

Leveraging Emotional Intelligence to Improve Work-Life Balance in Organizations

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ABSTRACT

Work-life balance refers to the capacity to effectively manage the equilibrium between professional responsibilities and personal life, ensuring productivity and competitiveness at work while also fostering a joyful and healthy home environment with adequate leisure time. This is particularly challenging given the pressures of work and the multitude of activities that demand one's time and focus. Nonetheless, several factors can impact the work-life balance of employees within organizations. The role of Emotional Intelligence in managing worklife balance will help the banking sector to determine how the role of emotions in having a better work life balance. Pearson correlation is applied to find the association between the variables and the impact of Emotional Intelligence on worklife balance is statistically tested through linear regression. The respondents are from the banking sector and the research is focused on leveraging Emotional Intelligence to improve worklife balance in banking sector

Keywords: Work-Life balance, Banking sector, Productivity, Personal Life, Emotional Intelligence

Introduction

Work-life balance refers to the ability to effectively manage the equilibrium between professional responsibilities and personal life, ensuring productivity and competitiveness at work while also fostering a joyful and healthy home environment with adequate leisure time. This is particularly challenging given the pressures of work and the multitude of activities that demand one's time and focus. Alternatively, work-life balance can be viewed as an employee's effort to align their key priorities with those of their employer, taking into account their role and responsibilities, while also cherishing quality family time outside of their professional obligations. It implies that professional life is an

integral part of social life, and the two can coexist harmoniously if approached wisely. Work-life balance encompasses the interplay between paid employment and other pursuits, including unpaid work within families and communities, leisure activities, and personal growth. It aims to foster a productive work environment that minimizes conflicts between work and other life aspects. Achieving this balance necessitates appropriate employment policies, organizational frameworks, and supportive management practices. For any individual, work-life balance signifies the optimal mix of paid work—characterized by hours and working conditions—and other life dimensions. This ideal combination is not static and may fluctuate over

time. Banking Sector The rapid evolution of social, political, and economic landscapes has significantly impacted both the nature of employment and its interplay with personal life. Striking a balance between professional and domestic responsibilities presents a considerable challenge. For today's workforce, work-life balance has become a critical factor in career choice, particularly with the evolving roles of women across various sectors. The banking industry, essential to both our commercial and personal affairs, has consistently been a sought-after employment sector. As banks diversify and introduce new products, the expansion of the banking sector necessitates effective coordination with other financial entities. Emotional Intelligence helps to ascertain emotions and emotional capabilities that helps to understand the worklife behavior.

Review of Literature

Ferrara & Capolupo (2025) reshaped employees' workforce with the rise of smart working for better work life balance. Motivating factors to increase individual performance should be identified to inspire employees for better productivity. Stability of performance induces business stability and EI has the role of moderating factor between work life balance and individual performance. A quantitative survey with snowball sampling technique was adopted to collect the data and the results highlighted that smart workers are more balanced at work and life aspects which impact individual performance in positive manner.

Grari & Bessouh (2025) observed that quality of work life has a significant impact on motivation of employees and their job satisfaction. Work life both in public and private institutions is challenging but promotion of employee wellbeing for increasing quality of work life can result in increased satisfaction and commitment towards organization. Human resource

management should focus on efficiency of employees and work to improve the quality of work life. This induces job satisfaction and highlights the efficiency of employees to face challenges to perform and balance their personal and professional life. A transparency policy should be maintained to improve quality of work life and create a healthy academic environment.

Jebamalar (2025) presented that the Quality work is characterized by the successful execution of tasks within the specified timeframe, leading to results that satisfy the expectations of all stakeholders, including the individual carrying out the work.

Singh et al. (2025) stated that the Quality of Work Life (QWL) is essential in influencing the productivity and job satisfaction of employees across all organizations. It reflects motivation, satisfaction levels, involvement, and commitment regarding their professional lives.. The study concludes that emotional intelligence is crucial in enhancing the quality of work life for employees in higher education institutions.

Sujetha & Swetha (2024) focused on determination of quality of work life as an important HR function that is directly related with organizational performance. Satisfaction levels can be improved by improving quality of work life and dissatisfactions at work place on the basis of demographic characteristics highlights the need of programs like yoga and meditation which helps employees to manage their work pressure and improve positive attitude. Work schedules, flexibilities, job allocations, team work should be emphasized to improve quality of life in terms of career and family.

Research Gaps

After critical review of literature it is revealed that Emotional Intelligence plays a major role in managing worklife balance in banking industry. Though numerous studies exist concerning the

factors that influence the work-life balance of bank employees, this research aims to identify the key factors among those affecting work-life balance and to explore the correlations between them.

Objectives

- To ascertain the relationship between Emotional Intelligence and Work Life Balance
- To study the impact of Emotional Intelligence on Work Life Balance

Hypothesis

Ho1: There is no significant relationship between Emotional Intelligence and Work Life Balance among banking employees.

Ho2: There is no impact of Emotional Intelligence on Work Life Balance of banking employees.

Methodology and Data Collection

A Sample Size of 300 bank employees was selected based on convenience sampling. Primary data was gathered through a structured

questionnaire. The respondents were surveyed to obtain insights regarding their banking profession from both work and personal life perspectives. The respondents profile constitutes of 58.2% male respondents and 41.8% female respondents. Almost 50% of the respondents were in the age of more than 40 years and having more than 3 years of work experience in banking Industry.

Interpretation: Correlation is applied between the two variables to find out the association between the two and the test statistics show that Emotional Intelligence and Work Life Balance have a high positive correlation which can be interpreted as an increase in Emotional Intelligence will improve the Work Life Balance of employees. The correlation value .865 is showing a high positive association between the two variables and Emotional Intelligence is a major factor of Work Life Balance. The companies can provide Emotional Intelligence training to the employees which can help in managing emotions and providing a stress-free work life that can improve productivity in the long run.

Correlation Analysis

Correlation	EI	WLB
Pearson Correlation	1	.865
EI Sig. (2 - tailed)		0
N	300	300
Pearson Correlation	.865	1
WLB Sig. (2- tailed)	.000	
N	300	300

Regression Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimates
1	.865	.650	.645	3.06635

Interpretation:

- R = 0.865: This is the correlation coefficient between the observed and predicted values. It indicates a strong positive relationship between the independent variable (E) and the dependent variable.
- R² = 0.650: Approximately 65% of the variance in the dependent variable is explained by the independent variable.
- Adjusted R² = 0.645: Slightly lower than R²; adjusts for the number of predictors. Indicates that the model is a good fit.
- Std. Error of Estimate = 3.06635: This is the average distance that the observed values fall from the regression line. Smaller values indicate better predictive accuracy.

Interpretation:

- Constant (Intercept) = 4.617: When E = 0, the predicted value of the dependent variable is 4.617.
- Slope (B for E) = 0.365: For every one-unit increase in E, the dependent variable increases by 0.365 units, holding other factors constant.
- Beta = 0.865: Standardized coefficient shows that E has a strong positive effect on the dependent variable.
- t-value = 11.738, Sig. = .000: This predictor is highly significant in the model.

Overall Interpretation

- The independent variable Emotional Intelligence strongly and positively predicts

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	1295.858	1	1295.858	137.806	.000
1Residual	667.665	298	9.405		
Total	1963.509	299			

Interpretation:

- The F-value = 137.806 and p-value (Sig.) = 0.000 (< 0.05) indicate that the regression model is statistically significant.
- This means the independent variable (E) significantly predicts the dependent variable.

the dependent variable namely work life balance

- The model explains 65% of the variation, and the predictor is statistically significant.
- In practical terms, as Emotional Intelligence increases, the dependent variable also

Model	Sum of Squares	Df	Mean Square	F	Sig.
	B	Std. Error	Beta		
1(Constant)	4.617	1.362		3.433	.001
E	.365	.032	.865	11.738	.000

increases, and this relationship is highly reliable.

Conclusion

The research paper focuses on role of Emotional Intelligence in determining Work Life Balance in banking industry. The study found that Emotional Intelligence has a very significant role and can dominantly alter Work Life Balance of employees. The statistical analysis observes a positive correlation between Emotional Intelligence and Work Life Balance which emphasized that emotionally intelligent people can control their emotions at work place and behave in a manner that reflects a balance perspective towards personal and professional life. With a better worklife balance higher rewards and compensation results in better job satisfaction. The stability of employees in emotional context results in stable behaviour and have job commitment for a happy work life. Job satisfaction have a positive association with emotional intelligence and so the employees with high emotional stability has high level of job satisfaction which proves that satisfaction is directly related to Work Life Balance. Emotional Intelligence has to evaluate people and maintain relationships in personal and professional life. Positive relationship at workplace will have a positive impact on peer group and superior subordinate relationship. It can concluded that emotionally intelligent employees will be more satisfied and will be happy with their jobs which in turn automatically balances job and work life.

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