



Role of Employees Emotional Intelligence and Work Life Balance in Job Stress in Nagpur City

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ABSTRACT

Work – Life Balance of service sector workers is an issue that has attracted the interest of experimenters, educationists and the leaders. Managing both professional and particular life effectively and efficiently has come a major challenge for the service sector workers. Service associations need to make sweats to develop effective work – life balance programs and encourage their workers to make use of the available programs. This helps to increase organizational commitment, ameliorate productivity, effectiveness, retain stylish gift and motivate the workers to give their stylish. In the present script, work life balance for women workers is largely desirable and if there's no job satisfaction and thickness in life, it can produce a dilemma for working women. Work life balance requires attaining equilibrium between professional work and particular work, so that it reduces disunion between functionary and domestic life. The ultimate performance of any association depends on the performance of its workers, which in turn depends on multitudinous factors. These factors can be related to job satisfaction or family or both.

Keyword: *Emotional Intelligence, work life balance, technological changes, professional life.*

I. INTRODUCTION

Globalization and speed of information and technology rather of making life easy is creating a serious problem nearly all the area of any association and thereby pressures in the plant an in- work life balance. Emotional Intelligence and Work Life balance are two generalities of high interest in the ultramodern work terrain. Especially in the present terrain they serve as a competitive edge in Individual and Organizational Life. Also, in this century rapid-fire changes in working terrain, multi-cultural diversity, changes in demography have made it delicate for the average person to borrow and sustain in the global script.



Work Life and its Balance

Over the once two decades the issue work – family and work – life balance has entered significant attention from employers, workers, politicians, academics and the media. The conception, dubbed a ‘regale- breach’ by Australian Prime Minister John Howard, has been described as the “biggest policy issue we have”. enterprises about work – life balance have come salient for several reasons. Demographic and social changes have redounded in further women entering the pool, working maters getting the norm rather than the exception. Technological advancement (e.g., cell phones, e-mail, fax) have made it easier for work demand to intrude into family and particular life. likewise, the move towards global competition has increased pressure on associations and individual workers likewise to be more flexible and responsive to change.

Work life balance can be taken as the important element in both private and public sector as its integrated with social, profitable, cerebral aspect of an existent. These factors are taken as the preordaining factors of well performance of an existent. Hand stations, gesture and association effectiveness is largely depending on work life of staff of the association. Work life balance simply states that flexible arrangements that allows both parents and on-parents to mileage of working arrangements which give a balance work responsibility and particular responsibility as well. Work- life balance can be described those practices at the plant that admit and aim to support and grease the requirements of workers in achieving a balance between the demands of their life and work lives.

Factor Affecting Work life Balance

The major variables that can contribute to work life balance are individual, organizational and societal factors. Individual factor consists of personality, good and emotional intelligences whereas organizational comprises work arrangement, work life programs and program, job demand, isolation of duties. In addition, societal factor includes demography, return on investment. Other factors are as follows

1. A Balance of Family, Life and Work.
2. Work/ Life Conflict
3. Management Women

4. Management Practices and Work- Life Balance

According to Freeman and Shaw (2006), operation refers to the plant that includes that includes the administrators, directors, association culture similar as values, beliefs and actions that separate one association from another. The operation practices can be grouped into four areas operations, monitoring, targets and impulses. The operations concentrate on the preface of ways and processes which are proved to ameliorate on operations Gomez. The monitoring focuses on the assessing the performance of individualities, reviewing performance, and consequence operation. The targets section examines the type of targets, the neutrality of the targets that's chancing out if they're SMART objects. Eventually, review staff impulses which include creation policy, pay and lagniappes and operation of performance, where stylish practice is supposed to be an approach that recognizes strong players through perk prices through a performance affiliated pay program. In this case, the operation practices include operation support of hand work- life balance, work- life benefits and communication with workers on work issues.

Emotional Intelligence



Emotional intelligence is a part of the inheritable makeup of an existent. It plays a significant part in the work of a hand, and the relationship where hand enjoys in the association. Emotional Intelligence describes the capability, capacity, skill or, a tone- perceived capability to identify, assess, manage and control the feelings of oneself, of others, and of group Emotional intelligence includes being apprehensive of feelings and being suitable to express and use them in productive ways.

Emotional intelligence is considered to play a pivotal part in the ultramodern work life. Its principles help in assessing hand gets, operation styles, stations, interpersonal chops and eventuality. It's also considered to have great applicability in areas like job profiling, planning, reclamation and selection at the same time another major advantage of emotional intelligence is that it allows people to more understand and mange feelings. It also helps in understanding one's own conduct as well as relationship with others.

It's considered that workers with advanced emotional intelligence will have advanced work life balance. This is because the workers hand with advanced emotional intelligence can manage with consequences which may arise out of stress whereas those with lower emotional intelligence won't be in a position to overcome the stress

situations. In addition, in a group setting workers with advanced I'll be suitable to impact the feelings of others in such a manner that, they will be suitable maintain a satisfied particular and professional life.

Types of Emotional Intelligences

1. **Self-Awareness:** If a person has a healthy sense of tone- awareness, he understands his own strengths and sins, as well as how his conduct affects others. A person who is tone-alive is generally better suitable to handle and learn from constructive review than one who is not.
2. **Self-Regulation:** A person with a high EQ can maturely reveal her passions and exercise restraint when demanded. rather of squelching her heartstrings, she expresses them with restraint and control.
3. **Motivation:** Emotionally intelligent people are tone- motivated. They aren't motivated simply by capitalist or a title. They are generally flexible and auspicious when they encounter disappointment and driven by an inner ambition.
4. **Empathy:** A person who has empathy has compassion and an understanding of mortal nature that allows him to connect with other people on an emotional position. The capability to empathize allows a person to give great service and respond genuinely to others enterprises.
5. **People skills:** People who are emotionally intelligent are suitable to make fellowship and trust snappily with others on their armies. They avoid power struggles and faithlessness. They generally enjoy other people and have the respect of others around them.

Personal Factors Affecting Emotional Intelligences

Currently, associations demand for workers with high leadership chops and it was proven that individualities with high position of EI can come good leaders. Emotionally intelligent person is professed in four areas relating, using, understanding, and regulating feelings. particular factors similar as gender, race and birthplace position may affect the position of EI of an individual and numerous experimenters have set up that there's a significant difference in gender where ladies score high position of EI compared to men. The position of a person lives, grows up and the terrain of their living place can be a factor that affects the EI of an existent. Family factors are also one of the demographic backgrounds that affect the EI of an existent. Parents are the persons who directly affect the EI of youths. Educations of a person also affect the emotional intelligences. Advanced situations of educated person can have high position of emotional intelligences. Some of the important particular factors affecting emotional intelligences are as follows

1. Gender, race and birthplace
2. position
3. Academic performance, type of secondary academy and previous education position.
4. Good family terrain

5. Belief and gesture

6. Success, achievement and creation

II. LITERATURE REVIEW

Pyman, Cooper, Teicher and Holland (2006) stated on lack of formal programs, workers not been given the occasion to express their views over the preface and perpetration of programs, programs are introduced primarily to meet business requirements, rather than those of workers. similar workers felt lower work family conflict and at the same time reported lower development, collapse, absenteeism and increased organizational commitment.

Galinsky, Friedman and Hernandez (1991) point out that it's time to honoured and understand that work-life balance practices are of value to all. It helps the associations to retain their stylish workers, attract prospective workers and also helps in hand retention and provocation.

According to Clarke, Koch and Hill (2004), work- life balance is generally associated with equilibrium between the quantum of time and trouble notoriety devotes to work and particular conditioning, in order to maintain an overall sense of harmony in life. To understand work- life balance, it's important to be apprehensive of the different demands upon us and our particular coffers- our time and our energy- that we can emplace to address them.

Hudson, (2005), Work life balance is practices that are meant to help workers more manage their work and non-working times are called in the literature as work- family programs, family-friendly or family-responsive programs. In recent times, the term “work- life balance” has replaced what used to be known as “work- family balance”.

According to Guest (2002), the determinants of work life balance are located in the work and home surrounds. Contextual determinants include demands of work, culture of work, demands of home and culture of home. Individual determinants include work exposure (i.e. the extent to which work (or home) is a central life interest), personality, energy, particular control and managing, gender and age, life and career stage.

Kinman & Jones (2008), Work- life balance is about creating and maintaining probative and healthy work surroundings, which will enable workers to have balance between work and particular liabilities and therefore strengthen hand fidelity and productivity.

III. OBJECTIVES OF STUDY

1. To identify the factors that impacts work- life balance and work- related factor that interferes with particular life

2. To find out the position of threat essential in each work – life and liability of operation of work life balance programs.
3. To identify and pierce if there are differences across demographics and work – life balance and emotional Intelligence.
4. To find out emotional intelligences and its relationship with work life balance.
5. To identify the factors causing job stress in work place.

IV. RESEARCH METHODOLOGY

Exploration methodology is the description, explanation, and defence of colourful styles of conducting exploration. Methodology is defined as the study of styles by which we gain knowledge; it deals with the cognitive processes assessed on exploration by problems arising from the nature of its subject matter. It's the procedure which experimenter can go about their work of description, explanation, and prognosticating marvels. For the study of Emotional intelligences and work life balance of workers, the following exploration plan has been formulated and executed.

Data Collection Methods

Primary Data

For this study, primary data was collected by using questionnaire. This questionnaire was distributed amongst the employees and their answers were recorded.

Secondary Data

For the secondary data collection, various journals and articles related to objective of the study were highly used and at the same time books, web pages were used as a source of secondary data.

Research Design

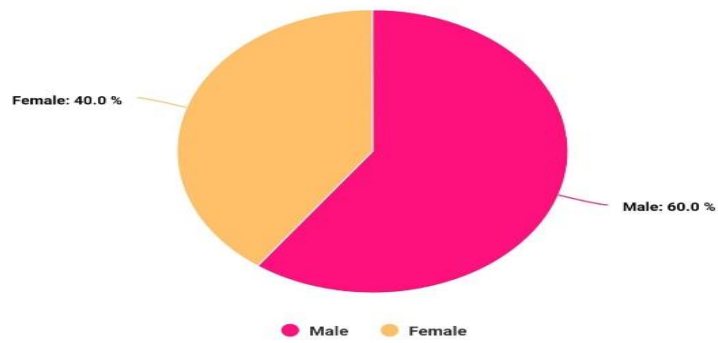
Both primary and secondary data were gathered from different service sector and journal, books. Questionnaire was prepared to collect the necessary primary data. Collected data were analysed in descriptive form, Likewise, hypotheses were developed and tested

Population and Sampling

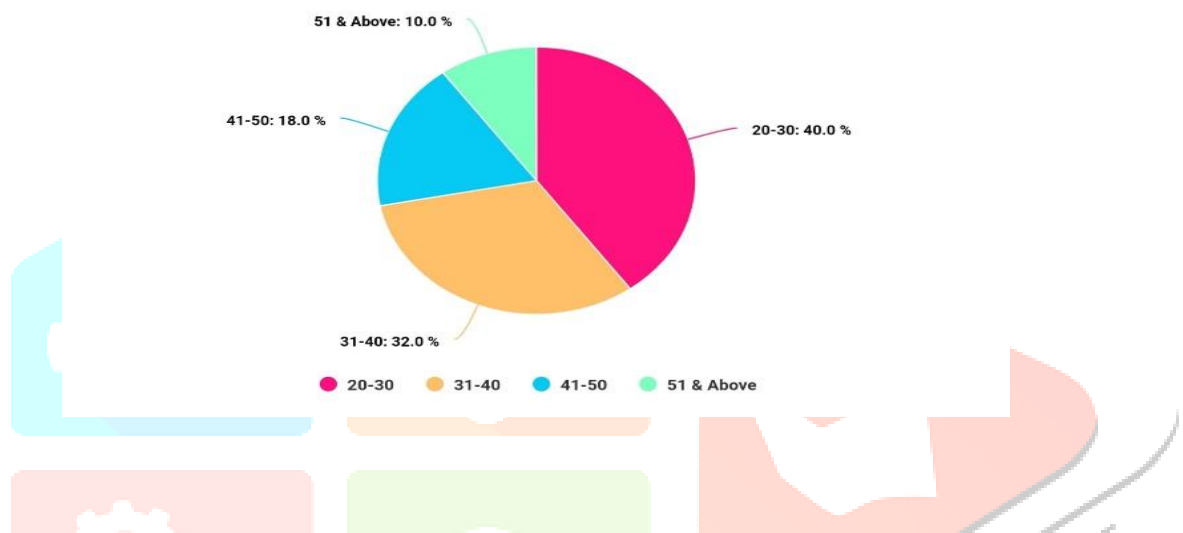
This study was conducted taking a sample size of 50 employees.

V. DATA COLLECTION & ANALYSIS

1. Gender of the Respondents



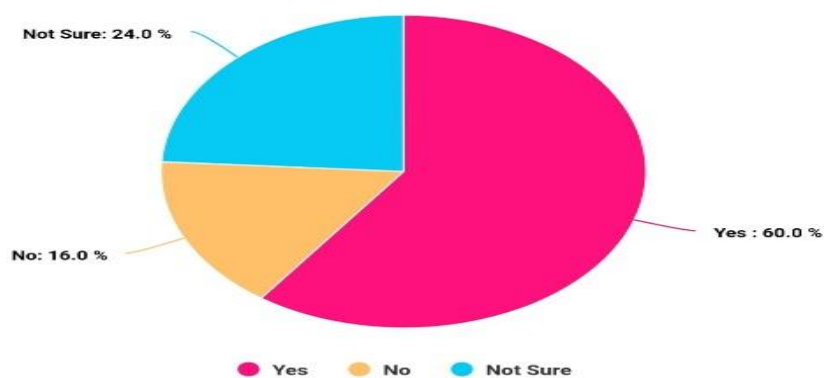
2. Age Group of the the Respondents



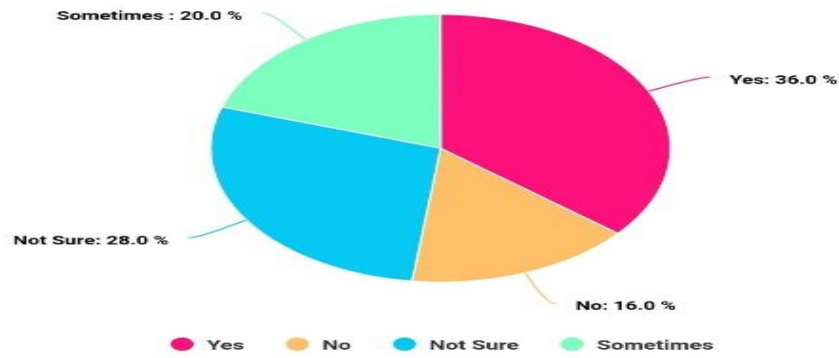
3. Indication of Work Experience



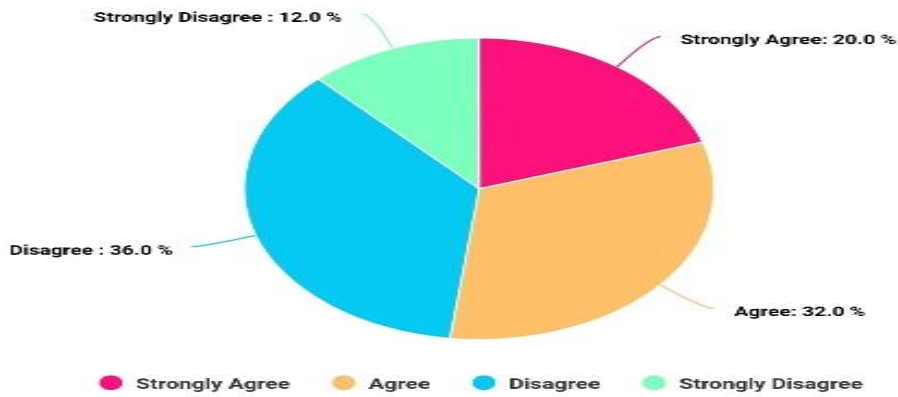
4. Are you satisfied with the working hours of the company?



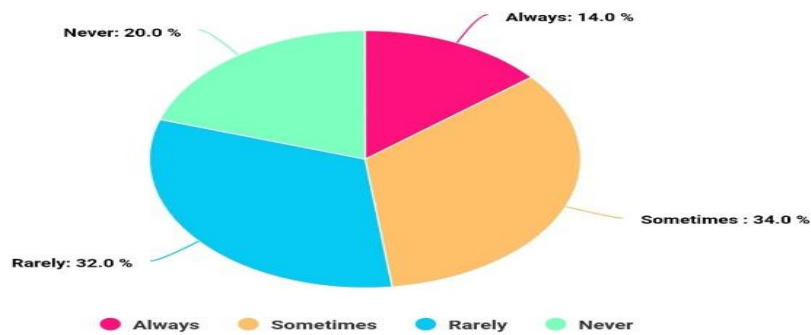
5. Do you feel that you are able to Balance your work life?



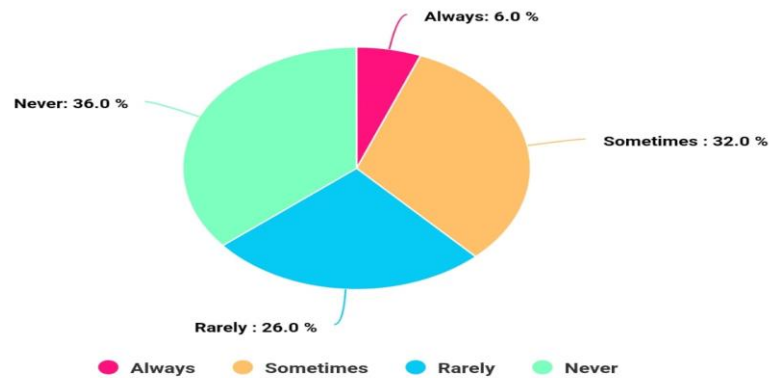
6. Does your working life fits with your Private Life?



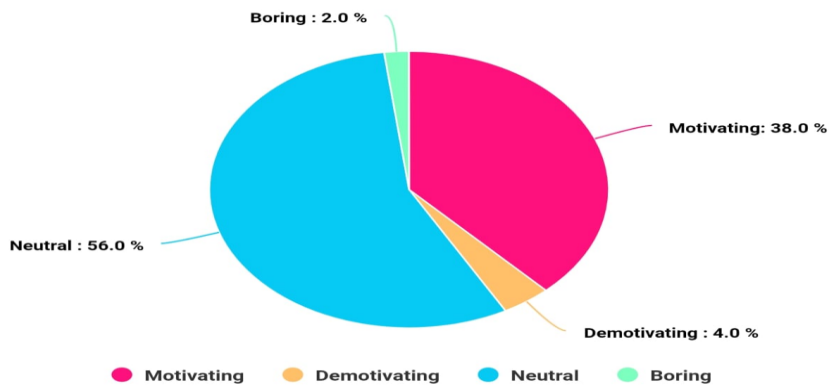
7. Do you feel that you are unable to spend time with your loved ones?



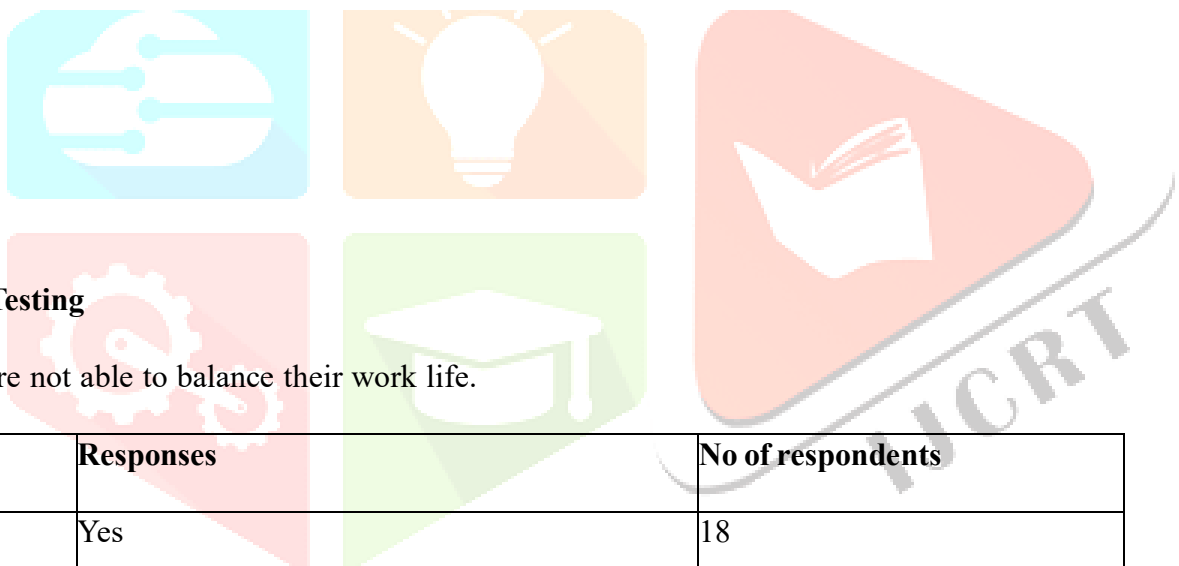
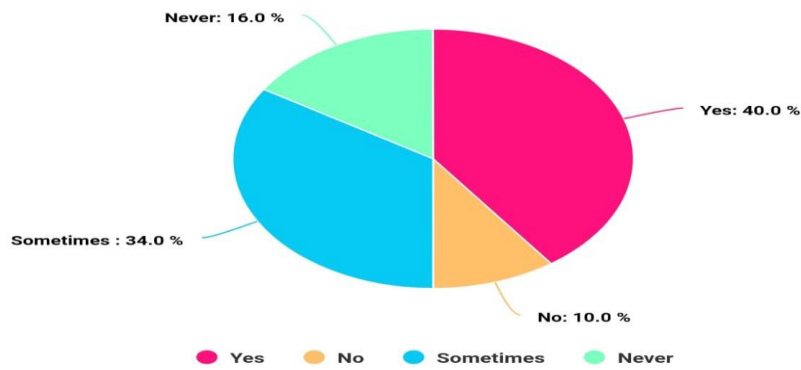
8. Do you feel Tired or Depressed due to work Stress?



9. How was your Work Environment?



10. Do the other Departments Co-operate with each other.



Hypothesis Testing

Employees are not able to balance their work life.

Sr.no	Responses	No of respondents
1	Yes	18
2	No	08
3	Not Sure	14
4	Sometimes	10

Hypothesis Testing

H₀:-Employees are not able to balance their work life.

H₁:-Employees are able to balance their work life.

Hypothesis was tested on the basis of Chi-square method

Observed Respondents(O)	Expected Respondents(E)	(O-E)	(O-E) ²	(O-E) ² /E
18	12.5	5.5	30.25	2.42
8	12.5	-4.5	20.25	1.62
14	12.5	1.5	2.25	0.18
10	12.5	-2.5	6.25	0.5
Total				$\sum 4.72$

$$X^2(\text{cal}) = \sum [(O-E)^2/E]$$

$$= 4.72$$

$$\text{Degree of freedom} = (n-1)$$

$$= 4-1$$

$$= 3$$

$$\text{Table value} = 7.81$$

(Value taken from Probability Distribution Table of Chi-Square Table at 0.05 confidence level)

The calculated value of X^2 is less than the table value. H_0 hypothesis is rejected and H_1 hypothesis is accepted. That is Employees are able to balance their work life.

VI. FINDINGS AND SUGGESTIONS

From the presentation and analysis of primary data different findings have been noted. These are as follows:

1. The top three work behaviours that interfere with personal life were dissatisfaction with time spent on non-work-related activities, followed by lack of personal activities due to work and disruption to personal life due to work.

2. The most important factors influencing work-life balance in the service sector are the feeling of exhaustion at the end of the working day and leaving work or taking a career break due to work-life balance problems in life.
3. Another major work-related factor affecting personal life was carrying a cell phone to communicate with employees after normal business hours, followed by checking email or voicemail at home after returning from work and staying in Office after normal work. Working overtime or overtime, changing or cancelling personal schedules because of work.
4. Use of work: Work-life balance programs such as part-time work, full-time work from home, career breaks and short paid sabbaticals of 1-2 months implied a higher risk for the position of a service provider employee.
5. Employees were more likely to use work-life balance programs such as flexible working hours, followed by occasional homework, paid sick leave My. (Father, son, spouse) and paid paternity leave. Where they used programs like permanent work from home, career breaks, part-time work and paid maternity leave less often.
6. Employees have been found to have high levels of self-regulating emotions, followed by evaluating and acknowledging emotions in others, using emotions to facilitate performance, and evaluating and expressing emotions.

VII. CONCLUSION

This study confirms that both emotional intelligence and work-life balance together create organizational success and create competitive advantages for service companies. Therefore, the human resources team and the leadership team of service organizations should take the initiative to strengthen and improve the emotional intelligence skills of their employees. Improved emotional intelligence skills help a person better understand and manage their own emotions and those of others, resulting in quality service delivery. Therefore, it is imperative that managers strive to bridge the gap between emotional intelligence and work-life balance in service organizations. Work-life balance strategies have the potential to improve employee morale, job satisfaction, employee performance levels and reduce absenteeism. Issues must be tackled by families and organizations at the grassroots level, and policies must be multifaceted. In today's global marketplace, organizations need to embrace work-life balance programs.

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