



EMOTIONAL INTELLIGENCE AND QUALITY OF WORK LIFE AMONG EMPLOYEES OF THE IT SECTOR IN CHENNAI

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Abstract

Emotionally intelligent individuals exhibit a strong capacity for empathy, enabling them to connect with and comprehend the feelings of their peers. This empathetic insight cultivates improved relationships, a more nurturing workplace environment, and enhanced camaraderie among team members. It empowers leaders to motivate and inspire high-quality work by recognizing the underlying motivations of others. Additionally, it encourages diverse participation and mitigates the risks associated with groupthink. Quality of Work Life pertains to the overall positivity or negativity of a job environment for employees within an organization. The era of scientific management, which prioritized specialization and efficiency, has experienced a significant transformation. Quality work is defined as the successful completion of tasks within the designated timeframe, resulting in outcomes that meet the expectations of all stakeholders, including the individual performing the work. Emotional Intelligence encompasses the aptitude to identify, accomplish, and evaluate emotions. Researchers argue that emotional intelligence can be developed and enhanced, others maintain that it is an innate trait. To conduct a comprehensive study, a literature review was performed, analyzing forty articles. The findings indicate that emotional intelligence significantly influences employee performance. Furthermore, an organization that prioritizes emotional intelligence is strategically positioned to enhance business outcomes. This research looks into how demographic factors influence emotional intelligence, The connection between emotional intelligence and job performance, the different facets and benefits of emotional intelligence in the workplace, as well as perspectives on the Quality of Work Life.

Key Words: *Quality, Work, Business, Emotional, Employees, Workplace.*

Introduction

Emotional intelligence is the ability to identify, regulate, and effectively use one's emotions in a way that reduces stress, enhances communication, fosters empathy, addresses challenges, and facilitates conflict resolution. It plays a role in fostering stronger relationships, succeeding in academic and professional settings, and attaining both personal and career objectives. Achieving success in life because it helps people manage their interactions with others. Self-regulation is all about self-control and handling emotions, bouncing back after tough situations, being committed to one's work, adapting to changes, and being open to new ideas. It encompasses traits like self-discipline, honesty, adaptability, innovation, and a positive outlook. On the other hand, relationship management involves adjusting how we connect with others, which includes inspiring them, fostering their growth, driving change, resolving conflicts, and working well in teams. Lastly, social competence refers to how well individuals can navigate their relationships, emphasizing dedication, service, and awareness of the organization around them.

Women play numerous roles in their lives whether as mothers, wives, daughters, or sisters—and this diversity exposes them to a wide range of emotions. For working women, the complexity increases as they also take on professional roles such as leaders and team members. IT leaders and managers, drawing the interest of researchers as well. In today's environment, maintaining a clear separation between home and work is becoming increasingly difficult. It's essential for organizations to not only

promote but also enforce a practical work/life balance policy that addresses the needs of both the company and its employees. Deteriorating to deliver genuine opportunities for workers to achieve work/life equilibrium can lead to a rise in dissatisfaction and un-productivity, ultimately resulting in higher turnover rates. Simply establishing a work / life policy is insufficient; it's equally crucial to cultivate a structural culture that encourages the effective use of these strategies.

Enhanced Workmanship The overall well-being and happiness of employees in both their personal and professional spheres can significantly influence their job satisfaction and commitment, ultimately fostering a healthy Work-Life. Conversely, poor job quality can adversely affect employees, leading to a decline in their personal lives, work performance, and overall well-being. In the current competitive landscape, retaining staff presents a considerable challenge. Employee retention is a critical issue faced by organizations across various sectors. Keeping existing employees is vital for any organization's success. Thus, it is essential to inspire and motivate employees. A reduction in turnover rates is often observed when employees experience high levels of job satisfaction and well-being in their work lives. The value of an organization is positively linked to lower staff turnover.

Statement of The Problem

In today's competitive landscape, organizations are highly focused on attracting and retaining the best talent. To accomplish this goal, presentation estimation has become essential for both employees and employers, serving different purposes. When assessing an operative, it is crucial to consider not only their professional skills and behaviour but also various psychological and social attributes. In this context, emotional intelligence is vital in evaluating job performance. The insights from this study will assist IT companies in aligning their workforce strategies with the increasing need for emotionally intelligent employees, ultimately leading to improved employee satisfaction, innovation, and sustained organizational success.

Review of Literature

Mohan, Balaji, and Kumar (2010) highlight that individuals employed in the IT sector, often referred to as Gold-collar workers, frequently experience significant levels of anxiety, depression, and isolation due to their work environment. These conditions can lead to feelings of inadequacy, diminished self-worth, and overall dissatisfaction. Consequently, this can result in a range of health issues, from mild headaches to serious cardiovascular problems. The results show that workers with high and moderate self-esteem often deal with higher stress levels. Some reasons for their health issues include long working hours, job pressure, unhealthy eating habits, and anxiety.

Rangreji (2010) research aims to offer a fresh viewpoint in the realm of human resources and behavioural sciences, particularly focusing on the research aims it is anticipated that the findings will initiate significant and constructive discussions on the subject. The insights derived from this study will be particularly beneficial for IT organizations in India, a dynamic sector that is vital to the nation's GDP and global talent landscape. Furthermore, the research will identify major challenges in these domains and suggest strategies to improve the performance of IT organizations.

Krishnaveni and Deepa (2011) highlight the substantial role of the Indian IT/ITES industry in fostering the nation's economic development. The unique characteristics of the work environment within this sector significantly influence employee well-being and present various emotional challenges. The research engaged 533 participants from the industry in South India, revealing that the IT / ITES workforce exhibits elevated levels of emotional intelligence, with variations influenced by gender and

age. Furthermore, the study emphasizes the vast potential for additional research, suggesting avenues for innovative applications of Emotional Intelligence within India's IT / ITES sector.

Suresh (2012) explores how emotional intelligence relates to employees' work-life balance. The study takes a mixed-methods approach to investigate the relationship between emotional intelligence skills and how individuals perceive their work-life and job satisfaction. It employs both surveys and interviews in its technique. The findings aim to provide human resource management techniques that improve organizational performance and employee well-being, notably in the nourishment trade.

Farah Bakhsh (2012) the study aims to look into the impact of emotional intelligence on the work quality of school principals. The study revealed a substantial positive link ($p < 0.000$) between work quality and emotional intelligence, which includes self-awareness, self-management, relationship management, and social awareness. Although principals reported a high level of work satisfaction, their emotional intelligence ratings were lower than the questionnaire's average. Enhancing emotional intelligence may result in a more positive work environment for principals, consequently improving their performance. These retail staff members are the initial point of interaction for customers, and their role can be seen as emotional labour, as they constantly navigate the varying needs and moods of a continuous flow of customers. It is essential to assess the alignment between the individual and the job to help these frontline workers turn store visits into actual sales.

Indumathi and Selvan (2013) highlight that work has become an essential aspect of daily life for both men and women, with individuals dedicating over a third of their lives to their jobs. Consequently, the significance of Quality of Work-Life (QWL) cannot be overstated. This article delves into the various elements that influence QWL for employees in the Information Technology sector, exploring the notable differences in how male and female employees perceive their work environment. Additionally, it provides recommendations aimed at enhancing the work-life balance for those in IT companies.

Deivasigamani and Shankar (2014) recently, concerns about work-life balance have become more important for several reasons. In the last twenty years, both employers and employees, especially in the IT industry, have focused more on work-family in the IT sector is crucial today due to the significant demands placed on employees' time and efforts. It is vital to establish a harmonious balance between professional responsibilities and personal life. A study was carried out on the work-life balance of employees in IT companies in Chennai. The goal was to identify the reasons for imbalanced work-life situations and to explore the benefits for both individuals and organizations when a proper balance is achieved. The study also offers suggestions for strategies that organizations can adopt to improve work-life balance.

Savio (2015) highlights that emotions and conflicts are integral to human existence, influencing one another. The purpose of this education is to scrutinize Emotional Intelligence levels and conflict resolution tactics among personnel in Chennai's automobile and information technology sectors. Furthermore, the findings revealed significant disparities in preferred conflict resolution strategies across age groups, career categories, and the automobile sector.

Gupta (2016) aims to understand how to evolve an organization into one that prioritizes Emotional Intelligence. Emotional Intelligence encompasses the skills to identify, regulate, and evaluate emotions. In this research, the investigator used interviews as the main method for gathering data, offering some explanations for the questions to help ease the participants' nerves. The results reveal that Emotional Intelligence plays a crucial role in Employee Performance. The researcher highlights the importance of

having a strategic plan to improve Business Performance, which is vital for creating Emotionally Intelligent Organizations.

Subhashini and Shaju (2016) explain that evaluating how well employees perform is a crucial part of human resources in any organization. This process helps management make necessary changes at different levels to improve individual skills and support the overall growth of the company. This study seeks to examine the different dimensions of EI that can be utilized to evaluate employees, intending to determine which aspects most significantly influence their job performance. The goal is to assist organizations in comprehending the standing of EI in employee performance and how they can use it to achieve the best possible outcomes.

Murugan (2017) defines emotional intelligence as a combination of attributes and abilities that encompass a wide range of personal skills and traits, commonly known as soft skills or interpersonal and intrapersonal skills. These qualities extend beyond the conventional domains of specialized knowledge, general intelligence, and technical or professional expertise. This research goes into this innovative topic by examining how well businesses can assess their employees' emotional intelligence and its relationship to job performance. As a result, the education purpose is to look at managers' emotional intelligence levels and how they influence organizational effectiveness in the Chennai IT sector.

Kamalakhannan and Shalini (2017) aim to study how emotional intelligence affects employees' workplace spirituality to boost organizational performance in the automobile sector near Chennai. They focus on aspects of workplace spirituality, like leadership traits and approachability, as independent variables. Emotional intelligence, which encompasses skills like interpersonal and intrapersonal abilities, adaptability, and stress management, is also treated as an independent variable. The main focus is on organizational performance as the dependent variable. The research investigates how emotional intelligence influences workplace spirituality to improve overall organizational performance.

To reach this goal, bank employees must regulate their conduct within the organization. They need to be aware of their own emotions, the feelings of their colleagues, and the sentiments of customers to interact harmoniously and avoid conflicts. (Welikala & Dayarathna, 2017)

Gita (2017) workforce diversity has emerged as a prevalent phenomenon in organizations worldwide, driven by globalization and the mobility of labour. Companies actively embrace this diverse workforce, recognizing its contributions to creativity, innovation, and overall organizational success. This paper explores how employees perceive the diversity climate, taking into account individual characteristics. Given that each employee possesses unique traits, their perceptions differ accordingly. The study examines how an individual's emotional intelligence affects their perception of the diverse climate within an organization.

Mohanty et al. (2019) findings indicate that management fosters risk-taking, and many private organizations are beginning to embrace artificial intelligence and innovative technology to succeed in competitive marketplaces. The study demonstrates how emotional intelligence influences how well employees function in certain settings.

Tamilselvi and Uma (2019) Work-life balance has become a major discussion point recently and is crucial. The study surveyed 350 women employed in IT companies in Chennai. The results revealed that both personal circumstances and company policies significantly affect these women's work-life balance. They voiced a clear demand for increased support from their employers to help them better manage their work and personal lives.

Shoba and Suganthi (2019) conducted a study utilizing responses from both male and female teaching staff in primary schools. The research instrument was developed following a comprehensive literature review, after which data collection took place. It is essential to establish an equilibrium among workload distribution, time management, and extracurricular activities to enhance the efficiency of teaching personnel although the sample size was relatively small. To improve the applicability of these findings, further research involving a larger participant group is essential.

Revathi (2019) highlights that conflicts can arise between personal hobbies and professional responsibilities. A balanced life requires both passion and work for overall well-being. This concept pertains to how conducive or detrimental a workplace environment is for employees within an organization. The primary aim of QWL is to enhance the workplace atmosphere, ensuring that the interaction between human and technological elements fosters an improved work environment. Hackman and Wageman emphasized the importance of psychological growth needs in assessing QWL, while Taylor identified key factors that contribute to it, including essential extrinsic elements like wages, hours, and working conditions, alongside intrinsic aspects related to the nature of the work itself.

Gandhi and Vijaykarthigeyan (2020) their research examined various aspects of EI and how these elements correlate. The relevance of each article was assessed through an analysis of titles and abstracts. Although the main focus was on management education, the review also encompassed a range of studies from other fields.

Das (2020) the research involved participants from a range of academic institutions located in and around Madurai. Through statistical analysis of the collected data, a positive relationship was identified and experienced by the participants. Furthermore, notable distinctions were found between the experiences of teaching and non-teaching staff.

Anandh, Gunasekaran, and Sankar (2020) explore the idea of multiple intelligence in the construction industry. Their study focuses on middle-level managers and their emotional intelligence. The research examines the dynamics between leaders and their subordinates, specifically regarding leadership styles, stress management, teamwork, skill sets, communication, motivation, emotional intelligence, and interpersonal relationships. It emphasizes the pros and cons associated with middle management in the construction sector. Various strategies are employed to identify key factors that affect emotional intelligence.

Thomas and Asha (2021) claim Emotional intelligence is important for success in both professional and personal situations. The Emotional Intelligence Quotient is a set of talents that describe a person's capacity to control emotions in context while also understanding behaviours, moods, and impulses. Emotional intelligence is frequently associated with psychological empathy, which is the ability to notice and distinguish between a person's emotions, accurate knowledge of one's own and other's emotional states, and the regulation or management of these emotions.

Seshadrinathan (2021) points out that many employees are often in a highly stressful work environment. Both physical and mental stress can negatively affect how productive employees are. To help reduce turnover and boost productivity, it's important to enhance job satisfaction. Several factors can influence job satisfaction, including fair pay, a positive work atmosphere, greater autonomy, chances for advancement, and support from the organization. This article investigates the job satisfaction ratings of the sector's employees and how work-life conflicts affect them.

Kumar and Seema (2021) the findings demonstrated a positive correlation between self-awareness, self-management, motivation, total emotional intelligence, and job happiness. It highlighted the need for self-awareness and self-management in improving one's professional life. Furthermore, the study discovered a substantial association between emotional intelligence and work quality, implying that higher emotional intelligence results in a more positive work experience.

Priya (2021) highlights the myriad challenges encountered by women in the professional realm, encompassing issues such as work hours, project assignments, participation in conferences, training opportunities, and effective communication. Concurrently, these women grapple with personal hurdles, including a lack of support from family members, insufficient time to engage in family gatherings, responsibilities of childcare, nurturing relationships with relatives, and the burden of additional household tasks. This study seeks to explore and dissect the elements influencing the work-life equilibrium for women in the IT sector.

Dissanayake et al (2021) studies found a strong link between work-life balance, emotional intelligence, and organizational citizenship behaviour. Notably, the quality of work-life appeared as the most important factor driving organizational citizenship behaviour. As a result, the study calls for the creation of a legal and legislative framework that incorporates these components into organizational citizenship behaviour.

Aruldoss et al. (2021) are based on social desirability and common method bias. Nonetheless, the researchers have taken steps to alleviate these concerns. This study provides useful insights for both practicing managers and the broader subject of human resource management. It underlines the need for employers to recognize the value of superior work-life and work-life equilibrium in promoting organizational performance.

Cultural intelligence as highlighted by Sathyavathi and Angayarkanni (2022). This competence significantly enhances an individual's ability to engage and communicate effectively with people from various cultural backgrounds. It has emerged as an essential element for successful interactions and performance in multicultural environments. This study will look into how cultural intelligence affects employee performance at work. The findings highlight the relevance of cultural intelligence in creating a productive workplace. Notably, one of the most important results of cultural intelligence is the ability to survive under pressure, which is required for intercultural effectiveness.

Prithivi and Thilagaraj (2023) assert that work constitutes a fundamental aspect of both personal and social identity. The realm of work represents a crucial segment of human existence. Beyond being a vital source of individual utility, work also provides essential financial support. Furthermore, it seeks to clarify the definitions of Quality of Work Life and Work-Life Balance, while examining their interconnection in contemporary work environments. Attaining a balanced integration of professional and personal domains is essential, as a considerable amount of time and energy is allocated to work. This article reveals the magnitudes of Quality of Work Life that influence Work-Life Balance.

Anitha (2023) the conclusions specify that exertion pressure, work-life balance, and the experience of remote work significantly affect job satisfaction, both directly and indirectly. For Indian women in the IT sector, the shift to remote work has proven beneficial in sustaining job satisfaction within their current work settings. In light of the collectivist culture, remote work presents an opportunity that organizations should seriously consider.



Gayathri (2023) the study concludes that employees who possess higher levels of emotional intelligence tend to enjoy greater psychological well-being, which in turn fosters enhanced self-esteem, life satisfaction, and effective stress management. The results highlight the significance of implementing training programs aimed at improving emotional intelligence to elevate employees' overall well-being and job satisfaction.

Rangarajana and Abiramib (2023) this challenge is exacerbated for night shift employees, who sacrifice their sleep to fulfill work obligations, making it even more difficult for them to regulate their emotions and maintain their well-being compared to their daytime counterparts. The acquired data were analyzed using a variety of statistical approaches, including percentage analysis, descriptive statistics, correlation, and regression. The findings show a positive and substantial connection between Emotional Intelligence and Work-Life Balance, implying that Emotional Intelligence is critical in improving the Work-Life Balance of Night Shift Employees.

Soundarya Priya and Anandh (2024) the goal of this research is to identify and quantify the factors that influence the quality of work life for professionals in the Indian construction industry. The findings are useful for businesses, HR professionals, and researchers, stressing the importance of job satisfaction and career advancement in improving work-life balance. This study adds to current knowledge by conducting a thorough analysis of the quality of work life in the construction industry. Future research could investigate construction workers' quality of life using long-term research methods or qualitative approaches.

Mohammed Ameen and Kavitha (2024) reveals a significant link between empathy and emotional intelligence. It shows that employees who possess higher emotional intelligence tend to make better decisions, engage more effectively with clients, and experience greater satisfaction in their work. However, the study also uncovers deficiencies in skills such as active listening and conflict resolution, indicating that there is a need for focused training initiatives. IT firms may build a more nurturing and efficient workplace by incorporating the development of emotional intelligence and empathy into their organizational strategy, resulting in increased employee happiness and overall organizational performance.

Devika Rani and colleagues (2024) there is an increasing fascination with emotional intelligence (EI) in the fields of social science and psychology, highlighting its valuable applications in education, organizations, and clinical practices. Recent research highlights the importance of emotional intelligence (EI) in projecting various real-world outcomes, particularly in professional and educational settings. In contrast to conventional intelligence (IQ), emotional intelligence is renowned for its capacity to improve interpersonal interactions and promote personal growth. The purpose of this study is to investigate the impact of EI skills on the job performance of healthcare professionals, particularly doctors and nurses, who are frequently stressed and emotionally fatigued as a result of their demanding employment.

Patil and Babu (2024) investigates the relationship between emotional intelligence (EI), conflict management (CM), work-life balance (WLB), and perceived stress (PS) among middle-level managers. A comprehensive research model was created and thoroughly tested to analyze these direct and indirect relationships. The study utilized standardized, reliable, and validated tools. Conversely, EI and CM were found to significantly reduce perceived stress. Additionally, it was noted that CM partially mediates the relationship between EI and WLB, as well as between EI and PS.

Abdullah (2024) highlights the extensive research conducted on emotional intelligence, particularly its behavioural aspects and the impact on individual performance, social interactions, and overall work-life quality. Recent findings underscore the crucial role emotions play in leadership, job performance, and navigating workplace dynamics. Employing a quantitative approach, the study utilized descriptive, correlation, and reliability analyses for data evaluation.

Objectives of The Study

- i) To evaluate how work-life balance correlates with the emotional intelligence of individuals in the IT sector.
- ii) To discuss the advantages of promoting emotional intelligence within the workplace.
- iii) To analyze the viewpoints regarding the quality of work-life balance in the field of information technology.

Research Methodology

Techniques for gathering information are utilized in the realm of information and strategies. To gather the necessary data, a quantitative approach is employed. Participants in the study will accept a printed summary of the article. Generally, there are two main ways to gather information: quantitative methods and qualitative approaches. The theoretical framework relies on secondary data sourced from various websites. These secondary data come from online resources, books, journals, and expedition reports. A quantitative verification is planned for March 2025. Data collection is a crucial part of any research article, and selecting the appropriate framework for this process is vital to ensure accurate information is obtained.

Analysis And Interpretation of Data

Table - 1: Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	N of Items
.768	35

Table - 1 demonstrates that the Cronbach Alpha is more than 0.768, indicating that the questionnaire is very dependable.

Table - 2: Gender

Gender	Frequency	Percentage
Male	90	55.2
Female	73	44.8
Total	163	100.0

The number of men accused is roughly 55.2% more than female suspects. The low response of females is about 44.8%.

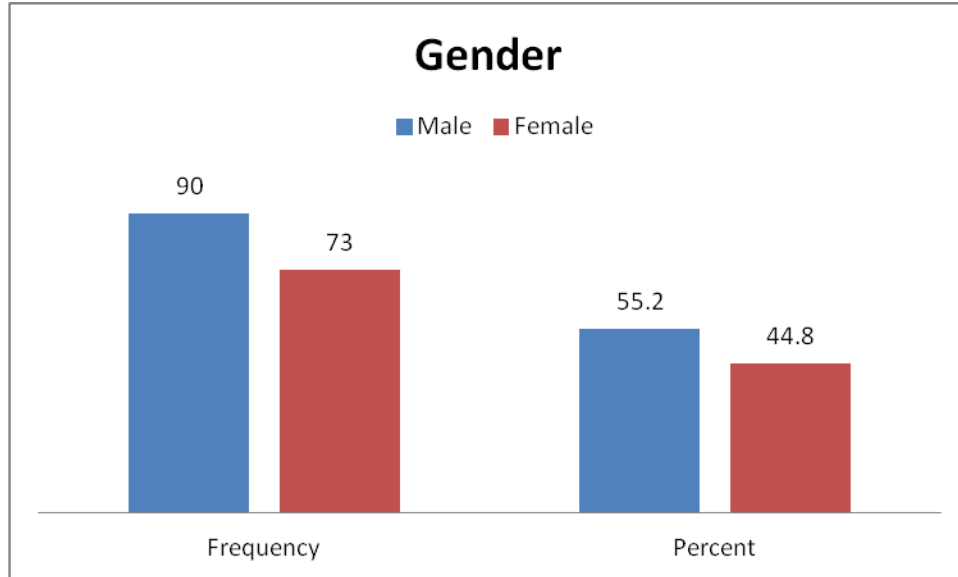


Figure - 1: Gender

Table - 3: Age

Age	Frequency	Percentage
19-29 Years	42	25.8
30-39 Years	36	22.1
40-49 Years	48	29.4
50-60 Years	12	7.4
Above 60 Years	25	15.3
Total	163	100.0

This study's ethnic majority is made up of 163 defendants aged 40 to 49 years. The second age group is 19-29 years old (25.8%), the second age group is 22.1%, the third age group is 40-49 years old (29.4%), and the fourth age group is 50-60 years old (7.4%). Finally, 15.3% of persons are over the age of sixty.

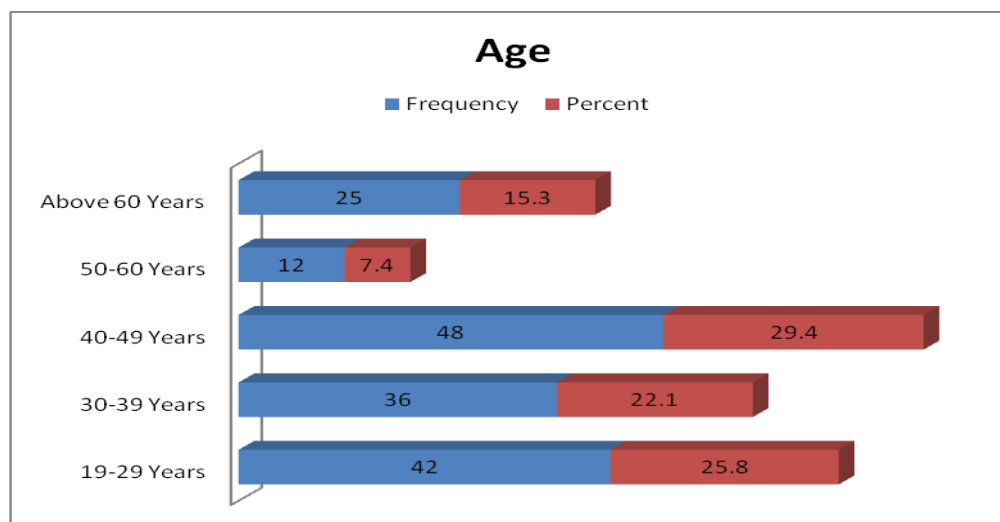


Figure - 2: Age

Table - 4: Education Qualification

Education Qualification	Frequency	Percentage
Diploma	47	28.8
Under Graduate	42	25.8
Post Graduate	52	31.9
Others	22	13.5
Total	163	100.0

The majority of the accused (31.9%) are postgraduates, followed by diploma holders (28.8%), undergraduates (25.8%), and others (13.5%).

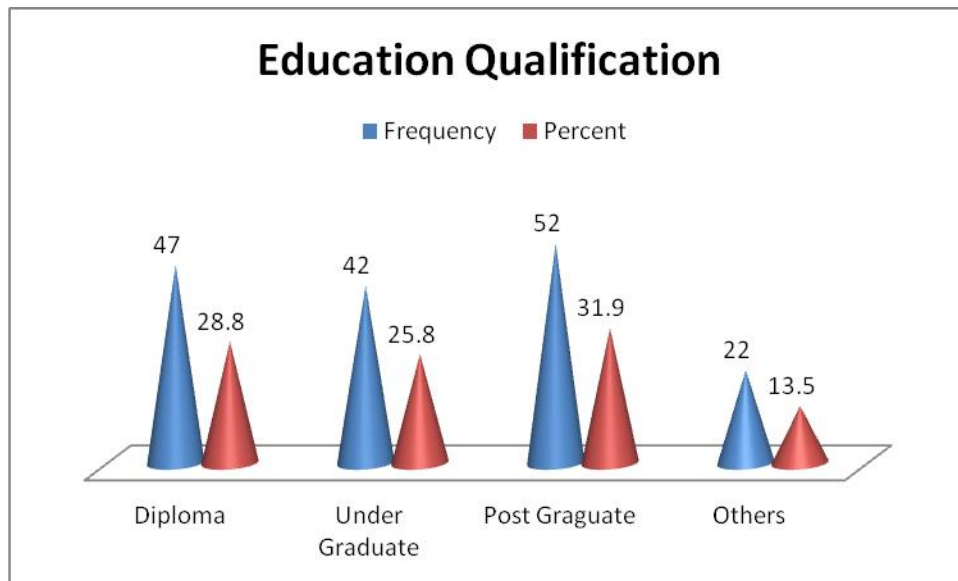


Figure - 3: Education Qualification

Table - 5: Area of Residency

Area of Residency	Frequency	Percentage
Rural	111	68.1
Urban	52	31.9
Total	163	100.0

Majority 68.1% of the defendants are in rural areas, whereas 31.9% are in urban areas.

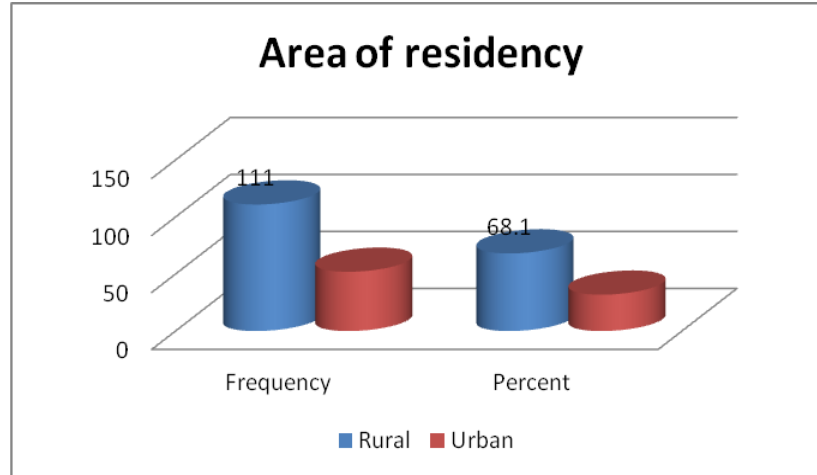


Figure - 4: Area of Residency

Table - 6: Marital Status

Marital Status	Frequency	Percentage
Single	106	65.0
Married	57	35.0
Total	163	100.0

Overall, 35% of the defendants claimed being married at the time of the study, whereas 65% were accused but reported being single.

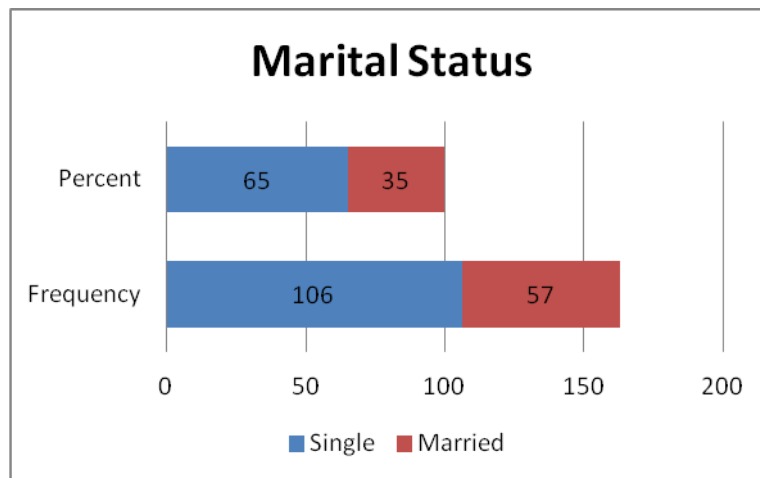


Figure - 5: Marital Status

Table - 7: Number of Employees

Number of Employees	Frequency	Percentage
Below 10 Employees	19	11.7
10 to 20 Employees	39	23.9
21 to 50 Employees	21	12.9
51 to 100 Employees	51	31.3
Greater than 100 Employees	33	20.2
Total	163	100.0

51 to 100 employees (31.3%) are the most common offenders, followed by 10 to 20 employees (23.9%), more than 100 employees (20.2%), 21 to 50 employees (12.9%), and 10 employees (11.7%).

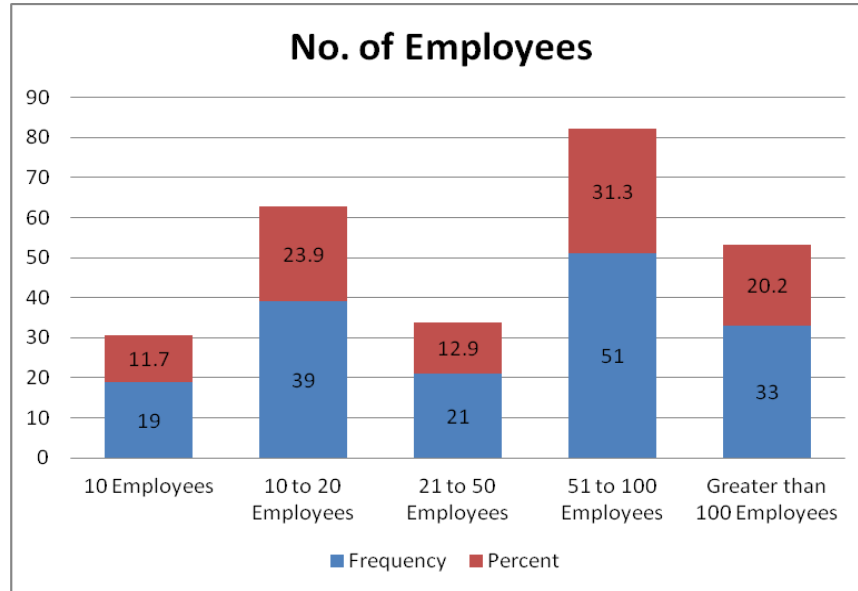


Figure - 6: Number of Employees

Table - 8: Levels of Emotional Intelligence in the Workplace

Levels of Emotional Intelligence in the Workplace	Frequency	Percentage
Low level	45	27.6
Moderate level	77	47.2
High level	41	25.2
Total	163	100.0

The bulk of defendants are Moderate (47.2%), followed by Low (27.6%) and High (25.8%).

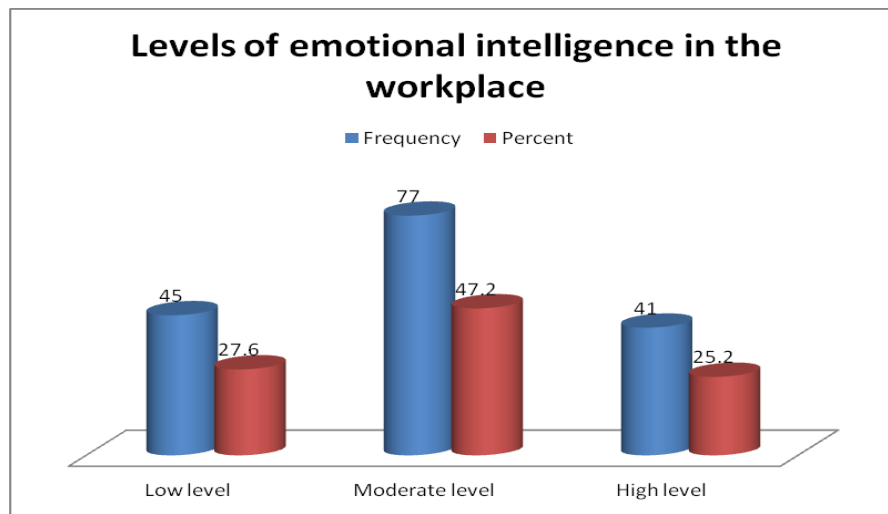


Figure - 7: Levels of Emotional Intelligence in the Workplace

Table 9: How many days did you Normally Work?

How many days did you Normally Work?	Frequency	Percentage
Daily	41	25.2
Weekly thrice	74	45.4
Weekly four days	37	22.7
Without Weekend	11	6.7
Total	163	100.0

The majority of offenders engage in their activities three times a week (45.4%), followed by those who do so daily (25.2%), four times a week (22.7%), and those who do not participate on weekends (12.9%).

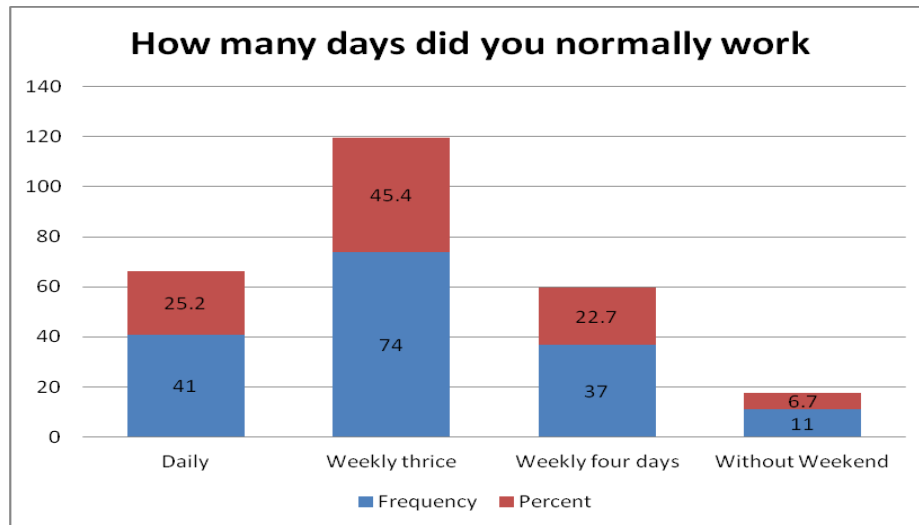


Figure - 8: How many days did you Normally Work?

Table - 10: Motivated are you to Enhance your Emotional Intelligence Skills

Motivated are you to Enhance your Emotional Intelligence Skills	Frequency	Percentage
Slightly motivated	43	26.4
Moderately Motivated	76	46.6
Highly motivated	39	23.9
Extremely motivated	5	3.1
Total	163	100.0

Most of the suspects fall into the category of Moderately Motivated at 46.6%, with Slightly Motivated at 26.4%, Highly Motivated at 23.9%, and a small percentage of Extremely Motivated at 3.1%.

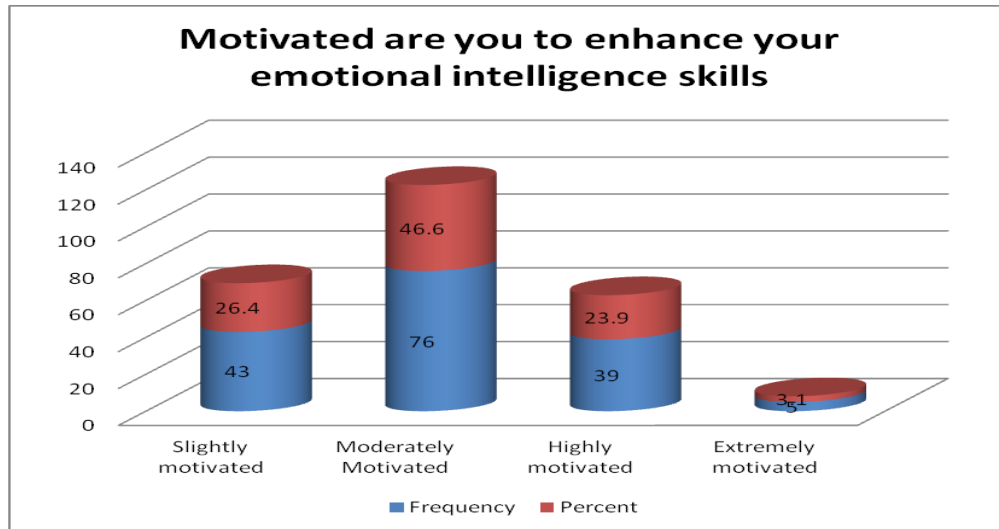


Figure - 9: Motivated are you to Enhance your Emotional Intelligence Skills

Table - 11: Perceive the Relationship Between Emotional Intelligence and the Quality of Your Work

Perceive the Relationship Between Emotional Intelligence and the Quality of your Work	Frequency	Percentage
Disagree	30	18.4
Neutral	5	3.1
Agree	23	14.1
Strongly Agree	105	64.4
Total	163	100.0

A significant portion of respondents strongly agree that there is a strong connection between emotional intelligence and the quality of work, with 64.4% expressing this view. In contrast, 18.4% disagree, 14.1% agree, and 3.1% remain neutral on the matter.

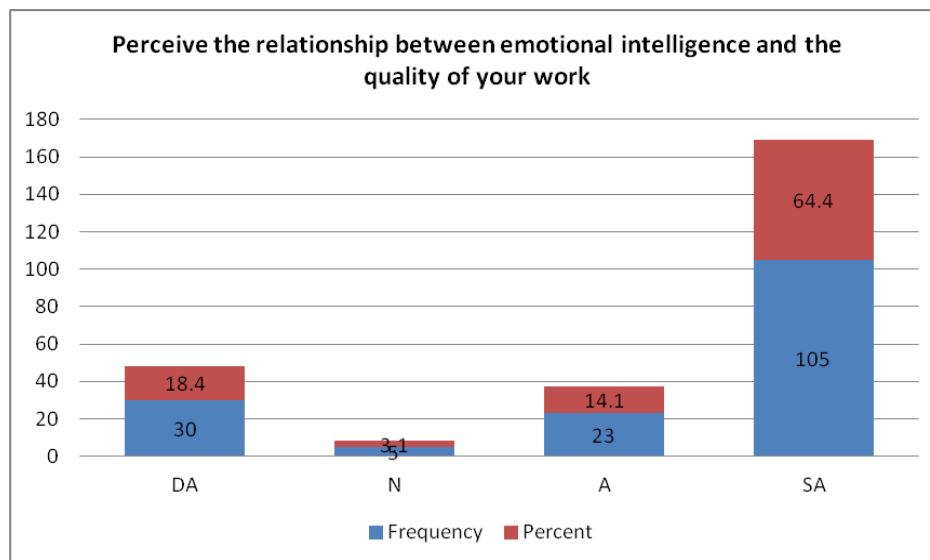


Figure - 10: Perceive the Relationship Between Emotional Intelligence and the Quality of your Work

Table - 12: Dimensions of Emotional Intelligence

ANOVA						
		Sum of Squares	DF	Mean Square	F	Sig.
Social Awareness	Between Groups	8.927	1	8.927	5.069	.026
	Within Groups	283.576	161	1.761		
	Total	292.503	162			
Self-Management	Between Groups	16.315	1	16.315	9.264	.003
	Within Groups	283.537	161	1.761		
	Total	299.853	162			
Self-Regulation	Between Groups	10.649	1	10.649	6.570	.011
	Within Groups	260.971	161	1.621		
	Total	271.620	162			
Motivation	Between Groups	2.490	1	2.490	1.191	.037
	Within Groups	336.651	161	2.091		
	Total	339.141	162			
Social Skills	Between Groups	8.927	1	8.927	5.069	.026
	Within Groups	283.576	161	1.761		
	Total	292.503	162			
Use of Emotion	Between Groups	13.413	1	13.413	9.511	.002
	Within Groups	227.053	161	1.410		
	Total	240.466	162			
Empathy	Between Groups	6.602	1	6.602	3.978	.048
	Within Groups	267.177	161	1.659		
	Total	273.779	162			

Social awareness, self-management, self-regulation, motivation, and social skills are all important. The significance values for each of these are below the p-value of 0.05.

Table - 13: One-Sample Statistics - Benefits of Fostering Emotional Intelligence in the Workplace

	Mean	Std. Deviation	t	Sig. (2-tailed)
Enhanced Leadership Skills	4.26	.823	66.165	.000
Improved Team Collaboration	3.82	1.302	37.428	.000
Effective Communication	4.24	1.053	51.393	.000
Adaptability and Resilience	4.31	.820	67.115	.000
Increased Empathy	4.45	.840	67.667	.000
Conflict Resolution	4.33	.982	56.332	.000
Stress Management	4.38	.818	68.362	.000
Increased Job Satisfaction	4.12	1.293	40.651	.000
Customer Relations	3.75	1.496	31.984	.000
Career Advancement	3.37	1.388	31.033	.000

When a t-test shows a p-value below 0.05, it means the result is statistically significant. Conversely, a p-value above 0.05 suggests that the result is not significant.

Recommendations And Conclusion

To boost emotional intelligence and empathy in the IT field, companies need to roll out thorough training programs designed to build these crucial soft skills in their teams. Leaders should set an example by demonstrating emotional intelligence themselves, creating an environment that prioritizes emotional health and encourages open dialogue. By acknowledging and nurturing these soft skills, organizations can increase employee happiness, strengthen relationships, and enhance performance and innovation, helping IT companies tackle the fast-paced changes in the industry more effectively.

Attaining a harmonious work-life balance involves establishing and sustaining nurturing and healthy work environments that empower individuals to effectively juggle their professional and personal obligations, thereby enhancing employee retention and productivity. The findings indicate that a significant number of participants hold a favourable view regarding the different aspects of their work environment in the IT field. Additionally, a majority of employees think that a well-balanced work-life dynamic fosters organizational growth.

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