Role of Emotional Intelligence in Balancing Work Life Among Women Information Technology Employees

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Abstract— Covid- 19 increased the digital literacy throughout the globe and this created demand for a greater number of skilled IT professionals. The more demand and less skilled employees took the turn of moon lighting. Once the issue of moon lighting revealed the trust between organisations and employees slashed off. The employers are looking at employees in a doubtful manner and the employees also under stress because all the reputed companies started removing thousands of employees. The family members of the employees also in dilemma due to instable conditions in the IT sector. Rebuilding the trust between these parties is very important to create positive environment in the information technology sector. In this process first step is to enhance emotional intelligence skills among the employees so as to facilitate understanding other and latter create a balance between work and life. In this context this research examines the impact of emotional intelligence on work life balance among women IT employees.

Keywords— Emotional Intelligence, Work Life Balance, Women IT Employees, Covid- pandemic, Moon Lighting.

INTRODUCTION

During the pandemic work life balance of the employees trembled, particularly for women employees. The line between work and life been erased and people stated working on the both at the same time. Pandemic created a need for special attention for child care and dependent care. Presence of all family members throughout the day has created more responsibilities on women employees. After the pandemic relief also IT employees continue to work from home and moon lighting has added sour taste to trust between organisations and employees. In this context emotional intelligence can reboot positive environment in the IT sector organisations.

Emotional Intelligence Approaches for Work Life Balance

Work life balance has significant impact on organisational performance (Satish Kumar& Meera Jyothirmai, 2018). Improved emotional intelligence skills will help an individual understand and manage the emotions of one and others better which will lead to high quality service delivery. It is therefore imperative for Professors to strive to create a bridge between emotional intelligence and work-life balance (Yamini Saraswat& Shubhangigni Choudhary, 2017). Sadaf Naz et.al, (2021) concluded that there is a strong relation exists between emotional intelligence and work life balance among women employees and all the sub factors of emotional intelligence is strongly correlated with work life balance. Takong, A. J et.al, (2021) said that emotional intelligence and individual performance has significant impact on work life balance. Emotional intelligence is a strategic tool to balance work and life of the employees (Marylin Jeya Praya et. al, 2019). People with higher Emotional Intelligence are able to manage both work related relationship with supervisor, Boss, subordinate, and at home with spouse, parents, friends in a successful manner (Farheen Abdul Sattar Chabru& Prabha Subhash Dhavane, 2020). Emotional intelligence is an important factor which facilitates employees in balancing work performance and personal life (Veronika Koubova and Aaron A. Buchko, 2013). Top management should take initiatives like organising workshops, conferences, seminars to fostering and training programme on interpersonal relationships that would enhance the skills of the employees to perform better in both work and family and also accomplish the balance between professional life and personal life (Vasumathi, A et. al, 2019).

RESEARCH GAP

Work life balance of the employees changes in accordance to the changes in the business environment. During the covid-19 all the IT employees started working from the home and few of the them still continuing work from home which has impact on their work life balance. The sector also experiencing crises like moon lighting which also has an impact on employee work life balance. In this context there is a need to re-examining the work life balance of the IT employees.

OBJECTIVES OF THE STUDY

- To study literature and find the factors influencing women employees' emotional intelligence and work life balance in information technology sector.
- To examine the emotional intelligence impact on work life balance in select information technology organisations in electronic city tech park, Bangalore.
- To put forth suggestions based on the findings.

Sample and data collection

A quantitative approach was followed in this exploratory study. The participants selected for this study consisted women employees of select information technology organisations in electronic city tech park Bangalore. 747 questionnaires were distributed among the selected Information Technology Companies. Simple random technique was deployed in the sample selection. The respondents were solicited to complete the emotional intelligence and work life balance questionnaires. The resultant response rate of useable questionnaires was 85.9% (642).

Table 1: Regression Model of Support from Family and Emotional Intelligence among select IT companies

Model Summary			
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.753a	.567	.563	.91075
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .753. It indicates the relation between Emotional Intelligence and support from family parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R^2 shows that 56.7% of the deviation in the dependent factor (support from family) is explained by the independent factor (Emotional Intelligence). The adjusted R^2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R^2 = .563 is close to the value of R^2 = .567. If the adjusted R^2 is expelled from the R^2 the value will be (.567-.563= .004). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.4% less difference in the outcome".

ANOVAª					
Model		**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1	Regression	689.434	6	114.906	138.529	.000b
	Residual	526.712	635	.829		
	Total	1216.146	641			
a. Dependent Variable: Support from Family						
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities						

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 138.529 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's support from family".

Coefficientsª						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		

1	(Constant)	.565	.112		5.028	.000
	Awareness of Emotions	.521	.043	.532	11.975	.000
	Management of own Emotions	-.141	.058	-.150	-2.430	.015
	Awareness of Others' Emotions	.156	.066	.159	2.354	.019
	Management of Others' Emotions	.180	.048	.184	3.768	.000
	Emotional Intelligence Capabilities	-.025	.082	-.025	-.305	.760
	Personal Traits required for Team work	.144	.083	.138	1.731	.084
a. Dependent Variable: Support from Family						

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's support from family".

Table 2: Regression Model of Child Care Dependent Care and Emotional Intelligence among select IT companies

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.814a	.663	.660	.80595
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .814. It indicates the relation between Emotional Intelligence and child care dependent care parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R^2 shows that 66.3% of the deviation in the dependent factor (child care dependent care) is explained by the independent factor (Emotional Intelligence). The adjusted R^2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R^2 = .660 is close to the value of R^2 = .663. If the adjusted R^2 is expelled from the R^2 the value will be (.663-.660= .003). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.3% less difference in the outcome".

ANOVAª					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	811.907	6	135.318	208.324	.000b
Residual	412.468	635	.650		
Total	1224.375	641			
a. Dependent Variable: Child Care Dependant Care					
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities					

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 208.324 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's child care dependent care".

Coefficientsª					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.515	.099		5.186	.000

Awareness of Emotions	.622	.038	.634	16.174	.000
Management of own Emotions	-.093	.052	-.098	-1.802	.072
Awareness of Others' Emotions	.128	.058	.130	2.185	.029
Management of Others' Emotions	.154	.042	.157	3.646	.000
Emotional Intelligence Capabilities	-.011	.073	-.011	-.150	.881
Personal Traits required for Team work	.078	.074	.075	1.063	.288
a. Dependent Variable: Child Care Dependant Care					

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's child care dependent care".

Table 3: Regression Model of Self- Management and Emotional Intelligence among employees of select IT companies

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.803a	.644	.641	.83397
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .803. It indicates the relation between Emotional Intelligence and self- management parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R^2 shows that 64.4% of the deviation in the dependent factor (self-management) is explained by the independent factor (Emotional Intelligence). The adjusted R^2 mentioned in the above table shows the generalisability of the model.

It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R^2 = .641 is close to the value of R^2 = .644. If the adjusted R^2 is expelled from the R^2 the value will be (.644-.641= .003). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.3% less difference in the outcome".

ANOVAª

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	800.195	6	133.366	191.752	.000b
	Residual	441.651	635	.696		
	Total	1241.846	641			
a. Dependent Variable: Self-Management						
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities						

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 191.752 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's self- management".

Coefficientsª

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.520	.103		5.058	.000
	Awareness of Emotions	.600	.040	.606	15.062	.000

Management of own Emotions	-.075	.053	-.079	-1.407	.160
Awareness of Others' Emotions	.115	.060	.117	1.907	.057
Management of Others' Emotions	.170	.044	.173	3.897	.000
Emotional Intelligence Capabilities	-.092	.075	-.089	-1.226	.221
Personal Traits required for Team work	.156	.076	.148	2.045	.041
a. Dependent Variable: Self-Management					

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Self-Management".

Table 4: *Regression Model of Personal Life Expectation and Emotional Intelligence among select IT companies*

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.835a	.697	.694	.77755
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .835. It indicates the relation between Emotional Intelligence and personal life expectations parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R^2 shows that 69.7% of the deviation in the dependent factor (personal life expectations) is explained by the independent factor (Emotional Intelligence). The adjusted R^2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R^2 = .694 is close to the value of R^2 = .697. If the adjusted R^2 is expelled from the R^2 the value will be (.697-.694= .003). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.3% less difference in the outcome".

ANOVAª						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	884.588	6	147.431	243.858	.000b
	Residual	383.907	635	.605		
	Total	1268.495	641			
a. Dependent Variable: Personal Life Expectations						
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities						

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 243.858 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's personal life expectations".

Coefficientsª						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.448	.096		4.673	.000
	Awareness of Emotions	.682	.037	.683	18.382	.000
	Management of own Emotions	-.081	.050	-.085	-1.635	.103

Awareness of Others' Emotions	.167	.056	.167	2.960	.003
Management of Others' Emotions	.096	.041	.096	2.353	.019
Emotional Intelligence Capabilities	-.012	.070	-.012	-.173	.863
Personal Traits required for Team work	.040	.071	.037	.559	.577
a. Dependent Variable: Personal Life Expectations					

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Personal Life Expectations".

Table 5: Regression Model of Work Place Support and Emotional Intelligence among select IT companies

Model Summary				
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.837a	.701	.699	.77381
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .837. It indicates the relation between Emotional Intelligence and work place support parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R2 shows that 70.1% of the deviation in the dependent factor (work place support) is explained by the independent factor (Emotional Intelligence). The adjusted R2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R2 = .699 is close to the value of R2 = .701. If the adjusted R2 is expelled from the R2 the value will be (.701-.699= .002). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.2% less difference in the outcome".

ANOVAª					
Model	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1 Regression	892.829	6	148.805	248.510	.000b
Residual	380.230	635	.599		
Total	1273.059	641			
a. Dependent Variable: Work Place Support					
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities					

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 248.510 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's work place support".

Coefficientsª					
Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
1 (Constant)	.374	.095		3.918	.000
Awareness of Emotions	.617	.037	.616	16.690	.000
Management of own Emotions	.109	.049	.113	2.209	.028

Awareness of Others' Emotions	.143	.056	.144	2.553	.011
Management of Others' Emotions	-.033	.041	-.033	-.823	.411
Emotional Intelligence Capabilities	.058	.070	.056	.833	.405
Personal Traits required for Team work	.001	.071	.001	.011	.991
a. Dependent Variable: Work Place Support					

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Work Place Support".

Table 6: Regression Model of Work Load and Emotional Intelligence among select IT companies

Model Summary				
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.803a	.644	.641	.84413
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .803. It indicates the relation between Emotional Intelligence and work load parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R2 shows that 64.4% of the deviation in the dependent factor (work load) is explained by the independent factor (Emotional Intelligence). The adjusted R2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R2 = .641 is close to the value of R2 = .644. If the adjusted R2 is expelled from the R2 the value will be (.644-.641= .003). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.3% less difference in the outcome".

ANOVAª					
Model	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1 Regression	818.849	6	136.475	191.527	.000b
Residual	452.476	635	.713		
Total	1271.325	641			
a. Dependent Variable: Work Load					
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities					

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 191.527 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's work load".

Coefficientsª						
Model		**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
		B	**Std. Error**	**Beta**		
1	(Constant)	.430	.104		4.129	.000
	Awareness of Emotions	.588	.040	.588	14.589	.000
	Management of own Emotions	.044	.054	.045	.808	.420
	Awareness of Others' Emotions	.214	.061	.215	3.496	.001
	Management of Others' Emotions	-.061	.044	-.061	-1.374	.170

Emotional Intelligence Capabilities	.107	.076	.102	1.395	.164
Personal Traits required for Team work	-.030	.077	-.028	-.384	.701
a. Dependent Variable: Work Load					

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Work Load".

Table 7: Regression Model of Work Expectations and Emotional Intelligence among select IT companies

Model Summary				
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.895a	.800	.798	.62346
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .895. It indicates the relation between Emotional Intelligence and work expectations parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R2 shows that 80.0% of the deviation in the dependent factor (work expectations) is explained by the independent factor (Emotional Intelligence). The adjusted R2 mentioned in the above table shows the generalisability of the model.

It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R2 = .798 is close to the value of R2 = .800. If the adjusted R2 is expelled from the R2 the value will be (.800-.798= .002). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.2% less difference in the outcome".

ANOVAa					
Model	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1 Regression	989.536	6	164.923	424.297	.000b
Residual	246.822	635	.389		
Total	1236.358	641			
a. Dependent Variable: Work Expectations					
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities					

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 164.923 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this

value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's work expectations".

Coefficientsa					
Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
1 (Constant)	.234	.077		3.040	.002
Awareness of Emotions	.719	.030	.729	24.150	.000
Management of own Emotions	-.202	.040	-.213	-5.077	.000
Awareness of Others' Emotions	.347	.045	.352	7.669	.000
Management of Others' Emotions	.054	.033	.055	1.660	.097
Emotional Intelligence Capabilities	-.046	.056	-.045	-.816	.415
Personal Traits required for Team work	.055	.057	.052	.964	.336

a. Dependent Variable: Work Expectations

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Work Expectations".

Table 8: Regression Model of Stress and Emotional Intelligence among select IT companies

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.979a	.959	.958	.29046
a. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities				

From the above table it is observed that the correlation coefficient R= .979. It indicates the relation between Emotional Intelligence and stress parameter of work life balance is constructive and both alter in identical path. The coefficient of variance R^2 shows that 95.9% of the deviation in the dependent factor (stress) is explained by the independent factor (Emotional Intelligence). The adjusted R^2 mentioned in the above table shows the generalisability of the model. It enables the generalising the result obtained from the select IT companies to the universe. It is observed that the value of adjusted R^2 = .958 is close to the value of R^2 = .959. If the adjusted R^2 is expelled from the R^2 the value will be (.959-.758= .001). This sum of reduction could be understood that "if the sample universe participates in the research and the model has been fitted then, there will be 0.1% less difference in the outcome".

ANOVAª					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1244.517	6	207.419	2458.457	.000b
Residual	53.575	635	.084		
Total	1298.092	641			
a. Dependent Variable: Stress					
b. Predictors: (Constant), Personal Traits required for Team work, Awareness of Emotions, Management of Others' Emotions, Management of own Emotions, Awareness of Others' Emotions, Emotional Intelligence Capabilities					

The ANOVA test (Analysis of Variance test) is carried out to test the null hypothesis statistically. From the outcome of ANOVA test, it is found that "the F ratio = 207.419 and the P value <0.05, this outcome indicates that there is less than 5% change that an F ratio of this value would be occur only coincidentally. Since the P value is lesser than the significant level (0.05), the null hypothesis is rejected and alternative hypothesis is accepted signifying that emotional intelligence effects IT employee's stress".

Coefficientsª						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.039	.036		1.081	.280
	Awareness of Emotions	1.045	.014	1.034	75.348	.000
	Management of own Emotions	-.085	.019	-.087	-4.571	.000
	Awareness of Others' Emotions	.014	.021	.014	.684	.494
	Management of Others' Emotions	.008	.015	.007	.494	.622
	Emotional Intelligence Capabilities	-.015	.026	-.015	-.587	.557
	Personal Traits required for Team work	.009	.026	.009	.350	.727
a. Dependent Variable: Stress						

From the above coefficient table, it is observed that "emotional intelligence effects IT employee's Stress".

Findings of the Study

- From the analysis it is found that emotional intelligence is explaining 56.7% deviation in the support from family parameter of work life balance.
- According to the women employee perception emotional intelligence is explaining 66.3% deviation in the child care dependent care parameter of work life balance.
- From the analysis it is found that emotional intelligence is explaining 64.4% deviation in the self- management parameter of work life balance.
- According to the women employee perception emotional intelligence is explaining 69.7% deviation in the personal life expectations parameter of work life balance.
- From the analysis it is found that emotional intelligence is explaining 70.1% deviation in the work place support parameter of work life balance.
- According to the women employee perception emotional intelligence is explaining 64.4% deviation in the work load parameter of work life balance.
- From the analysis it is found that emotional intelligence is explaining 80.0% deviation in the work expectations parameter of work life balance.
- According to the women employee perception emotional intelligence is explaining 95.9% deviation in the stress parameter of work life balance.

Suggestions

- If employee wishes to get support from the family first, they have to understand family members emotions and try to boost their morale. Then make them understand your situation and importance of their support in your professional life sustainability and growth.
- When any human being not able to manage their emotions, then they tend to show their frustration on children or on dependents in the family. That causes long run problems in the family. Therefore, employees try to manage their own emotions and practice not to carry work frustrations to home and family problems to office.
- If any employee wants to succeed in their personal life or professional life or both, then they have to manage themselves. During pandemic so many employees lost their confidence due to which there

is much impact on their performance. To overcome this problem one has to develop personal traits like emotional stability, dominance, enthusiasm, conscientiousness and self- assurance. These traits will not only give motivation to themselves but also to the other team members as well.

- In current days busy schedules people are not able to provide sufficient time for themselves, particularly women employees who are key players in home as well as in office. If people are not able to provide personal time, then as the time runs interest towards life reduces and people loses self-motivation. Therefore, women employees should understand the importance of this personal life expectation and try to accommodate the same in their schedule.
- The employees can gain work place support only when they have awareness of other's emotions. People can able to respond suitably only when they can understand others' emotions. Employee has to realize that fellow employees particularly women employees also witnessing similar situations and support should be provided whenever they required and similarly, they will reciprocate.
- Each employee has different expectation from the job (other than salary). One has to understand their goals well and able to communicate the same to the team leader. Understanding our own goals is possible through self- study and communicating the same is possible through awareness of emotions. Therefore, organisations have to conduct workshops so that employees can learn the skill of self- study and awareness of emotions.

CONCLUSION

The current research is conducted to study the factors of emotional intelligence and work life balance in the information technology sector. The research is also carried out to test the emotional intelligence influence on work life balance among women employees of select IT companies in electronic tech park, Bangalore. For the emotional intelligence; awareness of emotions, management of own emotions, awareness of others' emotions, management of others' emotions, emotional intelligence capabilities and personal traits required to work as a team considered for the study. For work life balance; support from family, child care dependent care, self- management, personal life expectations, work place support, work load, work expectations and stress are considered for the study. From the data analysis it is also identified that emotional intelligence has significant

impact on work life balance of the women employees. Therefore, it is concluded that in new normal (after pandemic), if the organisations want to ensure women employee work life balance, then the employee emotional intelligence will be the best approach.

Scope for Future Research

1. The present research is confined to IT sector only in future the researcher can compare the result with other sectors.

2. The present research examined the emotional intelligence impact alone on work life balance, in future researchers may examine the cumulative impact of emotional intelligence and social intelligence on work life balance.

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