Emotional Intelligence and Work-Life Balance of Employees in Organizations

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Abstract
Due to revolutionary economic changes, the organizations are facing a variety of challenges which have led to a paradigm shift in the working of organizations. Previously earning maximum profit through maximum production was the main focus of every organization but now the focus has shifted. Making the employees happy and satisfied at the workplace is the first and foremost objective of organizations because only a satisfied employee is able to deliver the best of his/her capabilities in the organization.

Keywords: Emotional Intelligence, Work Life, Organizations.

Author’s View
In earlier times employees were treated as machines to get the work done through them. Hence, emotions and feelings were not given the due importance. This led to increased absenteeism, decreased productivity, increased stress level among employees, increased work accidents. The productivity of an employee decreases when their thoughts, emotions and feelings are misaligned. But nowadays, organizations have started to focus on the emotional aspect of the employees. Organizations are trying to maintain a balance between their work and personal lives. By doing so, the organizations can expect maximum cooperation, loyalty and productivity from its employees. In an environment of continuous change and development, employees are not able to strike a proper work-life balance which adversely affects their work or their personal lives. This imbalance is giving birth to a lot of psychometric disease which has led to increased stress level and decreased productivity on the part of employees.

Employees with lower EQ level find it difficult to strike a balance between personal and professional life. They are not able to set their priorities which results in chaos at the workplace as well as in their personal lives. On the other hand emotional intelligence helps the employees to increase their emotional self-awareness, emotional expression, creativity, increase tolerance, increase trust and integrity, improve relations within and across the organization and thereby increase the performance of each employee and the organization as a whole. Emotional intelligence helps in shaping the life of every individual’s performance at workplace and personal life. Thus, emotional intelligence helps in building up the confidence of the employees to manage the role demands at both the fronts. Positive emotions play a crucial role in development of human strength which leads to the flourishing of human mind and body. Positive emotions enable an individual to have a broad perspective on life which leads to a better physical and intellectual health.

The inter role conflict between work and family creates tension and problems for the employee. In order to cope up with this inter role conflict, many organizations have promoted the implementation of work-life balance initiatives in recent years to foster employees’ work/personal balance. Today, organizations are required to strike a balance between personal and professional lives of the employees which in turn enables the organizations to face the expectations and demands of the competitive world. Since the employees are faced with a lot of stress in meeting the challenges of the competitive world, emotional intelligence plays a crucial role in managing the stress level of the employees and making them empathetic, open to communication and flexible in their operations. Emotional intelligence is an avenue of strengthening teams, employees and organizational efficiency.

Emotionally intelligent employees try to build and maintain interpersonal relations and they are ready to help their colleagues whenever required. Employees with high emotional intelligence seek a high quality life as emotional intelligence ensures high inspiration level, high negotiation skills and a pleasant personality. Emotional intelligence equips an
employee to get in-depth knowledge and clarity about a particular situation. Emotions are inseparable part of the organizational life. Employees equipped with EQ skills do not require high job control as they are self motivated to work for the organization. Emotional intelligence helps in the regulation of the stress level of the employees which helps in coping with the demands and pressure of the work. Emotionally intelligent employee makes each and every effort to create an environment of mutual trust and understanding where employees can work in a cooperative and effective manner. Leaders possessing EQ skills help in enhancing the creativity level of employees besides giving them due recognition for their work. Thus, emotional intelligence helps in building a climate of trust, loyalty, co-operation where employees feel motivated to work for the accomplishment of group objectives.

Organizations should provide training to its employees in EQ skills so that they will be able to cope up with the pressure of professional as well as personal life. Organizations should make policies which will maximize the satisfaction level of the employees and he/she will not feel burdened with the expectation of work and family. Both the employer and employee need to bend a little in order to fulfill each others’ expectation. It has to be a give and take relationship where both the parties stand to win. Management of an organization should take active participation in making their employees aware about the importance of having a good work-life balance. They should focus on the effectiveness of the employees rather than just focusing on the working hours. Flexi work timings should be introduced so that employees can work according to their convenience which will improve the productivity and efficiency of the employees. Improved communication and skillful time management strategies should be introduced to boost up the output level of the employees. Organizations should come up with effective and efficient work – life balance policies and programs and foster an organizational culture that supports the employees in their emotional role. Reduced time work programmes can be introduced as part time and shared work. Counseling programmes should be conducted on regular basis in order to understand and deal with the stress of the employees.

Conclusion

Thus, emotional aspect of employees and a strong step on the part of management will help the employees in maintaining a proper work – life balance where they will be able to meet up the expectations of both the professional as well as personal lives. Work-life balance is all about a balance between the demands of employee’s family life and work life to achieve an overall performance and psychological wellbeing. The impact of work-life support is reflected in the reduction of absenteeism, lower stress level, higher levels of productivity and performance, satisfaction, commitment resulting in organizational effectiveness. Better work-life balance helps in attracting and retaining highly qualified and professional employees in the organization thereby resulting in reduced turnover and absenteeism.

References


