



## **A review of role of emotional intelligence and work life balance in job stress**

**Vikas Mahalawat<sup>1</sup>, Dr. Bharti Sharma<sup>2</sup>**

<sup>1</sup> Research Scholar, SGV University, Jaipur, Rajasthan, India

<sup>2</sup> Associate Professor, International Institute of Informatics & Management, Jaipur, Rajasthan, India

### **Abstract**

This paper suggests that moods and emotions play a central role in the Job. Four major aspects of emotional intelligence, the appraisal and expression of emotion, the use of emotion to enhance cognitive processes and decision making, knowledge about emotions and management of emotions are described.

The present study has been done with the rim of determining the role of emotional intelligence and work life balance in job stress.

**Keywords:** job stress, emotional intelligence, work life balance, emotional quotient (EQ), intelligence quotient (IQ)

### **1. Introduction**

The 21<sup>st</sup> Century is also an era of stress in human life. Individuals face some more job stress in their field of working and routine live for the resonsglobalistion, Information technology revolution & speed of life.

The most important effects of these can be seen in tilled business world, and they can manifest themselves as changes that organizations make in their structures, strategies, activities land technologies. Constantly changing organizations impose new roles and duties on their employees which have effect on their work life balance, and the employees who want to handle new roles and duties need to have efficiency in intelligence quotient (IQ) and efficiency in emotional quotient (EQ) in the processes of decision making and problem solving. A Completely stress-free life is impossible, and stress becomes a characteristic of human existence. Individuals have used various methods to handle stress, including using their intelligence, especially their emotional intelligence (Sirin, 2007) [6]. Emotional intelligence (EI) is a social intelligence that enables people to recognize their own, and other people's emotions. Moreover, emotional intelligence enables people to differentiate those emotions, and to make appropriate choices for thinking and action (Cooper and Sawaf, 1997; Mayer and Salovey, 1993) [1, 3]. It is an intelligence that may be learned, developed and improved (Perkins, 1994; Sternberg, 1996) [8]. Emotional intelligence (EI) refers to the ability to perceive, control and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. It is also, defined as the ability to use you awareness and sensitivity to discern the feelings underlying interpersonal communication, and to resist the temptation to respond impulsively and thoughtlessly, but instead to act from receptivity, authenticity and candour (Ryback, 1998) [5]. Peter Salovey and John D. Mayer (1990) [3] in their influential article "Emotional Intelligence," defined emotional intelligence as, "the subset of social intelligence that involves the ability to monitor one's own and other's feelings and emotions, to discriminate among them and to

use this information to guide one's thinking and actions". Emotionally intelligent people are defined in part as those who regulate their emotions according to a logically consistent model of emotional functioning.

Emotional intelligence allows employee to think more creatively and use his emotions to solve problems. Daniel Goleman believes the emotional intelligence appears to be an important set of psychological abilities that relates to work life balance and life success. It is empathy and communication skills as well as social and leadership skills that will be central to your work life balance and personal relationships. The ability to manage feelings and handle stress is another aspect of emotional intelligence that has been found to be important for successful work life balance. Emotional intelligence has as much to do with knowing when and how to express emotion as it does with controlling it. Empathy is a particularly important aspect of emotional intelligence. Emotions are more successful in work as well as in social lives. Emotional Intelligence is now being considered to be an important organizational factor.

Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury. In short, the stage is set for illness, injury, and job failure.

Emotional intelligence (EI), also known as Emotional quotient (EQ), is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s) [1].

### **2. Objectives of the study**

- The following are the objectives of this study.
- To examine the role of emotional intelligence and work life balance in job stress.
- To find out the relationship between emotional intelligence and job stress
- To identify the factors causing job stress in a workplace

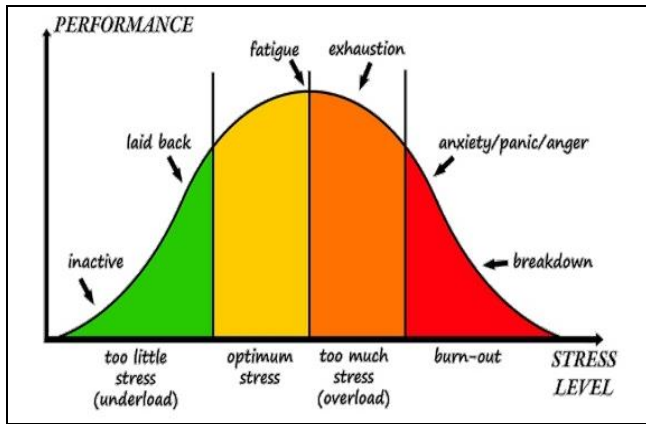


Fig 1: The Stress-Performance Curve

**3. Hypothesis of the study**

Stress is recognized worldwide as a major challenge to workers health and the healthiness of organizations. Stress can be brought about by pressures at work. Job stress can be a real problem to the organization as well as to the workers. Job stress can manifest itself in numerous ways. A range of somatic and mental ailments such as, tension headaches, allergies, back problems, colds and flu, depression (Arroba & James, 1990), anxiety, irritation, tension and sleeplessness (Cooper, Cooper &Eaker, 1988) and may lead to health compromising coping strategies such as increased consumption of cigarettes, alcohol and drugs (Quick, Nelson & Quick, 1990). Chronic exposure to stress may have even very serious consequences such as cancer, heart disease, respiratory illnesses, strokes, arthritis, ulcers and high blood pressure (Quick, Nelson & Quick, 1990; Cooper, Cooper &Eaker, 1988) However, all individuals do not develop such problems in face of stress. However, the researcher is examining the role of emotional intelligence and work life balance in job stress.

**4. Research methodology**

This thesis has been made using qualitative approach with descriptive and exploratory case study approach. The data used are collected through conducting semi structured interviews and their reviews with different employees.

**4.1 Sources of data collection**

**Secondary Data**

Secondary data was collected through following sources.

- Available Books, Thesis and Dissertation
- Published research studies, journals, reports, articles, research papers, etc.
- Data through internet source

**5. Literature review**

- P.S. Swaminathan & Rajkumar S. in their work on – stress levels in organization and their impact on employee’s behavior (2013). They have conducted a study that focused on the levels in organization and their impact on employee’s behavior (2013). They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of job, hours of work etc.
- Satija S. & Khan W. in their research work titled – Emotional Intelligence as predictor of Occupational stress among working professionals (2013).

- Urska Treven, Sonja Treven & Simana Sarotar in their research titled – Effective approaches to managing stress of employees (2011). They have found that where the workers are said to be stressed are more likely to be unsuccessful in their work.

**6. Findings**

- 19% had quit a previous position because of Job stress
- 26% have been Driven to tears because of work place stress
- 40% workers repeated their Job was very we extremely stressful.
- Job stress us more strongly associated with health complaints than financial or family problems
- 34% difficulty in sleeping because they were too stressed out.
- Excessive workload
- Long hours & Low pay
- Health and safety risks (heavy equipments, toic chemicals etc.)

**7. Conclusion**

The Conclusion that can be reached from the theories in that the workplace causes of stress are work overloaded poor working conditions such as overcrowded working conditions and noise.

**7.1 Steps towards stress management**

Sharing of feelings and emotions contribute to relieve stress also provide them to enjoy from their professional life and personal life. Employee’s stress can be managed by proper time management seeking help from human Resources management. Emotion focused strategies like leisure activities, companionship and exercise can also be used to relieve stress.

And atleast providing them safe equipment and environment, and providing are safety measures that employees needed while working

**8. References**

1. Copper RK, Sawaf A, 1997, 240.
2. Executive EQ. Emotional Intelligence in Leadership and organization.
3. New York. Grosset/Putnam Mayer, J.D. and Salovey, P, 1993, 25.
4. The Intelligence of Emotional Intelligence. 1994; 17(4):433-442.
5. Outsmarting IQ. The Emerging Science of Learnable Intelligence, The Free Press, New York, NY Ryback, D, 1998, 62.
6. Putting Emotional Intelligence to Work: Successful Leadership is More than Just IQ, Butterworth – Heinemann, Boston, MA. Sirin G, 2007.
7. The relationship between teacher’s emotional intelligence levels and their ways of coping up with stress (In Turkish) working papers 08.
8. Master’s thesis. Gazi University, Ankara, Turkey. Sternberg, R.J. Successful Intelligence, Simon – Schuster, New York, NY, 1996.