



## STUDY REPORT

# The role and relation of emotional intelligence with work-life balance for working women in job stress

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### Abstract

This study aims to determine how working women's emotional intelligence and work-life balance affect job stress. The phrase "work-life balance" refers to methods for balancing the demands of employees' personal and professional lives. It is challenging to find time to balance work and personal obligations due to the expectations and pressures of the workplace. The advancement of women is impacted by women who take up the problem of work-life balance. Organizations may also foster work environments and cultures that show concern for their employees' lives outside of the office. Organizations should regularly assess their current work procedures to identify those that increase employee stress and inefficiency. In light of this, the current study was conducted to assess the work-life balance of Indian career women. The current study focuses on how emotional intelligence and role efficacy connect to career women's work-life balance. Emotional intelligence is significantly impacted by factors impacting role effectiveness. Our emotions influence every action, choice, and evaluation we make. People with emotional intelligence know this and utilize their thoughts to control their emotions rather than allowing them to control them.

**Keywords:** Working women, Emotions, Work-life balance, Emotional intelligence.

### Introduction

The 21<sup>st</sup> century is a time of stress as well. Globalization, the information technology revolution, and the rapid pace of life

have all contributed to people experiencing stress at work and in their daily lives. The most significant consequences of these can be observed in business and can take the form of adjustments made by businesses to their structures, strategy, activities, and technologies.

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Employees in organizations that are always evolving are given new roles and responsibilities that affect their ability to manage work and life. Employees who want to handle these new roles and responsibilities must be effective. Efficiency in emotional intelligence (EQ) and intellectual quotient (IQ) in the processes of decision-making and problem-solving It is difficult to live fully stress-free; therefore, stress becomes a part of everyday life. People have employed various coping mechanisms to deal with stress, including using their intelligence, particularly their emotional intelligence (Siren, 2007).

The ability to use emotions to solve issues and think more creatively are made possible by emotional intelligence. According to Daniel Goleman, emotional intelligence is a crucial set of psychological skills related to work-life balance and success in general. Your ability to balance your professional and personal life will depend heavily on your communication, social, and leadership skills.

Another facet of emotional intelligence that has been discovered to be crucial for a successful work-life balance is the capacity to control emotions and deal with stress.

Knowing when and how to express emotion and managing it are both aspects of emotional intelligence. A crucial component of emotional intelligence is empathy. Emotions are more productive at work and in social situations.

### **Statement of the Problem**

Stress is widely acknowledged as a serious threat to employees' well-being and businesses' health. Workplace demands may result in stress. Job stress may be a serious issue for both the company and the employees. There are several ways that stress at work might appear. Numerous physical and mental conditions, such as tension headaches, allergies, back pain, colds, the flu, depression (Arroba & James, 1990), anxiety, irritability, stress, and sleeplessness, can result in health-harming coping mechanisms, such as increased drug use (Quick, Nelson & Quick, 1990). Chronic stress exposure may even have very dangerous effects like high blood pressure, cancer, heart disease, respiratory conditions, strokes, arthritis, and ulcers (Quick, Nelson & Quick, 1990; Crick, 1988). However, not everyone has these issues when under stress. However, this study focuses on how emotional intelligence and a healthy work-life balance affect job stress.

Emotional intelligence is the ability to recognize, understand, and manage one's own emotions, as well as the emotions of others. It is a key factor in determining success in both personal and professional relationships. Emotional intelligence involves self-awareness, self-regulation, motivation, empathy, and social skills. People with high emotional intelligence are better able to understand and manage their own emotions, as well as the emotions of others. They are also better able to build relationships, resolve conflicts, and make decisions.

#### *Develop Self-awareness*

Women should take time to reflect on their emotions and how they affect their work and life. This will help them to better understand their own needs and feelings, as well as those of others.

#### *Practice Self-regulation*

Women should learn to manage their emotions in a healthy way, such as by taking deep breaths or engaging in relaxation techniques when feeling overwhelmed or stressed.

#### *Enhance Motivation*

Women should strive to find meaning and purpose in their work, which can help them stay motivated and engaged even when faced with difficult tasks or challenging situations.

#### *Improve Empathy*

Women should practice active listening and try to understand the perspectives of others, which can help them build stronger relationships with colleagues and clients.

#### *Foster Social Skills*

Women should focus on building strong relationships with colleagues, clients, and other stakeholders by being open to feedback, expressing appreciation for others' efforts, and showing respect for different opinions.

#### *Prioritize Work-life Balance*

Women should make sure that they are taking care of themselves by getting enough rest, eating healthy meals, exercising regularly, spending time with family and friends, and engaging in activities that bring joy into their lives.

### **Objectives of the Study**

The following are the objectives of this study:

- To Examine how dedicative working women's emotional intelligence and work-life balance relate to job stress.
- To determine the connection between working women's emotional intelligence and job stress.
- To determine the causes of occupational stress in a workplace.

### **Aim of the Study**

This study on career women's work-life balance and emotional intelligence will address all the elements that contribute to job stress as well as strategies for using emotional intelligence to keep a healthy work-life balance.

### **Role of Emotional Intelligence and Work-life Balance of Working Women in Job Stress**

Emotional intelligence (EI) and work-life balance are two important factors that can influence job stress in working women. EI is the ability to recognize, understand, and manage one's emotions and those of others. It involves self-awareness, self-regulation, motivation, empathy, and social skills. EI can help working women to better manage their emotions in the workplace and reduce job stress. For example, suppose a woman can recognize her feelings of frustration or anger when faced with a difficult situation at work. In that case, she can take steps to regulate her emotions and respond in a more constructive way. Work-life balance is also important in reducing job stress for working women. This involves finding a balance between work responsibilities and personal life activities such as family time, leisure activities, and self-care. When women can prioritize their personal needs and make time for themselves outside of work, they can better cope with job stressors.

Additionally, having a supportive network of family and friends can provide emotional support which can help reduce job stress. Overall, emotional intelligence and work-life balance are both important factors that can help reduce job stress for working women. By recognizing their own emotions and taking steps to regulate them as well as making time for themselves outside of work, women can better manage their job stressors and lead healthier lives.

Emotions are an essential and irreplaceable component of daily organizational life. The experience of working is emotionally charged, ranging from brief moments of terror, delight, irritation, or grief to a pervasive sense of commitment or dissatisfaction (Ashforth & Humphrey, 1995). According to Ashforth and Humphrey's analysis of workplace emotions, previous studies have contributed to the notion that "emotion is the enemy of rationality." Ashforth and Humphrey contend that this viewpoint is oversimplified and that employees, whether managers or not, are emotionally invested in their work experiences and understandings.

A manager is someone who has to control the atmosphere of their company. The most talented business executives are able to do this by combining a mysterious set of psychological aptitudes and competencies known as emotional intelligence. They are self-aware and empathic. They possess the capacity to manage, control, and read their own emotions while intuitively understanding how others see and feel the emotional climate of their company. Recent research has confirmed that emotional intelligence (EI) can influence your job and develop skills that increase your value and worth at work. EI impacts work success, as shown by a very recent and good review of the EI research (Dulewicz and Higgs, 2000). According to Goleman's examination of research studies from 500 organizations throughout the world, those who do best on EQ tests advance to the top of their organizations. For instance, "Star" employees have more confidence and people skills than "Regular" employees, who receive less complimentary performance assessments. The underlying idea behind the concept of emotional intelligence is that effective actions require more than just pristinely rational cognition. For bracing and arranging behavior, emotion separates. In a similar vein, having the basic cognitive ability is not enough to be happy and successful in life. This study examined how employees' emotional intelligence affects their organizational commitment, job happiness, and stress levels. Employees of banks have significant effects of emotional intelligence on job stress, job happiness, and organizational commitment. The study concludes that investing in an EI training system to raise employee EI levels may be the most profitable and advantageous way to improve employee job satisfaction, ability to handle stress at work, and performance, as well as organizational performance.

### ***Relationship between Emotional Intelligence and Job Stress***

There is a strong relationship between emotional intelligence and job stress. Studies have shown that individuals with higher levels of emotional intelligence are better able to manage their emotions in the face of job stress, leading to lower levels of overall stress. Those with higher emotional

intelligence are also better able to recognize and respond to the emotions of others, which can help reduce interpersonal conflicts that can lead to job stress. Additionally, those with higher emotional intelligence are better able to identify and address potential sources of job stress before they become overwhelming.

Numerous studies have looked at the effect of EI competencies on stress and found a positive relationship (Avolio, 2005; Spector and Goh, 2001; Ciarrochi, Chan, & Bajgar, 2001). In recent studies, researchers have shown a strong interest in the study of the relationship between EI and stress in the context of organizational performance. The EI competencies have a role in developing a person's capacity to better manage stress at work. Previous research has shown that people with EI have strong emotions and a positive attitude toward stressful situations.

The EI abilities give people the ability to pick from a variety of options for handling stress without collapsing, to be optimistic about solving a problem, and to feel in control of the circumstance (Slaski and Cartwright, 2002). EI-competent workers control their negative emotions at work, report fewer psychological issues, and exhibit high levels of job satisfaction and organizational commitment.

Stressful workplace situations can cause emotional reactions in people. The response may occasionally be favorable. Other times, the feelings might be described as being angry, anxious, or depressed. How a person perceives and controls their emotions may favor how they respond to stress. According to (Carson, 1998), EC and career commitment are associated. According to their research, those who are more likely to be dedicated to their careers also tend to be emotionally stronger. The evidence that stress on the job increases management demands, lowers productivity and causes a variety of illnesses in people is still expanding. Organizational stress impacts learning, memory, focus abilities, and other aspects of work performance.

For all businesses and employers, workplace stress also poses a significant danger of legal action, with significant responsibilities for negative publicity, reputational harm, and financial losses.

In these situations, emotional intelligence comes to our aid and directs us in choosing the right way to react to various stressors. EI aids in overcoming difficult circumstances. Therefore, a key component of stress management is finding an emotional balance between a prospective stress state and one's response to it. Sehgal (1997) examined the impact of role stress on a person's level of engagement in their work, alienation, and stress coping strategies. Role stress was shown to be mostly caused by inadequate resources, role eroding, and distance between roles. Approach forms of coping were utilized less frequently than avoidance coping strategies.

The function of emotion in workplace stress was investigated by Spector and Goh (2001) in their theoretical

research. In an effort to transcend the generality of prior definitions and concentrate on negative emotional responses, they used a specific definition of job stress as “any setting or event that provokes a negative emotional response, such as anger/anxiety/frustration/tension.” The authors hypothesized that feelings affect how the work environment is viewed, i.e., whether a specific circumstance is considered a source of work stress or not. They added that these evaluating emotions can result in emotional and physical difficulties. Continuously having bad emotional experiences can cause psychological strain, which can lower job satisfaction and organizational commitment.

In their findings, Duran and Extremera (2004), who included professionals working in institutions for individuals with intellectual impairments, found a significant correlation between burnout syndrome and emotional intelligence, particularly personal success. The information made it abundantly evident that emotional intelligence, as demonstrated by the capacity to understand, manage, and express emotions, may have an effect on how stressful a work is considered to be and the effects that stress has. The contribution of emotional intelligence to stress management and emotional regulation behavior was studied by Darolia & Darolia in 2005. The study unequivocally demonstrated that emotionally intelligent people, who can comprehend and recognise their feelings, can manage themselves in a way that prevents impulsivity and violence in stressful situations. A study on emotional intelligence was conducted in the year 2022, and it is believed that emotional intelligence and artificial intelligence are two sides of the same coin Ahmad (2022). “Teachers are the foundation of our society since they help shape our country’s course, says. Because no two students are the same, teaching is a challenging profession that requires flexibility and the ability to adapt to various teaching philosophies, according to one education executive Ahmad (2022).

#### **Factors causing Job Stress in a Workplace**

- Unclear job expectations: When employees are not sure what is expected of them, it can lead to stress and confusion.
- Lack of control: When employees feel like they have no control over their work or environment, it can lead to helplessness and frustration.
- Poor communication between management and employees can lead to misunderstandings and create a stressful work environment.
- Unreasonable workloads: When employees are given too much work or unrealistic deadlines, it can cause them to feel overwhelmed and stressed out.
- Workplace conflicts: Conflict between co-workers or management and employees can create a hostile work environment, leading to stress and anxiety.

- Unsupportive supervisors: Unsupportive or unhelpful supervisors can make it difficult for employees to do their jobs effectively, leading to increased stress levels.

The workplace is a significant source of stress-inducing demands, pressures, and structural and social resources. The workplace elements that have been discovered to be connected with stress and health hazards can be classed as those to do with the content of work and those to do with the social and organizational context of work. Long hours, work overload, time constraints, difficult or complex tasks, a lack of breaks, a lack of variety, and bad physical work circumstances (such as insufficient space, temperature, and light) are some of the intrinsic occupational hazards.

#### **Conclusion**

This study aims to look into how career women’s emotional intelligence and work-life balance affect job stress. In addition to occupational stress, emotional intelligence is discussed in depth in the context of workplace organization. An effort will be made to look into the variables in terms of jobs that are responsible for raising employee stress and how stress is related to EI. A justification is given for the significance of emotion in occupational stress and the necessity of further examining these connections. This study was conducted to illustrate the part that emotional intelligence plays in helping Indian working women maintain a healthy work-life balance. Organizations have realized that IQ alone cannot predict a person’s success; EQ/EI is also crucial for their professional and personal success.

#### **Declarations**

##### ***Ethics Approval and Consent***

This study has nothing to do with human and animal testing.

##### ***Consent for Publication***

All the authors give their consent to publish the current manuscript.

##### ***Competing Interest***

The authors declare that they have no conflict of interest.

##### ***Funding Declaration***

The authors didn’t receive any financial support for the said project from any organization.

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##### **Author Contribution**

The study’s lead author Dr. S Rehan Ahmad, affirms that he was the only one involved in its idea, design, and data gathering. KDV Prasad, Seema Bhakuni, and Amit Hedau contributed to the analysis and interpretation of the data. P B Shankar Narayan and Dr. P Paramewari co-wrote the



manuscript. Dr. S Rehan Ahmad gave final approval of the manuscript.

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