

ROLE OF EMOTIONAL INTELLIGENCE AND WORK-LIFE BALANCE IN JOB STRESS**Prof. Mamta kumara^{*1}, Prof. Rajkamal^{*2}, Prof. Shilpa Narhari Dhamde^{*3}**

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Abstract

In modern organizations, employees frequently experience job stress due to heavy workloads, organizational expectations, and conflicts between professional and personal responsibilities. Emotional intelligence and work-life balance have emerged as important factors that help employees manage stress effectively. Emotional intelligence enables individuals to recognize, understand, and regulate their emotions, while work-life balance helps employees maintain harmony between work and personal life. The findings indicate that emotional intelligence significantly reduces job stress and improves work-life balance, which in turn enhances employee well-being and organizational performance.

Keywords: *Emotional Intelligence, Work-Life Balance, Job Stress, Employee Well-being, Organizational Behavior*

1. Introduction

The modern workplace is characterized by increasing competition, technological advancement, and demanding organizational expectations. These factors often create significant pressure on employees, resulting in job stress. Emotional intelligence refers to the ability to understand, regulate, and manage emotions in oneself and others. Individuals with higher emotional intelligence can handle workplace conflicts, control emotional reactions, and respond effectively to stressful situations (Goleman, 1998; Mayer, Salovey, & Caruso, 2004). Work-life balance refers to the ability of employees to maintain equilibrium between work responsibilities and personal life commitments. Employees who fail to achieve this balance often experience stress, burnout, and reduced job satisfaction (Greenhaus & Beutell, 1985; Clark, 2000).

2. Literature Review

Several researchers have examined the relationship between emotional intelligence, work-life balance, and job stress in organizational settings. A study conducted among professionals in different sectors found that employees with higher emotional intelligence are more capable of managing workplace pressures and maintaining better work-life balance.

A study conducted among IT professionals found that emotional intelligence has a significant positive association with work-life balance. The findings suggest that employees who possess higher levels of emotional intelligence are more capable of balancing their job demands with personal responsibilities, enabling them to handle both professional and family roles more effectively (Sharma & Kumar, 2016; Wong & Law, 2002).

Research in organizational behavior has also shown that emotional intelligence plays an important role in reducing job stress and improving job satisfaction. Employees with high emotional intelligence tend to experience lower levels of perceived stress and demonstrate better workplace relationships and teamwork (Ashkanasy & Daus, 2005; Carmeli, 2003).

3. Objectives of the Study

1. To study the concept of emotional intelligence in the workplace.
2. To analyze the relationship between work-life balance and job stress.
3. To examine the impact of emotional intelligence on job stress.
4. To evaluate the role of emotional intelligence and work-life balance in reducing job stress among employees.

4. Hypotheses of the Study

H1: Emotional Intelligence significantly influences Job Stress

H2: Work-Life Balance significantly influences Job Stress

5. The conceptual framework

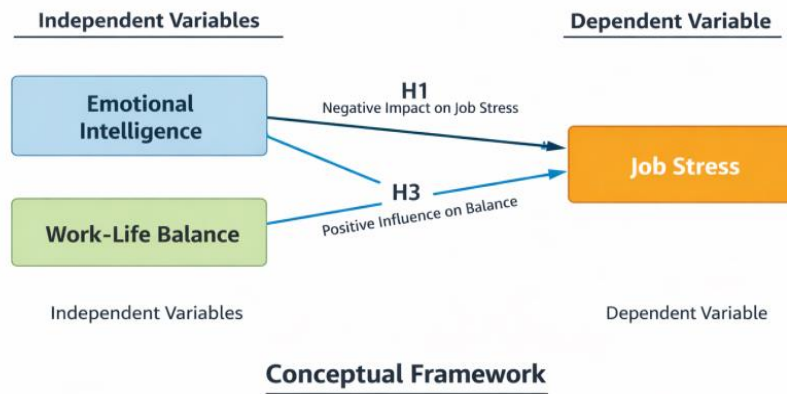


Fig 1

The conceptual framework illustrates the relationship between **Emotional Intelligence** and **Work-Life Balance** as independent variables and **Job Stress** as the dependent variable. Emotional intelligence refers to an individual’s ability to understand, manage, and regulate emotions in the workplace, which helps employees cope with challenging situations and workplace pressure. Work-life balance represents the ability of employees to maintain equilibrium between their professional responsibilities and personal life commitments. The framework proposes that higher emotional intelligence helps employees manage stress more effectively, thereby reducing job stress. Similarly, better work-life balance enables employees to handle work demands and personal responsibilities efficiently, which also contributes to lowering job stress. Therefore, both emotional intelligence and work-life balance play an important role in influencing the level of job stress experienced by employees.

6. Research Methodology

6.1 Research Design

The present study adopted a descriptive and quantitative research design.

6.2 Data collection

Primary data were collected through a structured questionnaire administered to employees working in different organizations. Secondary data were obtained from research journals, books, conference papers.

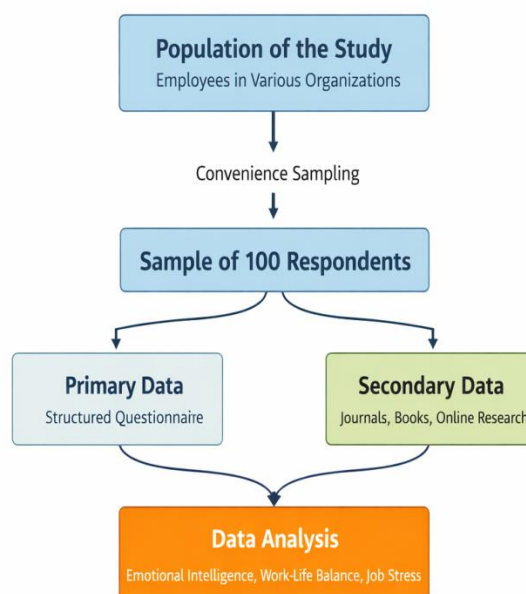
6.3 Sample Size-

A sample of 100 respondents from different organizations was considered in Nagpur.

6.4 Sampling Technique

The research study used convenience sampling to select respondents.

Fig 2- Data Analysis



7. Data Analysis and Interpretation

1) Emotional Intelligence

Table 1- Emotional Intelligence of respondents

No.	Statement	SD	D	N	A	SA	Mean
1	I am aware of my emotions when dealing with work situations	4	8	15	42	31	3.88
2	I can control my emotions during stressful work situations	5	10	18	40	27	3.74
3	I remain calm when facing difficulties at work	6	9	17	43	25	3.72
4	I can understand the emotions of my colleagues	3	7	14	46	30	3.93
5	I handle workplace conflicts in a constructive manner	4	8	16	44	28	3.84
6	I can motivate myself to perform well even under pressure	5	9	18	41	27	3.76
7	I manage my emotions effectively when facing criticism	6	10	17	39	28	3.73

Interpretation

It is clear that the statement “I can understand the emotions of my colleagues” and “I am aware of my emotions when dealing with work situations” recorded the highest mean score (3.93) and high mean value (3.88) respectively.

2) Work-Life Balance

Table 2- Work-Life Balance Analysis of Respondents

No.	Statement	(SD)	(D)	(N)	(A)	(SA)	Mean
1	I am able to balance my work and personal life effectively	6	10	17	41	26	3.71
2	My job allows me enough time for family and personal activities	7	11	19	38	25	3.63
3	I am satisfied with the balance between my work and personal life	5	9	18	42	26	3.75
4	My organization supports employees in maintaining work-life balance	6	10	20	39	25	3.67
5	I rarely feel that my work interferes with my personal life	7	12	18	38	25	3.62
6	I can manage both work responsibilities and family commitments effectively	5	9	17	43	26	3.76
7	My workload allows me to maintain a healthy lifestyle	6	11	19	40	24	3.65

Interpretation

The responses indicate that the statements “I can manage both my work duties and family responsibilities effectively” and “I am satisfied with the balance between my professional and personal life” received notable agreement from the participants, reflecting a generally positive perception of work–life balance among them shows (3.76) and high mean value (3.75) respectively.

3) Job Stress Analysis

Table 3- Job Stress Analysis of Respondents

No.	Statement	(SD)	(D)	(N)	(A)	(SA)	Mean
1	I feel stressed because of my job responsibilities	5	9	18	42	26	3.75
2	My workload sometimes feels overwhelming	6	10	17	41	26	3.71
3	I feel pressure to meet deadlines at work	4	8	16	44	28	3.84
4	I find it difficult to relax after work due to job stress	7	12	19	37	25	3.61
5	I feel emotionally exhausted because of my job	6	11	18	39	26	3.68
6	Work-related stress affects my overall well-being	5	10	17	42	26	3.74

Interpretation

The statement “I feel pressure to meet deadlines at work” and “I feel stressed because of my job responsibilities” shows highest mean score (3.84) and (3.75) respectively.

Hypothesis Testing

Regression Analysis Method

Dependent Variable: Job Stress

Independent Variables: Emotional Intelligence, Work-Life Balance

Table 4- Regression Analysis

Independent Variable	Beta Coefficient (β)	t-value	p-value	Result
Emotional Intelligence	-0.52	4.86	0.001	Significant
Work-Life Balance	-0.47	4.21	0.003	Significant
R ²	0.56			
F-value	32.74			

Table 5- Hypothesis Testing

Hypothesis	Statement	Result
H1	Emotional Intelligence significantly influences Job Stress	Accepted
H2	Work-Life Balance significantly influences Job Stress	Accepted

9. Conclusion

The study concludes that emotional intelligence and work-life balance play a significant role in reducing job stress among employees. Emotional intelligence enables employees to regulate emotions, handle workplace conflicts, and respond effectively to stressful situations. Work-life balance ensures that employees maintain harmony between their professional and personal lives. Organizations that encourage emotional intelligence development and work-life balance policies can significantly improve employee well-being, job satisfaction, and organizational productivity.

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