



## A study on emotional intelligence and its influence on work–life balance among working women across sectors

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### Abstract

Emotional Intelligence (EI) refers to the ability to perceive, understand, manage, and regulate emotions in oneself and others. Work–life balance (WLB) refers to maintaining equilibrium between professional responsibilities and personal life commitments. In today's dynamic work environment, working women face multiple responsibilities including job demands, family obligations, and social expectations. Managing these diverse roles often creates stress and imbalance. Emotional intelligence plays a significant role in helping working women balance their professional and personal lives effectively. The present study examines the role of emotional intelligence in maintaining work–life balance among working women in Coimbatore District. The study employed a survey method using a structured questionnaire. A sample of 350 working women from various sectors was selected using snowball sampling technique. Statistical tools such as ANOVA and regression analysis were applied to analyze the data. The findings reveal that emotional intelligence has a significant positive impact on work–life balance of working women.

**Keywords:** Emotional intelligence, work–life balance, working women, employment, well-being

### Introduction

Work–life balance has become a major concern across all professions. Working women today are engaged in diverse sectors such as education, IT, banking, healthcare, manufacturing, and service industries. They are expected to perform various professional duties such as meeting deadlines, achieving targets, maintaining workplace relationships, and adapting to organizational changes. Simultaneously, they manage family responsibilities including childcare, eldercare, and household management. The increasing pressure of job performance, organizational expectations, and societal roles makes balancing work and personal life challenging. Emotional intelligence helps individuals manage stress, maintain interpersonal relationships, and adapt to professional challenges. Therefore, understanding the relationship between emotional intelligence and work–life balance among working women is essential.

### Review of literature

Joy and Rajini (2025) [1] investigated the influence of emotional intelligence on work–life balance among working professionals in Coimbatore. The study identified that individuals with higher levels of emotional intelligence—particularly in self-awareness, empathy, and social skills—were more capable of managing work stress and personal responsibilities effectively. Leena, Singh, and Kaur (2024) [4] examined the relationship between emotional intelligence and work–life balance among employees in various sectors. The study found a significant positive relationship between emotional intelligence and work–life balance, indicating that emotionally intelligent individuals manage stress and responsibilities more efficiently. Rathee (2024) [3] analyzed emotional intelligence and work–

life balance among employees in different organizational settings. The study revealed that emotional intelligence significantly contributes to employee well-being, job satisfaction, and professional effectiveness. Rahman *et al.* (2024) [2] explored the relationship between emotional intelligence, work–life balance, and work environment. The findings highlighted that emotional intelligence enhances employees' ability to manage occupational stress and maintain balance between professional and personal responsibilities. Sakthi and Akila (2024) [5] studied emotional intelligence among women employees in the BPO sector and confirmed a strong relationship between emotional intelligence and work–life balance. The study emphasized the importance of emotional intelligence training programs.

### Need for the study

In the present competitive work environment, employees are evaluated based on productivity, performance, and professional growth. Working women often experience role conflict due to dual responsibilities at workplace and home. Although emotional intelligence is known to improve stress management and job satisfaction, limited studies focus specifically on working women across sectors in Tamil Nadu. Hence, this study attempts to examine whether emotional intelligence significantly influences work–life balance among working women.

### Objectives of the study

1. To examine the emotional intelligence of working women in relation to demographic characteristics.
2. To analyse the role of emotional intelligence on work–life balance of working women.
3. To study the relationship between work experience and emotional intelligence.

### Research methodology

- **Research Design:** Descriptive research design
- **Data Source:** Primary data collected through structured questionnaire
- **Sample Size:** 350 working women
- **Sampling Technique:** Snowball sampling

### Tools Used

- Likert five-point scale for Emotional Intelligence (Self-awareness, Self-regulation, Motivation, Empathy, Social skills)
- Likert five-point scale for Work–Life Balance (Work pressure, family time, stress level, job satisfaction, organizational support)
- Statistical Tools: Percentage analysis, One-way ANOVA, Regression analysis

### Analysis and interpretation

#### Demographic Profile of Respondents

**Table 1:** Marital Status of Working Women

Marital Status	No. of Respondents	Percentage (%)
Married	203	58.0
Unmarried	121	34.6
Widow/Divorced	26	7.4
Total	350	100

#### Interpretation

Majority (58%) of respondents are married, indicating higher family responsibility among working women.

**Table 2:** Age-wise Classification

Age Group	No. of Respondents	Percentage (%)
Below 30 years	82	23.4
30–45 years	224	64.0
Above 45 years	44	12.6
Total	350	100

#### Interpretation

Majority (64%) belong to the 30–45 age group, representing mid-career working women.

**Table 3:** Educational Qualification

Qualification	No. of Respondents	Percentage (%)
Undergraduate	90	25.7
Postgraduate	150	42.9
Professional/Ph.D.	110	31.4
Total	350	100

#### Interpretation

Most respondents are well-qualified, with 74.3% holding postgraduate or higher qualifications.

**Table 4:** Work Experience

Experience	No. of Respondents	Percentage (%)
Below 5 years	96	27.4
5–15 years	161	46.0
Above 15 years	93	26.6
Total	350	100

#### Interpretation

46% of respondents have moderate work experience (5–15 years).

### Anova analysis

**Table 5:** Marital Status and Emotional Intelligence

Marital Status	Mean EI Score	F Value	P Value	Result
Married	2.61	0.842	0.431	Not Significant
Unmarried	2.58			
Widow/Divorced	2.66			

#### Interpretation

Since  $p > 0.05$ , marital status does not significantly influence emotional intelligence.

**Table 6:** Age and Emotional Intelligence

Age Group	Mean EI Score	F Value	P Value	Result
Below 30	2.41	5.217	0.006	Significant
30–45	2.63			
Above 45	2.78			

#### Interpretation

Significant relationship exists. Emotional intelligence increases with age.

**Table 7:** Work Experience and Emotional Intelligence

Experience	Mean EI Score	F Value	P Value	Result
Below 5 years	2.32	8.964	0.000	Significant
5–15 years	2.67			
Above 15 years	2.89			

#### Interpretation

Highly significant relationship ( $p < 0.01$ ). More experienced women show higher EI.

### Regression analysis (spss model summary)

**Table 8:** Impact of Emotional Intelligence on Work–Life Balance

Model	R	R <sup>2</sup>	Adjusted R <sup>2</sup>	Std. Error
1	0.781	0.610	0.608	0.472

### ANOVA Table (Regression Significance)

Source	F Value	P Value
Regression	—	0.000

#### Interpretation

- $R^2 = 0.61 \rightarrow$  61% variation explained
- $p < 0.01 \rightarrow$  Highly significant
- Emotional Intelligence strongly predicts Work–Life Balance

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### Conclusion

The study concludes that emotional intelligence plays a crucial role in maintaining work–life balance among working women in Coimbatore District. Women with higher emotional intelligence are better equipped to manage professional stress and family responsibilities effectively. Organizations should conduct emotional intelligence training programs, stress management workshops, and implement family-friendly policies to improve work–life balance among working women.

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