Emotional Intelligence on Psychological Wellness of Women IT Professionals, Bengaluru: A Structural Equation Modeling Approach

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Abstract:

This study investigates the psychological factors influencing the Wellness and success of working women in the Information Technology (IT) sector in Bengaluru. Drawing on data collected from working women IT professionals, the research explores the associations between self-awareness, self-regulation, self-motivation, empathy, networking, emotional intelligence (EI), and psychological Wellness. The findings reveal significant association between these constructs, highlighting the crucial role they play in shaping the emotional Wellness, resilience, and success of women in the IT workforce. Specifically, self-awareness, self-regulation, self-motivation, empathy, and networking demonstrate significant associations with emotional intelligence, which in turn, is positively correlated with psychological Wellness. These findings underscore the importance of promoting psychological skills and support mechanisms tailored to the unique needs of women navigating the evolving workplace landscape. By elucidating these associations, the study provides valuable insights for employers, policymakers, and organizational leaders seeking to foster the Wellness and professional development of women in the IT sector. Ultimately, this research contributes to a deeper understanding of the psychological factors that influence the experiences and outcomes of working women in Bengaluru's IT workforce during times of transition and uncertainty.

Keywords: Emotional Intelligence, IT Professionals, Women, Structural Equation Modeling (SEM), Psychological Wellness

Introduction

In recent years, the workplace landscape has experienced substantial transformations, with women in the Information Technology (IT) sector facing unique challenges and demands in their professional and personal lives. Understanding the factors that contribute to the wellness and success of working women IT professionals in Bengaluru is increasingly vital.

The studies emphasise on the impact of emotional intelligence (EI) on job performance among IT professionals in the private sector. The authors aimed to determine the relationship between EI and job performance, finding that emotional intelligence significantly enhances job performance in the IT industry. This highlights the importance of emotional intelligence in the IT workplace (Kapadwala & Joseph, 2023).

Additionally, studies emphasize the crucial role of emotional intelligence (EI) for women's success in the IT sector and suggests that the IT enabled services, private sector should focus on women's psychological wellness. It highlights the significant impact of emotional intelligence in entrepreneurship, underlining its importance for women in business (Chaidi et al., 2022). Further, the study examines the relationship between emotional intelligence (EQ) and job satisfaction and wellness among IT employees in the private sector. Using various diagnostic tests, the authors found that higher emotional

intelligence leads to increased job satisfaction, better health, and greater capacity for effort. Employees with high EQ experience higher job satisfaction, receive more rewards, and demonstrate better overall wellness (Chihai, 2020) .The studies collectively demonstrate that emotional intelligence (EI) significantly enhances job performance, job satisfaction, and overall wellness among IT professionals in the private sector. EI positively impacts employees' health, effort capacity, and rewards, highlighting its critical importance in the IT workplace. Additionally, the studies emphasize the vital role of EI for women's success in IT and entrepreneurship, advocating for a focus on women's psychological wellness in the IT-services sector.

This research aims to explore the intricate interplay between various psychological constructs and their impact on the wellness and performance of women in the IT workforce. Specifically, the study investigates the associations between selfawareness, self-regulation, self-motivation, empathy, networking, emotional intelligence (EI), and psychological wellness among working women IT professionals in Bengaluru.

The findings presented in this paper highlight the critical links between these psychological factors and shed light on their implications for the emotional wellness, resilience, and success of women in the IT sector. Understanding these associations is crucial for developing targeted interventions and support mechanisms tailored to the unique needs of women navigating the evolving workplace landscape.

By elucidating the relationships between these factors, this research aims to provide valuable insights for employers, policymakers, and organizational leaders seeking to promote the wellness and professional development of women in the IT workforce. Ultimately, the findings presented herein contribute to a deeper understanding of the psychological factors that shape the experiences and outcomes of working women in Bengaluru's IT sector.

Figure 1: Theoretical Framework
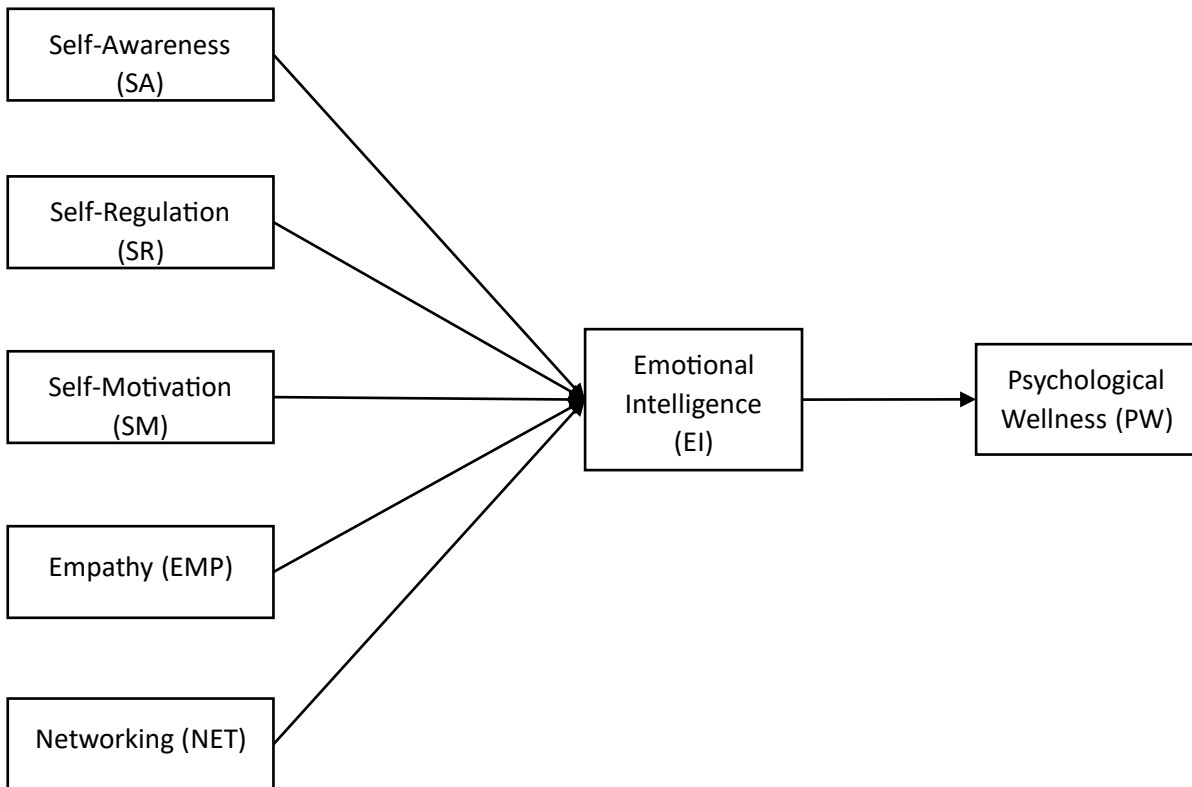
Source: Author

Factors in the Model:

Self-Awareness on Emotional Intelligence:

Self-awareness plays a crucial role in emotional intelligence, as it forms the foundation for understanding and managing emotions effectively. Bratton et al. (2011) explores the influence of emotional intelligence (EI) on self-awareness and leadership performance within the IT sector. It highlights that EI significantly impacts self-other agreement and leader performance. Particularly, the study finds that EI is most pronounced among managers who underestimate their leadership abilities. This underscores the importance of self-awareness in emotional intelligence, as it relates to leadership effectiveness. Moreover, the research affirms a positive relationship between transformational leadership and organizational outcomes, emphasizing the critical role of EI in leadership effectiveness and organizational performance. Additionally, it identifies a negative correlation between EI and leader performance among managers who overestimate their abilities, further emphasizing the nuanced impact of self-awareness on emotional intelligence within the realm of leadership. Miao et al. (2017) also underscores the importance of emotional intelligence (EI) for working women in the IT sector, particularly highlighting self-awareness as a crucial component. Through a meta-analysis, it reveals that EI, including self-report EI and mixed EI, plays a significant role in predicting job satisfaction, organizational commitment, and turnover intentions. This emphasizes the relevance of self-awareness within emotional intelligence, as it contributes to these work attitudes and behaviors among IT professionals, particularly women.

Isiaq & Saeed, (2020) emphasize that emotional intelligence is more vital than intellectual intelligence in achieving success, especially in navigating complex interpersonal relationships in today's global economy. Some studies highlight the significance of emotional self-awareness in managing mental health conditions like anxiety and depression through lifestyle changes, showcasing the importance of recognizing and regulating one's emotions for overall wellness (Honi, 2018; Millette, 2023). By developing self-awareness of emotions, individuals can enhance their ability to perceive, understand, and express emotions, ultimately leading to improved decision-making, learning, and psychological insight.
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Self-Regulation on Emotional Intelligence:

Self-regulation plays a crucial role in enhancing emotional intelligence (EI), as evidenced by various studies. Emotional intelligence acts as a moderator in the relationship between psychological contract fulfilment and turnover intentions, particularly benefiting individuals with high emotional intelligence (Laulié et al., 2023). Millette, (2023) emphasizes the relationship between emotional competence (EC) and health outcomes among working women, particularly in the IT sector. It underscores that EC serves as a crucial predictor of health, with incremental predictive power beyond other factors. Importantly, high EC is shown to mitigate the impact of various risk factors on health, highlighting the significance of selfregulation and emotional intelligence in promoting well-being in the workplace, particularly among women in the IT industry. These findings collectively emphasize the integral role of emotional intelligence (EI) in fostering self-regulation across various contexts.

Self-Motivation on Emotional Intelligence:

Self-motivation plays a crucial role in the relationship with emotional intelligence (EI) across various educational settings. (Pong & Leung, 2023) underscores the significance of emotional intelligence in fostering career adaptability among Chinese youths in Hong Kong, particularly highlighting the role of self-emotion appraisal and appraisal of others' emotions as predictive factors. It emphasizes that emotional intelligence positively influences self-motivation, indicating its pivotal role in empowering individuals to pursue and adapt to career opportunities. This suggests that emotional intelligence not only enhances self-regulation and self-efficacy but also instils a sense of curiosity, confidence, and control regarding career development, ultimately serving as a key predictor of career adaptability among youths in the Asia-Pacific region.

(Gong et al., 2019) suggests at workspace investigates how a coworker feedback environment influences creativity, highlighting the role of feedback monitoring and self-motivation. It suggests that a supportive coworker feedback environment positively impacts creativity, with feedback monitoring partially mediating this relationship. Notably, the study emphasizes that self-motivation moderates the link between feedback monitoring and creativity, particularly benefiting employees with lower self-assessment motivation. This underscores the importance of intrinsic drive and determination in leveraging coworker feedback to enhance creativity in the workplace.

Jazayeri et al. (2019) investigates the relationship between personality characteristics, emotional intelligence (EI), attachment style, voluntary activities, and happiness among employed women. It finds that EI and personality traits, such as extroversion, significantly contribute to happiness. Additionally, self-motivation, a key component of EI, positively

predicts happiness in working women. The study also notes a negative correlation between the anxiety component of attachment style and happiness. Overall, the research highlights that emotional intelligence, including self-motivation, plays a crucial role in enhancing happiness among women employees.

Empathy on Emotional Intelligence:

Empathy plays a crucial role in emotional intelligence (EI), as evidenced by various studies.

The research emphasizes that empathy and social intelligence are essential for fostering high-quality relationships, both personally and professionally. Howe (2017) highlights that children with empathic, emotionally intelligent parents develop greater empathy and emotional intelligence themselves. For working women, empathy and emotional intelligence are crucial for success, enhancing relationships and work performance. The study underscores that high empathy and social intelligence promote understanding, cooperation, and effective group dynamics, although empathy can have potential downsides. Overall, the relationship between empathy and emotional intelligence is vital for strengthening social bonds and improving workplace interactions.

The current study examines the connection between emotional intelligence (EI) and work-life balance among Indian career women, Ahmad et al. (2023) finding that factors impacting role effectiveness significantly influence EI. It highlights that emotionally intelligent individuals use their thoughts to manage their emotions rather than being controlled by them. EI in working women involves empathy and self-awareness, helping them control emotions and improve empathy. The study also notes that EI and work-life balance are crucial in reducing job stress. Overall, the relationship between empathy and EI is essential for managing emotions and enhancing work-life balance in career women.

Overall, these studies collectively underscore the intricate relationship between empathy and emotional intelligence across various populations and contexts.

Networking on Emotional Intelligence:

Networking behaviors, both internal and external, are positively related to work outcomes such as job commitment and career success, as proposed in the article. Wanigasekara et al. (2023) highlights that gender moderates these effects, with women in the IT sector particularly benefiting from internal networking in terms of job commitment. Additionally, external networking behaviors are shown to enhance career success. This relationship between networking and work outcomes underscores the importance of emotional intelligence(EI), as it facilitates effective networking by enhancing interpersonal skills, empathy, and self-awareness, ultimately leading to better job commitment and career success.(Lee et al., 2022) opined that the year 2021 has been pivotal for women at work in Australia, marked by the gendered impact of the COVID19 pandemic on paid and unpaid work, and the persistent crisis of gender-based disrespect and violence in workplaces. In this context, networking and emotional intelligence have proven particularly beneficial for women in the IT sector. Emotional intelligence aids these women by enhancing their ability to network effectively, thereby supporting their professional development and resilience. These skills are crucial as the gendered effects of the pandemic and ongoing violence prompt demands for systemic change, highlighted by the analysis of the 2021-22 Federal Budget and parental leave policy.

Psychological wellness on Emotional Intelligence:

Emotional intelligence plays a crucial role in influencing psychological wellness, as evidenced by various research studies. Studies have shown a positive relationship between emotional intelligence and psychological wellness, with significant correlations found between emotional intelligence variables and psychological wellness scales (Guerra-Bustamante et al., 2019) (Nag et al., 2023). Furthermore, emotional intelligence factors such as self-awareness, empathy, and social skills have been identified as significant influencers of psychological wellness among individuals, (Ichitovkina et al., 2023). Additionally, the inclusion of spiritual intelligence as a mediating variable in the relationship between emotional intelligence and psychological wellness further emphasizes the importance of emotional intelligence in maintaining psychological wellness (Ibrahim et al., 2022). Understanding and enhancing emotional intelligence can lead to improved mental, physical, emotional, social, and psychological wellness, ultimately contributing to overall better health and behavior

Research Questions:

1. How does self-awareness relate to emotional intelligence among working women IT professionals in Bengaluru?

2. What is the association between self-regulation and emotional intelligence among working women IT professionals in Bengaluru?

3. To what extent does self-motivation influence emotional intelligence among working women IT professionals in Bengaluru?

4. How does empathy impact emotional intelligence among working women IT professionals in Bengaluru?

5. What is the relationship between networking skills and emotional intelligence among working women IT professionals in Bengaluru?

6. How does emotional intelligence contribute to the psychological Wellness of working women IT professionals in Bengaluru?

Alternative Hypotheses:

H1: Self-Awareness (SA) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.

H2: Self-Regulation (SR) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.

H3: Self-Motivation (SM) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.

H4: Empathy (EMP) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.

H5: NET (Networking) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.

H6: Emotional Intelligence (EI) has a significant association with the Psychological Wellness of Women IT professionals in Bengaluru.

Research Design:

Table 1: Summary of the research design

Particulars	*Details*
Targeted Respondents	IT employees (Women)
Sampling Frame	Bengaluru City
Sampling Technique	Convenient Sampling Method
Sample size of the study	390 (Sample Size Calculator by Raosoft, Inc., 2004; 385 at 95% confidence interval)
Method of data collection	Online Survey from October 2023 till December 2023
Statistical techniques	Structured Equation Modeling (SEM)
Statistical tools	Excel, IBM AMOS 26

Results and Interpretation:

Table 2 Structural model Fit Indices:

Indices	Recommended Value	Model Fit Indices
CMIN/df	< 5 (Hair, 2009)	2.710
p-value	≥ 0.05 (Hair, 2009)	.000
GFI	≥ 0.90 (Hu & Bentler, 1999)	0.898
AGFI	≥ 0.80 (Hair, 2009)	0.822
NFI	≥ 0.90 (Hu & Bentler, 1999)	.923
CFI	≥ 0.90 (Hooper et al., 2007)	.949
RMSEA	≤ 0.08 (Hair, 2009)	.065
P Close	≥ 0.05 (Hooper et al., 2007)	.000

Source: Survey 2023-24

The structural model fit is evaluated using several indices, including CMIN/df, p-value, Goodness of Fit Index (GFI), Adjusted Goodness of Fit Index (AGFI), Normed Fit Index (NFI), Comparative Fit Index (CFI), Root Mean Square Error of Approximation (RMSEA), and P Close. The obtained model fit indices are compared with the recommended values in Table 2.

To account for the high model rejection rates with increasing sample sizes, the chi-square value is divided by the degrees of freedom. The resulting CMIN/df value of 2.710 is below the accetable limit of 5. The obtained p-value of 0.00 aligns with the recommended value (Hair, 2009).

The obtained GFI value of 0.898 is slightly lower than the recommended threshold of 0.9, which is not a mandatory requirement for model fit. Similarly, the AGFI value of 0.822 is slightly below the recommended value of 0.8, also not a mandatory requirement (Hooper et al., 2007). The NFI value of 0.923 exceeds the recommended threshold of 0.90, and the CFI value of 0.949 surpasses the recommended value of 0.90.

Furthermore, the RMSEA value of 0.065 is lower than the recommended value of 0.08, and the P Close value of 0.000 meets the recommended threshold of 0.05. Overall, the model fit indices meet the recommended values proposed by researchers, indicating that the hypothesized model fits well with the sample data. Thus, based on the alignment of all eight parameters with the recommended values, it can be concluded that the model is a good fit for the data.

The SEM results from IBM AMOS (26) are presented below

Table 3: SEM Output: Standardised and Unstandardised Regression Estimates

			Unstandardised				Standardised
			Estimate	**S.E.**	**C.R.**	**P**	**Estimate**
H1: EI	<---	SA	-1.168	1.1	-1.061	0.028	-1.296
H2: EI	<---	SR	0.076	0.367	0.208	0.043	0.06
H3: EI	<---	SM	2.645	2.374	1.114	0.026	1.727

H4: EI	<---	EMP	0.179	0.117	1.531	0.012	0.172
H5: EI	<---	NET	0.264	0.212	1.245	0.021	0.197
H6: PW	<---	EI	0.389	0.056	6.9	0.01	0.908

Source: Survey 2023-24

Table 4: SEM Output: Covariances

			Estimate	**S.E.**	**C.R.**	**P**
SA	<-->	SR	0.202	0.024	8.271	0.01
SM	<-->	SA	0.232	0.026	8.768	0.01
EMP	<-->	SA	0.231	0.026	8.952	0.01
NET	<-->	SA	0.188	0.022	8.439	0.01
SM	<-->	SR	0.136	0.018	7.489	0.01
EMP	<-->	SR	0.159	0.02	8.104	0.01
NET	<-->	SR	0.121	0.016	7.741	0.01
EMP	<-->	SM	0.149	0.019	7.924	0.01
SM	<-->	NET	0.122	0.017	7.333	0.01
EMP	<-->	NET	0.142	0.018	7.739	0.01

Source: Survey 2023-24

Table 5: SEM Output: Correlations

			Estimate
SA	<-->	SR	.693
SM	<-->	SA	.962
EMP	<-->	SA	.652
NET	<-->	SA	.681
SM	<-->	SR	.794
EMP	<-->	SR	.629
NET	<-->	SR	.618
EMP	<-->	SM	.714
SM	<-->	NET	.751
EMP	<-->	NET	.594

Source: Survey 2023-24

Table 6: SEM Output: Variances

	Estimate	**S.E.**	**C.R.**	**P**
SM	0.142	0.025	5.666	0.01
NET	0.185	0.028	6.662	0.01
SA	0.41	0.043	9.421	0.01

SR	0.208	0.03	6.965	0.01
EMP	0.307	0.034	8.986	0.01

Source: Survey 2023-24

Table 7: SEM Output: Squared Multiple Correlations

	Estimate
EI	0.851
PW	0.825

Source: Survey 2023-24

Table 8: Summary of the SEM results

|	Alternate Hypotheses	Estimate	*P* value	Result
H1	Self-Awareness (SA) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.	-1.296	0.028	Supported
H2	Self-Regulation (SR) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.	0.06	0.043	Supported
H3	Self-Motivation (SM) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.	1.727	0.026	Supported
H4	Empathy (EMP) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.	0.172	0.012	Supported
H5	NET (Networking) has a significant association with the Emotional Intelligence of Women IT professionals in Bengaluru.	0.197	0.021	Supported
H6	Emotional Intelligence (EI) has a significant association with the Phycological Wellness of Women IT professionals in Bengaluru.	0.908	0.01	Supported

Source: Survey 2023-24
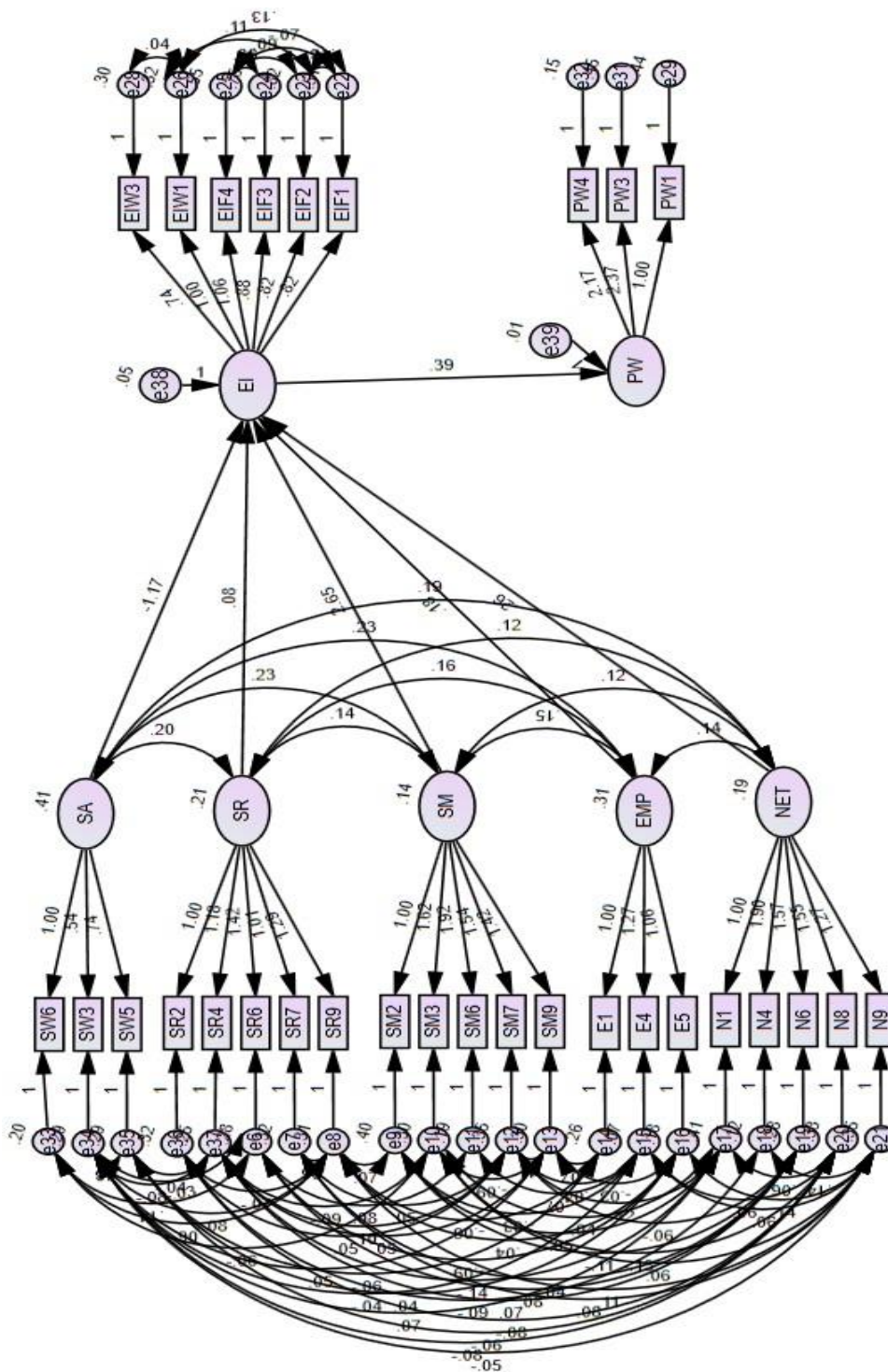
Figure 2: Overall Structural Model: Standardised; Source: Survey

Findings and the Implications:

1. Self-Awareness (SA) has a significant association with Emotional Intelligence (-1.168, p = 0.028) among working women IT professionals in Bengaluru. This suggests a crucial link between self-awareness and emotional intelligence, particularly in challenging circumstances. Self-awareness, the ability to recognize and understand one's own emotions, thoughts, and values, is closely intertwined with the development of emotional intelligence. In times of heightened stress, uncertainty, and emotional volatility, self-awareness becomes increasingly important as it enables individuals to effectively manage their emotions, adapt to changing situations, and maintain psychological wellness. For working women IT professionals in Bengaluru, who likely encounter unique stressors

and demands in their professional and personal lives, cultivating self-awareness could be instrumental in enhancing their emotional intelligence, thereby enabling them to navigate challenges with resilience and effectiveness. The implications of this finding underscore the importance of promoting self-awareness skills among women in the IT workforce, particularly during times of transition and uncertainty, to support their emotional wellness and professional success. Employers and policymakers can consider implementing training programs and support initiatives that foster self-awareness development among working women in the IT sector, thereby contributing to a more resilient and emotionally intelligent workforce.

2. Self-Regulation (SR) has a significant association with Emotional Intelligence (-0.076, p = 0.043) among working women IT professionals in Bengaluru. This highlights the pivotal role of self-regulation in fostering emotional intelligence, particularly in challenging times. Self-regulation, the ability to manage and control one's emotions, behaviors, and impulses, significantly contributes to the development of emotional intelligence, enabling individuals to navigate stress and uncertainty effectively. For women in the IT workforce facing various complexities, cultivating self-regulation skills could be instrumental in maintaining emotional resilience, enhancing interpersonal relationships, and fostering professional success. The findings underscore the importance of promoting self-regulation strategies and resources tailored to the needs of working women in the IT sector, empowering them to thrive amidst evolving workplace and societal conditions. Employers and organizational leaders can consider incorporating self-regulation training and support initiatives into workplace wellness programs, ultimately contributing to a more emotionally intelligent and resilient workforce.

3. Self-Motivation (SM) has a significant association with Emotional Intelligence (2.645, p = 0.026) among working women IT professionals in Bengaluru. This suggests that self-motivation fosters emotional intelligence, particularly in challenging times. Self-motivation, the drive and determination to achieve goals and overcome obstacles, significantly contributes to the development of emotional intelligence, enabling individuals to navigate stress and uncertainty effectively. For women in the IT workforce facing various complexities, cultivating selfmotivation could be instrumental in maintaining resilience, adapting to change, and fostering professional success. This finding underscores the importance of promoting self-motivation skills among women in the IT sector, as it can enhance their emotional intelligence and overall wellness, ultimately contributing to their success in both personal and professional domains.

4. Empathy (EMP) has a significant association with Emotional Intelligence (0.179, p = 0.012) among working women IT professionals in Bengaluru. This highlights the pivotal role of empathy in fostering emotional intelligence, particularly in challenging times. Empathy, the ability to understand and share the feelings of others, significantly contributes to the development of emotional intelligence, enabling individuals to navigate interpersonal relationships and workplace dynamics effectively. For women in the IT workforce facing various complexities, cultivating empathy could be instrumental in fostering collaboration, resolving conflicts, and promoting a supportive work environment. This finding underscores the importance of promoting empathy skills among women in the IT sector, as it can enhance their emotional intelligence and interpersonal effectiveness, ultimately contributing to their success in navigating the evolving workplace landscape.

5. Networking (NET), also known as social skills, has a significant association with Emotional Intelligence (0.264, p = 0.021) among working women IT professionals in Bengaluru. This underscores the importance of interpersonal connections in fostering emotional intelligence, especially during challenging times. Networking encompasses the ability to effectively communicate, build relationships, and collaborate with others, significantly contributing to the development of emotional intelligence. For women in the IT workforce navigating various complexities, cultivating strong networking skills could be instrumental in fostering supportive professional relationships, enhancing teamwork, and promoting overall wellness. This finding underscores the significance of promoting networking abilities among women in the IT sector, as it can enhance their emotional intelligence and interpersonal effectiveness, ultimately contributing to their success in navigating the evolving workplace landscape with resilience and adaptability.

6. Emotional Intelligence (EI) has a significant association with Psychological Wellness (0.389, p = 0.01) among working women IT professionals in Bengaluru. This highlights the critical role of emotional intelligence in promoting mental health and overall wellness, particularly in challenging times. Emotional intelligence, which encompasses the ability to recognize, understand, and manage one's own emotions as well as those of others, significantly contributes to psychological wellness. For women in the IT workforce navigating various complexities, cultivating emotional intelligence could be instrumental in coping with stress, building resilience, and fostering positive mental health outcomes. This finding underscores the importance of promoting emotional intelligence skills among women in the IT sector, as it can enhance their ability to navigate work-related challenges and maintain psychological wellness amidst evolving workplace and societal conditions.

Conclusion:

This study highlights the critical associations between various components of emotional intelligence and the psychological wellness of working women IT professionals in Bengaluru. The findings reveal that self-awareness, self-regulation, selfmotivation, empathy, and networking skills are significantly linked to emotional intelligence. These skills are essential for managing stress, adapting to change, and maintaining professional and personal wellness in challenging times.

Self-awareness proves vital for recognizing and managing emotions, contributing to resilience and effective adaptation. Similarly, self-regulation is crucial for controlling emotions and behaviors, promoting emotional resilience and professional success. The role of self-motivation is also emphasized, as it enhances the drive to achieve goals and navigate stress, fostering resilience and adaptability. Empathy, on the other hand, is key for understanding others' emotions, enhancing interpersonal relationships and workplace collaboration. Networking skills are equally important for building professional relationships, teamwork, and overall wellness.

Furthermore, emotional intelligence itself is significantly associated with psychological wellness, underscoring its role in promoting mental health and resilience. These insights suggest the necessity for organizations to implement training and support programs that enhance emotional intelligence and its components, thereby fostering a more resilient and emotionally intelligent workforce. This, in turn, can support the overall wellness and professional success of women in the IT sector during periods of significant change and uncertainty.

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