
STUDY ON EMOTIONAL INTELLIGENCE AND QUALITY OF WORK LIFE AMONG EMPLOYEES IN ORGANIZATION

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Abstract

Emotional intelligence and quality of work life are important factors that influence employee performance, workplace satisfaction, productivity, and organizational growth. This study focuses on emotional intelligence and quality of work life among employees in an organization. Emotional intelligence refers to the ability of employees to understand, manage, and control their emotions while maintaining positive relationships and effective communication in the workplace. Quality of work life refers to employee satisfaction regarding workplace environment, work-life balance, welfare facilities, safety measures, job security, career opportunities, and organizational support. In modern organizations, emotional intelligence helps employees manage stress, improve teamwork, maintain workplace discipline, and handle professional responsibilities effectively. Organizations implement various practices such as employee counseling, stress management programs, communication training, motivational activities, employee welfare measures, flexible work environments, and leadership support systems to improve emotional intelligence and quality of work life. The study examines employee perceptions regarding workplace relationships, stress management, job satisfaction, communication, work-life balance, and organizational support systems. Technological advancements and modern HR management systems have significantly improved employee communication, emotional well-being, and workplace engagement practices. The study concludes that emotional intelligence and quality of work life positively influence.

Keywords: Emotional Intelligence, Quality of Work Life, Employee Satisfaction, Work-Life Balance, Stress Management, Workplace Relationships, Employee Well-being, Organizational Support, Employee Productivity, Organizational Sustainability.

I. INTRODUCTION

Emotional intelligence refers to the ability of individuals to understand, manage, and express emotions effectively while maintaining positive relationships and communication with others. In organizational environments, emotional intelligence is highly important because employees work under pressure, deadlines, teamwork activities, and workplace responsibilities that require emotional stability and interpersonal skills. Employees with high emotional intelligence can manage stress effectively, solve workplace conflicts, improve teamwork, and maintain positive workplace relationships. Quality of work life refers to employee satisfaction regarding workplace environment, work-life balance, welfare facilities, organizational support, career growth opportunities, compensation, and workplace safety. Organizations focusing on employee well-being and emotional support achieve better workplace productivity, employee morale, and organizational commitment. Modern organizations implement

employee engagement activities, stress management programs, counseling sessions, leadership support systems, flexible working environments, employee welfare programs, and communication training to improve emotional intelligence and quality of work life among employees. Emotional intelligence also improves leadership skills, decision-making abilities, workplace communication, and organizational discipline. Technological advancements and digital communication systems have further improved employee interaction, workplace collaboration, emotional support systems, and HR management practices in organizations. This study aims to analyze emotional intelligence and quality of work life among employees and understand their impact on employee performance, workplace satisfaction, teamwork, and organizational productivity.

Research Objective:

- To study the concept and importance of emotional intelligence in organizations.
- To analyze the quality of work life

among employees in the organization.

- To examine employee perceptions regarding workplace relationships and communication.
- To study the role of emotional intelligence in stress management and teamwork.
- To analyze employee satisfaction regarding work-life balance and organizational support.
- To examine the impact of emotional intelligence on employee productivity and morale.
- To study the effectiveness of employee welfare and counseling programs.
- To analyze workplace communication and interpersonal relationship management.
- To examine employee opinions regarding workplace environment and job satisfaction.
- To study the relationship between emotional intelligence and quality of work life in improving organizational performance.

Research Methodology:

- The study is based on both primary and secondary data collection methods.
- Primary data was collected through questionnaires and employee

interactions.

- Secondary data was collected from journals, books, websites, company reports, and HR management articles.
- Information related to emotional intelligence and quality of work life was analyzed.
- Percentage analysis and statistical tools were used for data interpretation.
- Comparative analysis was conducted to understand employee satisfaction and workplace relationships.
- Employee opinions regarding stress management, communication, teamwork, and organizational support were examined.
- Data related to employee productivity, workplace morale, and work-life balance was analyzed.
- Graphs, charts, and tables were used for presenting data analysis.

II. REVIEW OF LITERATURE

Several researchers have highlighted the importance of emotional intelligence and quality of work life in improving employee satisfaction, workplace productivity, and organizational performance. Studies reveal that employees with high emotional intelligence maintain better workplace relationships, communication,

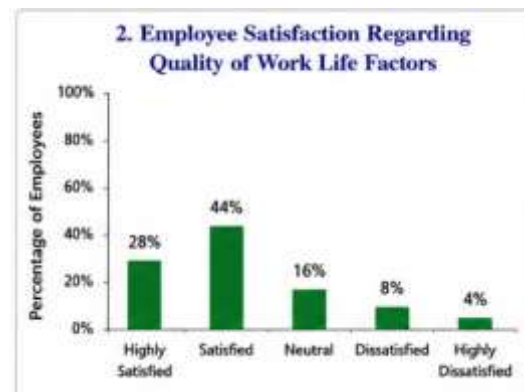
teamwork, and stress management abilities. Previous research indicates that organizations providing supportive work environments, employee welfare measures, counseling programs, and work-life balance opportunities achieve higher employee satisfaction and workplace morale. Researchers observed that emotional intelligence positively influences leadership effectiveness, workplace discipline, and employee engagement. Literature related to human resource management also suggests that employee support systems, motivational activities, communication training, and workplace wellness programs significantly improve quality of work life and organizational commitment. Modern organizations increasingly focus on employee emotional well-being and workplace satisfaction to improve productivity, teamwork, and long-term organizational sustainability.

III. DATA ANALYSIS & INFERENCES



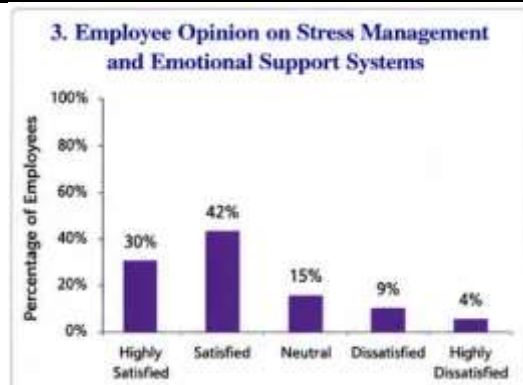
INTERPRETATION:

The graph shows employee awareness regarding emotional intelligence and workplace communication practices followed within the organization. Most employees responded positively regarding emotional understanding, teamwork, and communication skills. This indicates that emotional intelligence improves workplace relationships and employee confidence.



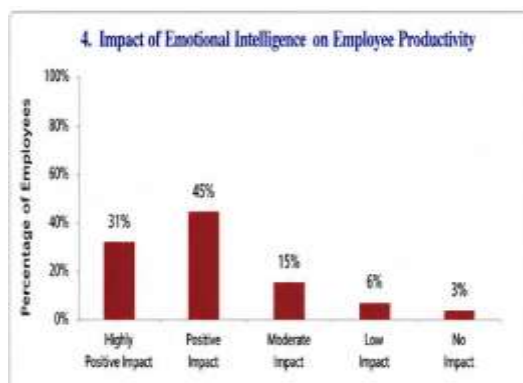
INTERPRETATION:

This graph explains employee satisfaction regarding quality of work life factors such as workplace environment, work-life balance, welfare facilities, and organizational support. Employees expressed positive opinions regarding workplace conditions and employee support systems. The findings show that quality of work life positively influences employee morale and workplace productivity.



INTERPRETATION:

The graph represents employee opinions regarding stress management and emotional support systems provided by the organization. Most employees were satisfied with counseling programs, leadership support, and workplace communication practices. This suggests that emotional support systems improve employee well-being and organizational commitment.



INTERPRETATION:

This graph highlights the relationship between emotional intelligence and employee productivity. Employees with better emotional management skills demonstrated improved teamwork, communication, workplace discipline,

and job performance. The analysis indicates that emotional intelligence positively influences organizational efficiency.



INTERPRETATION:

The graph presents the overall effectiveness of emotional intelligence and quality of work life in improving employee satisfaction, workplace relationships, motivation, and productivity. Employees responded positively toward employee welfare programs and workplace support systems. This shows that emotional intelligence and quality of work life help maintain a healthy and productive workforce.

IV. FINDINGS

- Emotional intelligence positively influences employee communication and workplace relationships.
- Quality of work life improves employee satisfaction and workplace morale.
- Stress management programs help employees maintain emotional stability and workplace discipline.

- Employee welfare facilities improve organizational commitment and job satisfaction.
- Work-life balance positively influences employee productivity and well-being.
- Counseling and support systems improve employee confidence and workplace engagement.
- Emotional intelligence improves teamwork and conflict management skills.
- Positive workplace environments improve employee motivation and organizational productivity.
- Employees prefer supportive leadership and effective communication systems.
- Emotional intelligence and quality of work life contribute significantly toward organizational growth and sustainability.

V. CONCLUSION

Emotional intelligence and quality of work life play a major role in improving employee satisfaction, workplace productivity, teamwork, and organizational performance. The study reveals that employees with strong emotional intelligence maintain better workplace communication, teamwork, stress management, and interpersonal

relationships. Organizations providing supportive work environments, employee welfare facilities, counseling systems, work-life balance opportunities, and leadership support achieve higher employee morale and workplace commitment. Emotional intelligence significantly improves employee confidence, workplace discipline, organizational communication, and operational efficiency. Quality of work life further improves employee satisfaction, workplace involvement, and organizational productivity. The study concludes that emotional intelligence and quality of work life contribute significantly toward improving employee well-being, workplace harmony, organizational performance, and long-term business sustainability.

- Emotional intelligence improves workplace communication and teamwork.
- Quality of work life positively influences employee satisfaction and morale.
- Employee welfare and counseling programs improve workplace well-being.
- Work-life balance supports employee productivity and organizational

commitment.

➤ Emotional intelligence and workplace satisfaction contribute toward organizational growth and sustainability.

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