



# Impact Of Emotional Intelligence On Work-Life Balance Among Health Care Workers

**Jamuna Jagannath** Post Graduation student under the guidance of Mrs Soumya Thomas, Associate Professor SSNMM College of Nursing , Varkala

## ABSTRACTS

Emotions play a significant role in our daily lives and understanding them can greatly improve our ability to navigate both interpersonal and intrapersonal challenges. Emotional intelligence fosters self-awareness and enriches emotional experiences, helping to cultivate trust and honesty among employees in a workplace. Work-life balance enables employees to handle their professional liabilities while also fulfilling their personal obligations to their families. Emotional intelligence play a vital role in achieving a healthy work-life balance. Individual with higher emotional intelligence are more competent to deal with the emotional challenges of both their careers and personal lives resulting in a healthier work-life balance. The objectives of the study were to assess the level of emotional intelligence and work-life balance among health care workers and find out the impact of emotional intelligence on work-life balance among health care workers. The sample for the study consists of 250 health care workers in MGM Muthoot Hospital, Kozhencerry. Data collected were analyzed through SPSS 20 using frequency ,percentage distribution, Karls Pearson correlation coefficient and Chi-Square test. The result of the study revealed that there was a moderate negative correlation between scores of emotional intelligence and work life- balance. As the work-life balance score is reversely interpreted, the r value (-0.5) indicate that work-life balance increases with increased emotional intelligence.

**Key words:** Emotional intelligence, Work-life balance, Health care workers

## INTRODUCTION

Emotional intelligence is the skill of understanding and managing both our own emotions and those of others. The success of an individual is determined not only by his intelligence but also is highly dependent on his ability to harmoniously balance his emotions. Emotional intelligence involves self-awareness, self-regulation, motivation, empathy and social skills. It is remarkable to see the powerful relationship that is build with colleagues and superiors by the emotionally intelligent people. Emotional intelligence helps in effective communication, handle conflicts and maintain trustful relations by understanding the emotions of people surrounding them. Emotionally intelligent people are more resilient and accommodating when they face changes in life<sup>1</sup>.

Work life balance simply means a harmonious balance between the job we do and the time we spent for ourselves and our family so that equilibrium in professional and personal life can be achieved. Work life balance can improve the quality of life including physical wellness, emotional well-being and soundness of mind. A balanced approach to work and personal life can lead a momentous reduction in stress, improvement in mental health and increased productivity. A peaceful work atmosphere enables the employees to concentrate more in their work and produce fruitful results in their areas of professional life. Personal and professional relationships are strengthened and conflicts are avoided through a good work life balance<sup>2</sup>.

Emotional intelligence is a key to maintain a healthy work-life balance. The perception of emotions and the way people react to it influence the physical and mental health of a person and the amount of satisfaction they feel in their public and private life<sup>1</sup>.

Employees with fairly good levels of emotional intelligence inclined to be more adaptable in the phase of stress and change. This can leads to increased productivity and better decision making even during difficult times<sup>1</sup>

Emotional intelligence makes people more aware about themselves and indeed helps in effectively analyzing the emotions of others so that day-to-day life can be managed with more self-regulation and corporation1.

The balance between personal life and professional life affects employees to decide to remain in the organization. High emotional intelligence aids individual to manage workplace challenges effectively while nurturing positive personal relationship ultsimately leading to work-life balance

## STATEMENT OF THE PROBLEM

A study to assess the impact of emotional intelligence on work-life balance among health care workers in selected hospitals in Pathanamthitta.

## RESEARCH QUESTION

1. How does the emotional intelligence influence the work - life balance of health care workers?

## AIMS

The aim of this study is to assess the impact of emotional intelligence on work-life balance among health care workers in selected hospitals in Pathanamthitta.

## OBJECTIVES

1. Assess the emotional intelligence of health care workers.
2. Assess the work - life balance of health care workers
3. Find out the impact of emotional intelligence on work- life balance among health care workers.

## METHODOLOGY

In present study Descriptive and Correlation Design was adopted to assess the impact of emotional intelligence on work life-balance among healthcare workers. The data were collected from selected hospital (MGM Muthoot Hospital Kozhencerry) in Pathanamthitta through convenience sampling. Sample size considered of 250 health care workers. The data were collected using structured questionnaire for sociodemographic variables, Schutt's emotional intelligence scale and Hayman's work-life balance scale .Data collected were analyzed through SPSS 20 using frequency, percentage, Karl Pearson correlation coefficient and Chi-square test.

## THE MAJOUR FINDINGS

Among 250 health care workers 18.8% were in the age group of <25 years, 48.4% were in the age group of 25-34 years, 27.8% were in the age group of 35-44 years, 3.6% were in the age group of 45-54 years and 1.6% were in the age group of >50 years

Majority (86.8%) of health care workers were females and 13.2% were males. 58.8% of health workers were married,39.2% were single ,0.8% were separated and 1.2% were divorced.

Majority (78%) of health care workers were belongs to nuclear family and 22%were belongs to joint family. Based on education 48.8% of health care workers were graduates, 30.4% were diplomates,21.2% were post graduates.

Based on occupation 55.6% were nurses, 29.2% were allied health professionals and 15.2% were doctors. Based on monthly income in rupees 44% had monthly income of10001-25000,39.6% had 25001-50000,8.5% had > 75000 and 2.8% had 50001-75000

Based on years of experience 37.6% have 1-5 years, 25.2% have 6-10 years, 16% have < 1 year, 14.4% have 11-15 years and 6.8% have  $\geq$  16 years of experience. Based on area of residence 55.6% of health care workers from rural area and 44.4% were from urban area. 52.8% of health care workers had high emotional intelligence, 46.8% had average emotional intelligence and 0.4% had low emotional intelligence. 54.8% of health care workers had good work-life balance, 35.2% had average work-life balance, 9.6% had excellent work-life balance and 0.4% had poor work-life balance.

The study revealed that there is a moderate negative correlation between scores of emotional intelligence and work life- balance .As the work-life balance score is reversely interpreted, the  $r$  value (-0.5) indicate that work-life balance increases with increased emotional intelligence

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**Table 1**  
**Distribution of health care workers based on level of emotional intelligence**

n=250

Level of emotional intellegence	f	%
Low (33-77)	1	0.4
Average (78-121)	117	46.8
High (122-165)	132	52.8

The table 1 shows that 0.4% have low emotional intelligence, 46.8% have average emotional intelligence and 52.8% of health care workers have high emotional intelligence.

**Table 2**  
**Distribution of health care workers based on level of work-life balance**

n = 250

Level of work-life balance	f	%
Excellent (15-30)	24	9.6
Good (31- 45)	137	54.8
Average (46 -60)	88	35.2
Poor (61-75)	1	0.4

The table : 2 shows that 9.6% of health care workers have excellent work-life balance, 54.8% have good work-life balance, 35.2% have average work-lifebalance and 0.4% have poor work-life balance.

**Table 8****Relationship of emotional intelligence with work- life balance among health care workers.**

n=250

Level of emotional intelligence	Work-life balance				<b>r</b>
	Excellent	Good	Average	Poor	
Low	0	0	1	0	-0.5**
Average	2	34	80	1	
High	22	103	7	0	

\*\*Significant at 0.01 level ,There is a moderate negative correlation between scores of emotional intelligence and work life- balance. As the work-life balance score is reversly interepreted the r value (-0.5) indicates that work-life balance increases with increased emotional intelligence.

**LIMITATIONS**

- 1.A few participants quit the study due to lengthy tool,resulting in incomplete data,so the researcher sought new participants for further data collection.
- 2.Busy work of health care workers was a problem during data collection and some participants were unable to complete the responses within given timeframe due to heavy workload.

**CONCLUSIONS**

Emotional intelligence is the ability to perceive and understand emotions in oneself and others.emotionally intelligent people tend to have better relationship,communication mental health and job performance. Work-life balance is the capacity to regulate demands of work and personal life in a way that is satisfying and sustainable.Emotional intelligence plays a key role in work-life balance. People with high emotional intelligence usually manage their work and personal life more effectively<sup>1</sup>.

The following conclusions were drawn based on the findings of the study,the individual with high emotional intelligence tend to have better work-life balance.Low emotional intelligence result in poor work-life balance.The analysis showed that 52.8% of health care workers had high emotional intelligence,46.8% had average emotional intelligence and 0.4% had low emotional intelligence.54.8% of health care workers had good work-life balance,35.2% had average work-life balance,9.6% had excellent work-life balance and 0.4% had poor work life balance. Emotional intelligence and work-life balance has no significant association with sociodemographic variables.

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