

**Major Research Project Report**  
**On**  
**A STUDY ON IMPACT OF EMOTIONAL**  
**INTELLIGENCE ON QUALITY OF**  
**WORK LIFE AMONG EMPLOYEES**

Submitted By:

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## DECLARATION

I, **Shikha Gambhir**, hereby declare that the Major Research Project Report entitled **“A Study on Impact of Emotional Intelligence on Quality of Work Life Among Employees”** submitted to Delhi Technological University is a record of my original work. This project report is submitted in partial fulfilment of the requirements for the award of the degree of MBA in Human Resources and Analytics.

I also declare that this project report has not been submitted to any other university or institute for the award of any degree or diploma.

Shikha Gambhir

2K23/UMBA/095

Date:

## **ACKNOWLEDGEMENT**

I am deeply indebted to my university supervisor, **Dr. Ritu Agarwal, Assistant Professor, Delhi School of Management, Delhi Technological University**, for her guidance and support. Her valuable feedback on my project report helped me to improve it significantly.

I would also like to thank my family and friends for their support and encouragement.

Finally, I would like to thank all the other people who helped me in any way during the project report.

Shikha Gambhir

2K23/UMBA/095

Date:

## **CERTIFICATE**

This is to certify that **Shikha Gambhir**, roll no. **2K23/UMBA/095** has submitted the major research project report titled “**A Study on Impact of Emotional Intelligence on Quality of Work Life Among Employees**” in partial fulfilment of the requirements for the award of the degree of Master of Business Administration (MBA) from Delhi School of Management, Delhi Technological University, Delhi during the academic year 2024-2025.

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## **Abstract**

Emotional Intelligence is a set of qualities and competencies that captures a broad collection of individual skills and dispositions, usually referred to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence, and technical or professional skills. Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. Work-Life Balance is a challenging issue for Priyadarshini Filaments Pvt Ltd leaders, managers and has also attracted the attention of researchers. Work/life balance, in its broadest sense, is defined as a satisfactory level of involvement or 'fit' between the multiple roles in a person's life. In this climate managing the boundary between home and work is becoming more challenging. Organizations need to ensure they not just encourage but mandate a practical and workable work/life balance policy, benefiting and meeting the needs of both the organization and its employees. Organizations not providing real opportunity for employees work/life balance are opening themselves up to increasing numbers of dissatisfied and unproductive employees and hence increased attrition rates. Merely creating a work/life policy framework is not enough; fostering an organizational culture that supports the use of available policies is also of great importance. Further there is a need for employers and employees alike to find flexible and innovative solutions that maximize productivity without damaging employees well-being, their family relationships and other aspects of life. This term paper is through light on impact of emotional intelligence on performance of employees and the next objective is to know how to become an EI organization. Emotional Intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. To do the research thoroughly, review of literature is being taken with twenty articles. Through this study, it is concluded that emotional intelligence has greater impact on performance of employees. Secondly an emotionally intelligent organization is based on an organizational strategy to improve business performance.

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# **INTRODUCTION:**

Emotional Intelligence is a set of qualities and competencies that captures a broad collection of individual skills and dispositions, usually referred to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence and technical or professional skills. Emotions are an intrinsic part of our biological makeup and every morning they march into the office with us and influence our behaviour. Emotional intelligence is said to be a unique skill and capabilities with which he/she can control her emotions and manage relationship with others. Emotionally intelligent people will have an equal balance between their emotions and actions.

Emotional intelligence is said to be an important factor to achieve success in an individual's life as they tend to deal with the other Self- regulation means self-control, management of emotions, the ability to retrieve oneself emotionally following an emotional shock, a sense of duty in one's job, flexibility with regard to changes, and an acceptance of new ideas and opinions, and includes self control, transparency, flexibility, progress innovation, and optimism. Relation control means that an individual accordingly adjusts his or her relations with others and it includes providing inspiration, penetration, development and growth of others as well as creating change, management of conflict, and team work. Social competence also signifies how individuals can organize their relationships and includes devotion service centeredness and organizational awareness.

Consequently, in organization, emotional intelligence is closely related to such occupational variables as performance, success, motivation, quality of work life, etc. individual in their work place, they must know how to deal with the others in their organisation as well as to manage all kinds of circumstances with an optimistic mind. Based on the previous research Emotional intelligence is said to be the other personal characteristics that an individual possesses in addition to the technical and professional abilities. In order to overcome the challenges in any environment one should have the following components of emotional intelligence including self awareness, self regulation, self motivation, and self compet

Self awareness means an awareness of emotions and accepting them, introspection, impartial attitude toward one's own internal states and knowing them, an awareness of one's weaknesses and strengths and includes emotional self awareness, self-evaluation and self confidence. Life as a set of methods such as autonomous work groups, job enrichment and high involvement aimed at boosting the satisfaction and productivity of workers. Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility. They try to treat employees in a fair and supportive manner, open communication channels at all levels, offer employees opportunities to participate in decisions affecting them and empower them to carry on with their assignments.

Work-Life Balance is a challenging issue for IT leaders, managers and has also attracted the attention of researchers. In this climate managing the boundary between home and work is becoming more challenging. Organizations need to ensure they not just encourage but mandate a practical and workable work/life balance policy, benefiting and meeting the needs of both the organization and its employees. Organizations not providing real opportunity for employee's work/life balance are opening themselves up to increasing numbers of dissatisfied and unproductive employees and hence increased attrition rates. Merely creating a work/life policy framework is not enough; fostering an organizational culture that supports the use of available policies is also of great importance.

Further there is a need for employers and employees alike to find flexible and innovative solutions that maximize productivity without damaging employee's well-being, their family relationships and other aspects of life. This term paper is through light on impact of emotional intelligence on performance of employees and the next objective is to know how to become an EI organization. Emotional Intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. Emotional Intelligence usually describes to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence, and technical or professional skills.



Emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. Emotional Intelligence (EI) is understanding and managing yourself and also understanding and managing others. Work/life balance, in its broadest sense, is defined as a satisfactory level of involvement or 'fit' between the multiple roles in a person's life. The increasing work pressures, globalization and technological advancement have made work-life balance an issue with both sexes. Life includes various pursuits like wealth, career, family, social obligation, spirituality, health etc . A perfect balance life for an employee needs a careful synchronization and juggling of the mentioned quests, and this juggling leaves the employee stressed.

Most people in organizations today undergo emotions of crumbling trust, jarring uncertainty, stifled creativity, distance between managers and co-workers, and vanishing loyalty and commitment. Thus emotions play a vital role in our life. These emotions need to be well known and managed by reason. Emotional Intelligence is the conscious management of our own emotions. Its Knowledge and practice can provide personal and interpersonal benefits. Emotional Intelligence calls upon 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 is one of the few key characteristics that give rise to strategic leaders in organizations ". It determines the potential for learning the practical skills that are based on its five elements: self-awareness, motivation, self-regulation, empathy, and adeptness in relationships. Emotional intelligence helps improve individual and organizational performance. It plays a significant role in the kind of work an employee produces, and the relationship a person enjoys within the organization and outside. This paper is an attempt to review the various researches in the field of Work Life balance and how Emotional Intelligence plays a significant role in balancing work and family related outcomes.

## **EMOTIONAL INTELLIGENCE:**



Emotional intelligence (EI) refers back to the capability to perceive, control, and compare feelings. Some researchers endorse that emotional intelligence may be learned and strengthened, at the same time as others claim it's an inborn function. Since 1990, Peter Salovey and John D. Mayer were the main researchers on emotional intelligence. In their influential article "Emotional Intelligence," they defined emotional intelligence as "the capacity to display one's personal and others' emotions and feelings, to discriminate among them and to apply this information to guide one's thinking and actions."

## **QUALITY OF WORK LIFE:**



The pleasant of labor lifestyles almost about personnel ITs in may exacerbate the troubles that the employees face which include insufficient popularity, lack of have an effect on and worrying paintings region. The implementation of work life fine measure with the attention paid to the effects at the productivity of the personnel within the enterprise in the regions which include managerial attitudes towards the personnel. A new degree of QWL become advanced primarily based on need pride and spillover theories. The measure become designed to seize the extent to which the work environment, task requirements, supervisory behavior, and ancillary applications in an organization are perceived to meet the desires of a worker. We recognized seven essential needs, each having numerous dimensions.

These are: fitness and safety wishes (protection from ill health and damage at paintings and outdoor of labor, and enhancement of top fitness), economic and circle of relatives wishes (pay, task safety, and other circle of relative's needs), social needs (collegiality at paintings and amusement day without work paintings), esteem desires (popularity and appreciation of labor within the organization and outdoor the corporation), actualization wishes (cognizance of one's potential in the enterprise and as a expert), expertise needs (gaining knowledge of to decorate job and professional talents), and aesthetic wishes (creativity at paintings in addition to personal creativity and standard aesthetics).

Quality of work life (QWL) refers back to the favorableness or unfavourableness of some task surroundings for the people working in a company. The duration of clinical management which focused totally on specialization and performance, has gone through a progressive alternate. The traditional management (like clinical control) gave insufficient interest to human values. In the present state of affairs, desires and aspirations of the personnel are converting. Employers are actually redesigning jobs for better QWL.

The QWL as method of Human Resource Management has assumed growing interest and importance. Many other terms have emerge as used interchangeably with QWL along with 'humanizations of work' 'high-quality of working lifestyles, 'business democracy' and 'participative paintings'.

### **THERE ARE DIVERGENT PERSPECTIVES AS TO THE PRECISE WHICH MEANS OF QWL:**

A few definitions given by using eminent authors on QWL are given beneath:

- “QWL is a process of work enterprises which permit its contributors in any respect ranges to actively; take part in shaping the groups environment, techniques and effects. This cost primarily based procedure is aimed toward assembly the dual desires of more desirable effectiveness of organizations and advanced pleasant of life at paintings for employees.”

—**The American Society of Training and Development**

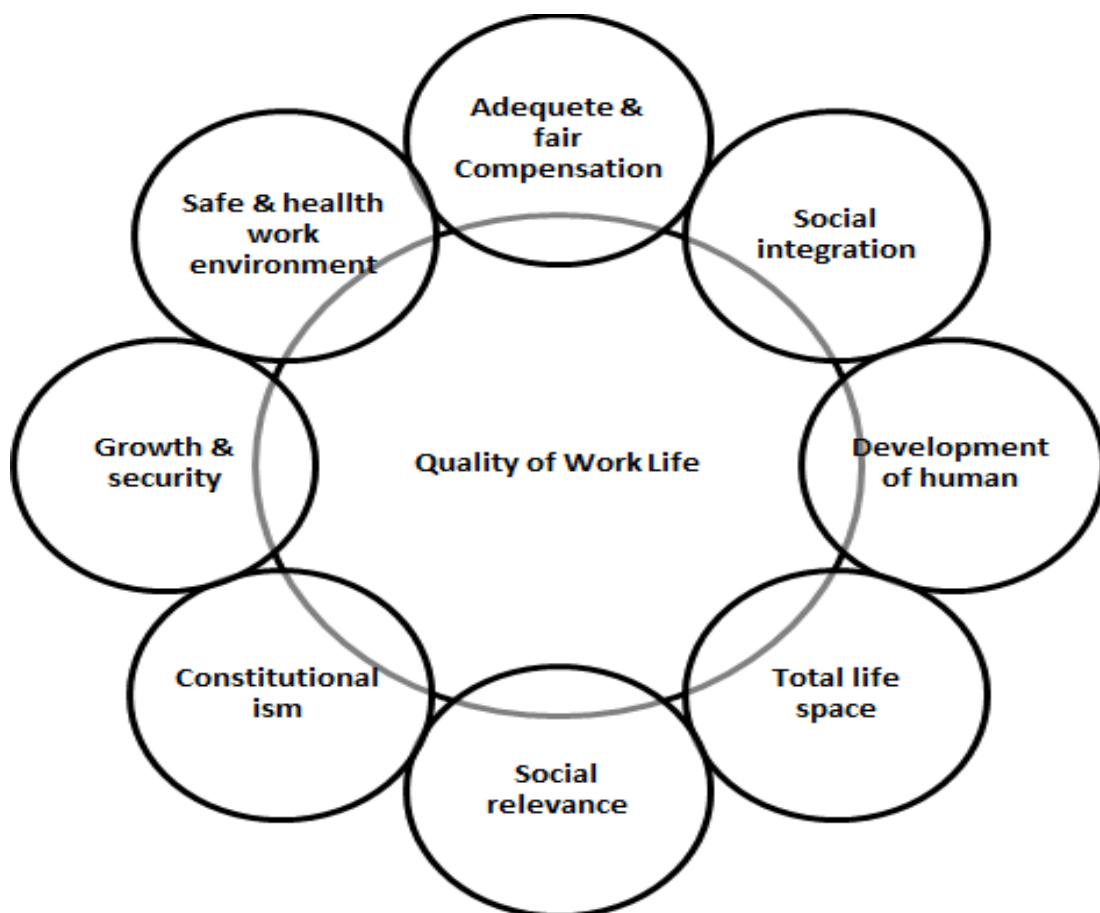
- “QWL is a manner of considering human beings, paintings and establishments, its specific factors are (i) a difficulty approximately the impact of work on human beings in addition to on organizational effectiveness, and (ii) the concept of participation in organisational problem solving and decision making.”

—**Nadler and Lawler**

- “The overriding cause of QWL is to trade the climate at paintings in order that the human technological-organisational interface ends in a better satisfactory of work existence.” “QWL is primarily based on a preferred technique and an organization approach. The standard method consists of all the ones factors affecting the bodily, social, financial, mental and cultural nicely-being of employees, while the organizational method refers to the redesign and operation of companies in accordance with the cost of democratic society.”

### —Beinum

From the definitions given above, it is able to be concluded that QWL is worried with looking after the better-order needs of personnel in addition to their simple wishes. The average weather of labor area is adjusted in this type of way that it produces greater humanized jobs. QWL is considered as that umbrella underneath which employees experience absolutely satisfied with the operating surroundings and enlarge their wholehearted co-operation and support to the management to enhance productivity and work surroundings. The key elements may be defined as beneath:



### **1. Providing Job Security:**

If a worker is assured that his process is secure, they may be a great deal greater cozy and may carry out higher. It gives them a confidence that even though something is going incorrect by mistake, their job will now not be at stake

### **2. Rewards and reputation:**

If a worker is offered for an amazing performance, its facilitates them to carry out even better. The leadership and pinnacle management need to ensure recognition of the efforts of subordinates. This is a significance thing of appropriate governance as nicely.

### **3. Flexible work timings:**

Flexibility throughout working hours is something that's liked by using employees. This gives employees a risk to do their paintings and additionally paintings on certain essential non-public commitments. This substantially contributes to improving the excellent of work lifestyles for a worker. Companies also promote a compressed paintings week idea.

### **4. Increased worker participation:**

Involving employees in discussions, strategies & feedback is something which allows boom the employees QWL & contribution closer to a specific function.

### **5. Open conversation:**

Transparency among management and employees & effective group control gives them self-assurance as they're up to date with the business and also feel secure being approachable

### **6. Career increase plans:**

Discussing the destiny of the worker within the company, exciting components of the task, profession development and many others are all liked with the aid of personnel

**All these elements contribute in attaining a QWL for an employee.**



**QUALITY OF WORK LIFESTYLES INVOLVES 3 MOST IMPORTANT ELEMENTS:**

### 1. Occupational fitness care:

Safe paintings environment offers the idea for people to revel in his paintings. The work ought to not pose health hazards for the employees.

## 2. Suitable operating time:

Companies should observe the wide variety of working hours and the standard limits on extra time, time of holiday and taking free days before country wide holidays.

### 3. Appropriate profits:

The worker and the company agree upon suitable revenue. The Government establishes the price of minimal profits; the enterprise need to now not pay much less than that to the worker.

### **WORK-LIFE QUALITY:**

Defined, as the balance between a worker's paintings needs and out of doors pursuits or pressures — is an extended-standing however ever-evolving vicinity of corporate social responsibility. Some organizations view QWL as crucial, however do now not officially link it to their strategic or enterprise plans.

### **NATURE AND SCOPE OF QUALITY OF WORK LIFE:**

Quality of work lifestyles is the high-quality of dating between personnel and general operating environment. A Great Place to paintings is where “You Trust the people you work for, have pride in what you do, and revel in the human beings you figure with.”

### **QUALITY OF WORK LIFE & EMOTIONAL INTELLIGENCE:**

Emotional Intelligence is taken into consideration as the most crucial factors for the employees at work area to deal with the stress. Therefore, the connection extends among emotional intelligence and excellent of work life. The dimensions of emotional intelligence like selfattention, empathy, and positive thinking, motivating oneself. This dimensions will assist to recognize how a long way the people is having self-focus, they are capable of control the emotions on the work place.



## REVIEW OF LITERATURE:

- **Lee, D. J. (2001):**

The measure's convergent and discriminant validities have been tested and the statistics furnished help to the construct validity of the QWL measure. Furthermore, the measure's nomological (predictive) validity changed into examined thru hypotheses deduced from spillover idea. Three studies have been performed – research the use of college employees and the third the usage of accounting corporations. The results from the pooled sample furnished aid for the hypotheses and as a consequence lent a few support to the nomological validity to the new measure.

- **Lawler, E. E. (1983):**

Argues that the values that quality of labor life (QWL) has brought to the workplace are in chance of being misplaced. To preclude this risk, numerous "definitions" of the concept that miss the factor are debunked, a particular definition is shaped, and methods to use it are referred to. Six factors that distinguish extra and less successful QWL efforts are delineated. It is concluded that three essential components of QWL efforts need to be managed nicely if they're to succeed: improvement of projects at exceptional levels, modifications in control systems and structure, and adjustments in senior control behavior.

- **Grady, J. F. (1986):**

To verify the impact of a fine circle (QC) software at a manufacturing firm, forty-six members (suggest age 44 yrs) and 46 nonparticipants (mean age forty yrs) were surveyed earlier than and after implementation of the QC application. Multiple regression analysis discovered a fantastic relation between QC participation and adjustments in best of work lifestyles (QWL) perceptions in regions without delay worried in QC activities but not in more general work existence regions. Given that members' QWL scores tended now not to change and nonparticipants tended to report decreases in QWL from earlier than to after the QC program implementation, the effects advise that QC involvement acted greater to offer social support to buffer contributors from terrible contextual factors than to enhance equality of labor lifestyles.

- **Zeidner, (2004):**

This paper significantly reviews conceptualizations and empirical proof in guide of emotional intelligence (EI) and its claimed function inside the occupational surroundings. Consideration is given to the purported reputation of EI in occupational and career evaluation (with precise emphasis on employee's selection and site), job performance, and pride. Overall, this review demonstrates that latest research has made critical strides in the direction of understanding the usefulness of EI within the place of job. However, the ratio of hyperbole to hard proof is excessive, with over-reliance in the literature on professional opinion, anecdote, case research, and unpublished proprietary surveys.

- **Cooper, R. K. (1997):**

Individuals can experience a successful career and higher relationships through counting on their emotional intelligence. Studies have proven that humans with high levels of emotional intelligence have extra profession fulfillment, foster stronger non-public members of the family, have powerful management abilities and are healthier than those with low emotional quotient (EQ). Moreover, aggressive benefit can sincerely be accomplished through the EQ-associated capacities for growing trusting relationships, enhancing strength and effectiveness in excessive-stress situations, and developing the future. To make those EQ-related developments more relevant to the employer, those core capacities are incorporated into the Four Cornerstone Model of Emotional Intelligence, which makes a specialty of emotional literacy, emotional fitness, emotional depth and emotional alchemy.

- **Cherniss, (2001):**

In *Working with Emotional Intelligence*, Goleman applies the emotional intelligence concept to the workplace putting. In this evaluation, he argues that the emotionally wise employee is skilled in key areas he presents in his emotional competence framework. These are "personal competence" - how we manipulate ourselves, and "social competence" - how we manipulate relationships. Each wide area consists of various unique abilities, as outlined within the table underneath. Examples and the whole version (consisting of sub-skills) are to be had in Goleman's e-book, or at the internet-web page for the Emotional Intelligence Research Consortium, founded by using Goleman.

- **Nikolaou, (2002):**

The purpose of the present look at is to discover the connection among emotional intelligence and assets of occupational strain and effects on a sample of professionals in intellectual health institutions. An overall of 212 individuals had been administered the Emotional Intelligence Questionnaire in addition to the Organizational Stress Screening Tool (ASSET), a brand new organizational screening tool, which measures workplace stress. The consequences were inside the anticipated course displaying a poor correlation between emotional intelligence and stress at paintings, indicating that excessive scorers in normal EI suffered much less pressure associated with occupational surroundings.

- **Tischler, (2002):**

Despite a reluctance at the part of organizational researchers to address the topics of emotions or spirituality, recent researchers have all started to argue for the importance of exploring their relationship to workplace overall performance. Recent research, for example, has shown a high quality courting among emotional intelligence and place of work success. Similarly, it seems that spirituality is related to place of business overall performance or effectiveness. This paper explores the impacts of emotional intelligence and spirituality on workplace effectiveness, affords numerous theoretical fashions inspecting viable linkages among those variables, and, finally, affords numerous thoughts for future research deriving from the fashions.

- **Oginska-Bulik, N. (2005):**

Emotional intelligence, a critical component liable for figuring out success in existence and mental well-being, appears to play a critical position in shaping the interplay between people and their paintings environment. The reason of the have a look at became to discover the connection between emotional intelligence and perceived strain in the workplace and health-related consequences in human provider workers. The effects showed an vital, but not very sturdy, position of emotional intelligence in perceiving occupational strain and preventing personnel of human services from poor fitness results. Conclusions: The potential to efficaciously deal with emotions and emotional statistics within the place of business assists employees in dealing with occupational pressure consequently, it need to be developed in stress managing trainings.

## **STATEMENT OF THE PROBLEM:**

QWL is the favorable or negative of a process environment for humans; it refers to the nice of dating between employees and the entire working environment. QWL is the diploma to which the working organization contributes to fabric and mental well-being of its participants. The QWL as “a system of joint decision making, collaboration and building mutual recognize among management and personnel;” it's miles worried with increasing hard work control cooperation to resolve the issues, improving organizational overall performance and employee pleasure. It is a method of labor company which permits its participants at all levels to actively take part in shaping the organization's environment, techniques and effects. This cost based totally technique is aimed toward meeting the dual dreams of more advantageous effectiveness of the employer and advanced nice of lifestyles for personnel along with emotional intelligence.

## **NEED FOR THE STUDY:**

- To know the emotional intelligence and work life of employees for their humanistic values, industrial productivity and economic growth with concentration on work life quality.
- To understand emotional intelligence associated to quality of life at work to promote human dignity and growth among employees.
- To know the better teamwork and communication, less negative organization stress through emotional intelligence and work life quality with regards to employees.

## **SCOPE OF THE STUDY:**

- To understand the concept of emotional intelligence and work life quality program
- To know the emotional intelligence and work life quality for employees in associated with talent enhancement in the work place.

- To ensure the work life quality employees and its improved morale with employee friendly programmes.

## **OBJECTIVES OF THE STUDY:**

- To assess the emotional intelligence of the employees
- To study the quality of work life among employees
- To study the relationship between emotional intelligence and quality of work life of employees.

## **RESEARCH DESIGN:**

The research is descriptive in nature. A structured questionnaire is used as a tool to collect the primary data from the respondents. The secondary data is taken from the magazines, internet and online research reports. The sampling technique used for the study is simple random sampling and thus collected data is analysed using percentage basis.

## **SAMPLING FRAMEWORK:**

- **SAMPLING UNIT:**  
Sampling unit is employees
- **SAMPLING TECHNIQUE:**  
Random Sampling Technique is adopted to do the basic analytics of the study.
- **SAMPLE SIZE:**  
Sample size is 100.

## **TOOLS FOR DATA COLLECTION:**

- **PRIMARY DATA:** For the present study a structured questionnaire is used as a tool to collect the primary data from the respondents. Survey is done through suitable questionnaires which is prepared and forwarded to employees

- **SECONDARY DATA:** Secondary data is a data which is readily available. The data for the present study covers the secondary sources such as magazines, websites, journals, newspapers, various books related to the topics and other references were made.

### LIMITATIONS OF THE STUDY:

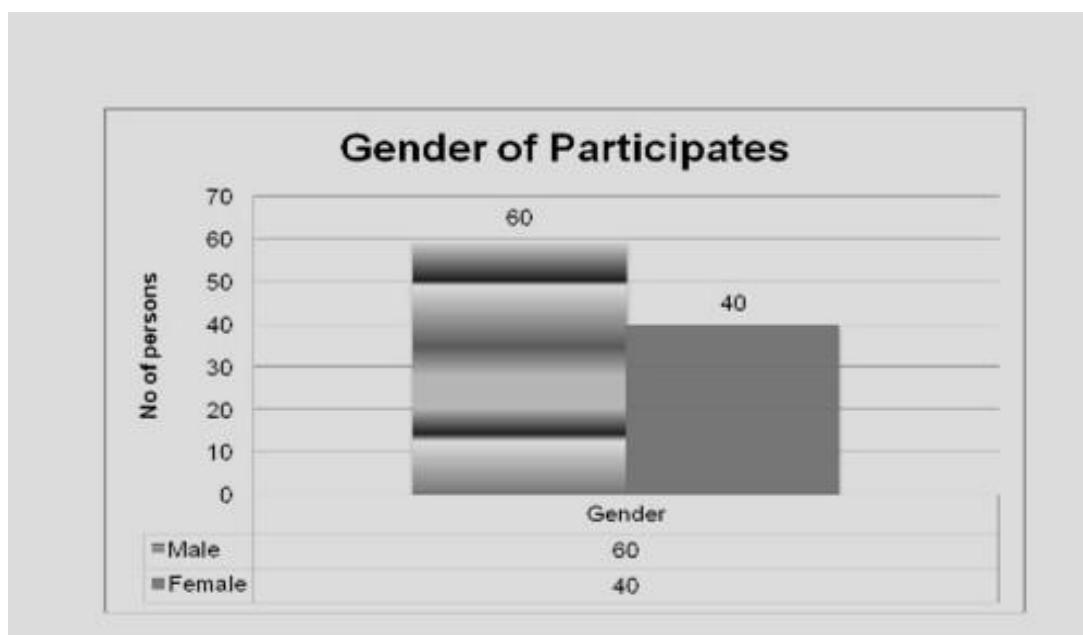
- The study is limited to employees .
- Number of respondents is 100.
- There might be biased in information provided by employees

## **DATA ANALYSIS**

### **Q1 Table showing classification of respondents regarding “Gender.”**

**Table No. 1**

<b>Sl. No.</b>	<b>Gender</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
<b>1</b>	Male	60	<b>60%</b>
<b>2</b>	Female	40	<b>40%</b>
<b>Total</b>		<b>100</b>	<b>100</b>



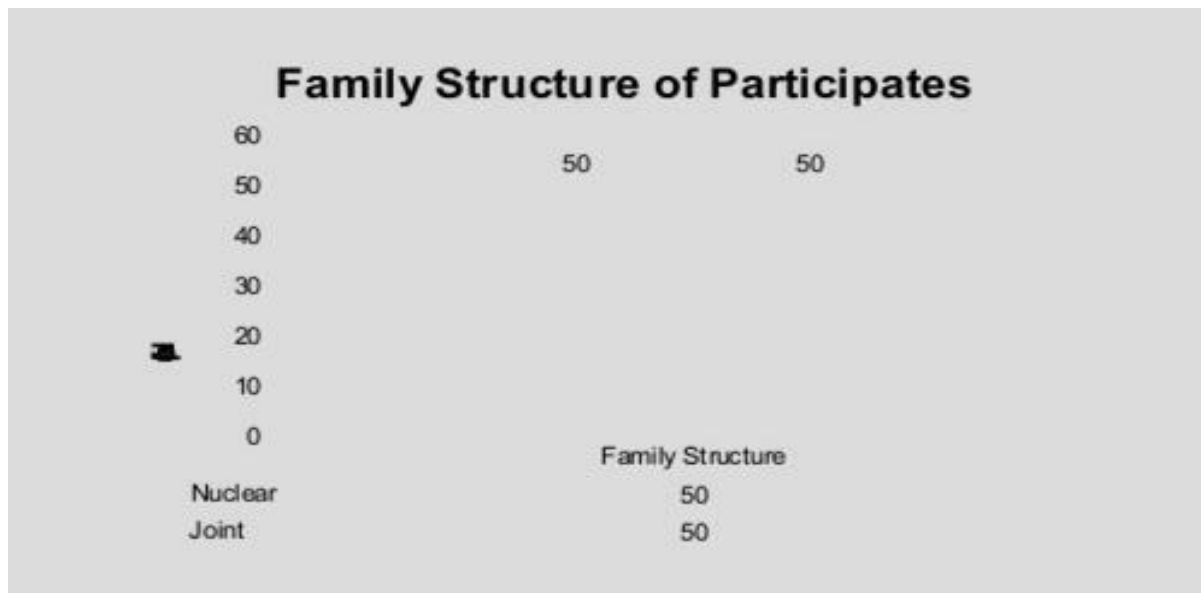
### **Interpretation:**

From the above graph it is clear that most of the respondents are Males that is 60 and females are 40.

**Q2 Table showing classification of respondents regarding “Family structure.”**

**Table No. 2**

Sl. No.	Family Structure	No. of Respondents	% of Respondents
1	Nuclear	50	50%
2	Joint	50	50%
Total		100	100



**Interpretation:**

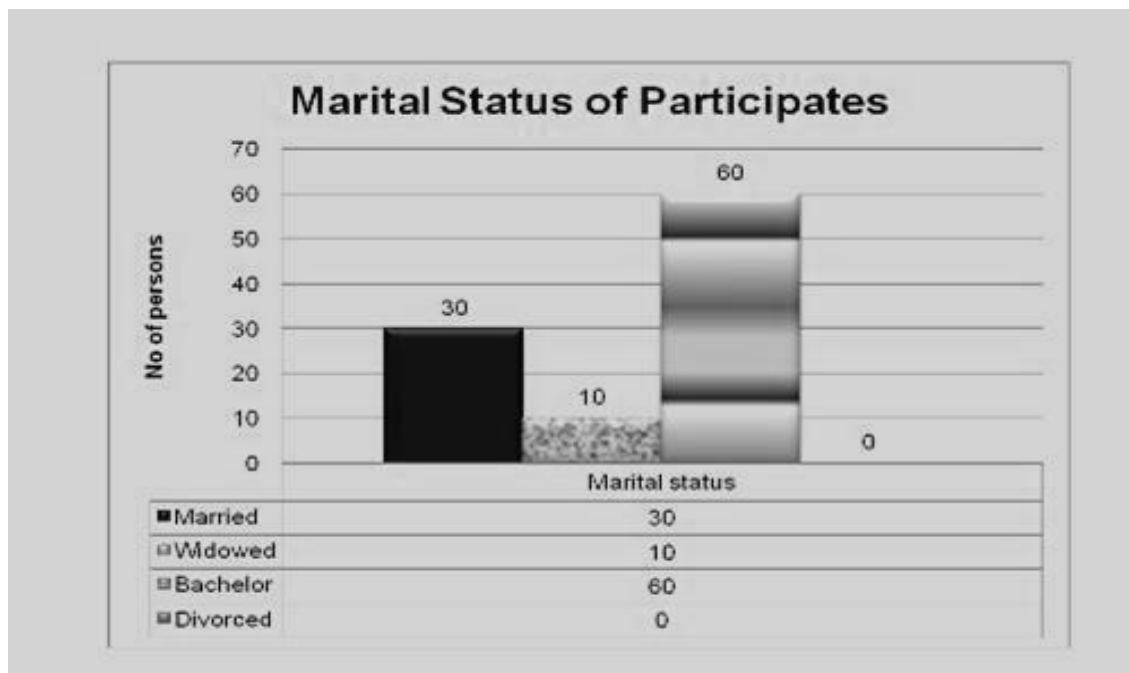
From the above graph it is clear that 50 employees prefer to live in nuclear family where as 50 employees' lives in joint family.



**Q3 Table showing classification of respondents regarding “Marital status.”**

**Table No. 3**

Sl. No.	Marital status	No. of Respondents	% of Respondents
1	Married	30	30%
2	Widowed	10	10%
3	Bachelor	60	60%
4	Divorced	0	0%
	<b>Total</b>	100	100



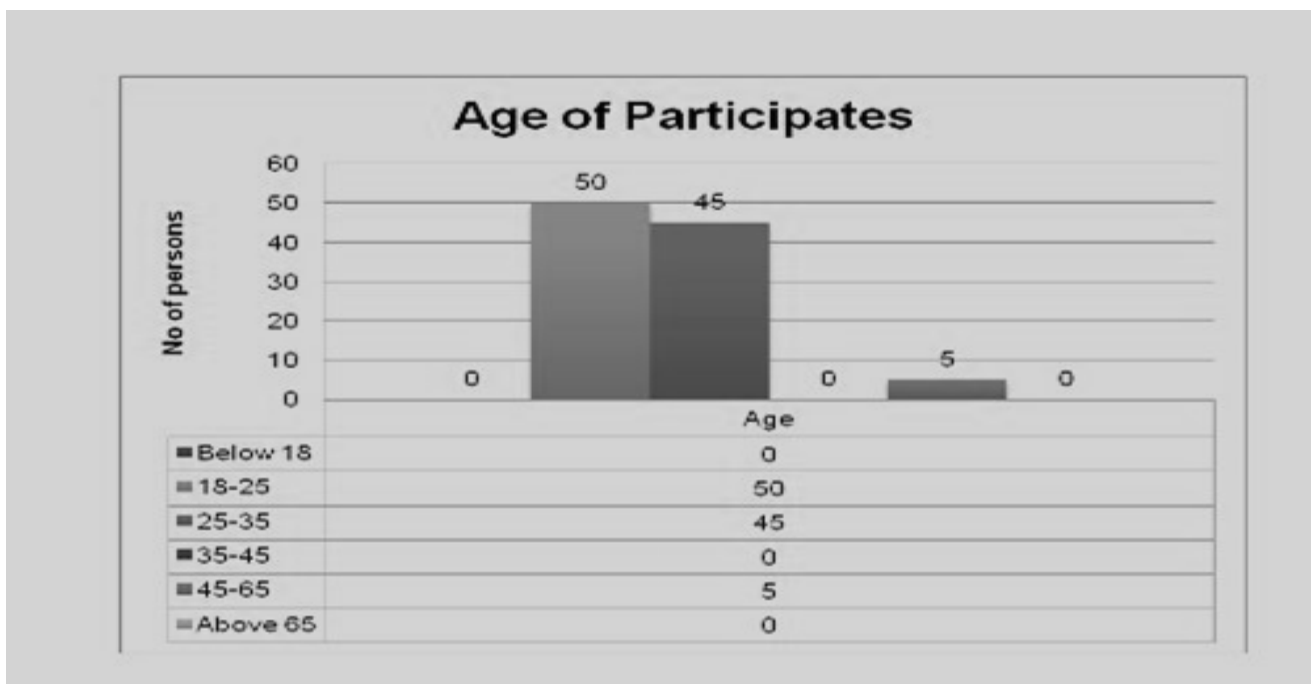
**Interpretation:**

From then above graph it is clear that 60 employees are bachelor, 30 married and 10 widowed.

#### Q4 Table showing classification of respondents regarding “Age.”

**Table No. 4**

Sl. No.	Age	No. of Respondents	% of Respondents
1	Below 18	0	0%
2	18-25	50	50%
3	25-35	45	45%
4	35-45	0	0%
5	45-65	5	5%
6	65 & above	0	0%
	<b>Total</b>	100	100



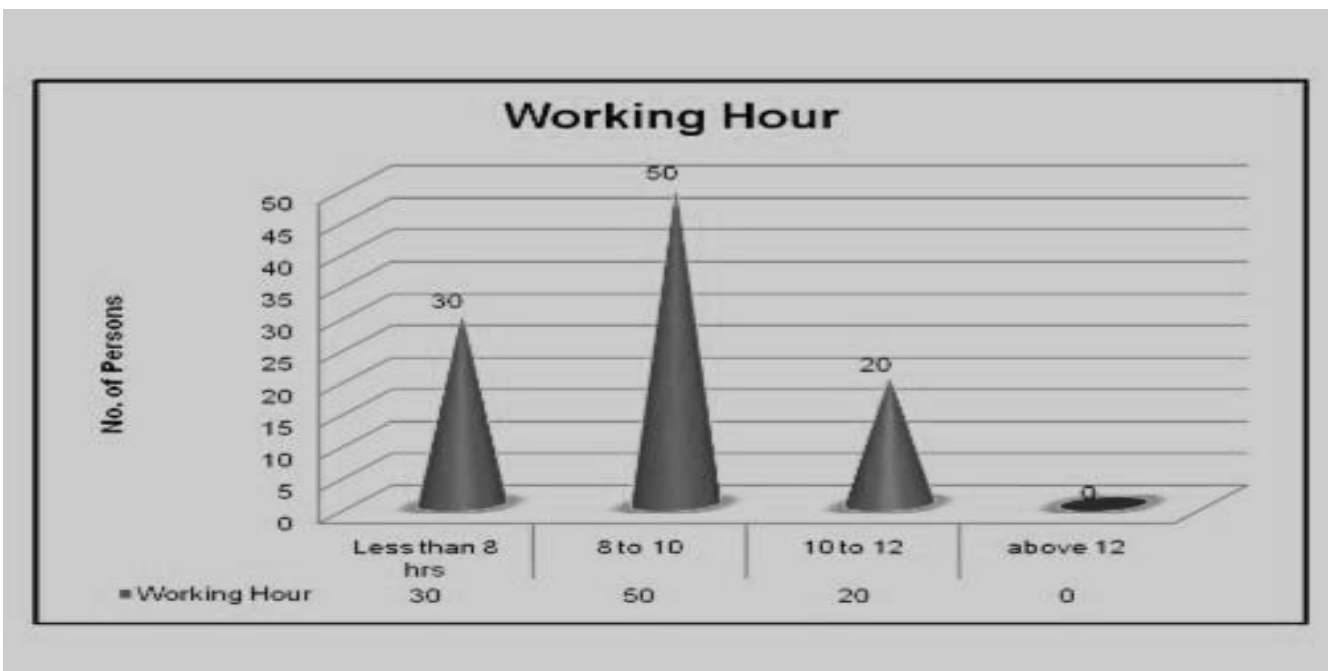
#### **Interpretation:**

From the above graph it is clear that 50 employees are in 18-25 where as 45 employees are in 25-35 and only 5 are un age of 45-65.

**Q5 Table showing classification of respondents regarding “Normal working hour per day.”**

**Table No. 5**

Sl. No.	working hour	No. of Respondents	% of Respondents
1	Less than 8 hour	30	30%
2	8-10	50	50%
3	10-12	20	20%
4	12 above	0	0%
<b>Total</b>		100	100



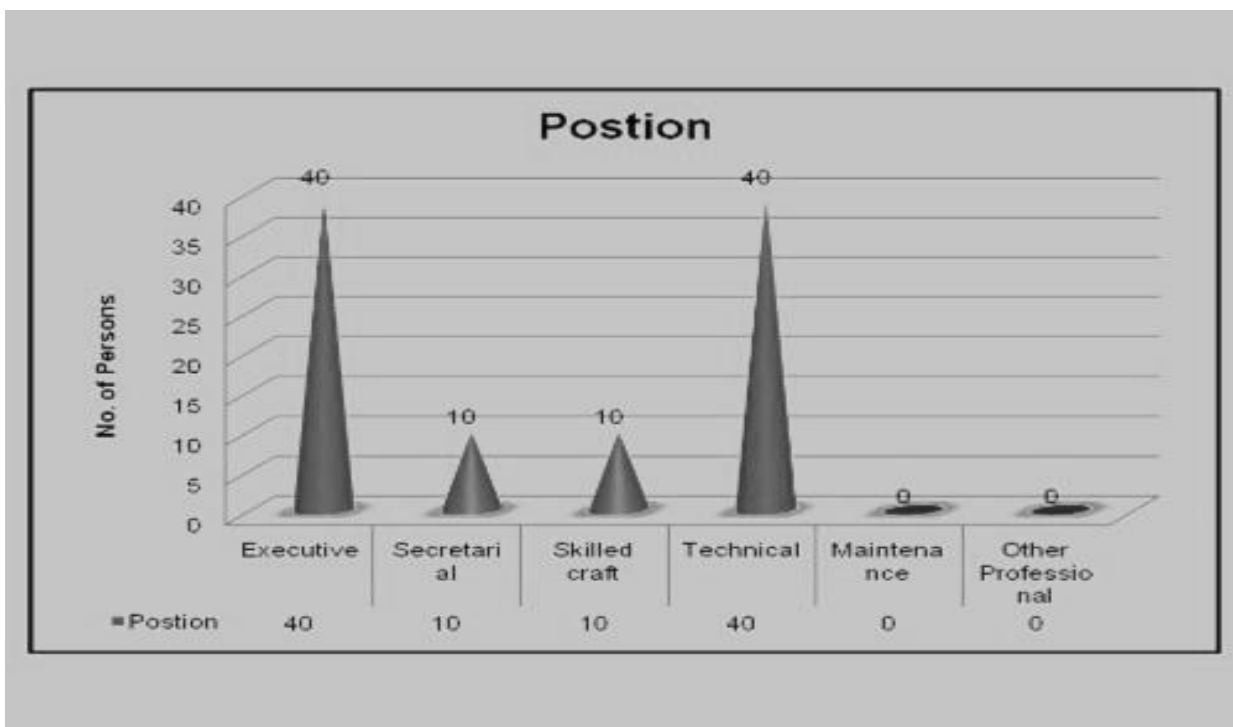
**Interpretation:**

Form the above graph it is clear that 50 employees are working from 8-10 hr daily. Even 30 employees from surveyed data are working for less than 8hrs per day. Due to privatization working hour is major factor which affect flexibility of employees.

**Q6 Table showing classification of respondents regarding “Position of employees.”**

**Table No. 6**

Sl. No.	working hour	No. of Respondents	% of Respondents
1	Executive	40	40%
2	Secretarial	10	10%
3	Skilled craft	10	10%
4	Technical	40	40%
5	Maintenance	0	0%
6	Other professional	0	0%
<b>Total</b>		100	100



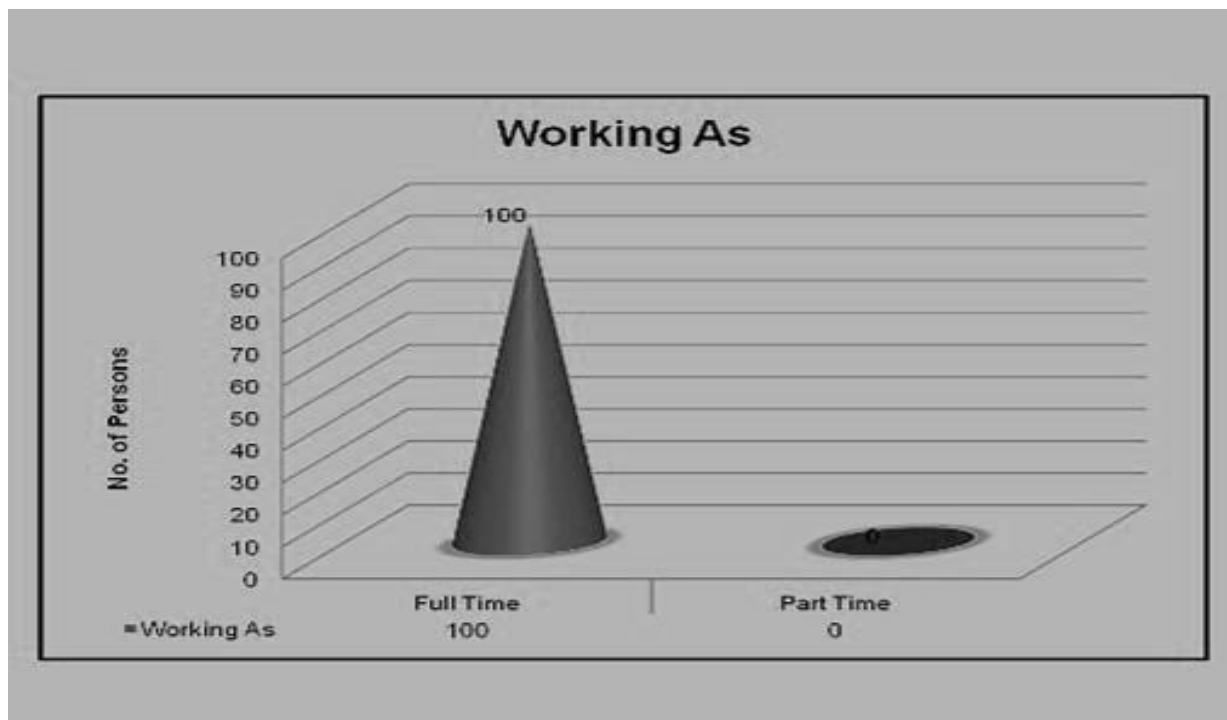
**Interpretation:**

Form the above graph it is clear that 40 employees are working at executive & Technical position. Even 10 employees from surveyed data are working at skilled craft & secretarial position. Due to privatization working is divided into various head so that best output can be taken.

**Q7 Table showing classification of respondents regarding “Currently working as.”**

**Table No. 7**

Sl. No.	working as	No. of Respondents	% of Respondents
1	Full time	100	100%
2	Part time	0	0%
Total		100	100



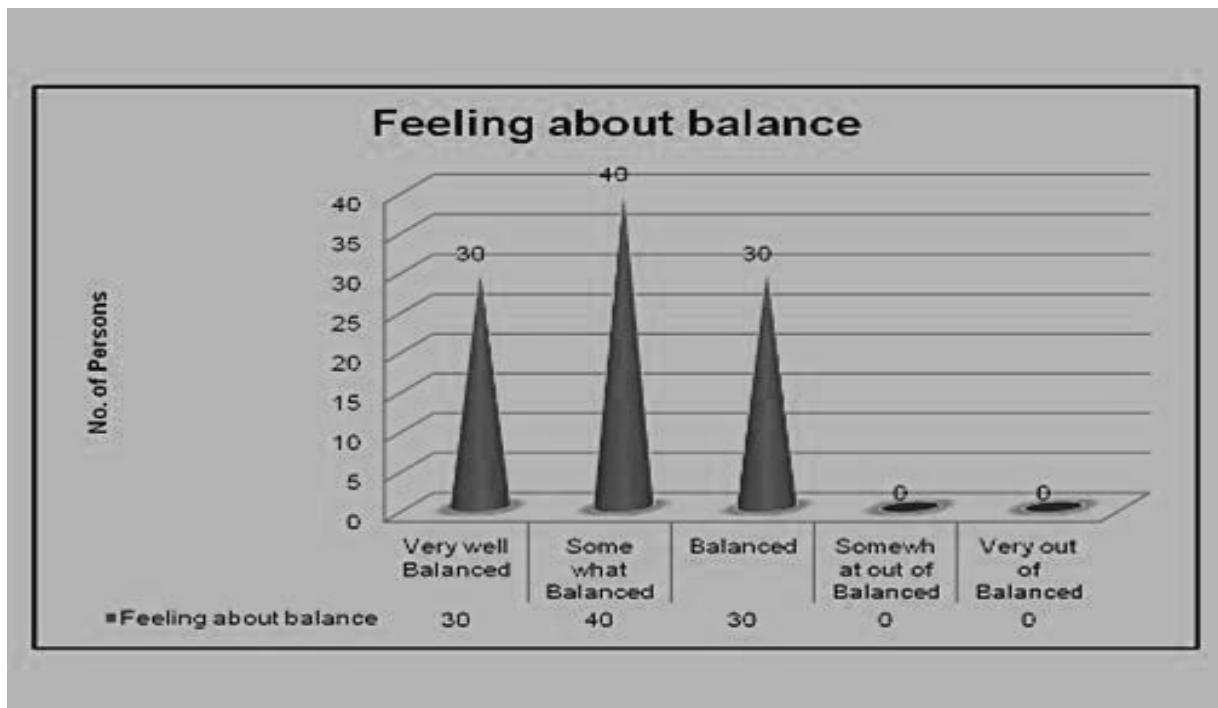
**Interpretation:**

Form the above graph it is clear that 100 employees are working as full time employees. Usually employees prefer to do work as full time rather than part time.

**Q8 Table showing classification of respondents regarding “Feeling about balance between work life and home life.”**

**Table No. 8**

Sl. No.	Feeling about balance	No. of Respondents	% of Respondents
1	Very well balanced	30	30%
2	Somewhat balanced	40	40%
3	Balanced	30	30%
4	Somewhat out of balanced	0	0%
5	Very out of balanced	0	0%
<b>Total</b>		100	100



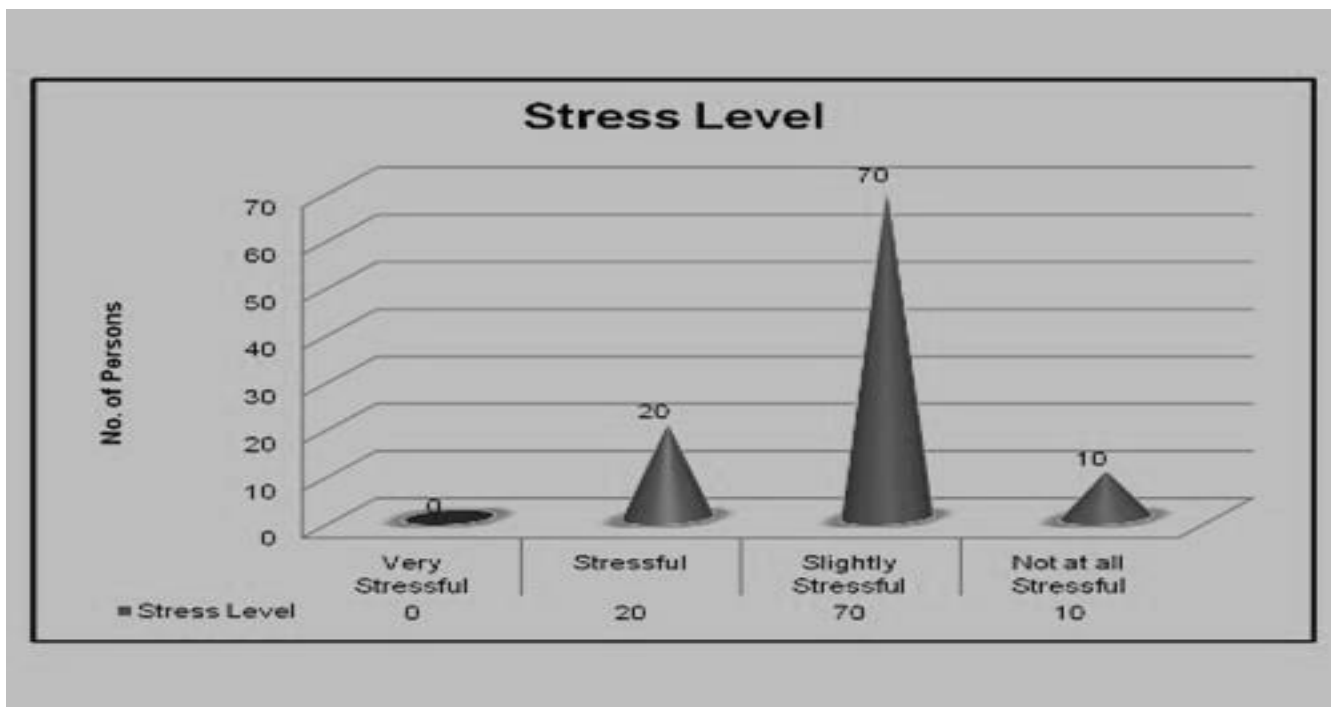
**Interpretation:**

Form the above graph it is clear that 40 employees feel that their work life and home life is somewhat balanced. Even 30 employees from surveyed data feel that their work life and home life is very well balanced & balanced. Max no of employees says that they can balance their dual life at certain heights.

**Q9 Table showing classification of respondents regarding “Stress among employees about their work life balance.”**

**Table No. 9**

Sl. No.	Stress level	No. of Respondents	% of Respondents
1	Very Stressful	30	30%
2	Stressful	40	40%
3	Slightly stressful	30	30%
4	Not at all stressful	0	0%
	<b>Total</b>	100	100



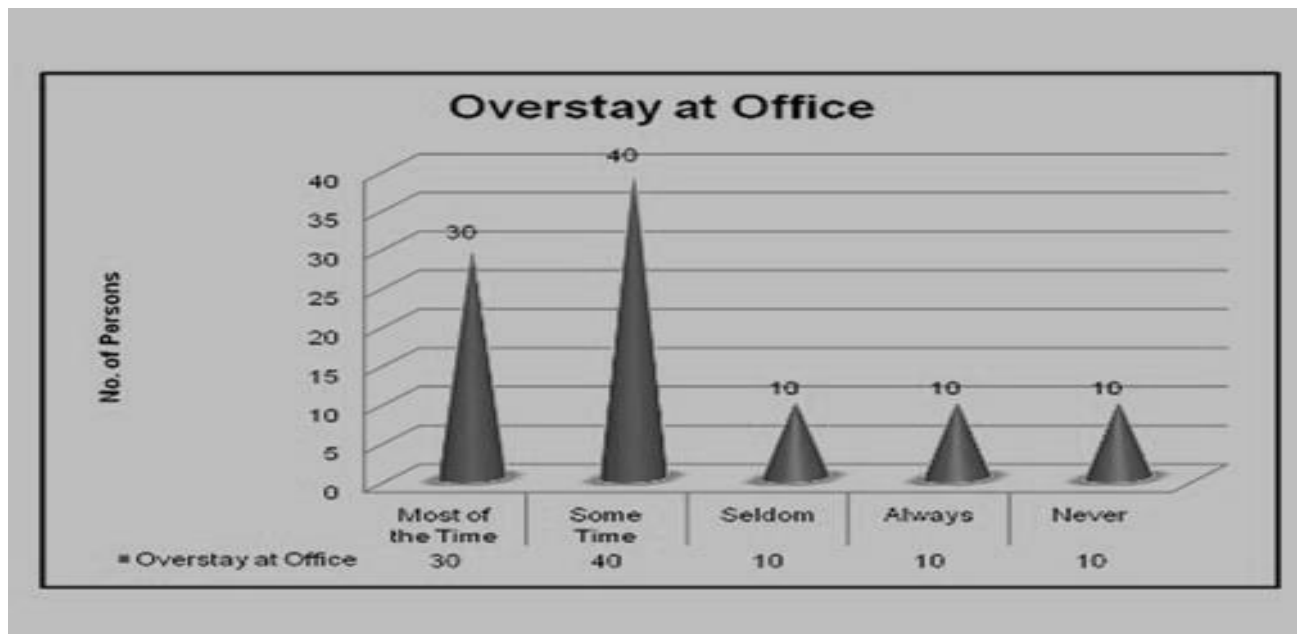
**Interpretation:**

Form the above graph it is clear that 70 employees feel that balancing dual life is slightly stressful. Even 20 employees from surveyed data feel that balancing dual life is stressful. Making balance between home n work lives increases the stress level.

**Q10 Table showing classification of respondents regarding “Overstay in the office to finish their work.”**

**Table No. 10**

Sl. No.	Overstay at office	No. of Respondents	% of Respondents
1	Most of the time	30	30%
2	Some time	40	40%
3	Seldom	10	10%
4	Always	10	10%
5	Never	10	10%
	<b>Total</b>	<b>100</b>	<b>100</b>



**Interpretation:**

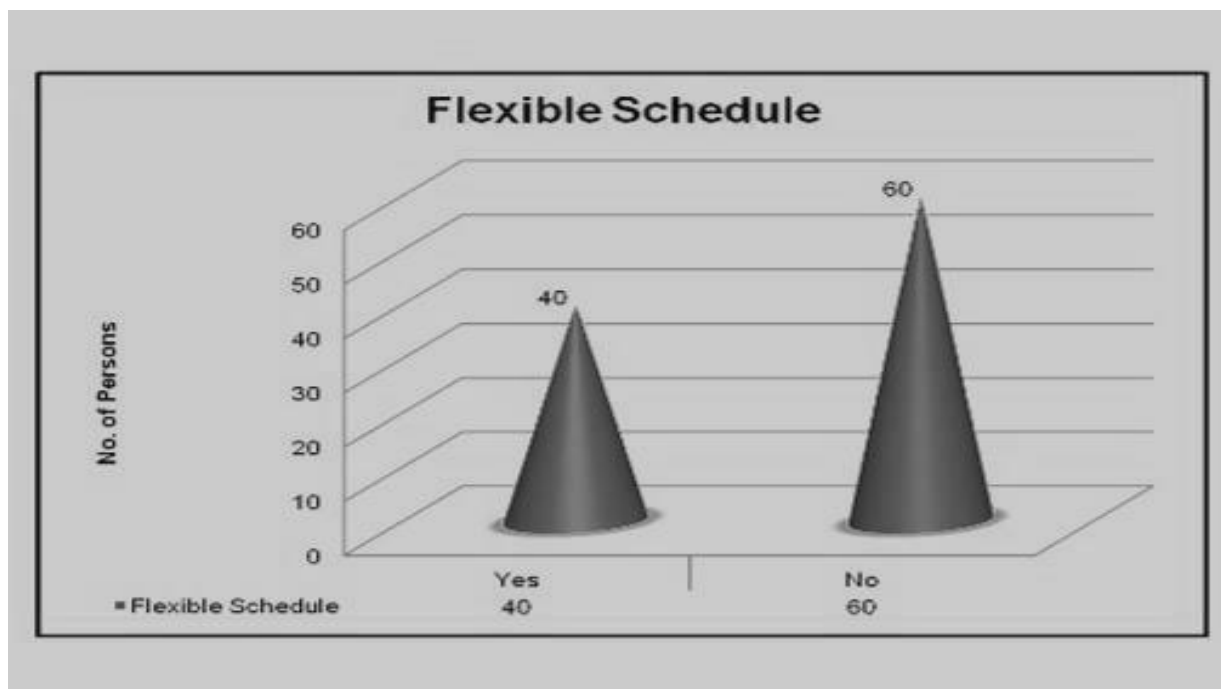
Form the above graph it is clear that 40 employees sometimes do over stay at office to finish their work. Even 30 employees from surveyed data most of the times do over stay at office to finish their work. Max no of employees have to do over stay at office after their normal time to finish their normal time to finish their work.



**Q11 Table showing classification of respondents regarding “Are employees working under flexible schedule.”**

**Table No. 11**

Sl. No.	Flexible schedule	No. of Respondents	% of Respondents
1	Yes	40	40%
2	No	60	60%
Total		100	100



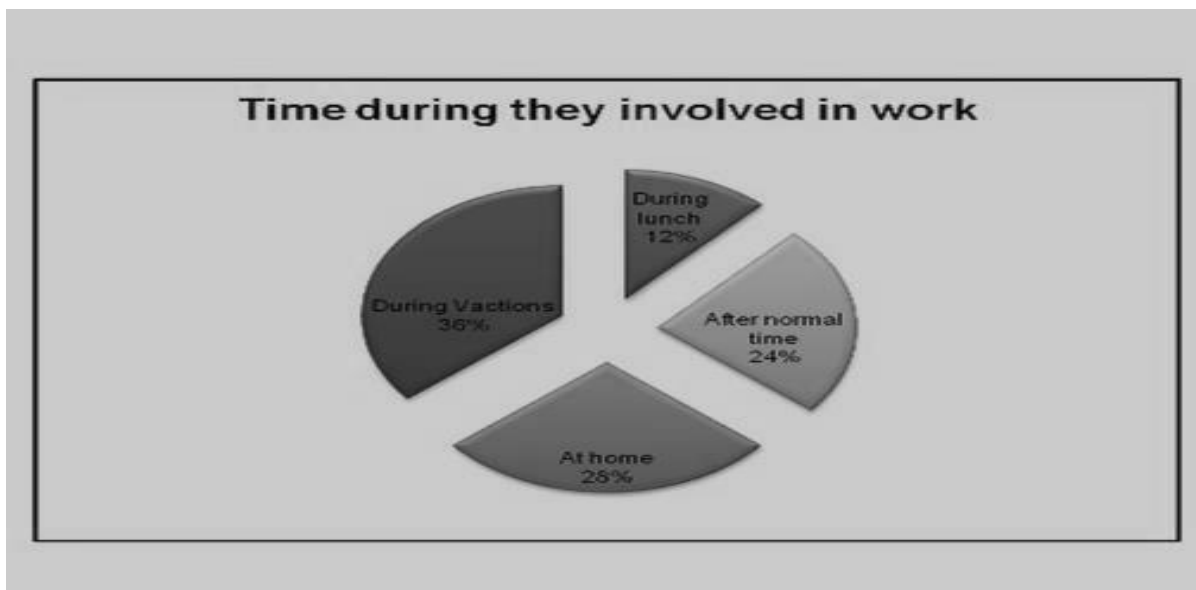
**Interpretation:**

Form the above graph it is clear that 60 employees does not get flexible schedule. But 40 employees receive flexi schedule. Max no of employees don't receive flexi schedule.

**Q12 Table showing classification of respondents regarding “How often do employees find themselves working.”**

**Table No. 12**

Sl. No.	Time during they involved in work	No. of Respondents	% of Respondents
1	During vacations	36	36%
2	During lunch time	12	12%
3	After normal time	24	24%
4	At home	28	28%
Total		100	100



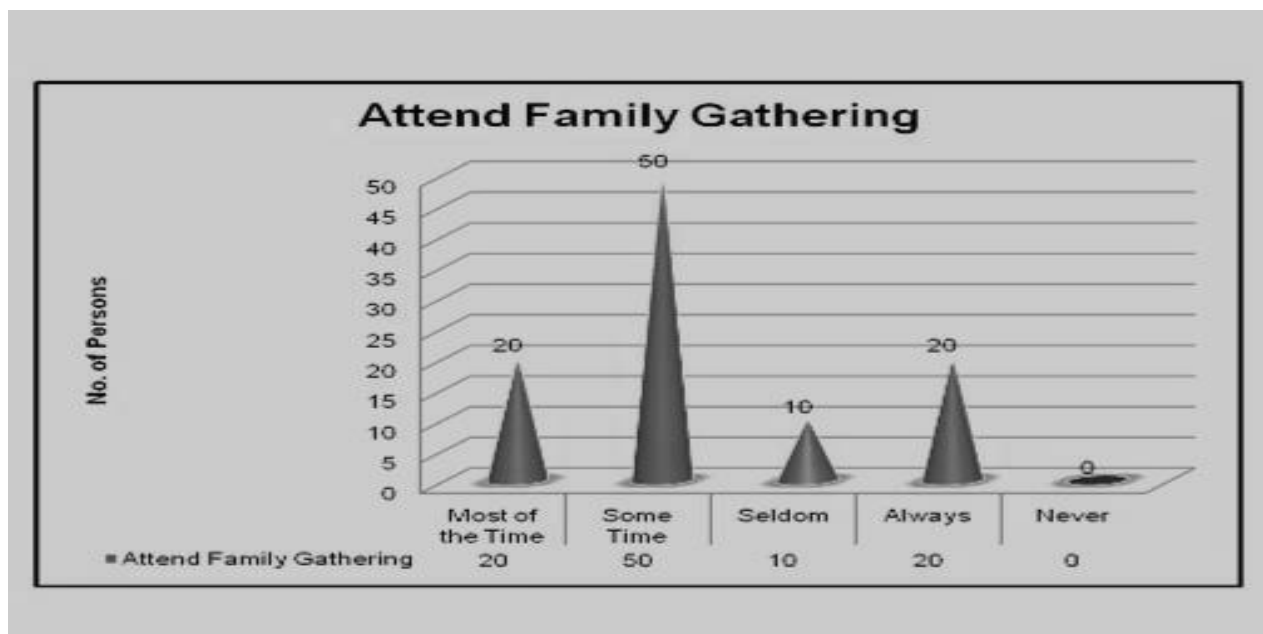
**Interpretation:**

Form the above graph we can see that 12% employees work during lunch time daily. 24% employees work weekly after their usual working hrs. 28% & 36% employees never work at home & during vacations respectively. Max no of employees never work after they go to home or on vacations.

**Q13 Table showing classification of respondents regarding “Are employees able to attend social gathering in family.”**

**Table No. 13**

Sl. No.	Attend family gathering	No. of Respondents	% of Respondents
1	Most of the time	20	20%
2	Some time	50	50%
3	Seldom	10	10%
4	Always	20	20%
5	Never	0	0%
<b>Total</b>		100	100



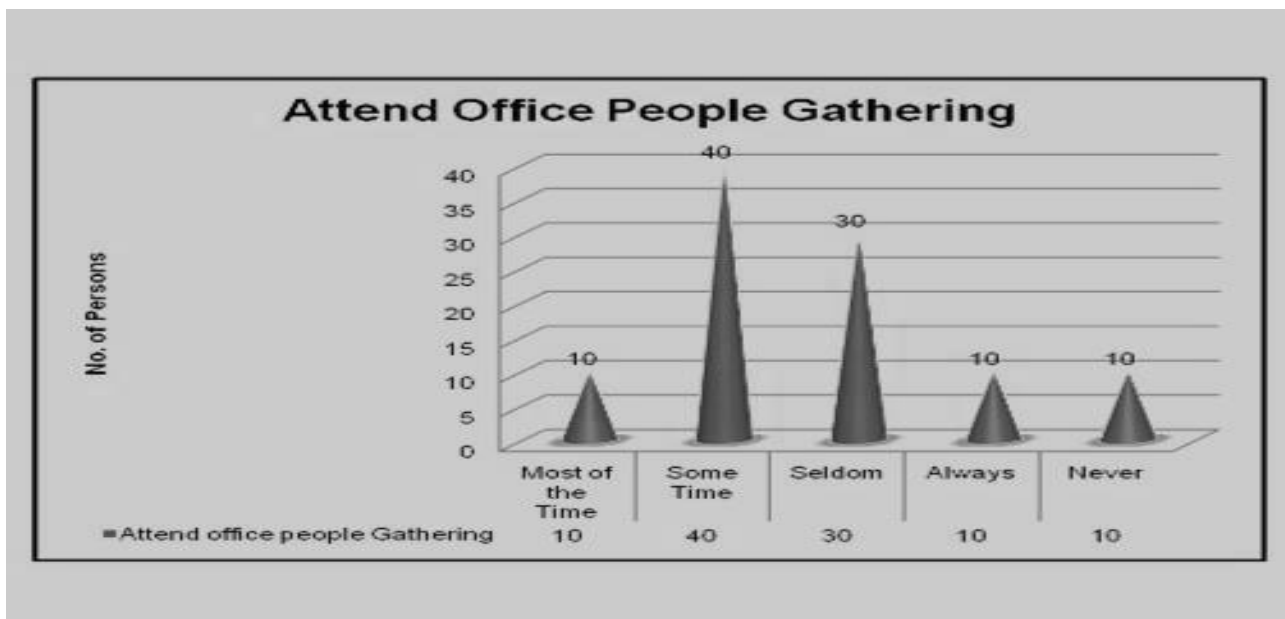
**Interpretation:**

Form the above graph it is clear that 50 employees Attend family gathering sometimes only. Even 20 employees from surveyed data Attend family gathering most of the times. Max no of employees get chance to attend their family gathering.

**Q14 Table showing classification of respondents regarding “Are employees able to attend social gathering of office people.”**

**Table No. 14**

Sl. No.	Attend office people gathering	No. of Respondents	% of Respondents
1	Most of the time	10	10%
2	Some time	30	30%
3	Seldom	40	40%
4	Always	10	10%
5	Never	10	10%
<b>Total</b>		100	100



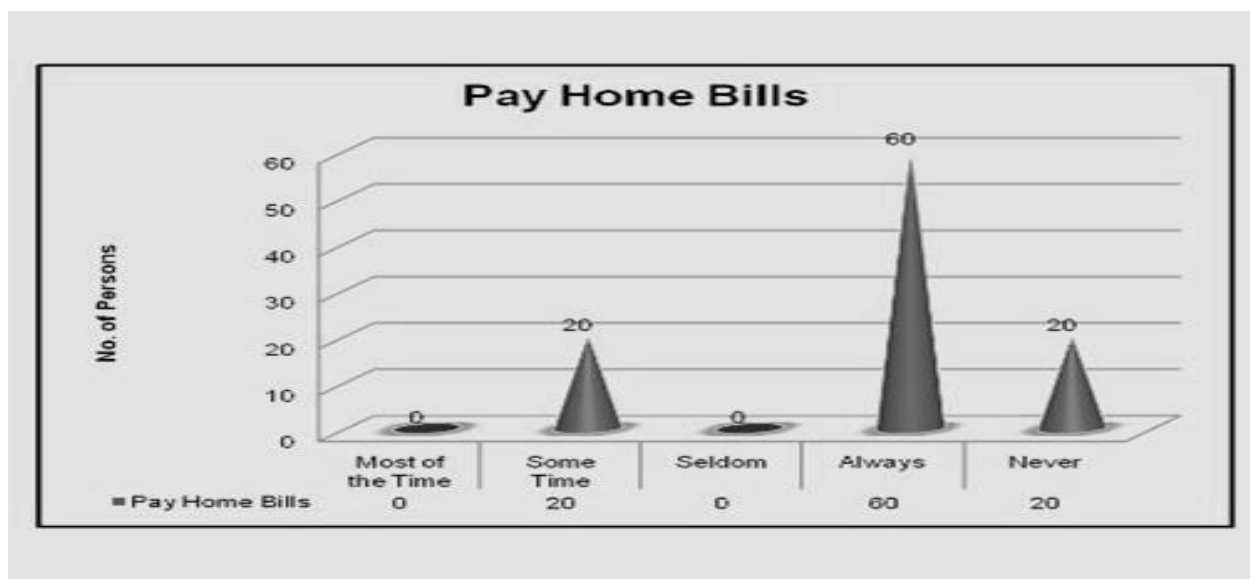
**Interpretation:**

Form the above graph it is clear that 40 employees Attend office gathering sometimes only. Even 30 employees from surveyed data attend office gathering seldom only. Max no of employees Attend office gathering sometimes.

**Q15 Table showing classification of respondents regarding “Are employees able to pay their home bills (like electricity bill, water bill, telephone bill, etc.).”**

**Table No. 15**

Sl. No.	Pay home bills	No. of Respondents	% of Respondents
1	Most of the time	0	0%
2	Some time	20	20%
3	Seldom	0	0%
4	Always	60	60%
5	Never	20	20%
<b>Total</b>		100	100



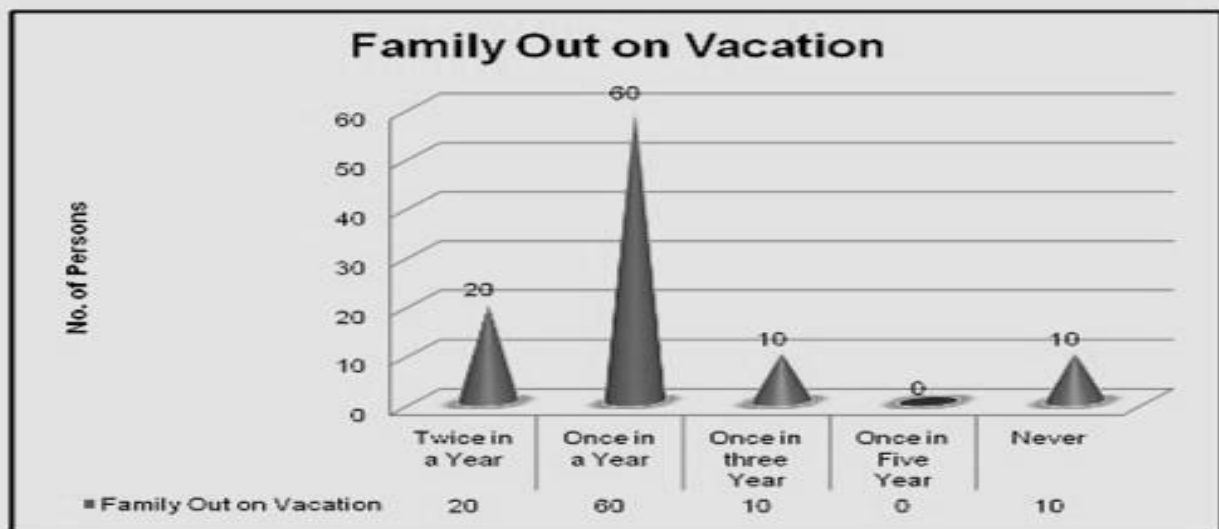
**Interpretation:**

Form the above graph it is clear that 60 employees pay their home bills. 20 employees never or sometime pay their bills. Max no of employees pay their home bills.

**Q16 Table showing classification of respondents regarding “How frequently they take their family out on vacation.”**

**Table No. 16**

Sl. No.	Family out on vacation	No. of Respondents	% of Respondents
1	Twice in a year	20	20%
2	Once in a year	60	60%
3	Once in three year	10	10%
4	Once in five year	0	0%
5	Never	10	10%
<b>Total</b>		100	100



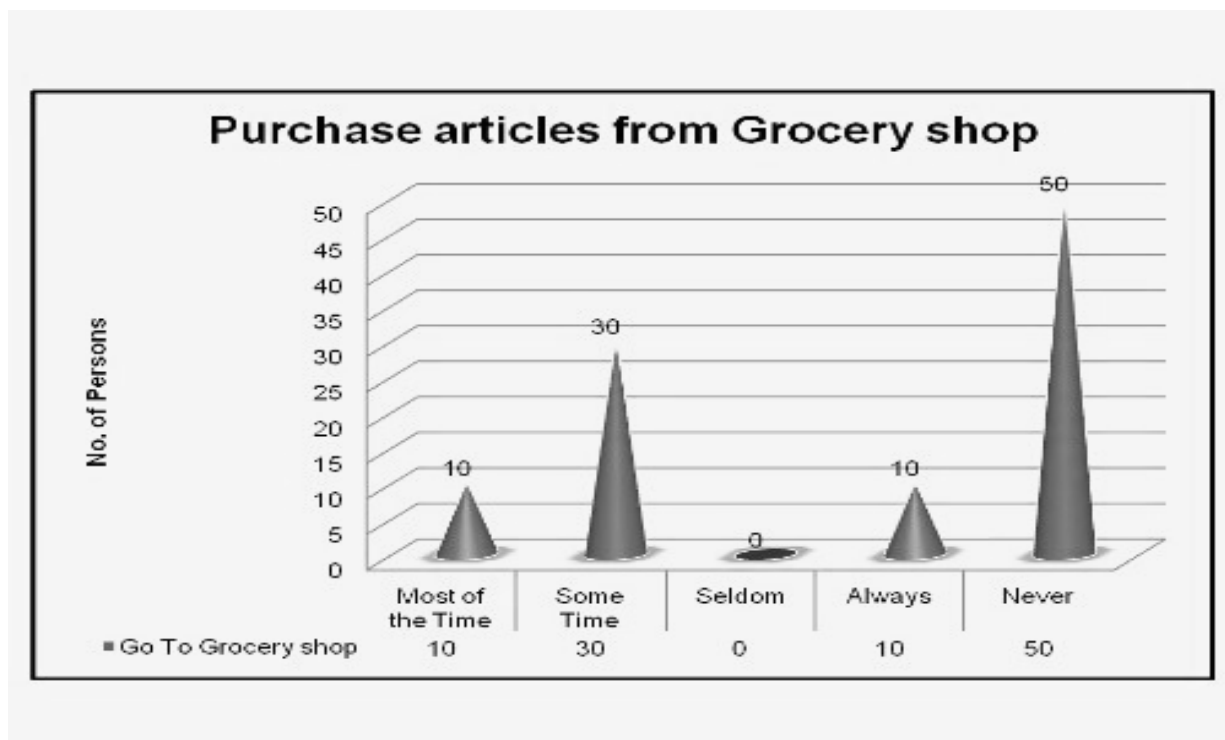
**Interpretation:**

Form the above graph it is clear that 60 employees take their family out on the vacation once in year. 20 employees from surveyed data take their family out on vacation 2 in a year. But 15 employees never take their family out on vacation. Thus we can say that some employees are balancing their dual life.

**Q17 Table showing classification of respondents regarding “Do employees go to grocery shop to purchasing home articles.”**

**Table No. 17**

Sl. No.	Purchase articles from grocery shop	No. of Respondents	% of Respondents
1	Most of the time	10	10%
2	Some time	30	30%
3	Seldom	0	0%
4	Always	10	10%
5	Never	50	50%
<b>Total</b>		100	100



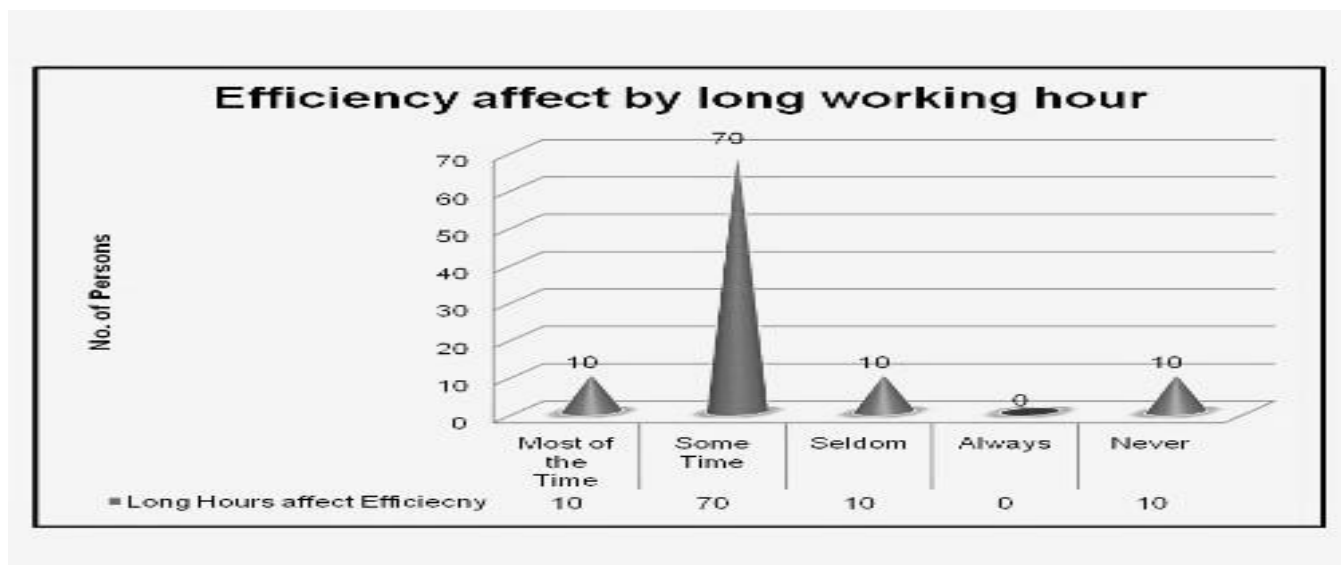
**Interpretation:**

Form the above graph it is clear that 50 employees never go for purchasing grocery item from the market. 30 employees from surveyed data go sometimes. It is surprising that max no of employees who are say that they have balanced dual life never goes for grocery marketing.

**Q18 Table showing classification of respondents regarding “Does long working hours affect their efficiency.”**

**Table No. 18**

Sl. No.	Efficiency affect by long working hours	No. of Respondents	% of Respondents
1	Most of the time	10	10%
2	Some time	70	70%
3	Seldom	10	10%
4	Always	0	0%
5	Never	10	10%
<b>Total</b>		100	100



**Interpretation:**

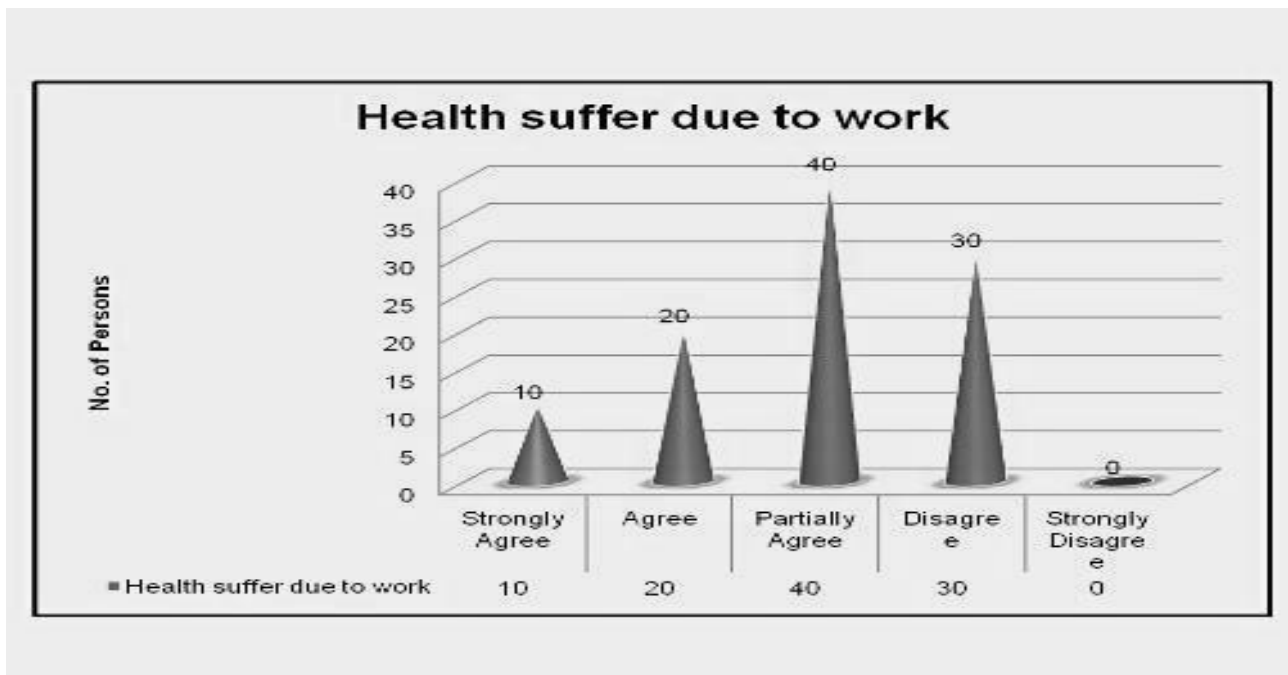
Form the above graph it is clear that 70 employees says that long hours affect their efficiency some of the times. 10 employees from surveyed data say that long hours never affect their efficiency. Thus we can say that sometimes long working hours affect efficiency of employees.



**Q19 Table showing classification of respondents regarding “Do health is suffering because their work.”**

**Table No. 19**

Sl. No.	Health suffer due to work	No. of Respondents	% of Respondents
1	Strongly agree	10	10%
2	Agree	20	20%
3	Partially agree	40	40%
4	Disagree	30	30%
5	Strongly disagree	0	0%
Total		100	100



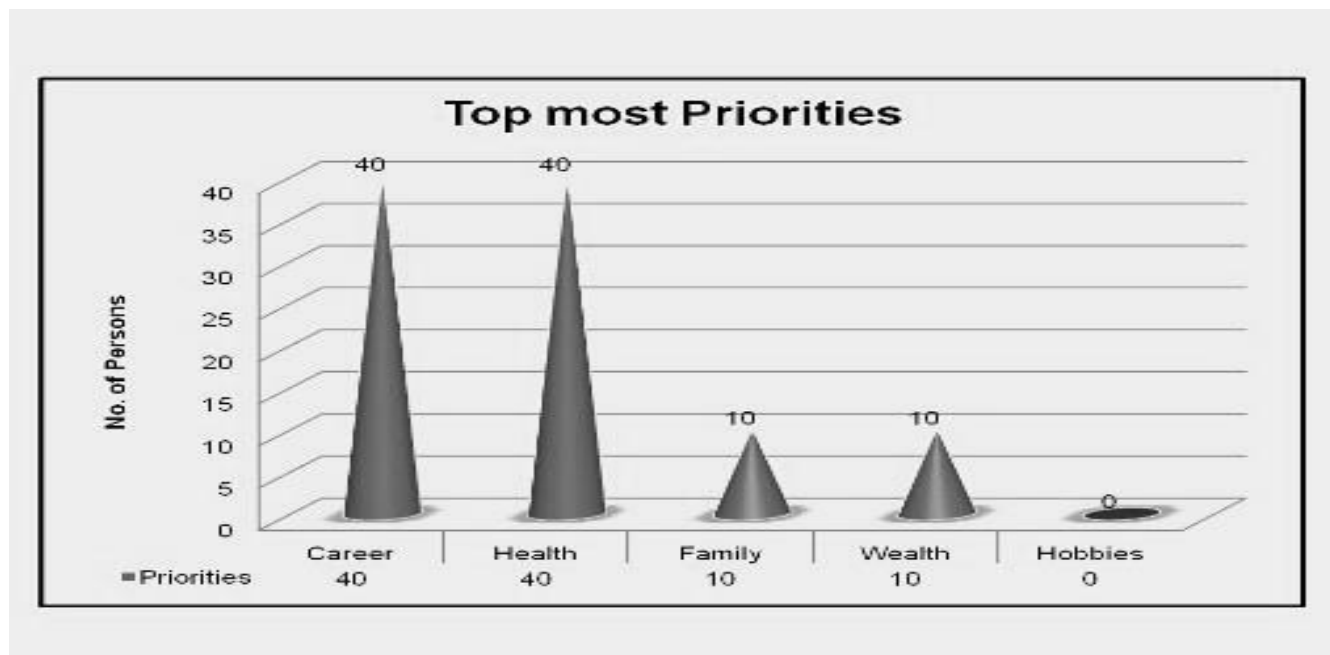
**Interpretation:**

Form the above graph it is clear that 40 employees agree partially that health is suffering due to work. 30 employees from surveyed data Disagree that health is suffering not suffering due to work. Thus we can say that max employees agree that their work is a major cause of unhealthy.

**Q20 Table showing classification of respondents regarding “Top most priorities given by employees.”**

**Table No. 20**

Sl. No.	Top most priorities	No. of Respondents	% of Respondents
1	Career	40	40%
2	Health	40	40%
3	Family	10	10%
4	Wealth	10	10%
5	Hobbies	0	0%
<b>Total</b>		100	100



**Interpretation:**

From the above graph it is clear that 70% employee give preference to career as well as health. Den 25% gives top most priorities to family and wealth. Thus we can say that now employees are more devoted toward their health as well as career.

## FINDINGS:

- ✚ Women constitute an important section of the workforce. However, the present situation of a large number of well-qualified women who due to various circumstances have been left out of their jobs needs to be addressed. The problems faced are several but significantly, most often the "break in their careers" arises out of motherhood and family responsibilities.
- ✚ When we see the age composition it is clear that the organization is recruiting young individual that is in age group of 18-25 & 25-35 thus organization is have new generation but lack of experienced employees having experiencing more than 30 years.
- ✚ Merely half of the employees surveyed works between 8-10 hours this is good thing in the organization but 20% employees work between 10-12 hours which indicates the increase in stress level.
- ✚ From survey we can see that company is employing only full-time employees rather than part-time.
- ✚ 100% employees from surveyed data say that they feel that their work life and home life is either balanced or somewhat balanced or very well balanced in short can we can say that employees are balancing their dual life.
- ✚ Max veto of employees is saying that they find themselves in slightly stressful situation when balancing work life but they somehow balance their dual life.
- ✚ Almost all the employees think that flexible schedule should be given to them that would help them to balance work and home simultaneous and even increase in efficiency for the job.
- ✚ Almost all the employee's work after usual working hour monthly, weekly or daily, but only 70% work during lunch hour. 90% employees enjoy their vacation without any work load; even 70% never take their work at their home.

- ✚ Almost all the employees attend office people gathering some time but around 10% of employees never attend office gathering. Thus, we can say some people are not interested in attending office gathering.
- ✚ 60% employees say that they always pay their home bills (like Electricity Bill, Water Bill, Telephone Bill, etc.) but 20% never do that.
- ✚ Max veto of employees take their family out at least once in the year but 10% never take their family out on vacation. Thus can say that employees are not give free time to their family.
- ✚ Almost all the male employees never go to grocery shop for purchasing home articles. But on other hand female employees goes to grocery shop always or most of the time or some time.
- ✚ Merely 70% of employees saying that long working hours some time affect their efficiency, but in the same course 10% employees say that long working hour never affect their efficiency as they are those employees who work less than 8 hrs.
- ✚ Almost 70% of employees say that they are agreeing that their health is suffering due to their work. But 30% of employees say that they disagreeing this.
- ✚ Career and Health are the two segments which have been set as top most priorities by employees. In the same course family is also given the second most imp priorities by employees.

## **CONCLUSION:**

The family and work life are both important to employees in any sector and if these two are not maintained properly it creates stress and strain and results into various diseases. This study is found important because it tries to know how the work life and family life interface results into stress. Achieving a good balance between work and family commitments is a growing concern for contemporary employees and organizations. There is now mounting evidence-linking work– life imbalance to reduced health and wellbeing among individuals and families. It is not surprising then that there is increasing interest among organizational stakeholders (e.g., CEOs, HR managers) for introducing work–life balance policies in their organizations. Work-life balance policies are most likely to be successfully mainstreamed in organizations which have a clear understanding of their business rationale and which respect the importance of work-life balance for all employees.

### **Conclusion of Research Objective:**

- ✚ From the research we get to know that the employees living in the joint family is either not at all stressful or slightly stressful, but employees in nuclear family who say that their dual life is slightly stressful are bachelor. So now employees prefer joint family.
- ✚ Employees on executive position says that their dual life is very well balanced and even some executive things that it is somewhat balanced. But from the study we can say that Technical, Secretarial and Skilled Craft employee's dual life is balanced and somewhat balanced. Thus all the surveyed employees have balanced their dual life.
- ✚ From the study it is clear that 60% of surveyed employees are not working under flexible schedule. Only those employees who are on executive position are working under flexible schedule. But if the flexible schedule is given to all the employees surveyed are willing to take advantage of it.
- ✚ Most of the executive are able to attend their family and office function, but the employees on clerical and on technical position attend family gathering most of the time and social gathering seldom or never.
- ✚ 70% of employees says that long working hour sometimes effect their working efficiency. We can say that in private organization decrease in efficiency is very common.

- ✚ 70% employees say that yes their health is suffering due to their work but surprising 30% of employees disagree that health is not suffering due to work and they belong to technical.
- ✚ 40% employees give top most priorities to career, at the same time 40% employees give top most priorities to health also but more than half of the employees' surveyed say that family is their second preference.
- ✚ Max veto of employees takes their family out at least once in the year but 10% never take their family out on vacation. Thus, can say that employees are not give free time to their family.
- ✚ Almost all the male employees never go to grocery shop for purchasing home articles. But on other hand female employees goes to grocery shop always or most of the time or some time.
- ✚ Merely 70% of employees saying that long working hours some time affect their efficiency, but in the same course 10% employees say that long working hour never affect their efficiency as they are those employees who work less than 8 hrs.

## SUGGESTIONS:

- ✚ To improve the quality of worker life of the employees in the organization, Work assessment committees to be constitute in the organisations headed by a qualified professional to balance both Emotional Intelligence and Quality of work life.
- ✚ Effective stress management programmes should be adopted to maintain the stress at reasonable and acceptable level for the betterment of work life Quality among the Employees.
- ✚ The company has to strive hard to enlighten its employees on the advantages of different aspects of Quality of work life and control of emotions through various programmes to feel free.
- ✚ From this study, we mean that the emotional intelligence has to be assessed and improved in company to improve staff performance and productivity to develop more effective Human resources strategy.
- ✚ The company should further strengthened employee's commitment, increased job satisfaction and improved organizational stability in order to achieve better quality of work life among the employees.
- ✚ The organization should create making jobs more interesting and challenging through job enrichments and have healthy organizational programmes to control the emotions and to increase the productivity.

## **BOOKS REFERRED:**

- ✚ Fundamentals of Human Resource Management, Gery Desler and Biju Varkkey
- ✚ Human Resource Management, Text and Cases, K Ashwathappa.
- ✚ Human Resource Management concepts and issues By: - T.N.CHHABRA
- ✚ Human Resource Management By: - Dr. C.B.GUPTA.
- ✚ Ezzedeen, S. R., & Swiercz, P. M. (2002). Rethinking worklife balance.
- ✚ Fisher-McCauley G , Stanton J (2003). Modelling the relationship between work life balance and organizational outcomes.

## **JOURNALS REFERRED:**

- ✚ Sirgy, M. J., Efraty, D., Siegel, P., & Lee, D. J. (2001). A new measure of quality of work life (QWL) based on need satisfaction and spillover theories. Social indicators research, 55(3), 241-302.
- ✚ Nadler, D. A., & Lawler, E. E. (1983). Quality of work life: Perspectives and directions. Organizational dynamics.
- ✚ Marks, M. L., Mirvis, P. H., Hackett, E. J., & Grady, J. F. (1986). Employee participation in a Quality Circle program: Impact on quality of work life, productivity, and absenteeism. Journal of Applied Psychology, 71(1), 61.
- ✚ Zeidner, M., Matthews, G., & Roberts, R. D. (2004). Emotional intelligence in the workplace: A critical review. Applied Psychology, 53(3), 371-399., M., Matthews, G., & Roberts, R. D. (2004). Emotional intelligence in the workplace: A critical review. Applied Psychology, 53(3), 371-399.
- ✚ Cooper, R. K. (1997). Applying emotional intelligence in the workplace. Training & development, 51(12), 31-39.
- ✚ Cherniss, C., & Goleman, D. (2001). The emotionally intelligence workplace. How to select for measure and improve emotional intelligence in individuals, groups and organizations san Francisco: Jossey-Bass.
- ✚ Nikolaou, I., & Tsaousis, I. (2002). Emotional intelligence in the workplace: Exploring its effects on occupational stress and organizational commitment. The International Journal of Organizational Analysis, 10(4), 327-342.



- ✚ Tischler, L., Biberman, J., & McKeage, R. (2002). Linking emotional intelligence, spirituality and workplace performance: Definitions, models and ideas for research. *Journal of managerial psychology*, 17(3), 203-218.
- ✚ Oginska-Bulik, N. (2005). Emotional intelligence in the workplace: Exploring its effects on occupational stress and health outcomes in human service workers. *International journal of occupational medicine and environmental health*, 18(2), 167-175.
- ✚ Rosete, D., & Ciarrochi, J. (2005). Emotional intelligence and its relationship to workplace performance outcomes of leadership effectiveness. *Leadership & Organization Development Journal*, 26(5), 388-399.

## **WEBSITES REFERRED:**

- ✚ [www.researchgate.net](http://www.researchgate.net)
- ✚ [www.iosrjournals.org](http://www.iosrjournals.org)
- ✚ [www.schodganga.com](http://www.schodganga.com)
- ✚ [www.investopedia.com](http://www.investopedia.com)
- ✚ [www.wikipedia.com](http://www.wikipedia.com)

## **NEWS PAPERS REFERRED:**

- ✚ Times of India
- ✚ Economic Times
- ✚ Business Today

# Questionnaire

Name:- (Optional) .....

Gender:-

Male

☐

Female

☐

Age :-

Below 18

☐

18-25

☐

25-35

☐

35-45

☐

45-65

☐

Above 65

☐

Family Structure:-

Nuclear

☐

Joint

☐

Which best describe your marital status:-

Married

☐

Widowed

☐

Bachelor

☐

Divorced

☐

If Married, Is your Spouse is working:-

Yes

☐

No

☐

If Married, No of Children's:- .....

QNo.1 Normal Working Hours per Day:-

Less than 8 hrs

☐

8 to 10

☐

10 to 12

☐

Above 12

☐

QNo.2 Your Position best describe as:-

Executive/ Administrative/  
Management

☐

Clerical/ Secretarial

☐

Skilled craft

☐

Technical

☐

Service/  
Maintenance

☐

Other Professional

☐

QNo.3 You are currently working as: -

Full Time

☐

Part Time

☐

QNo.4 Describe your current feeling of balance between your work life and your home life:-

Very well Balanced

☐

Somewhat Balanced

☐

Balanced

☐

Somewhat out of Balanced

☐

Very out of Balanced

☐

QNo.5 Which of the following best describes your feelings of stress (if any) around finding a Work life balance?

Very Stressful

☐

Stressful

☐

Slightly Stressful

☐

Not at all Stressful

☐

QNo.6 How frequent you overstay in the office to finish your work:-

Most of the Time

☐

Some Times

☐

Seldom

☐

Always

☐

Never

☐

Please answer the following questions about flexible work schedules:-

QNo.7 Are you currently working under a Flexible Schedule

Yes

☐

No

☐

If No Then,

QNo.7a Is Flexible schedule should be available to all Employees of organization?

Yes

☐

No

☐

QNo.7b Would you like to take advantage of a Flexible Schedule if offered to you?

Yes ☐ No ☐

QNo.7c Would you have a better Balance of Work/Home with Flexible Schedule?

Yes ☐ No ☐

QNo.7d Would you be more efficient at your job with a flexible schedule?

Yes ☐ No ☐

QNo.8 How often do you find yourself working?

QNo.8a During your lunch hour

QNo.8b At work after your usual work hours

QNo.8c At home after your usual work hours

QNo.8d During vacations

Daily	Weekly	Monthly	Year	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QNo.9 Are you able to attend Social Gathering in Family: -

Most of the Time ☐ Some Times ☐ Seldom ☐  
Always ☐ Never ☐

QNo.10 Are you able to attend Social Gathering of Office People: -

Most of the Time ☐ Some Times ☐ Seldom ☐  
Always ☐ Never ☐

QNo.11 Do you pay your Home bill (like Electricity Bill, Water Bill, Telephone Bill, etc?)

Most of the Time ☐ Some Times ☐ Seldom ☐  
Always ☐ Never ☐

QNo.12 How frequently you take your family out on Vacation:

Twice in a year ☐ Once in a year ☐ Once in three years ☐  
Once in five years ☐ Never ☐

QNo.13 Do you go to near Grocery Shop for Purchasing Home Articles?

Most of the Time ☐ Some Times ☐ Seldom ☐  
Always ☐ Never ☐

QNo.14 Does long working Hours affect your Efficiency:

Most of the Time ☐ Some Times ☐ Seldom ☐  
Always ☐ Never ☐

QNo.15 Do you agree, "Your Health Is Suffering Because Of Your Work"

Strongly Agree ☐ Agree ☐ Partially agree ☐  
Disagree ☐ Strongly disagree ☐

QNo.16 Give priorities to the following (1 to 5):

Career ☐ Health ☐ Family ☐  
Wealth ☐ Hobbies ☐

QNo.17 Comment what can be the Reasons & Problem behind your Work Life Imbalance?

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Thank you in cooperating in the survey.

