize, understand, and manage emotions plays a crucial role in determining the overall happiness of employees in the IT industry.

These studies demonstrate the interrelation and mutual reinforcement between emotional intelligence and happiness. Essentially, emotional intelligence serves as a personal resource, enabling individuals to navigate challenging situations, regulate their emotions, and maintain a positive outlook, even under stress. By developing emotional intelligence skills, one can increase resilience, well-being, and overall happiness in the context of challenging life environments. Therefore, this gives rise to the following hypothesis:

Hypothesis 1: Emotional intelligence has a positive and significant relationship with happiness.

2.2. The relationship between happiness and psychological well-being

Additionally, several studies indicate a significant relationship between happiness and psychological well-being. For instance, Reddy's research^[16], involving 362 students aged 18 to 30 years ($M_{age} = 20.9$, $SD_{age} = 2.25$) from two locations in North and South India, found that mental health care, doing activities in free time, spending family time, and practicing interpersonal relationships are important factors in shaping the happiness and psychological well-being of Indian college students. If these factors are neglected, it can have a

big impact on their well-being. In addition, a study by Saldanha et al.^[17] involving young adults dealing with a lockdown situation found that the joy of being with family by doing activities together can increase their psychological well-being. During this lockdown, individuals may feel fear and anxiety if something unwanted happens to them, but with the presence of social support, limiting the reception of negative information about COVID-19, and seeking the right help can contribute to the positive overall well-being. While a study by Banerjee et al.^[11] involving 230 school teachers in the Gwalior region of India found that happiness had a significant positive effect on psychological well-being (PWB) among academics. The standardized coefficient quantifying the causal link between happiness and psychological well-being is 0.761, with a p-value of less than 0.001, denoting a statistically significant relationship. This indicates that happiness is strongly related to positive emotions, life satisfaction, and overall well-being. When individuals experience happiness, they are more likely to have a positive outlook on life, cope better with stress, and maintain good mental health. As a result, this research arrives at the following hypotheses:

Hypothesis 2: Happiness has a positive and significant relationship with psychological well-being.

Hypothesis 3: There is a beneficial connection, between happiness, emotional intelligence, and psychological well-being.

The literature review examines the interconnections among emotional intelligence, happiness, and psychological well-being, as evidenced by empirical studies^[23]. While the existing research sheds light on these linked concepts, there are still areas for exploration and innovative approaches. One key aspect is the context. The studies mentioned concentrate on cultures like Spain and India, leaving room to explore how these connections vary across diverse cultural backgrounds^[34]. A fresh perspective could involve a cultural analysis to determine if these observed relationships are universally applicable or if cultural nuances influence them differently. Another area of interest is intervention programs. Research has shown a connection between emotional intelligence and happiness. Further investigation is warranted to explore the long-term impact of interventions or training programs targeting emotional intelligence on happiness and overall psychological well-being. Creating and evaluating programs could offer insights for improving well-being^[35]. It's important to take into account the variety of industries involved. Most studies focus on specific professions or educational settings, such as teachers and dental students. Examining how this connection shows itself across various job sectors and educational settings could offer an insight^[36]. Furthermore, the absence of studies on these connections presents an opportunity to delve into factors that might clarify this link. For instance, investigating the impact of happiness could shed light on the mechanisms connecting these concepts^[37]. By filling these knowledge voids and integrating these aspects into research approaches, we can enhance the current body of literature on emotional intelligence, happiness, and psychological well-being, thereby offering a more detailed and comprehensive perspective on these intricate interrelations.

The absence of prior research indicates a lack of evidence regarding the significant correlation among emotional intelligence, happiness, and psychological well-being. This undermines the need for researchers to address these gaps, emphasizing the crucial nature of this relationship and its societal relevance. Additionally, exploring this connection can aid in evaluating the efficacy of counseling interventions. Consequently, this study aims to provide guidance to counselors, educators, and organizational leaders, highlighting the significance of their contributions in enhancing psychological well-being.

The existing research literature has provided a framework for the researchers to develop a conceptual framework for this study, as depicted in **Figure 1** below.

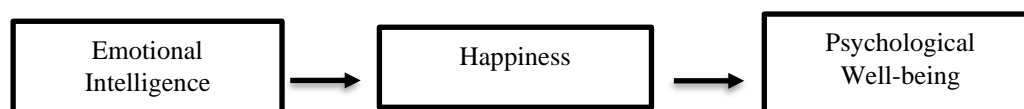


Figure 1. Research framework.

3. Method and study area

3.1. Research design

This study employs a survey methodology and a cross-sectional research design to gather data. Initially, questionnaires were developed based on the existing literature concerning emotional intelligence, happiness, and psychological well-being. Additionally, the back-to-back translation technique was utilized to translate the survey questionnaire into English and Malay, enhancing the reliability of the research outcomes^[38-40]. Subsequently, the questionnaire was distributed through a government agency that offers counseling services to the local community in Malaysia. For confidentiality reasons, the name of this institution is not disclosed. This agency possesses extensive expertise in addressing and mitigating psychological issues across diverse social strata. In this study's context, the agency was granted autonomy to arrange and administer the questionnaire distribution process, given that counseling sessions adhered to a predetermined schedule (if sessions were recurring) and were also available on a walk-in basis. This makes it difficult for the researcher to remain in the agency for the purpose of distributing the questionnaire. Consequently, counselors will be responsible for distributing the questionnaires to clients who have concluded counseling sessions, attendees of group sessions, and participants in the guidance program.

3.2. Research sample

This study adopted a sampling method to distribute 300 questionnaires among counseling clients. The decision to use this sampling approach was influenced by the agency's management's inability to provide detailed client information due to confidentiality concerns. This limitation precluded the use of random sampling techniques for participant selection. Instead, counselors distributed questionnaires to all individuals seeking counseling services. The involvement of counselors was crucial in ensuring accurate and prompt data collection as they were familiar with the respondents' conditions and progress. Moreover, respondents completed the survey questionnaire anonymously and voluntarily, based on their consent. Out of the total distributed, 284 questionnaires (94.7%) were returned to the researcher and deemed usable for analysis.

3.3. Research instruments and procedures

The questionnaire utilized in this research comprises four principal sections: Initially, emotional intelligence, which incorporates 8 items derived from the work of Sandhya and Namrata^[41]. This dimension is evaluated through three components: self-awareness, social awareness, and emotional acceptance. Secondly, happiness is assessed using 3 items adapted from Hill and Argyle's study^[42]. Thirdly, psychological well-being is gauged through 4 items adapted from Ryff's research^[43]. A 5-point Likert scale ranging from (1) "strongly disagree" to (5) "strongly agree" was employed for item rating purposes. Demographic variables encompassing gender, age, place of residence, religion, nationality, level of education, occupation, marital status, and monthly income were included due to the focus of this study on evaluating the emotional states of counseling clients.

3.4. Data analyses

We employed SmartPLS for the analysis of the survey questionnaire data due to its capability in calculating scores, managing small sample sizes, handling non-normal data distributions, and evaluating

intricate research frameworks. The data analysis procedure encompassed several steps. Initially, we conducted confirmatory factor analysis to assess the reliability and validity of the measurement scale. Subsequently, we examined the effect model, identifying significant hypotheses based on a t-statistic value greater than 1.65 in a one-tailed test. Following this, we further scrutinized the effect model, accepting significant hypotheses with a t-statistic value exceeding 1.96 in a two-tailed test. Finally, we use the R2 value as an indicator of the power of the model considering thresholds like 0.19 for weak prediction power 0.33 for moderate prediction power and 0.67, for strong prediction power. Fifthly, the f2 value serves as a benchmark for determining the magnitude of impact of the predictor variable within the model, based on established guidelines of 0.02 (minor), 0.15 (moderate), and 0.35 (significant)^[38]. Proceeding to the Q2 value, it is utilized to evaluate the predictive accuracy of the model with benchmarks set at 0.020 (weak), 0.15 (moderate), and 0.35 (substantial). Finally, ensuring that the standard root mean residual (SRMR) value remains below 0.1 is considered a criterion for assessing the adequacy of the model, as outlined by Hair, Hult, Ringle, and Sarstedt in 2016.

4. Results and discussion

4.1. Characteristics of respondents

Table 1 illustrates the demographic composition of the study participants, indicating that the majority of respondents are female (53.2%), reside in urban areas (51.1%), identify predominantly as Muslim (90.1%) and Malay (91.9%), are engaged in self-employment (45.8%), are married (59.9%), and have an income below RM1999 (47.2%).

Table 1. Demographics.

Characteristics	Category	Frequency	Percentage
Gender	Male	133	46.8
	Female	151	53.2
Residence	City	145	51.1
	Rural	139	49.0
Religion	Muslim	256	90.1
	Non-Muslim	28	9.9
Race	Malay	261	91.9
	China	11	3.9
	India	3	1.1
	Others	9	3.2
Occupation	Government	93	32.7
	Private	61	21.5
	Own Business	130	45.8
Marital Status	Married	170	59.9
	Single	101	35.6
	Others	13	4.6
Income	< 1999	134	47.2
	2k – 2999	69	24.3
	3k – 3999	25	8.8
	4k - 4999	23	8.1
	5k - 5999	15	5.3

4.2. Reflective measurement model

This reflective measurement analysis includes the findings for the internal consistency reliability test (composite reliability), convergent validity (outer loadings and average variance extracted), and discriminant validity. The results of this analysis were obtained to prove whether the model formulated through constructs and indicators has achieved reliability and validity. The composite reliability value is used to measure the internal consistency of the construct. Outer loading and AVE values are used to identify the extent to which indicators correlate with alternative indicators in the same construct. The HTMT value in discriminant validity analysis refers to the ratio between correlations within a construct and correlations between constructs. According to **Table 2**, the outer loading and composite reliability values for all variables surpass the threshold recommended by Hair et al.^[44], which is 0.708. For indicator reliability and AVE values, each has a value of at least 0.5 and above.

Table 2. The value of the reflective measurement model.

Indicator	Convergent Validity			Internal Consistency Reliability
	Outer Loadings	Indicator Reliability (>0.50)	AVE (>0.50)	Composite Reliability
I keep myself positive and calm even in frustrating situations	0.778	0.605	0.586	0.919
I stay focused and think clearly even under pressure	0.794	0.630		
I am determined to achieve my goals despite obstacles and obstacles	0.794	0.630		
I have the confidence to take full responsibility and make my own decisions	0.807	0.651		
I recognize and appreciate the strengths, achievements and development of others	0.708	0.501		
I respect and get along well with people from different backgrounds	0.753	0.567		
I make and maintain friendships among friends	0.759	0.576		
I maintain a balance between work and relationships	0.723	0.523		
I feel that this life is very rewarding	0.855	0.731	0.682	0.865
I find most things delightful	0.849	0.721		
I am satisfied with everything in my life	0.771	0.594		
I have a sense of direction and purpose in life	0.796	0.634	0.677	0.894
I enjoy making plans for the future and trying to make them come true	0.823	0.677		
When I look at the story of my life, I am happy with how it is	0.827	0.684		
In general, I feel confident and positive about myself	0.845	0.714		

Source: Question-research

Table 3 displays the Heterotrait-Monotrait Correlation Ratio (HTMT) values for each construct, all of which are below the threshold of 0.90 as recommended by Hair et al.^[44] and Henseler et al.^[45]. This indicates that the constructs have achieved discriminant validity according to the specified criteria^[44,45].

Table 3. Results of discriminant analysis.

Construct	Happiness	Emotional Intelligence
Emotional Intelligence	0.757	
Psychological well-being	0.815	0.733

Note. The values in the parenthesis are the values of confidential interval at 5% and 95%.

4.3. Construct analysis

Table 4 indicates that emotional intelligence has the highest mean value at 4.03, surpassing happiness and psychological well-being, which are rated at 3.87 and 3.82, respectively. Furthermore, the variance inflation factor (VIF) for the relationships between each construct is below 5.0, signifying that the data does not exhibit significant collinearity issues^[44].

Table 4. Analysis of variance inflation factor and descriptive statistics.

Construct	Mean	Standard Deviation	Variance Inflation Factor
Emotional Intelligence	4.03	0.607	Happiness 1.000
Happiness	3.87	0.770	
Psychological Well-being	3.82	0.731	1.000

4.4. Measurement of structural models

Table 5 shows that the R² values for happiness and psychological well-being are 0.406 and 0.435 which signify that this model has a large effect as they exceed 0.33. This shows that the excess value of the construct in this relationship contribute significantly to the variance in these constructs. Moreover, the f² values for the relationships between EI and H (0.684), and between H and PWB (0.771), are both above 0.35, indicating a large effect size according to Hair et al.^[44]. The standard root mean residual (SRMR) value of 0.075 falls below the threshold of 0.1, indicating the model’s appropriateness. Additionally, the Q² values for EI at 0.464, H at 0.361, and PWB at 0.455 are all greater than zero, demonstrating that the model provides relevant predictions.

Table 5. R, f and Q of endogenous constructs.

Construct	F ²	R ²	SSO	SSE	Q ² (=1-SSE/SSO)	SRMR
Emotional Intelligence	0.684		2272	1216.925	0.464	
Happiness		0.406	852	544.01	0.361	0.075
Psychological Well-being	0.771	0.435	1136	619.182	0.455	

According to **Table 6**, the results of the hypothesis tests indicate three key findings: EI exhibits a significant correlation with H ($\beta = 0.637$; $t = 17.305$), thereby supporting H1. H is correlated with PWB ($\beta = 0.660$; $t = 16.322$), hence supporting H2. EI demonstrates a significant correlation with both H and PWB ($\beta = 0.421$; $t = 10.016$), thereby supporting H3.

Table 6. Results of structural model measurement analysis.

Hyphotesis	Relationship	β	P	t	Result
H1	EI → H	0.637	0.000	17.305	Accepted
H2	H → PWB	0.660	0.000	16.322	Accepted
H3	EI → H → PWB	0.421	0.000	10.016	Accepted

Note. Significant at * $t > 1.96$ (two tail testing); EI: Emotional Intelligence; H: Happiness; PWB: Psychological well-being.

5. Conclusion

Various prior research has frequently employed the effect model to explore the connection, between emotional intelligence and happiness^[12-15] as well as the link between happiness and psychological well-being^[11,16,17]. However, many researchers have encountered challenges in evaluating the role of happiness as a mediating variable between emotional intelligence and psychological well-being. This situation has prompted scholars to enrich the current body of literature by investigating the mediation of happiness in the connection between emotional intelligence and psychological well-being. This study establishes a conceptual framework derived from existing literature on emotional intelligence, happiness, and psychological well-being. The structural model suggests that happiness functions as a mediator in the relationship between emotional intelligence and psychological well-being. This discovery highlights the counselors' ability to incorporate the value of happiness during counseling sessions or informal guidance, which can help steer clients' emotions toward enhancing their well-being in their day to day lives.

In this study's context, the Board of Counselors has broadly delineated the counselor's role, encompassing addressing diverse human issues across various contexts such as familial, professional, educational, rehabilitative, communal, and others. A pivotal determinant impacting the correlation among emotional intelligence, happiness, and psychological well-being among counseling clientele pertains to their self-awareness levels. Clients exhibiting heightened emotional self-awareness and comprehension of their emotional triggers demonstrate enhanced abilities in stress management and emotional regulation, culminating in improved psychological well-being outcomes. Furthermore, the efficacy of counseling sessions is significantly influenced by the quality of the therapeutic alliance established between the counselor and the client^[46]. A strong bond built on trust and empathy can enhance the client's emotional intelligence development and overall happiness. In counseling, clients' intelligence influences on well-being can be impacted by factors like social support, lifestyle choices, and past experiences, according to Wang et al^[47].

The research study yields dual effects, impacting both theoretical understanding and practical applications. The findings of the study affirm the existence of a connection between happiness, emotional intelligence, and the psychological well-being of individuals receiving counseling services. This discovery is in line with Bar On's^[28] intelligence model from 2006, which highlights the importance of competence. According to this theory, emotional intelligence influences how individuals perceive themselves, interact with others, navigate their environment, and handle challenges. Consequently enhancing client happiness can lead to improvements in both intelligence and psychological well-being concurrently. This proposition finds support in the studies conducted by Samul^[48] and Ardhiana et al.^[49], which highlight that counselors who adapt their approach intelligently to align with clients' needs and expectations, whether in formal or informal counseling contexts, tend to experience heightened levels of happiness. Consequently, such heightened effectiveness can positively influence the well-being outcomes of clients across diverse counseling agencies.

Additionally, from a practical standpoint, the findings of this study hold potential utility for practitioners in enhancing the efficacy of guidance and counseling management within counseling service agencies. To actualize this goal, management should prioritize the following considerations: foremost, fostering trust and rapport between counselors and clients is paramount for augmenting happiness both during and post-counseling sessions. Trust serves as the bedrock of any fruitful therapeutic relationship, enabling clients to feel secure and encouraged in delving into their inner thoughts and emotions. When clients have confidence in their therapists, they are more likely to share their challenges and collaborate towards finding solutions^[5]. Additionally establishing a bond with the therapist helps clients feel heard and validated, leading to increased happiness and well-being. Therapists play an important role in nurturing trust and connections by showing empathy, listening, and genuine concern for their clients' welfare. Organizations can aid in this endeavor by providing training sessions for therapists to learn how to build connections and cultivate a nurturing environment for healing^[50]. Moreover, to boost joy throughout and post-therapy sessions, therapists can incorporate techniques into their practice. This approach centers on fostering emotions, resilience, and empathy to assist clients in cultivating a sense of well being and contentment. Therapists can encourage clients to participate in activities that foster gratitude, mindfulness, and self-assurance. By guiding clients to focus on their strengths and accomplishments, therapists empower them to overcome obstacles and cultivate resilience^[1]. Lastly, incorporating mindfulness practices along with relaxation techniques can significantly boost happiness during therapy sessions.

Encouraging clients to adopt a mindful approach by staying present and attentively observing their thoughts and emotions without imposing judgment can contribute to enhancing their self-awareness and emotional well-being. Techniques like breathing, muscle relaxation, and guided imagery can also assist clients in reducing stress and achieving a sense of peace^[51]. Counselors play a role in teaching these methods to clients and supporting them as they incorporate them into their routines. Organizations can aid in this effort by training counselors in mindfulness and relaxation techniques as promoting a culture of self care within the counseling field. By incorporating these strategies into therapy sessions, counselors and organizations can contribute to the happiness and well-being of their clients^[52].

One way to enhance happiness before and after a counseling session is by offering clients support and access to resources post-session. Counselors play a role in connecting clients with support systems like support groups, hotlines, or online tools^[53]. Encouraging clients to explore resources beyond counseling sessions aids them in sustaining progress achieved during therapy and continuing their journey toward happiness and well-being. Organizations can also contribute by providing follow-up services or programs that equip clients with tools to uphold improved health over time. Prioritizing support post-counseling can assist counselors and organizations in assisting clients attain lasting happiness and fulfillment^[54]. By implementing these practical strategies, counseling service agencies can significantly enhance the effectiveness of their guidance and counseling management. Fostering trust, incorporating positive psychology and mindfulness techniques, and providing robust post-session support are essential steps towards improving client outcomes. These contributions not only benefit the clients but also strengthen the overall quality of counseling services, leading to a more supportive and effective therapeutic environment.

Several suggestions focus on improving the boundaries are outlined in this research. Firstly future studies should examine client's characteristics such as age, gender, marital status, occupation, income, and education level to understand how these factors influence counseling sessions across organizations. Secondly incorporating research studies is essential as they can uncover emerging trends over time, provide insights into changes, and assess interactions between various factors. Thirdly, to deepen our comprehension of the role of intelligence in counseling sessions within organizations, it is necessary to explore this aspect through dedicated

research endeavors. Fourthly, further exploration of concepts related to intelligence is crucial for recognition of its significant link with emotional intelligence and psychological well-being. To wrap things up, it's crucial to consider using probability sampling techniques such as sampling. This helps minimize biases often linked with approaches by guaranteeing that data collection is done randomly. The significance of these proposed suggestions should be elaborated upon in research endeavors.

This study has pinpointed conceptual limitations. It employed a cross-sectional research design, thereby constraining the capacity to establish causal relationships among variables. Moreover, it omitted an analysis of the correlation between components of the mediating variable and the dependent variable. The evaluation of the interrelationship between variables in the proposed framework was exclusively reliant on client perspectives and it was carried out exclusively within a counseling service agency in an organization. By relying exclusively on clients from a single counseling service agency within an organization, the study may inadvertently exclude relevant variables and perspectives present in other settings or organizations, limiting the scope of the findings. Furthermore intentional sampling strategies may not completely eliminate response bias. These constraints could hinder the generalizability of the study's findings to organizations because convenience samples may not be generalizable to the wider population. This is particularly problematic in research aiming to make broad inferences or apply results to different contexts or populations.

Author contributions

Conceptualization, NI and MLS; methodology, NI; formal analysis, NI and MLS; investigation, NI; writing—original draft preparation, NI; writing—review, editing and formatting, MLS, NDS, FCH and TE; funding acquisition, NI, MLS, NDS, TE and FCH. All authors have read and agreed to the published version of the manuscript.

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Conflict of interest

The authors declare that they have no conflict of interest.

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