



# Family Guidance and Counseling: A Holistic Analysis of Married Couples' Emotional Intelligence in Strengthening Family Resilience

Raraswara Andrepati<sup>1\*</sup>, Vina Dartina<sup>2</sup>, Syari Fitrah<sup>3</sup>

Universitas Ma'soem, Bandung, Indonesia

## ARTICLE INFO

**Received:** December 13, 2024; **Revised:** December 29, 2024; **Accepted:** January 25, 2025

## KEYWORDS

Family Guidance and Counseling;  
Holistic Analysis;  
Emotional Intelligence;  
Married Couples;  
Family Resilience

## ABSTRACT

*This study aims to determine the role of emotional intelligence in husbands and wives in strengthening family resilience. This research employs a qualitative research method using a case study approach. The study was conducted from January to June 2024, with five informants as the subjects. Data collection methods included in-depth interviews, observations, and documentation. Data analysis was carried out using a holistic analysis approach. The findings reveal that the roles and responsibilities of husbands and wives include the husband's duty to serve as the spiritual leader of the household, provide financial support for his wife and children, ensure safety, offer protection, and care for the family. The study concludes that emotional intelligence is crucial in strengthening family resilience. By cultivating emotional intelligence, families can build greater resilience, enhance happiness, and achieve shared goals for a more meaningful family life. The contribution of this research serves as a foundation for developing marriage counseling programs, emotional intelligence training, and family education initiatives.*

## KATA KUNCI

Bimbingan dan Konseling Keluarga;  
Analisis Holistik;  
Kecerdasan Emosional;  
Pasangan Suami Istri;  
Ketahanan Keluarga

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui peran kecerdasan emosional pasangan suami dan istri dalam memperkuat ketahanan keluarga. Penelitian ini menggunakan metode penelitian kualitatif, metode penelitian menggunakan studi kasus. Waktu Penelitian berlangsung pada bulan Januari hingga Juni 2024, Subjek-Objek penelitian ini terdiri atas lima informan. Pengumpulan data menggunakan wawancara mendalam, observasi dan dokumentasi. Analisis data menggunakan analisis holistik. Hasil penelitian menunjukkan bahwa Peran dan kewajiban suami dan istri ini ditemukan yaitu peran suami adalah tanggung jawab menjadi seorang imam dalam rumah tangga, menafkahi anak dan istri, keselamatan, melindungi, dan merawat. Kesimpulan penelitian menunjukkan bahwa kecerdasan emosional menjadi peran penting dalam memperkuat ketahanan keluarga, dengan memupuk kecerdasan emosional, keluarga dapat membangun ketahanan yang lebih kuat, meningkatkan kebahagiaan, dan mencapai tujuan bersama untuk kehidupan keluarga yang lebih bermakna. Kontribusi penelitian ini sebagai dasar untuk mengembangkan program konseling pernikahan, pelatihan kecerdasan emosional, dan pendidikan keluarga.

## 1. INTRODUCTION

Humans are social creatures who cannot live alone; they rely on and depend on others, which indicates that humans are inherently meant to be in pairs. Individuals pair and depend on each other to fulfill various needs, including the need for the opposite sex (Juabdin, 2017). This need is fulfilled through marriage. Marriage binds men and women together, with men needing women to fulfill their own needs and women needing men to offer love, affection, protection, and support for the family, ensuring a sustainable future. When individuals enter the final

\* **Corresponding Author:** Raraswara Andrepati; [✉ raraswaraandrepati@gmail.com](mailto:raraswaraandrepati@gmail.com)

Department of Guidance and Counseling, Universitas Ma'soem, Bandung, Indonesia

Address: Jl. Raya Cipacing No.22, Cipacing, Kec. Jatinangor, Kabupaten Sumedang, Jawa Barat 4536, Indonesia

DOI: <https://doi.org/10.22460/quanta.v9i1.5768>



stage of development, readiness for family life, they establish a family formed by a husband and wife. Therefore, both partners need to prepare themselves well.

Marriage is a sacred event that requires thorough preparation from both partners. Preparation involves considering the mental, physical, financial, and other life needs after marriage (Octavian & Nurwati, 2020). Regardless of the preparations made before marriage, every couple is bound to experience marriage disagreements. When the husband and wife do not address these disagreements, the possibility of separation or divorce arises. The family unity built from the beginning of the marriage may crumble if each partner prioritizes their ego in the household, making the early stages of marriage crucial to develop and nurture, even before the marriage itself. During the early years of marriage, emotional tensions often arise as partners adjust to one another and their family members. Sometimes, each spouse experiences a shift in attitude. For some couples who cannot resolve their family issues, divorce is the best solution to disputes or disharmony between husband and wife. Divorce can continue to occur and may have a significant impact on many people involved, leading to emotional wounds, trauma, disappointment, depression, and other mental health issues resulting from the divorce (Dariyo, 2004).

In the Bandung Regency area, divorce cases fall under the jurisdiction of the Soreang Religious Court. Based on data from the Soreang Religious Court, the cases received in 2023 show that divorce cases accounted for 88.65%, with 6,107 cases of divorce filed by wives (divorce suits) and 1,714 cases of divorce filed by husbands (divorce 'talak). The number of divorce cases increased by 0.31% compared to 2022. Divorce cases filed by wives (divorce suits) refer to cases initiated by wives against their husbands. In contrast, divorce cases filed by husbands (divorce 'talak) refer to cases initiated by husbands against their wives. There were 6,917 divorce certificates issued, with the primary reasons for divorce being disputes, followed by factors such as economic issues, domestic violence, and others. The failure to resolve household conflicts resulting from divorce is a common issue. The Soreang Religious Court reported that marital disputes caused 6,854 cases, often rooted in emotional intelligence issues.

Effective emotional management, particularly emotional intelligence, is crucial in handling marital conflicts and resolving household problems (Hidayah, Ariyanto, & Hariyadi, 2020). Marriage is a long phase in human life, making emotional intelligence (EI) essential for building harmony, happiness, and family. The ability of individuals to manage issues in marriage contributes to preventing negative impacts on family resilience (Hidayah, Ariyanto, & Hariyadi, 2020). During conflicts, husband and wife must manage their emotions in a stable way to maintain family unity. Emotionally intelligent couples can be a source of strength and support for one another. Through emotional intelligence, they can find solutions, reach mutual agreements, and potentially have a longer-lasting relationship (Rahmawati & Fitriani, 2022).

The family is the smallest unit of society that plays a fundamental role in nurturing individuals and shaping their behaviors (Soleimanof et al., 2021). However, the dynamics of family life are not always free from challenges and conflicts. These challenges may include emotional difficulties, misunderstandings, and miscommunications between family members, especially between husband and wife (Zendedel et al., 2016). Such issues, if not addressed properly, can lead to marital problems, domestic strife, and in extreme cases, divorce. The resilience of a family is heavily influenced by the ability of its members to face and overcome these difficulties while maintaining emotional well-being and harmony.

Emotional intelligence (EQ) has been identified as a key factor in strengthening family resilience (Guillen et al., 2022). Emotional intelligence refers to the ability to recognize, understand, manage, and influence emotions both one's own and others' (Raghubir, 2018). In a marital relationship, the emotional intelligence of both spouses is crucial for fostering open communication, empathy, conflict resolution, and emotional support, all of which are vital to maintaining family harmony and resilience.

Despite its importance, emotional intelligence is often not sufficiently emphasized in the context of family life, particularly in marriage (Martínez-Monteagudo et al., 2019). Many couples experience emotional difficulties because they lack the emotional tools to manage conflicts and emotions effectively (Näykki et al., 2014). This lack of emotional regulation can strain relationships, weakening the family's overall resilience.

This study aims to provide a holistic analysis of the role of emotional intelligence in strengthening family resilience, with a specific focus on the marital relationship. The research will explore how emotional intelligence, when properly developed and applied, can enhance communication, reduce conflicts, and build a supportive and stable family environment. Additionally, this study will examine how guidance and counseling services can help couples improve their emotional intelligence and, by extension, their family resilience. This will enhance family counseling and guidance knowledge, particularly in addressing conflicts related to the emotional intelligence of men and women in marriage, to strengthen family resilience. For counselors, the results of this study can serve as

a consideration in providing family counseling services, particularly addressing issues arising from the emotional intelligence roles of husbands and wives.

The research approach used is a case study. The case study approach requires considerable time, unlike other disciplines. Creswell (2014) mentions that in a qualitative case study, researchers can design questions or sub-questions based on issues from the explored topic. These sub-questions may also include data collection, analysis, and narrative construction steps. Data collection in case studies can come from various sources of information, as case studies enrich the data to create a detailed picture of the case.

## 2. METHOD

### 2.1 Research Design

This study uses a qualitative research method. Qualitative research aims to holistically understand an event or experience from the perspective of the research subjects, such as their behaviors, perceptions, motivations, actions, and others, through verbal descriptions. Research using this method is difficult to quantify and describe and relies on analysis. The process and meaning (subject's perspective) are emphasized in qualitative research. The theoretical framework serves as a guide to ensure the direction of the study remains consistent with the realities observed in the field. Qualitative research is also a study focused on the natural context of various social events. Additionally, qualitative research is defined as a way to explore and describe an event in a narrative form.

### 2.2 Location and Year of Research.

The research will take place from January to June 2024. The research is conducted in the Baleendah District and Malakasari Village in the Baleendah Subdistrict of Bandung Regency. Based on the research needs, the specific location for this case study is in Baleendah Subdistrict. The choice of this location is supported by data from the Soreang Religious Court, which reported that the highest divorce rates in 2023 were in the Baleendah Subdistrict. Therefore, the research is conducted in this area, where efforts can be made to maintain marital relationships and provide necessary counseling moving forward.

### 2.3 Research Subjects

The subjects of this study consist of five informants. These include three key informants and two supporting informants. The key informants are married couples with a stable marriage of 5-15 years, with husbands aged 30-40 and wives aged 26-36. Additionally, one husband (aged 30-40 years) and one wife (aged 26-36 years), each having experienced divorce 1-5 years prior, are also included. The supporting informants are the Baleendah Subdistrict Religious Affairs Office staff and the Soreang Religious Court.

### 2.4 Data Collection

The data collection techniques used in this study are threefold (1) In-depth Interviews: The researcher asks questions to obtain detailed information and analyze the research topic from the informants' perspectives; (2) Observation: This technique is used as evidence by observing events that can be perceived through the senses, such as sight, feeling, and hearing, which are then recorded objectively; (3) Documentation: Documentation is used for various purposes, such as storing information for future reference, recording events or activities, sharing information with others, and supporting the research.

### 2.5 Data Analysis

This study uses holistic analysis, which means the researcher aims to gather comprehensive data. Facts are derived from the collected data. To obtain thorough information, the researcher will not only seek insights from the key informants but also the people closest to the research subjects (Assyakurrohim, Dimas, & al, 2023). The data analysis process is as follows:

- a) Data Reduction. The data reduction steps include reading and reviewing all data to gain a deeper understanding, identifying themes and sub-themes that emerge from the data, categorizing the data based on these identified themes and sub-themes, analyzing it to uncover meanings and patterns, and ultimately drawing conclusions based on the data analysis.
- b) Data Display. To present the research findings, the data is shown primarily in a narrative, structured logically and systematically, referring to the research questions. This means that the data presentation is descriptive. The data answers the research problems according to the logical framework of the study. Data presentation is

done using graphics or diagrams to support the narrative's completeness, providing an integrated view (Sum & Talu, 2018).

- c) Drawing Conclusions and Verification. At the beginning of the research, the researcher seeks to find meaning from the collected data. After displaying the data, the final step is drawing conclusions and verifying the findings. Concluding involves summarizing the gathered words into concise, clear sentences. These conclusions are then checked for accuracy to ensure a clearer conclusion is reached (Iriani, 2019).

## 2.6 Data Validity Techniques

In this study, the researcher uses triangulation for data validity. Triangulation is a technique for ensuring data accuracy by comparing it with other sources. Triangulation in this study is divided into three types: source triangulation, method triangulation, and time triangulation, as follows:

- a) Source Triangulation: This source is obtained from research subjects who serve as key informants and supporting informants, including married couples with husbands aged 30-40 years and wives aged 26-36 years who have been married for 5-15 years, as well as divorced husbands and wives aged 30-40 and 26-36 years, respectively, who have been divorced 1-5 years prior. Supporting informants include staff from the Baleendah Subdistrict Religious Affairs Office in the Premarital Counseling Division and personnel from the Soreang Religious Court.
- b) Method/Technique Triangulation: This method involves comparing information or data using different approaches. The researcher uses open, semi-structured, and in-depth interviews to obtain reliable information and a comprehensive view of specific data. The researcher also uses observation and different informants to verify the authenticity of the information. The research aims to reach conclusions closer to the truth through diverse perspectives.
- c) Time Triangulation: One technique to increase data validity in qualitative research. This technique involves gathering data at different times to ensure the consistency and stability of research results. Time triangulation in this study will be conducted from March to April 2024 in Baleendah Subdistrict, Bandung Regency.

## 3. RESULTS AND DISCUSSION

### 3.1 Results

Marriage is a sacred institution, allowing individuals to live together legally as a couple. It is hoped that marriage will create a harmonious and happy household and help couples navigate the challenges of married life. However, in reality, not all married couples experience a smooth journey. Marriages often encounter disputes and conflicts that may lead to the eventual end of the relationship, such as divorce. The integrity of a family, built from the beginning of a marriage, can collapse when both partners prioritize their egos over the well-being of their marital life.

According to data from the Soreang Religious Court, in 2023, the divorce rate in Baleendah Subdistrict, Bandung Regency, was the highest among the 30 subdistricts in the area. This prompted the researcher to investigate further the social, psychological, and economic conditions in Baleendah that contribute to the high divorce rates in Bandung Regency. Initially, the researcher identified informants by directly observing the research area, such as visiting the Baleendah Subdistrict Office to gather data on the population and other relevant information as supporting documents. The researcher also visited the local police station to interact with community service officers, such as the Bhabinkamtibmas (community police officers) and obtained data related to the local environment. Through this, the researcher understood the research area's demographic conditions, which helped select the most appropriate sources for the study.

The total population of Baleendah Subdistrict is approximately 267,346 people. The subdistrict comprises five urban villages and three villages: Baleendah, Manggahang, Jelekong, Andir, Rancamanyar, Bojongmalaka, and Malakasari. The researcher conducted the study in Baleendah Urban Village and Malakasari Village. The data used in the research includes primary and secondary data, and the data collection techniques involved semi-structured in-depth interviews, observation, and documentation.

The researcher conducted the study in the research area with key informants, including one widow, one widower, and a married couple. The key informants in this study are as follows:

- a) Informant 1 (DF): A 29-year-old widow who married at the age of 22 in early 2018 and divorced at the age of 26 in 2021.

- b) Informant 2 (AD): A 40-year-old widower who married at the age of 29 in 2013 and divorced at the age of 36 in 2020.
- c) Informant 3: A married couple, Ibu Lisda (30 years old) and Bapak Atep (35 years old). Ibu Lisda married at 17, and Bapak Atep at 22 years old. They have been married for 13 years (since 2011) and have three children still in elementary school (Grade 5, Grade 3, and Grade 1).

Additionally, the study included supporting informants from the Marriage Counseling Division of the Baleendah Subdistrict Religious Affairs Office and the Soreang Religious Court. The findings of this study were obtained when the researcher conducted research in Baleendah Subdistrict. The data was analyzed through in-depth semi-structured interviews with the research informants. The research findings are based on aspects of emotional intelligence, including self-awareness, emotional regulation, using emotions productively, empathy, and relationship-building, as well as aspects of family resilience, such as physical-economic, psychological, and social resilience. These were then connected to explore the role of emotional intelligence in strengthening family resilience. The following is the analysis and discussion of the research findings.

### 3.2. Discussion

#### a) Emotional Intelligence

##### (1) Self-Awareness

Based on the research, the informants did not clearly understand what emotions are. Some mentioned that emotions are tied to ego and the expression of feelings, but they could not describe emotions in a broader sense. This indicates a lack of self-awareness when it comes to understanding their own emotions. People often express their feelings through words, pouring out all their emotions, but without realizing that these words could be better used for effective communication in problem-solving rather than letting emotions build up internally.

Emotions are often confused with feelings, but they can be differentiated. Emotions are more intense than feelings, and the physical changes caused by emotions are more noticeable than those caused by feelings (Manizar, 2016). Emotions play a significant role when problems arise, influencing how informants think and behave when they are emotional. The issue, however, is that although the informants may choose to be alone to calm down, they do not create a space for self-reflection on the issues causing the emotional state, nor do they become fully aware of their emotions. Reflection is an essential phase in life to understand and give meaning to one's actions so that in the future, individuals can better understand their condition and remain true to themselves.

##### (2) Managing Emotions

An internal distraction causes individuals to avoid confronting their emotions, believing that problems will resolve themselves if not directly faced. Instead of confronting emotions, they avoid them, which reflects a lack of emotional management. People may feel loved and appreciated, but when their emotions peak, they become highly sensitive in responding to situations. However, the informants have managed their emotions by considering the consequences of acting aggressively.

The informants have certainly experienced stress due to their physical and emotional conditions. To avoid stress, the study found that some individuals engage in positive activities, but over time, doing these activities too frequently can become negative if they continually suppress their stress. This highlights the importance of emotional management and self-regulation. Emotional regulation refers to maintaining calm and focus. Individuals who master these skills can release their emotions, refocus their distracted thoughts, and reduce stress effectively. Those who regulate their emotions can control their upset reactions and deal with problems more effectively. Individuals with good emotional regulation can manage their emotions and avoid actions that might harm others (Umasugi, 2013).

##### (3) Using Emotions Productively

It is important to take responsibility for one's emotions to control thoughts at any given moment. A lack of responsibility for one's emotions can lead to deteriorating interpersonal relationships, resulting in apathy toward others and fatigue from unmet demands, eventually leading to regret. The informants in this study found that a solution to managing emotions was to spend time alone, allowing them to regain emotional stability and return to positive activities.

Individuals with emotional maturity can suppress aggressive behaviors, control their emotions, read the emotions of others, and maintain good relationships with their environment. Therefore, emotionally mature

individuals can manage aggressive behavior (Guswani, 2011). Emotional maturity is the ability to accept negative things in the environment without reacting negatively, using wisdom instead (Guswani, 2011).

#### (4) Empathy

Empathy helps individuals understand the intentions of others, predict behaviors, and feel similar emotions triggered by others (Nurdin & Nurfitriany, 2020). Egoism may be a response when someone feels the environment does not support them. However, a selfish or indifferent attitude does not justify neglecting others' feelings. According to Eisenberg and Strayer (Nurdin & Nurfitriany, 2020), one of the most fundamental aspects of empathy is understanding the differences between oneself and others. The personal perspective of trying to understand what others think and feel is the cognitive aspect of empathy.

A person becomes more attuned to the emotions and situations of others when they feel close to them. However, in relationships where communication is poor and partners are not open, even the closest person can seem distant in understanding their partner's emotions. It is important to listen to and respect differing opinions to understand and view others' perspectives in a healthy, open-minded way.

#### (5) Building Relationships

Building relationships requires effort and commitment from both parties. One's ability to maintain a relationship will not succeed if both partners do not share the same goals. The informants understand that resolving conflict is crucial, but sometimes, they are unsure about how to communicate effectively.

Quality families can be achieved if each member demonstrates strong family resilience. Family resilience is created when each family member functions harmoniously, synchronously, and in balance. When a family has adequate financial resources, it can maximize its economic functions. However, these material resources mean little if the family has no love and protection (Ngewa, 2021).

Living in harmony emphasizes creating balance and harmony between humans and nature, as well as with oneself. However, the informants struggled to explain the meaning of "living in harmony" within the context of marriage, making it unclear to the partners what the true purpose of marriage is. While they could answer "togetherness," this alone is not enough if both partners cannot understand and respect each other's concept of family life.

### b) Family Resilience

#### (1) Physical-Economic Resilience

An ideal lifestyle varies for each individual, but the most important factor is choosing a lifestyle that aligns with one's values, capabilities, and life goals. The development of rational consumption behavior in an individual is a function of all their potential (cognitive, efficient, and psychomotor) in the context of interactions with their social environment (family, school, and society) throughout life. This process reveals the relationship between thoughts, feelings, and actions. Thoughts shape one's mindset, materials turn into behavior, thoughts become visions, and behavior shapes character. If this continues, it becomes a habit for the individual in the future (Risnawati, 2018).

Regarding lifestyle, the informants in this study exhibited a similar attitude of generosity regarding finances. When looking at educational background, both informants who had gone through divorce had completed only high school, whereas the married couple had not completed their high school education. This suggests that financial factors and differing education levels may not significantly affect emotional health in married life. Someone with lower educational attainment may value education more and appreciate their achievements more deeply.

#### (2) Psychological Resilience

The informants emphasized the importance of mental health, but they still did not fully understand how mindfulness paying attention to thoughts, feelings, and bodily sensations without judgment works. Mental health is often considered only in terms of avoiding severe conditions like insanity. Still, mental health also involves managing stress, anxiety, and anger in healthy ways and being able to communicate effectively with others. The research findings suggest that just because someone believes they have good mental health, it doesn't necessarily mean they are managing their emotions well or fully understand mental health.

The family environment plays a significant role in the mental development of children and other family members. In the family, one learns how to react to others, understand oneself, and manage emotions. Emotional management is crucial in maintaining a child's mental health, which heavily depends on how parents communicate and nurture their children, as parents are the primary influences on their children's values (Mahmudah, 2024).

Commitment is also a key factor in psychological resilience. Healthy commitment enables individuals to adapt to changes and find solutions to achieve goals, leading to a more meaningful life. Partners should provide safety and comfort while remaining optimistic about the future.

### (3) Social Resilience

Social resilience refers to the ability of a family to respond to challenges with wisdom and perseverance. Social resilience enables individuals within a family to view diversity as a difference that does not require conflict (Dewi & Toha, 2022). When one partner is unable to face social challenges together with their spouse, this can disrupt the marital relationship, potentially leading to divorce without proper communication. Without adequate social support, emotions may cloud judgment, making it difficult to build and maintain social resilience as a couple. Professional help may be necessary for couples who cannot control their emotions when dealing with family problems. With professional assistance, couples can view problems from different perspectives rather than relying solely on short-term emotions.

#### c) The Role of Emotional Intelligence in Strengthening Family Resilience

The division of roles between husband and wife in family life has not been fully understood or well-practiced. The husband's role is to guide and lead the family members towards a more positive and better future. From the three informants in this study, it was found that in marital relationships, a wife's emotional ego tends to dominate. This concerns the husband, who needs to understand his wife's emotional outbursts. If not handled well, a wife's emotional outburst can lead to long-term consequences, such as divorce.

A family is a system made up of interconnected individuals. The individuals within it can experience changes and influence the family system (Wardyaningrum, 2013). Family resilience is a dynamic state of a family that reflects its strength, endurance, and ability to survive, encompassing physical, material, psychological, intellectual, and spiritual capabilities to live independently, develop as individuals and as a family, and live harmoniously, enhancing both physical and spiritual well-being (Dewi & Toha, 2022). According to Walsh (1998) and Dewi & Toha (2022), family resilience refers to the problem-solving and adaptation processes of the family as a functional unit.

The fear of losing a partner is essential to instill to prevent hasty decisions to separate. Separation involves the two partners and impacts the children and extended family. Emotional security also encompasses feeling safe to speak, express opinions, or discuss challenges. Therefore, communication among family members is critical in ensuring emotional safety (Wardyaningrum, 2013). Everything should be communicated and not avoided. Communication and cooperation are essential pillars of building a harmonious and prosperous family. Open and honest communication between family members is crucial for building trust and mutual respect. This allows family members to understand each other's feelings, thoughts, and needs. A deep sense of care for one another also creates a positive emotional environment, fostering safety and comfort within the family.

Family communication is a meaningful exchange process, and families can develop their ability to communicate emotions to their members. Family members frequently interact with each other, and the communication they develop is often predictable, influencing how they interact. Furthermore, an unstable family life can make predictable things happen, leading to changes or crises. Overall, this situation can make family members dependent on one another (Wardyaningrum, 2013).

#### a) Family Counseling and Guidance

Emotional intelligence is a key factor in maintaining family harmony and resilience. Husbands and wives with high emotional intelligence better manage their emotions, empathize with their partner, communicate effectively, and resolve conflicts wisely, offering solutions to family issues. Family resilience refers to the ability of a family to face challenges, stress, and changes while maintaining well-being and harmony (Kong et al., 2016).

In the family context, the emotional intelligence of both partners plays a crucial role in maintaining a harmonious relationship, managing conflicts, and creating a stable family environment (Suswandi & Utomo, 2023). Family resilience refers to a family's capacity to cope with, adapt to, and recover from pressure or crises. Strong family resilience allows the husband and wife to work together to face stress and build closer relationships (Caputo et al., 2018). The emotional intelligence of spouses is a key factor in building family resilience (Bande et al., 2015). With effective guidance and counseling, couples can improve their emotional skills, manage conflicts better, and create a more harmonious and meaningful family life.

One of the main benefits of family counseling and guidance services is preventing divorce and prolonged family conflicts. Family counseling programs play a significant role in strengthening family resilience by developing the emotional intelligence of both partners (Cerit & Şimşek, 2021). This program allows couples to build more

harmonious relationships, resolve conflicts wisely, and create a more stable and happy family environment. This not only impacts the family itself but also contributes to broader social well-being.

This research shows that emotional intelligence is important in strengthening family resilience. With appropriate counseling and guidance, couples can develop emotional skills that support harmonious relationships, reduce conflict levels, and create a more stable and happy family environment. The implications of this research can serve as the foundation for developing marriage counseling programs, emotional intelligence training, and policies to strengthen family resilience at the individual, community, and national levels.

#### **4. RESEARCH IMPLICATIONS**

This research contributes to the body of knowledge in guidance and counseling, particularly in addressing conflicts between couples, specifically regarding the emotional intelligence of married men and women and how this can strengthen family resilience.

This study is expected to offer benefits in various aspects, including academic, practical, policy-related, and social areas, to strengthen family resilience through the approach of emotional intelligence. It provides academic insights on how a holistic approach in guidance and counseling can help married couples build more harmonious relationships. Additionally, it emphasizes the importance of emotional intelligence in marital life to improve family harmony and resilience.

#### **5. CONCLUSIONS**

The roles and responsibilities of husbands and wives in this study are identified: the husband's role is to be the leader in the household, providing for the wife and children, ensuring their safety, and protecting and caring for them. The wife's role, particularly managing the household, focuses on caring for the children. The husband is expected to guide his family and share the burden of household duties. Thus, the roles of both spouses are essential for the mobility of the household, with the husband's responsibility for household tasks and the wife's obedience to him.

Once married, a woman with high emotional intelligence can express her feelings and needs clearly and assertively and be an attentive and empathetic listener. This helps her remain stable and optimistic when facing difficult situations, offering emotional support to other family members. Consequently, a wife can create a warm, loving, and understanding family atmosphere, increasing the overall happiness of the family, as she will be able to understand and respond appropriately to her husband's and children's emotional needs, fostering positive and supportive relationships with both her husband and children.

In family life, a man who is a husband with high emotional intelligence can understand his family's emotional needs, establish open and supportive communication, and resolve conflicts constructively. He can manage family stress and challenges calmly and rationally, finding effective solutions to family conflicts. This behavior reflects a positive and controlled husband, setting a good example for his wife and children in managing their emotions. Thus, the husband can form a deeper and more intimate connection with his wife, building mutual trust and emotional intimacy in their married life.

Emotional intelligence plays a crucial role in strengthening family resilience. A family with high emotional intelligence will be better equipped to cope with stress, resolve conflicts, and build positive relationships. By nurturing emotional intelligence, families can build stronger resilience, improve happiness, and achieve shared goals for a more meaningful family life.

Recommendations: Future researchers could investigate the relationship between the emotional intelligence levels of couples and family resilience, focusing on aspects such as communication, decision-making, and psychological well-being. A comparative study could also be conducted between families with high and low emotional intelligence handling conflicts and life challenges.

#### **ACKNOWLEDGMENTS**

The researcher would like to express gratitude to the Soreang Religious Court, the Office of Religious Affairs in Baleendah Sub-district, the staff of Baleendah Sub-district, the Baleendah Police Station, and the informants, who are residents of Baleendah Sub-district, for their support during this research.



## AUTHOR CONTRIBUTION STATEMENT

All authors made significant contributions to the article and are fully responsible for the data presented in this article.

## REFERENCES

- Assyakurrohim, Dimas, & al, e. (2023). Metode studi kasus dalam penelitian kualitatif. *Jurnal Pendidikan Sains Dan Komputer*, 1-9. <https://doi.org/10.47709/jpsk.v3i01.1951>
- Bande, B., Fernández-Ferrín, P., Varela, J. A., & Jaramillo, F. (2015). Emotions and salesperson propensity to leave: The effects of emotional intelligence and resilience. *Industrial marketing management*, 44, 142-153. <https://doi.org/10.1016/j.indmarman.2014.10.011>
- Caputo, A., Ayoko, O. B., & Amoo, N. (2018). The moderating role of cultural intelligence in the relationship between cultural orientations and conflict management styles. *Journal of Business Research*, 89, 10-20. <https://doi.org/10.1016/j.jbusres.2018.03.042>
- Cerit, E., & Şimşek, N. (2021). A social skills development training programme to improve adolescents' psychological resilience and emotional intelligence level. *Archives of psychiatric nursing*, 35(6), 610-616. <https://doi.org/10.1016/j.apnu.2021.08.001>
- Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches (4th ed.)*. Sage publications.
- Dariyo, A. (2004). Memahami Psikologi Perceraian Dalam Kehidupan Keluarga. *Jurnal Psikologi*, 94-100. <https://digilib.esaunggul.ac.id/public/UEU-Journal-4955-Agoes%20Dariyo.pdf>
- Dewi, H. M., & Tohari, M. A. (2021). Peran Ketahanan Keluarga Di Masa Pandemi Covid-19. *KHIDMAT SOSIAL: Journal of Social Work and Social Services*, 2(2), 113-121. <https://jurnal.umj.ac.id/index.php/khidmatsosial/article/view/14122>
- Guillen, M. E., Tirado, D. M., & Sanchez, A. R. (2022). The impact of COVID-19 on university students and competences in education for sustainable development: Emotional intelligence, resilience and engagement. *Journal of Cleaner Production*, 380, 135057. <https://doi.org/10.1016/j.jclepro.2022.135057>
- Guswani, A. M., & Kawuryan, F. (2012). Perilaku agresi pada mahasiswa ditinjau dari kematangan emosi. *Jurnal Psikologi: PITUTUR*, 1(2), 86-92. <https://jurnal.umk.ac.id/index.php/PSI/article/view/29>
- Hidayah, B., Ariyanto, A. A., & Hariyadi, S. (2020). Apakah emotional intelligence dipengaruhi gender?: Analisis perbedaan kecerdasan emosi kaitannya dengan manajemen konflik suami-istri dalam masa kritis perkawinan. *Jurnal Psikologi Udayana*, 7(2), 43-51. <http://dx.doi.org/10.24843/JPU.2020.v07.i02.p05>
- Iriani, A. F. (2019). Minat nasabah dalam penggunaan mobile banking pada nasabah Bank Syariah Mandiri Kota Palopo. *Dinamis: Journal of Islamic Management and Bussiness*, 2(2). <https://doi.org/10.24256/dinamis.v2i2.1254>
- Juabdin, H. (2017). Kebutuhan Dasar Manusia dalam Perspektif Pendidikan Islam. *Jurnal Pendidikan Islam*, 213-226. <https://ejournal.radenintan.ac.id/index.php/tadzkiyyah/article/view/2126/0>
- Kong, L., Liu, Y., Li, G., Fang, Y., Kang, X., & Li, P. (2016). Resilience moderates the relationship between emotional intelligence and clinical communication ability among Chinese practice nursing students: A structural equation model analysis. *Nurse Education Today*, 46, 64-68. <https://doi.org/10.1016/j.nedt.2016.08.028>
- Mahmudah, N. (2024). Edukasi Kesehatan Reproduksi dan Kesehatan Mental Pada Keluarga. *Jurnal Bina Pengabdian Kepada Masyarakat*, 193-200. <https://doi.org/10.55081/jbpm.v4i1.1548>
- Manizar, E. (2016). Mengelola Kecerdasan Emosi. *Jurnal Pendidikan Agama Islam*, 198-213. <https://jurnal.radenfatah.ac.id/index.php/Tadrib/article/view/1168>
- Martínez-Monteagudo, M. C., Delgado, B., Inglés, C. J., & García-Fernández, J. M. (2019). Cyberbullying in the university setting. Relationship with family environment and emotional intelligence. *Computers in Human Behavior*, 91, 220-225. <https://doi.org/10.1016/j.chb.2018.10.002>
- Näykki, P., Järvelä, S., Kirschner, P. A., & Järvenoja, H. (2014). Socio-emotional conflict in collaborative learning—A process-oriented case study in a higher education context. *International Journal of Educational Research*, 68, 1-14. <https://doi.org/10.1016/j.ijer.2014.07.001>
- Ngewa, H. M. (2021). Peran Orang tua dalam Pengasuhan Anak. *Journal of Early Childhood*, 96-115. <http://dx.doi.org/10.30863/educhild.v1i1.1305>
- Nurdin, M. N., & Nurfitriany, F. (2020). Perbedaan empati kognitif dan empati afektif pada remaja laki-laki dan perempuan. *Jurnal Psikologi TALENTA*, 11. <https://doi.org/10.26858/talenta.v2i2.13199>

- Octavian, F., & Nurwati, N. (2020). Dampak Pernikahan Usia Dini Terhadap Perceraian Di Indonesia. *Jurnal Ilmu Kesejahteraan Sosial*, 33-52. <https://journal.unpas.ac.id/index.php/humanitas/article/view/2820>
- Pendidikan, P. (2018). Pengaruh Pendidikan Ekonomi Keluarga, Gaya Hidup, Modernitas Individu, dan Literasi Ekonomi terhadap Perilaku Konsumtif Siswa. *Jurnal Pendidikan: Teori, Penelitian, Dan Pengembangan*, 3(4), 430-436. <http://dx.doi.org/10.17977/jptpp.v3i4.10732>
- Raghubir, A. E. (2018). Emotional intelligence in professional nursing practice: A concept review using Rodgers's evolutionary analysis approach. *International journal of nursing sciences*, 5(2), 126-130. <https://doi.org/10.1016/j.ijnss.2018.03.004>
- Rahmawati, N., & Fitriani, R. (2022). Peran Kecerdasan Emosional Suami dalam Meningkatkan Ketahanan Pernikahan. *Jurnal Ilmiah Psikologi Universitas Muhammadiyah Yogyakarta*, 182-192. <https://download.garuda.kemdikbud.go.id/article.1522479>
- Soleimanof, S., Morris, M. H., & Jang, Y. (2021). Following the footsteps that inspire: Parental passion, family communication, and children's entrepreneurial attitudes. *Journal of Business Research*, 128, 450-461. <https://doi.org/10.1016/j.jbusres.2021.02.018>
- Sum, T. A., & Talu, A. T. (2018). Faktor Penyebab Kurangnya Minat Laki-Laki Untuk Menjadi Guru Paud Di Kabupaten Manggarai. *Jurnal Pendidikan dan Kebudayaan Missio*, 10(2). <http://dx.doi.org/10.36928/jpkm.v10i2.170>
- Suswandi, T. N., & Utomo, P. (2023). The Effect of Emotional Intelligence on the Quality of Social Media use among Adolescent. *INSPIRATIF: Journal of Educational Psychology*, 2(1), 6-10. <https://jurnal.yoi.ac.id/index.php/inspiratif/article/view/59>
- Umasugi, S. C. (2013). Hubungan antara regulasi emosi dan religiusitas dengan kecenderungan perilaku bullying pada remaja. *Fakultas Psikologi Universitas Ahmad Dahlan*, 2(1). <https://www.semanticscholar.org/paper/Umasugi/b657d44922e9e885765286b3080e1e1406fe6f86>
- Wardyaningrum, D. (2013). Komunikasi untuk penyelesaian konflik dalam keluarga: Orientasi percakapan dan orientasi kepatuhan. *Jurnal Al-Azhar Indonesia Seri Pranata Sosial*, 2(1), 47-58. <https://jurnal.uai.ac.id/index.php/sps/article/view/110>
- Zendedel, R., Schouten, B. C., van Weert, J. C., & van den Putte, B. (2016). Informal interpreting in general practice: Comparing the perspectives of general practitioners, migrant patients and family interpreters. *Patient education and counseling*, 99(6), 981-987. <https://doi.org/10.1016/j.pec.2015.12.021>

**Copyright holder:**

© Andrepati, R., Dartina, V., &amp; Fitrah, F. (2025)

**First Publication Right:**

Quanta Journal (Kajian Bimbingan dan Konseling dalam Pendidikan)

**This Article is licensed under:**

CC-BY-SA (Creative Commons Attribution-ShareAlike 4.0 International License)