



EMOTIONAL INTELLIGENCE: WORK PRESSURE MANAGEMENT OF WOMEN EMPLOYEES AT IT SECTOR

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ABSTRACT

The information technology (IT) industry is fast-paced and demanding, so being able to properly handle work pressure is essential for both professional and personal success. For the purpose of to help women employees in the IT sector manage job pressure, this study explores the importance of integrating emotional intelligence (EI) a core ability. This study investigates the complex dynamics of emotional intelligence and how they are relevant to female workers managing the demands of IT professions through a detailed examination of the literature and empirical data. The study delves into the ways in which emotional intelligence enables women to recognize, appreciate, and manage their own emotions, with in addition to skillfully navigating challenging job settings and interpersonal interactions.

The study also explores the unique pressures that women in the IT industry face, such as role expectations, gender prejudices, and problems with work and personal obligations, all of which can make them feel more under pressure. Through the utilization of both qualitative interviews and quantitative surveys, the research reveals the methods by which women efficiently harness their emotional intelligence to manage work-related stress. The results highlight the critical role emotional intelligence plays in enabling women to sustain resilience, flexibility, and mental health in the face of the pressures of IT-related jobs. Furthermore, the study emphasizes how crucial it is for organizations to provide avenues for assistance to women workers who are developing and using emotional intelligence, including mentorship programs, leadership development courses, and inclusive work practices.

The study's practical implications include encouraging inclusive leadership styles that appreciate and prioritize emotional well-being, as well as implementing focused training programs geared at improving emotional intelligence abilities among women in the IT sector. This study advances gender equality, fosters inclusive work cultures, and improves organizational performance in technology-driven businesses by identifying emotional intelligence as a critical skill for female employees in the IT sector to manage job pressure.

Key words: Emotional intelligence, Work pressure, impact of work pressure, types of emotional intelligence, work life balance for women, techniques for balancing work pressure, job satisfaction.

INTRODUCTION

Managing work pressure properly is critical for both individual achievement and organizational performance in the fast-paced, fiercely competitive world of the information technology (IT) industry today. In light of this, emotional intelligence (EI) is becoming more widely acknowledged as being essential for helping workers manage the intricacies of their workplace while retaining resilience and wellbeing. Given the special difficulties women frequently encounter in this male-dominated field, there has been a growing focus on women working in the IT business. The ability to identify, comprehend, and regulate one's own emotions as well as those of others is known as emotional intelligence. It has been connected to a number of aspects of success in the workplace, such as stress management, team cohesiveness, and leadership effectiveness. The importance of emotional intelligence is further highlighted in the context of the IT industry, where workers continuously deal with high-pressure scenarios, constrained deadlines, and quickly advancing technology.

In order to better understand how important emotional intelligence is for handling job pressure, this introduction primarily looks at women who work in the IT industry. Through an exploration of the distinct stressors and obstacles encountered by women working in technology-related roles, along with an analysis of the tactics they utilize to harness their emotional intelligence, this research endeavors to illuminate the pivotal role that EI plays in promoting their prosperity and welfare in the professional setting. Additionally, by shedding light on the particular ways that emotional intelligence shows up among women in the IT industry and how it supports their capacity to succeed in stressful work conditions, this study aims to close the gap in the body of literature. In order to educate organizational practices and policies targeted at promoting a more inclusive and supportive workplace culture, this study examines the interaction of gender dynamics, emotional intelligence, and work pressure management within the context of the IT sector.

This study attempts to contribute to a deeper understanding of the role of psychological intelligence in enhancing women's capacity to navigate and achieve success in their careers amidst the pressures of the technology-driven world through an extensive examination of existing literature, empirical research, and firsthand knowledge from women professionals in the IT sector. Thus, firms can enable women workers to flourish in their positions, spur innovative thinking, and support the ongoing development of the IT industry by recognizing and taking advantage of the potential of emotional intelligence.

EMOTIONAL INTELLIGENCE

Emotional intelligence, as defined by different theoretical frameworks, includes the capacity to recognize, comprehend, and regulate emotions. Emotional intelligence is described as a collection of cognitive skills encompassing the perception, use, understanding, and control of emotions in one well-known paradigm, put forth by Salovey and Mayer. This method places a strong emphasis on developing abilities, including understanding the origins and effects of emotions, controlling one's own emotions as well as those of others, and identifying emotions in both one and others. Cognitive skills and personality qualities are both included in Goleman's mixed model, which emphasizes attributes including empathy, motivation, self-regulation, self-awareness, and social skills.

Furthermore, personality factors connected to emotion perception, use, comprehension, and management are highlighted by the trait EI viewpoint, which sees emotional intelligence as persistent individual distinctions in emotional functioning. With practical ramifications for mental health interventions, education, training in the workplace, and personal growth, these theoretical frameworks shed light on the complex nature of emotional intelligence.

WORK PRESSURE

Work pressure is the term used to describe the bit of pressure, expectations, and stress that people encounter in their professional capacities. It frequently results from things like strict deadlines, a heavy workload, difficult assignments, and interpersonal disputes. Persistent or excessive pressure can negatively impact people's performance and well-being, even if it can also be inspiring and enhance productivity.

Depending on an individual's resilience, coping mechanisms, and organizational culture, the experience of job pressure can differ significantly. While some people find pressure exhilarating and exciting, others may get overwhelmed and stressed out. The symptoms of burnout, which include emotional depletion, cynicism, and diminished productivity at work, can be brought on by ongoing job pressure.

IMPACT OF WORK PRESSURE IN INDIVIDUAL LIFE

1. Effect on Health and Well-Being

Stress, anxiety, and burnout can all rise as a result of high job pressure. This can lead to problems like exhaustion, sleeplessness, and depression and have a detrimental effect on one's physical and mental well-being.

2. Decreased Performance

While a little amount of pressure may be inspiring, too much of it can have the opposite effect. People may find it difficult to focus, make judgments, or do work efficiently when they feel overburdened.

3. Decreased Job Satisfaction

Persistent workloads can cause a decline in morale and job satisfaction. Employee disengagement and even turnover may result from them feeling undervalued, unsupported, and disrespected.

4. Relationship Impact

Stress from work can also have a negative effect on relationships with friends and family. People may not have as much time or energy to dedicate to their personal lives when they are deeply stressed out and consumed by their profession.

5. Error Propensity

People who are under a lot of stress may be more likely to make errors in judgment. In particular areas, like healthcare and aviation, where errors may have fatal implications, this might have dire repercussions.

6. Harsh Organizational Culture

One factor that might lead to a harsh organizational culture is a high degree of job pressure in the company. Workers might believe that their value is based only on how productive they are and that they are continuously being watched.

IMPORTANCE OF EMOTIONAL INTELLIGENCE IN BALANCING WORK PRESSURE

1. Stronger and More Fulfilling Relationships

Individuals with higher emotional intelligence typically have more robust and satisfying relationships. They have a superior ability to comprehend the viewpoints of others, experience their emotions, and communicate clearly.

2. Successful Interaction

People with emotional intelligence are better able to express themselves assertively and coherently. They are able to communicate their ideas and emotions in a courteous and understandable manner to others.

3. Resolution of disagreements

People with strong emotional intelligence are better able to handle disagreements. In times of disagreement, they are more adept at controlling their emotions and are able to come up with solutions that work for everyone.

4. Leadership Skills

A crucial quality of successful leaders is emotional intelligence. Emotionally intelligent leaders know how to recognize their team members' needs, meet them where they are, and offer assistance when needed.

5. Improved Decision Making

People with higher emotional intelligence are able to make more deliberate and logical choices. They are able to foresee possible outcomes and make judgments that are advantageous to all parties involved when they have a good awareness of both their own and others' emotions.

6. Stress management

Emotionally intelligent people are more adept at handling stress. They are able to identify when they are getting too much and take action to stop, such as taking a break or deep breathing.

TYPES OF EMOTIONAL INTELLIGENCE

Different types or components of emotional intelligence may be distinguished, each of which stands for a distinct facet of emotional functioning. Even if there are many models, some typical forms of emotional intelligence are as follows:

1. Intrapersonal Intelligence

Self-awareness and self-regulation are characteristics of intrapersonal intelligence, a subset of emotional intelligence. Intrapersonally intelligent people are skilled at identifying their own emotions, assessing their own strengths and shortcomings, and controlling their thoughts, feelings, and behaviors.

2. Interpersonal Intelligence

This skill is concerned with recognizing and navigating social interactions. Strong social skills allow people with high interpersonal intelligence to successfully communicate, settle disputes, and create enduring relationships. They also exhibit empathy, which is the capacity to comprehend and take into account the feelings and viewpoints of others.

3. Adaptive Intelligence

The term "adaptive intelligence" describes the capacity to adjust to and manage shifting emotional demands and circumstances. It entails adaptability, resiliency, and the ability to control emotions in reaction to various situations, such as challenging interpersonal relationships or stressful situations.

4. Strategic Emotional Intelligence

This subtype of emotional intelligence focuses on strategically utilizing feelings to accomplish individual or group objectives. People who possess strategic intelligence are able to use their emotions to inspire themselves and others, influence others, and make wise judgments in a variety of situations.

5. Moral Intelligence

Integrity, honesty, empathy, and other moral values serve as guidance for moral decision-making and conduct. People who possess high moral intelligence have a strong moral compass, behave morally in social situations, and show empathy and care for other people.

These many forms of emotional intelligence are related to one another and enhance each other, promoting emotional health and efficacy in a range of personal and professional contexts. Even though different people may

excel in different areas of emotional intelligence, achieving a balance across them all helps improve emotional functioning and increase one's chances of success in life.

TECHNIQUES OF BALANCING WORK PRESSURE THROUGH EMOTIONAL INTELLIGENCE

Understanding and controlling employees own emotions as well as those of others, as well as skillfully navigating interpersonal connections, are all part of balancing job pressure via emotional intelligence. To that end, the following strategies are:

1. Self-Awareness

Be in touch with employees on a regular basis to recognize their feelings, tensions, and triggers. To remain grounded and in the present, engage in mindfulness exercises like meditation or deep breathing. Employees can learn more about their ideas and feelings by keeping a journal.

2. Self-Regulation

Learn how to control an employee's feelings and how employees respond in difficult circumstances. This might entail practicing deep breathing techniques, taking quick pauses to refuel, or changing pessimistic ideas to realistic or optimistic ones. To safeguard employees time and energy, establish limits and develop the ability to say no when needed.

3. Empathy

Develop empathy for employee coworkers and gain an understanding of their feelings and viewpoints. Pay attention to their worries, acknowledge their emotions, and provide assistance when required. Establishing solid bonds based on understanding and trust can aid in fostering a positive work atmosphere.

4. Communication

Make an effort to communicate honestly and openly with employees, managers and coworkers. Be open to receiving input from others and clearly communicate employees wants, concerns, and boundaries. Clear and concise communication may help avoid misunderstandings, settle disputes, and promote teamwork.

5. Stress Management

Learn constructive coping strategies to handle pressure and stress at work. Take part in hobbies, exercise, quality time with loved ones, or relaxation techniques as ways to decompress and rejuvenate you. Set aside time for things that make employees happy and fulfilled outside of work, and prioritize taking care of themselves.

6. Time management

Make efficient use of time management strategies to organize employees workloads, establish reasonable objectives, and spend employees time and resources. When feasible, assign work to others and divide more complex jobs into smaller, more manageable segments. Refrain from overcommitting and have the ability to know when to seek assistance.

7. Problem-Solving

To overcome difficulties and roadblocks that come up at work, hone employees problem-solving abilities. When it comes to fixing problems, be proactive by seeing prospective problems before they become serious and coming up with solutions. To create positive changes, concentrate on the things employees can influence and take action on.

Employees can boost their emotional intelligence and effectively handle job-related stress by implementing these strategies into their daily routine. This will increase employees well being and productivity at work.

LITERATURE REVIEW

Despite having an average salary that was higher than that of working women, housewives experienced much higher rates of depression. When compared to working women, housewives were found to have an average number of children. Due to the responsibility of raising several children on their own, women who have an average number of children also tend to experience sadness. It was discovered that the working ladies had a helping hand with this. Another factor contributing to the housewives' depression was their lower level of education relative to working women, as education broadens one's perspective and improves one's comprehension of life. *Soomro, Riaz H. et al. (2012)*

Emotional intelligence and desire for social freedom were higher among working women than among non-working women, and respondents in the working, high emotional intelligence, and high want for social freedom groups preferred smaller personal spaces (PS). *Kumar Dinesh.et.al. (2011)*

The mean scores for men and women differ significantly from one another. In other words, men exhibit higher levels of assertiveness, self-awareness, independence, and situational management than women. *Ahmad Summiya, et al. (2009)*

Most often, guys exhibit independence, impulsivity, and assertiveness. Men have a lot of influence in our culture, which is one of the reasons why. When considering working wives who have to adhere to workplace policies and submit reports to a supervisor, self-employed wives may possibly have greater flexibility. *Hundley et al. (2001)*

The ability to monitor one's own and others' thoughts and emotions, to distinguish between them, and to use that information to guide one's own ideas and behaviors is known as "emotional intelligence," which is defined as "the subset of social intelligence." What Mayer, Salovey, and other researchers and their collaborators called intellectual and emotional intelligence is the capacity to identify, access, and generate emotions in order to support cognitive processes, comprehend, manipulate, and promote both subjective and intellectual progress. *Salovey, P., and J. Gray (2007)*

The components of emotional intelligence that influence an individual's capacity to effectively manage stress and environmental stress include aptitude, sufficiency, and undiscovered talents. *Bar-on (2000)*.

Although IQ has traditionally been used to predict a student's achievement, research indicates that as the twenty-first century approaches, EI is a more accurate indicator of "success." compared to the more traditional cognitive intelligence tests. One such element that is crucial in circumstances where pupils must successfully transition from one setting to another is emotional intelligence (EI). *Hettich, (2000)*.

The capacity to observe and distinguish between one's own and others' feelings and experiences, as well as to utilize that knowledge to shape one's own decisions and actions, is known as emotional intelligence (EI), a common social aptitude. *Marc A. Brackett, John D. Mayer, and Peter Salovey, (2004)*.

OBJECTIVES OF THE STUDY

- To assess the role of emotional intelligence among women employees in handling work pressure.
- To analyze the factors contributing to job satisfaction for women employees.
- To study the influences of emotional intelligence on the work life balance of women in the IT sector.

RESEARCH METHODOLOGY

The purpose of the study was to verify the feasibility of the research and validate the questionnaire. Respondents' completed questionnaires were gathered, and the Z test was used to assess the reliability. The value found demonstrates the instrument's dependability. The test demonstrated great reliability, and the quality of the questionnaire was evaluated. The normal probability distribution is satisfied by the variables taken into consideration for the study. The purpose of the study is to examine emotional intelligence and how it affects female employees. The study's approach includes data collecting, data analysis, and sampling with respect to Tumkur city.

Both demographic information and remarks on a Likert point scale are included in the questionnaire. The sample consists of 250 respondents in total. 170 of the respondents provided feedback on the questionnaire.

STATEMENT OF HYPOTHESIS

The following hypotheses were formulated and tested to achieve objectives.

H0 = Is there a significant impact of emotional intelligence on managing the work pressure of women employees.

H1 = Is there no significant impact of emotional intelligence on managing the work pressure of women employees.

DATA ANALYSIS

Analysis of demographic, economic and work related factors of the respondents.

Particulars	Number of Respondents	Percentage
Married	86	50.54%
Unmarried	55	32.35%
Divorce	15	8.82%
Widower	14	8.24%

Table 1 Marital Status of Respondents

Age	Number of Respondents	Percentage	Table 2 Age Factor of Responden ts
Up to 20 Years	20	11.76%	
21 to 35 Years	68	40%	
36 to 50 Years	52	30.59%	
More than 50 Years	30	17.65%	Table 3 Income Factor of Responden

Income	Number of Respondents	Percentage
Up to 100000	28	16.47%
100000 to 300000	55	32.35%
300000 to 500000	57	33.53%
More than 500000	30	17.65%

Table 4 Number of Work Experience of Respondents

Number of experience	Number of Respondents	Percentage
Up to 3 Years	30	17.65%
3 to 6 Years	45	26.47%
6 to 9 Years	58	34.12%
More than 9 Years	37	21.76%

Most Important features of demographic, economic and work related factor of IT Women respondents

1. 50.54% respondents are Married women's, 32.35% of respondents are unmarried, 8.82% respondents are Divorced and 8.24% respondents are widower working in IT Sector.
2. 11.76% of respondents fall under the age group of below 20 years, majority of the respondents fall the age of 21 to 35 years, 30.59% of respondents fall under age group of 36 to 50 years and 17.65% of respondents fall under the age group of more than 50 years.

3. 16.47% respondents have an annual income of less than 100000, 32.35% respondents annual income is between 100000 to 300000, 33.53% respondents annual income is between 300000 to 500000 and 17.65% respondents annual income is more than 500000 in the IT sector.
4. 17.65% respondents have work experience less than 3 years, 26.47% of respondents work experience is between 3 to 6 years, 34.12% respondents work experience is between 6 to 9 years and 21.76% respondents work experience is more than 9 years in IT Sector.

Table 5**The role of emotional intelligence of women employees in handling the work pressure**

Sl.no	Women employees in handling the work pressure.	Mean	S D	Z test	P Value
1	Is emotional intelligence is important to handle the work pressure	34	12.38	2.69	0.00
2	Will women generally demonstrate higher level of emotional intelligence compared to men in work place	56.67	15.28	3.66	0.000
3	Emotional intelligence impact on women's ability to navigate challenges at work situations and maintain productivity.	34	23.03	1.44	0.07
4	whether the organization need to invest more on Developing emotional intelligence skills among the women's that helps them to better management of work pressure.	34	25.09	1.32	0.09
5	Self awareness, empathy, self regulation and motivation are key aspects of emotional intelligence	42.5	20.15	2.07	0.01

From the above table 5, it is found that the above factors are statistically significant (P value less than 0.05) at role of emotional intelligence of women employees in handling the work pressure. By this women generally demonstrate higher level of emotional intelligence compared to male and it helps in better management of work pressure and self awareness, empathy, self regulation and motivation are key aspects of emotional intelligence.

Table 6

Sl.no	Job satisfaction for women employees.	Mean	S D	Z test	P Value
1	Emotional intelligence affects the women's ability to handle work place stress and conflicts	42.5	34.03	1.22	0.10
2	Will emotional intelligence enchases job satisfaction among women employees.	34	28.25	1.17	0.11
3	Level of acceptance to handle the challenges	34	14.89	2.23	0.01
4	The team Coordination builds strong emotional intelligence among the women employees	34	35.95	0.92	0.17

5	Satisfaction level on support from organization/Company	34	18.53	1.79	0.03	Emotional intelligence will bring
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job satisfaction for women employees

From the above table 6, it is found that above factors are not statistically significant (P value more than 0.005) at Emotional intelligence will bring job satisfaction for women employees, emotional intelligence will not have direct significant on performance of women employees where through which it may not bring the job satisfaction.

Table 7

Work - life balance of women in IT sector

Sl.no	work life balance of women in IT sector	Mean	S D	Z test	P Value
1	Condition of Current work life balance	42.5	24.07	1.73	0.04
2	Emotional intelligence influences to set boundaries between work and personal life	34	19.22	1.73	0.04
3	Satisfied with balancing the overtime work along with family.	34	20.01	1.66	0.04
4	Often do employees feel over whelmed by employees work load	34	16.18	2.05	0.01
5	Flexibility to adjust employees work schedule to accommodate personal commitment or emergencies	42.5	19.22	2.18	0.01

From the above table 7, it is found that above factors are statistically significant (P Value is less than 0.05) on emotional intelligence influences on work life balance of women in IT sector. Proper management of emotional intelligence will help the women employees to balance their current work condition along with their personal life.

FINDINGS

From this study, the Hypothesis there is a significant difference among job related variable that influence the work pressure, by emotional intelligence of women employees. Emotional intelligence will plays an important role to balance work in IT sector but when it comes to job satisfaction emotional intelligence is a part of work satisfaction.

CONCLUSION

The results of the research emphasizes the critical role that emotional intelligence plays in helping women workers in the IT industry successfully handle the responsibilities of their jobs. It is clear from a study of many aspects—such as recognizing and controlling one's own emotions, cultivating positive relationships with others, communicating empathically, adaptability, resilience, and leadership potential—that emotional intelligence enables women to face the difficulties of the IT sector more skillfully and successfully. This finding emphasizes the significance of identifying and developing women's emotional intelligence abilities in the workplace as well

as the wider ramifications for organizational performance. IT firms may promote more inclusive and productive work cultures, enhance overall performance and creativity within the sector, and capitalize on the unique capabilities that women bring to the table—particularly in terms of emotional intelligence.

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