

# The Impact of Emotional Intelligence on the Work-Life Balance of Working Women in the Bhopal Division

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## Abstract

Balance between work and life is a term used to portray the harmony between a singular's very own life and expert life. A sound balance between fun and serious activities accepts incredible importance for working ladies especially in the current setting where both, the family and the work environment have represented a few difficulties and issues for ladies. Audit of writing identified with the subject has uncovered those functioning ladies experience more noteworthy trouble than men in adjusting to work and family. Information was acquired through an organized poll managed to 125 randomly chosen working ladies across associations/organizations in Bhopal City. The reaction rate was around 93% and the got information was genuinely examined. Significant results of helpless balance between serious and fun activities are undeniable degrees of stress and tension, disharmony at home, encountering position burnout, and failure to acknowledge maximum capacity. They feel bad-tempered and angry frequently because they fail to adjust to work and everyday life. The discoveries have suggestions for working ladies and give bits of knowledge into finding answers for keeping up with a sound balance between serious and fun activities.

**Keywords:** Working women & Work-life balance; emotional intelligence.

## 1. INTRODUCTION

Twenty-first-century associations are portrayed by tenacious changes, vulnerabilities, and exorbitant strain to build efficiency. These progressions upset the equilibrium in the existences of representatives creating turmoil and stress. This is additionally powered by outrageous degrees of intensity in the work circle presenting new difficulties and issues to laborers. Innovative headways and new creations have affected the socio-social setting by presenting multi-social ways of life in Indian homes. Amidst this, the convincing requirement for development in all circles, for people just as for associations has brought about an irregularity in the existence of the labor force. The relentless requests on their time and work to improve usefulness have made tremendous pressure and strain causing disequilibrium between work life and everyday life. Most representatives either spend extended periods in their work environment or convey work home in this way thinking twice about personal satisfaction.

### Work-Life Balance

In the expressions of Jim Bird, CEO of [worklifebalance.com](http://worklifebalance.com), the balance between fun and serious activities doesn't mean equivalent harmony among expert and individual life. It is cautious synchronization of a person's shifted interests that might incorporate family, work, relaxation, social commitments, wellbeing, profession, and otherworldliness. While a portion of the pursuits needs more noteworthy consideration, others might require lesser concentration. Finding some kind of harmony by focusing on these human journeys will bring about a balance between fun and serious activities. It is individual-explicit and continues to change over the long haul. As per Stewart Friedman - Professor of Management and Founding Director of Wharton School's Leadership Program and its Work-Life Integration project - "a one size fits all; attitude in HR the executives regularly sustain disappointment among representatives. It's anything but an extraordinary issue in numerous HR regions, where, for balance, there's a standard arrangement executed in a way that is generally OK, even though everybody's life is unique and everybody needs various things as far as how to incorporate the various pieces. It must be tweaked". Friedman's examination demonstrates that the arrangement lies in moving toward the parts of work, family, local area, and self as a complete framework.

### **Working women and WLB**

Customarily, ladies have been viewed as nurturers and guardians and appointed all jobs identified with keeping up with and dealing with a family. Men see themselves as providers and society additionally anticipates that they should perform work jobs to acquire and uphold the family. Nonetheless, the idea of the labor force has been changing and the level of men as breadwinners and ladies as housewives has been quickly declining. In metropolitan India, the level of double worker couples is continuously expanding, and for most ladies and men today, their workplace and the family have turned into the two significant foundations throughout everyday life. Changes in the labor force are joined by changes in qualities, making another accentuation on the harmony between work-life and everyday life (Hall 1986). The balance between fun and serious activities accepts extraordinary importance for ladies as they are essentially in two regular positions - one at home and the other at the workplace. Working moms regularly need to challenge discernments and generalizations that advance as a functioning lady turns into a functioning mother... At the point when a lady looks for a place of force inside an association, she should think about the cost for different features of her life, including interests, individual connections, and family. Most chief positions require a generous measure of time and exertion, which a functioning mother will be unable to give because of family commitments. So additionally, it very well might be almost inconceivable for a functioning mother in a top administration position to be the essential parental figure of her kid. Ladies frequently think that it is harder to keep up with balance because of the contending tensions of work and requests at home. Working ladies need to painstakingly deal with their equilibrium and handily mix their jobs, to enhance their potential in all quadrants of life.

## **2. EMOTIONAL INTELLIGENCE**

According to Goleman Daniel Emotional Intelligence is a different type of intelligence it's about being "Heart smart", NOT just "Book smart". The skills of EI can be developed throughout life. We can boost our own EQ by learning how to rapidly reduce stress, connect to emotions, communicate non verbally, use humor and play to deal with challenges, and defuse conflicts with confidence and self-assurance.

Emotional Intelligence is knowing one's emotions and also others, motivating oneself and others, perception and control with physical and psychological health. Emotional intelligence improves individual and organizational performance. Emotional intelligence refers to the array of personal management and social skills that allows one to succeed in the workplace and life in general. It is EI that allows us to take decisions, control our temper, passionately pursue a goal.

## **3. LITERATURE REVIEW**

Most previous research on the ability to balance work and family indicates that because women typically maintain major responsibility for the home and the family, they have greater difficulty in balancing work and family than men (Duxbury and Higgins 1991).

Spillover's theory asserts that there is a similarity between what occurs in a family environment (Staines 1980), such that happiness at work leads to happiness at home.

In addition, a person's work experiences are assumed to influence what he/she does away from work (Champoux 1978).

It is also assumed that attitudes at work become ingrained and are carried over into home life (Kando and Summers 1971) or that work attitudes affect a basic orientation towards the self, others, and children (Mortimer et al 1986). Spillover is generally discussed in terms of positive relationships, but it is also possible to have negative Spillover (Piotrkowski 1978).

Segmentation theory postulates that work and family environments are distinct and that an individual can function successfully in one without any influence on the other (Evans and Bartolome 1984, Payton-Miyazaki and Brayfield 1974, Piotrkowski 1978).

The family is seen as the realm of affectivity, intimacy, and significant ascribed relations, whereas, the work world is viewed as impersonal, competitive, and instrumental rather than expressive (Piotrkowski 1978).

The instrumental theory suggests that one environment is a means by which things are obtained in the other environment. For example, work outcomes lead to good family life and are a means to get some pleasures of life (Evans and Batolome 1984, Payton-Miyazaki and Brayfield 1976).

Conflict theory states that satisfaction or success in one environment entails sacrifices in the other; the two environments are incompatible because they have distinct norms and requirements (Evans and Bartolome 1984; Greenhaus and Beutelo 1985; Payton-Miyazaki and Brayfield 1976).

### The Study

The present study was essentially planned as descriptive/analytical research. The main objectives are:

- To determine the factors affecting work-life balance among working women and
- To find out the consequences of poor work-life balance for working women.

This review depends on the understanding that there are factors in the family just as in the workplace that affects the balance between fun and serious activities of working ladies. It is likewise founded on the reason that helpless balance between serious and fun activities has suggestions for working ladies which could be distinguished. Further, by creating appropriate models to construct a sound balance between fun and serious activities, working ladies could upgrade their satisfaction, both in the family just as work areas.

## 4. METHODOLOGY

This study was undertaken by collecting data from working women across organizations/institutions in Bhopal city. The respondents to the survey were from a random sample of women who were engaged in paid employment or who were self-employed. The factors affecting the work-life balance of working women are many. This study does not take into consideration the job type and family type of the respondents.

Qualitative data was sourced from journals, relevant literature, and also through discussions, open-ended questions, and observations. Quantitative data was collected by administering a structured questionnaire that included sections on factors affecting work-life balance and consequences of poor work-life balance. Personal data of respondents were also collected. A five-point scale was used to find out the degree of agreement for each item on the questionnaire.

## 5. RESULTS AND DISCUSSION

The findings of this study are discussed in terms of factors affecting work-life balance and the consequences of poor work-life balance for working women.

### 1. Demographic Profile:

A review of the demographic profile of respondents indicates that the majority of them (81%) were in the age group of 35- 45 years with one or two children. While 37% of the respondents had no elderly dependents to care for, the rest of them had at least one elderly dependent in their care. Therefore, a large majority of the respondents belonged to a family of at least three members. The entire sample of working women selected for this study was required to have completed their graduation. Most of them (60%) were postgraduates, 23% were professionals and about 9% had a doctorate or some other degree. A small proportion (8%) were graduates without having pursued any higher qualification. 91% of the respondents were married and 9% were separated, divorced, or widowed. About 36% of the respondents had 10 -20 years' work experience while 8% had over 20 years' work experience. Discussions with respondents also revealed that women in higher-level career positions have a better work-life balance due to higher income and the more flexible nature of their work. It was also opined that working women with family support enjoyed work-life balance and less work pressure.

### 2. Factors affecting work-life balance

The degrees of agreement about factors affecting the work-life balance of respondents were assessed using an instrument consisting of 15 items on a 5-point scale ranging from strongly disagree to strongly agree. The responses have been analyzed as follows.

- **The burden of excessive work:** 89% of the respondents agree that they suffer from the burden of excessive work. Working women are often confronted with tasks involving children, home, in-laws, parents, and their social circle. To add to this, they must also take up multiple roles in their personal lives.
- **Interference of work with family life:** The majority of the respondents agreed that work interfered with family life. As more than one-half of the respondents are employed in the private sector, there may be interference of work with family life due to long hours spent completing official work.
- **Fulfill others' expectations:** A large majority of the respondents (86%) agree that they are under pressure to fulfill others' expectations. As working women are constantly juggling between two full-time jobs, taking multiple roles in both domains, there is a lot of work pressure resulting in work-life conflict.

- **Longer work hours:** In the Indian context, women remain the sole caretakers of children and older dependents which will entail long hours of work at home thus jeopardizing their work-life balance. It is observed that working women are left with hardly any time to pursue personal interests.
- **No time for oneself:** The majority of the respondents agreed that they had no time for themselves. Though a large majority (88%) of the respondents did not have to travel frequently at work and over 50% of them also had family support, they had to commute long distances every day to work.

Further, the analysis of responses on factors affecting work-life balance has indicated that working women selected for this study are not necessarily stressed due to financial pressures.

### 3. Consequences of poor work-life balance

The responses concerning consequences of poor work-life balance are analyzed.

- **High levels of stress and anxiety:** Majority (89%) of the respondents agree that they experience high levels of stress and anxiety due to poor work-life balance.
- **Disharmony at home:** 79% of the respondents agree that the consequence of poor work-life balance is disharmony at home. Indian societal norms prescribe that woman must perform certain household chores whether they are employed or not.
- **Job burnout:** The majority of the respondents fall in the age bracket between 35 years and 55 years with more than 10 years of work experience. Therefore, they are likely to be in the middle management cadre having to lead teams and fulfil higher-level responsibilities.
- **Inability to realize full potential:** Though more than one-half of the respondents did not feel guilty of neglecting either family or work, over 60% of them felt irritable and resentful very often. However, the majority were neither resorting to binge eating, alcoholism nor smoking, or losing interest in life as a result of poor work-life balance. Therefore, it can be inferred that working women experience job burnout and high levels of stress and anxiety as a result of poor work-life balance. Their inability to realize their full potential both at work and home can also be frustrating causing resentment and negative emotions towards their immediate environment.

### 4. Emotional Intelligence and Work Life Balance

- Working women with higher emotional intelligence were those who were fairly happy with their salary and benefits and had a better work life balance.
- Working women who scored high in emotional intelligence also believed that they had higher opportunity for advancement. Employees who had lower emotional intelligence found their work monotonous, more pressure and no job satisfaction at work and had no work life balance.
- Employees at lower levels of management the relationship between emotional intelligences influence on work life balance dimensions was significant however the influence was weak on the other hand at middle and higher levels of a management the relationship was pronounced. The employees higher emotional intelligence had a positive impact on their worklife balance and vice versa.
- The influence of emotional intelligence on work life balance dimensions was observed to be weakly related but significant, while motivation & expression of emotions in self and use of emotions to facilitate performance displayed larger influence.

### 6. CONCLUSION

The analyses of work-life balance presented in this study are an attempt to understand factors affecting the work-life balance of working women and the consequences of poor work-life balance. In the Indian context, women remain primarily responsible for their families, and career is rarely given top priority. This study has revealed that the burden of excessive work, the need to fulfill others' expectations, and not having time for themselves are the prime factors affecting the work-life balance of working women. As a consequence, women suffer from job burnout, experience high levels of stress and anxiety, are unable to realize their full potential, and also do not enjoy harmonious family life. Informal discussions with working women revealed that those who had family support and flexible work schedule enjoyed better work-life balance.

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