

A STUDY ON THE EFFECT OF EMOTIONAL INTELLIGENCE AND WORK LIFE BALANCE OF IT EMPLOYEES IN SELECTED CHENNAI REGION

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ABSTRACT

Workers need to be able to manage and transition between work and personal goals and duties. Employees find it difficult and vital to balance the demands of work and life, and they must continually maintain their energy levels. If they are unable to manage their time in order to satisfy both needs, it becomes unusual and leads to a certain level of discontentment in both life and job. If this issue persists in both work and personal life, it will negatively affect employees' psychological and physical health as well as their level of job satisfaction. Furthermore, it negatively impacts worker productivity and performance. Employee involvement in one location might also be impacted by issues and conflicts encountered in another. Better experiences at work or in life help employees have better experiences in life or at work, which creates a sense of overall satisfaction in the employees' personal and professional lives.

Keywords: Work life balance, Employees, Chennai Region, IT Employees.

INTRODUCTION

We are now in the Information Technology Age, marking the start of a new millennium. These days, computers are efficiently employed in a wide range of human endeavours, from banking to communication, from food manufacturing to space research. India has met international standards and is recognised globally for its highly qualified IT workforce in this era of information technology, which has revolutionised the entire world. Jobs that offer more freedom at work seem to be more appealing to employees. The obligations of the workplace may interfere with an employee's personal life. But over the last thirty years, business professors have realised how important it is to understand human behaviour, and as a result, many curricula now include obligatory courses on people skills. Good social relationships at work have also been linked to reduced workplace stress and fewer plans to leave the company. An organisation can only succeed in meeting the needs of each individual when those needs are successfully met. When personal needs are met, employees' commitment to the business in attaining goals automatically increases. In this sense, work-life balance is the organization's top priority. A component of human resource management, work-life balance seeks to maximise an organization's output by maximising employee efficiency. The idea of "work life balance" has taken on a great deal of relevance in this setting.

STATEMENT OF THE PROBLEM

Every organisation offers a variety of strategies to achieve work-life balance, but the effectiveness of these strategies is up for debate. Many workers experience health-related stress issues as a result of their inability to balance work and life. Companies that support work-life balance are increasingly appealing to prospective hires and current staff members. Promoting self-care among employees can lead to a healthier workforce and a decrease in health issues, which is advantageous for both the company and society at large. The issue that today's IT workers deal with is having too much work to do and not enough free time.

REVIEW OF LITERATURE

According to Tymon et al. (2011), having appropriate short- and long-term goals, developing one's own competence, and being transparent in sharing opinions with management can all help one succeed in their profession. In order to fulfil their short- and long-term goals, which should be unambiguously articulated, employees should have a nice working environment and be able to communicate with management as issues emerge in achieving their targets.

McCarthy, et.al (2013) underline that managerial support—which is closely related to how WLBP is framed—is the foundation for WLB's success. Well-established WLBP's are incredibly beneficial to employee performance, and they are consistently supported by the organization's strong managerial leadership.

Yuile, et.al (2012) believe that rather to focusing on the larger workforce, previous research on WLB focuses mostly on starting working parents. Working parents must focus on achieving WLB because they have to balance both their official and personal responsibilities.

OBJECTIVES OF THE STUDY

To know the personal and professional profile of the respondents who are working in IT Companies, Chennai Region.

To associate the relationship between the demographic details of the respondents with their work life balance.

HYPOTHESES OF THE STUDY

- Ha 1: There is an association between the frequency of staying with their family and age

Ho 1: There is no association between the frequency of staying with their family and age

- Ha 2: There is an association between dual income family and age

Ho 2: There is no association between dual income family and age

- Ha 3: There is an association between frequency of day do you spend travelling to work and age

Ho 3: There is no association between frequency of day do you spend travelling to work and age

- Ha 4: There is an association between frequency of staying with their family and gender

Ho 4: There is no association between frequency of staying with their family and gender

- Ha 5: There is an association between frequency of day do you spend travelling to work and gender

Ho 5: There is no association between frequency of day do you spend travelling to work and gender

METHODOLOGY

The problem of work-life balance is becoming more delicate in today's workplaces. Numerous studies have been carried out in similar fields. For a literature review, a variety of periodicals, magazines, newspapers, books, and webpages are recommended. Two sets of variables—personal, linked to age, gender, marital status, and parental status—and professional, relating to work environment flexibility, workplace culture, social support, and work-life programs—have been used to study the work-life balance of employees in Chennai. To finalise the statements under investigation, the validation was completed in three stages.

The study incorporates the valuable advice of eminent top executives of IT firms, with whom the researcher had discussions to ensure the accuracy and trustworthiness of the elements. To better understand how IT workers manage their professional and personal lives, the researcher has created 250 statements.

These comments were reevaluated and narrowed down to 234 statements that were deemed to be a clear representative of the topic under investigation. In order to conduct a thorough investigation, an additional instrument relating to the stress levels of IT professionals was also proposed. Direct distribution of the questionnaire by the researcher to the participants was accompanied by a personal request that the information gathered be kept strictly confidential and utilised exclusively for research purposes.

The IT workers in Chennai make up the study's universe. The samples were chosen using a multistage random sampling technique. Three South Asian IT firms—Guindy, Velachery, and Tambaram—were specifically chosen for the initial phase of the project due to the significant concentration of IT companies in these locations. In the second phase, two IT parks—Techno Park, Info Park, and Cyber Park—as well as Aynavaram, Aminjakkurai, and Maduravoyal—were chosen from the Central Region. Ten responders are chosen in the third step, one from each chosen company.

ANALYSIS AND INTERPRETATION

The information on the employees' personal and professional associated variables in IT firms is shown in the following tables, including mean and standard deviation for the study's upcoming findings.

Frequency Table

Table 1

Age	No. of. Respondents	Total Percentage
below 25	28	11.0
25-30	64	25.1
30-35	73	28.6
35-40	66	25.9
above 40	24	9.4
Total	255	100.0
Gender	No. of. Respondents	Total Percentage
male	117	45.9
female	138	54.1
Total	255	100.0
Educational qualificaion	No. of. Respondents	Total Percentage
ug	51	20.0
pg	78	30.6
Professional	92	36.1
others	34	13.3
Total	255	100.0
Designation	No. of. Respondents	Total Percentage
senior manager	53	20.8
Manager	91	35.7
Team leader	72	28.2
project associate	39	15.3
Total	255	100.0
Experience	No. of. Respondents	Total Percentage
below 5 years	25	9.8
5-10	62	24.3
10-15	73	28.6
15-20	72	28.2
above 20	23	9.0
Total	255	100.0
Marital status	No. of. Respondents	Total Percentage

married	133	52.2
single	122	47.8
Total	255	100.0
Do you stay with your family	No. of. Respondents	Total Percentage
yes	250	98.0
no	5	2.0
Total	255	100.0
Do you have dual income family	No. of. Respondents	Total Percentage
yes	141	55.3
no	114	44.7
Total	255	100.0
Do you have Children	No. of. Respondents	Total Percentage
yes	133	52.2
no	122	47.8
Total	255	100.0
Do you have fixed working hours	No. of. Respondents	Total Percentage
yes	146	57.3
no	109	42.7
Total	255	100.0
How many hours a day do you spend travelling to work	No. of. Respondents	Total Percentage
less than 1 hour	39	15.3
1 hour	84	32.9
2 hours	95	37.3
more than 2 hours	37	14.5
Total	255	100.0

From the above table 1, it is clearly understood that majority of the respondents are female with 54.1% while male with 45.9%. Also, we can understand that majority of the respondents are coming under the age group between 30-35 with 28.6%. Only 9.4% percentage of the respondents are in the group of below 40 age group. 30.6% percent respondents are post graduate, whereas 20.0% are under graduate. More than 35.7% respondents are managers. 15.3% are project

associate. Among the 255 respondents, 52.2 percentage of the respondents are married and 47.8% of respondents are unmarried.

Table 2
Statistics

	Mean	Std. Deviation	Skewness	Std. Error of Skewness	Kurtosis	Std. Error of Kurtosis
Age	1.34	.465	.187	.153	-.998	.304
Gender	1.54	.499	-.166	.153	-1.988	.304
Educational qualifications	2.43	.957	-.022	.153	-.955	.304
Designation	2.38	.980	.162	.153	-.970	.304
Experience	3.02	1.133	-.079	.153	-.822	.304
Marital status	1.48	.501	.087	.153	-2.008	.304
Do you stay with your family?	1.02	.139	6.971	.153	46.959	.304
Do you have dual income family?	1.45	.498	.214	.153	-1.970	.304
Do you have Children?	1.48	.501	.087	.153	-2.008	.304
Do you have fixed working hours?	1.43	.496	.295	.153	-1.928	.304
How many hours a day do you spend travelling to work?	2.51	.922	-.059	.153	-.821	.304

From the above table 2, it is found that all the items relate to the work stress of the women employees having the mean value between 1 to 3. The highest Std. Deviation value is figured in education as 1.133. The skewness and kurtosis value of all the items are prevailing between -1 and +1.

Crosstabs

Table 3
Chi-Square Tests between the frequency of staying with their family and age

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.169 ^a	4	.530
Likelihood Ratio	4.772	4	.312
N of Valid Cases	255		

a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .47.

Hypothesis testing:

Ha 1: There is an association between the frequency of staying with their family and age

Ho 1: There is no association between the frequency of staying with their family and age

From the chi square table, it is proved that **there is no association between the frequency of staying with their family and age** with the Pearson chi square value of 0.530. So, the null hypothesis is accepted

Table 4
Crosstab

Count		Age					Total
		below 25	25-30	30-35	35-40	above 40	
Do you stay with your family?	yes	28	62	71	66	23	250
	no	0	2	2	0	1	5
Total		28	64	73	66	24	255

This is the table indicated that the detailed cross tabulation between frequency of staying with their family and age of the respondents. The total of 255 respondents are divided according with their frequency of staying with their family and age interfere with your life.

Table 5
Chi-Square Tests between dual income family and age

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	3.199 ^a	4	.010
Likelihood Ratio	3.202	4	.525
N of Valid Cases	255		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.73.

Hypothesis testing:

Ha 1: There is an association between dual income family and age

Ho 1: There is no association between dual income family and age

From the chi square table, it is proved that **there is a association between dual income family and age** with the Pearson chi square value of 0.010. So, the null hypothesis is rejected

Table 6
Chi-Square Tests between frequency of day do you spend travelling to work and age

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.464 ^a	12	.034
Likelihood Ratio	9.577	12	.653
N of Valid Cases	255		

a. 4 cells (20.0%) have expected count less than 5. The minimum expected count is 3.48.

Hypothesis testing:

Ha 1: There is an association between frequency of day do you spend travelling to work and age

Ho 1: There is no association between frequency of day do you spend travelling to work and age

From the chi square table, it is proved that **there is a association between frequency of day do you spend travelling to work and age** with the Pearson chi square value of 0.034. So, the null hypothesis is rejected

Table 7
Chi-Square Tests between frequency of staying with their family and gender

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	1.376 ^a	1	.241		
Continuity Correction ^b	.518	1	.472		
Likelihood Ratio	1.493	1	.222		
Fisher's Exact Test				.379	.241
Linear-by-Linear Association	1.371	1	.242		

N of Valid Cases	255			
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a. 2 cells (50.0%) have expected count less than 5. The minimum expected count is 2.29.

b. Computed only for a 2x2 table

Hypothesis testing:

Ha 1: There is an association between frequency of staying with their family and gender

Ho 1: There is no association between frequency of staying with their family and gender

From the chi square table, it is proved that **there is no association between frequency of staying with their family and gender** with the Pearson chi square value of 0.242. So, the null hypothesis is accepted

Table 8
Crosstab

Count		Gender		Total
		male	female	
Do you stay with your family?	yes	116	134	250
	no	1	4	5
Total		117	138	255

This is the table indicated that the detailed cross tabulation between frequency of staying with their family and gender of the respondents. The total of 255 respondents are divided according with their frequency of staying with their family and gender interfere with your life.

Table 9
Chi-Square Tests between frequency of day do you spend travelling to work and gender

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.268 ^a	3	.519
Likelihood Ratio	2.295	3	.514
Linear-by-Linear Association	.533	1	.465
N of Valid Cases	255		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 16.98.

Hypothesis testing:

Ha 1: There is an association between frequency of day do you spend travelling to work and gender
 Ho 1: There is no association between frequency of day do you spend travelling to work and gender

From the chi square table, it is proved that **there is no association between frequency of day do you spend travelling to work and gender** with the Pearson chi square value of 0.253. So, the null hypothesis is accepted

Table 10
Crosstab

Count		Gender		Total
		male	female	
How many hours a day do you spend travelling to work?	less than 1 hour	14	25	39
	1 hour	42	42	84
	2 hours	43	52	95
	more than 2 hours	18	19	37
Total		117	138	255

This is the table indicated that the detailed cross tabulation between frequency of day do you spend travelling to work and gender of the respondents. The total of 255 respondents are divided according with their frequency of day do you spend travelling to work and gender interfere with your life.

IMPLICATIONS

Achieving WLB in the modern world requires a comprehensive strategy that addresses managing the various facets of one's personal and professional lives. It is the duty of both employers and employees to manage work-life balance in an effective and efficient manner that goes beyond a 360-degree perspective and requires the appropriate mindset and willingness. The quality of life we used to lead on a daily basis is reflected in our work. The mind plays a crucial role in striking a balance between life and work. A happy and healthy family can help employees reach WLB. The study's findings indicate that there is a statistically significant correlation between the different age groups of IT workers and the workplace's flexibility, culture, and social support. The organization's work culture, work-life balance initiatives, and gender distribution of IT staff have all been statistically demonstrated to be related. There is no statistically significant correlation found between the different employee age classifications, work-life programmes, gender, and the availability of social support inside IT organisations. There is no meaningful correlation between work-life conflict and social support among IT personnel.

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