

## RELATIONSHIP OF WORK FAMILY CONFLICTS AND EMOTIONAL INTELLIGENCE IN ISLAMIC BANKS OF LAHORE

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**ABSTRACT:** Aim of current research is to explore the relationship of emotional intelligence and work family conflict in banks which are operating in Islamic mood of finance. This research is conducted on Islamic banks of Lahore (Pakistan). Islamic Banks are emerging rapidly in Pakistan. Primary data was collected with the help of structured questionnaire. Simple random sampling techniques used to select 15 branches of Islamic banks i.e. Albarka Islamic, Meezan Bank, and Bank Islami. Regression analysis, correlation analysis and reliability analysis were applied with the Help of SPSS 22. Results indicates that emotional intelligence has negative influence on work family conflict. They already proves the negative influence of emotional intelligence work family conflicts. This result shows that Islamic Banks of Pakistan must adopt good policies about emotional intelligence for reducing the issues of work family conflict of their employees. In future more variables like transformational leadership, perceived role benefit, perceived supervisor support, Islamic work ethics, Islamic leadership style will be included in future researches.

**Key Words:** Emotional Pakistan Intelligence, Work Family Conflict, Islamic Banks, Lahore,

### INTRODUCTION

This research is designed to explore the relationship of emotional intelligence and work family conflict. Emotional intelligence is used as independent variable whereas work family conflict treated as dependent variable. Researchers [3] defined work/family conflict as “a form of friction in which role pressures from the work and family domains are mutually incompatible in some respects” (p. 77). People are more engaged and spend their time for that most important to fulfil the responsibility, as the result they leave short time for other important roles, “which increases the opportunity for the person to experience role conflict” [3]. Work family conflicts are more critical for the organizations of modern era. The notion about the meaning of emotional intelligence is very unclear and this concept cannot be measured as well the legitimacy of this concept is still doubtful [1]. Different researchers concentrate on different skills. They claim that the perception of emotional intelligence is unclear and achievement about the meaning of it, is a hard task, because of the nature of the work. Emotional intelligence is a valid concept and it plays very important role, especially in the workplace. Emotional intelligence have four branches: the first the ability to accurately perceive and express emotion, assimilate emotion into thought, understand emotion, and regulate emotions in the self and others [2]. Perceiving of emotion is the capability to identify emotion in himself and in others too. Facilitating emotion is a capability to provide information that explains felt emotions for prioritization and undeviating thinking. Understanding emotion is an ability to know connections between emotions and transition to another. Regulating, or managing, emotion is the ability to regulate emotion in oneself and others [2]. Researchers [4] proved that emotional intelligence had negative impact on work family conflict. This research is designed to check the relationship of emotional intelligence and work family conflicts. In this regard this research proposed the hypothesis about the relationship and testify in Islamic Banks of Pakistan.

### Emotional Intelligence and its meaning

Critics of emotional intelligence claim that it is too vague a concept, it cannot be measured, and the validity of it is suspect [1]. The notion about the meaning of emotional intelligence is very unclear and this concept cannot be

measured as well the legitimacy of this concept is still doubtful [1]. Different researchers concentrate on different skills. They claim that the perception of emotional intelligence is unclear and achievement about the meaning of it, is a hard task, because of the nature of the work. It is possible for a researcher to focus on empathy and self-govern. Some questions about the emotional intelligence can be measured properly. They give their argument about the subject that if EI is a form of intelligence, so that, when there is a tests, the answers will be right and wrong. Critics also question about the validity of the tests. In conclusion, the validity relate the emotional intelligence on its basis of intelligence and personality [1]. Emotional intelligence is a valid concept and it plays very important role, especially in the workplace. Emotional intelligence have four branches: the first the ability to accurately perceive and express emotion, assimilate emotion into thought, understand emotion, and regulate emotions in the self and others [2]. Perceiving of emotion is the capability to identify emotion in himself and in others too. Facilitating emotion is a capability to provide information that explains felt emotions for prioritization and undeviating thinking. Understanding emotion is an ability to know connections between emotions and transition to another. Regulating, or managing, emotion is the ability to regulate emotion in oneself and others [2].

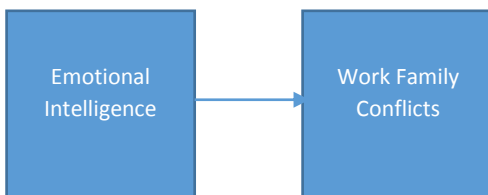
Arranged of these four branches explains the concept of emotional intelligence from very basic psychological processes to more and very complex psychological processes. Perhaps, the lowest level branch involves simple duty of identifying and conveying emotion. On the contrary, the highest level branch involves the conscious regulation of emotions to enhance emotional and intellectual growth [2].

### Family Conflicts and working

Because of the changing in the workforce, this increased quantity of research that with the demands, how people manage work and family both. There are two kinds of responsibilities, professional as well as personal. In this regard especially the women particularly facing significant challenges to fulfil these demands. Researchers [3] defined work/family conflict as “a form of friction in which role pressures from the work and family domains are mutually incompatible in some respects” (p. 77). People are more

engaged and spend their time for that most important to fulfil the responsibility, as the result they leave short time for other important roles, “which increases the opportunity for the person to experience role conflict” [3]. A research about the family and the work conflict in [3] described that three different types of work/family conflict: time-based conflict, strain-based conflict, and behavior-based conflict existed in real life. Time-based conflicts arises when “time spent on activities within one role generally cannot be devoted to activities within another role” [3]. These conflicts can take two forms. Mostly the conflict arises when one duty make physically impossible to fulfill other duties for another role. Sometimes a person has an ability to meet responsibilities stemming and managing the multiple roles, but in the middle, an emotional or mental obsession makes it challenging. Strain-based conflict occurs, when “roles are incompatible in the sense that the strain created by one makes it difficult to comply with the demands of another” [3]. The behavior-based conflict, is the “specific patterns of in-role behaviors may be incompatible with expectations regarding behavior in another role” (p. 81).

**Hypothesized Research Model**



**Hypothesis**

Researchers [4] proved that emotional intelligence had negative impact on work family conflict. On the basis of this fact current study argues the following hypothesis.

**Regression Analysis**

**Table 2.1 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.633 <sup>a</sup>	.400	.394	1.05359

a. Predictors: (Constant), EI

**Table 2.2 ANOVA<sup>b</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	75.546	1	75.546	68.056	0.000 <sup>a</sup>
	Residual	113.225	102	1.110		
	Total	188.770	103			

a. Predictors: (Constant), EI

b. Dependent Variable: WLC

**Table 2.3 Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.389	.214		20.482	0.000
	EI	-0.542	.066	-.633	-8.250	0.000

a. Dependent Variable: WLC

- P<0.01
- P<0.05
- P<0.10

H1: Emotional intelligence had negative impact on work family conflict

**Analysis**

**Reliability Analysis**

**Table No1.1-Reliability Statistics**

Cronbach's Alpha	N of Items
0.881	10

Reliability of data is the first step of the analysis. Data is reliable if the value of the Cronbach's Alpha is greater than 0.50 (Nunnally & Bernstein, 1978). Above table shows that value of Cronbach's Alpha of work family conflict is 0.881 i.e. data is more reliable.

**Table No1.2 Reliability Statistics**

Cronbach's Alpha	N of Items
0.755	18

Moreover, table no 1.2 also shows that value of Cronbach's Alpha of emotional intelligence is 0.755 i.e. data is also very reliable.

**Correlation Analysis**

**Table No3 Correlation Analysis**

	EI	WLC
EI	1	
WLC	-0.633**	1

\*\*, Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

Table no 3 provide the result of correlation between emotional intelligence and work family conflict. Result shows that both variable are negatively correlated with each other's.

Above tables shows the regression analysis about the relationship of emotional intelligence and work family conflict. Emotional intelligence is independent variable and work family conflict is dependent variable. Value of  $R^2$  is 0.400 which is greater than 0.25. This indicates that this value is within range. Moreover, value of  $F=68.056$   $p=0.000$  which is less than 0.01. These values are also within range.

Value of  $t$  are non-zero. Value of  $\beta = -0.542$ . This implies that emotional intelligence has negative influence on work family conflict and one unit change in emotional intelligence will cause 54.2% change in work family conflict negatively. This result is also the same like the result of previous researchers (For e.g. [5] and [6]). They already proves the negative influence of emotional intelligence work family conflicts. This result shows that Islamic Banks of Pakistan must adopt good policies about emotional intelligence for reducing the issues of work family conflict of their employees.

### CONCLUSION

Present research is designed to check the relationship of emotional intelligence and work family conflict. Results indicates that emotional intelligence has negative influence on work family conflict. This result is also the same like the result of previous researchers (For e.g. Kappagoda, 2013 and Biggart, et al., 2010). They already proves the negative influence of emotional intelligence work family conflicts.

This result shows that Islamic Banks of Pakistan must adopt good policies about emotional intelligence for reducing the issues of work family conflict of their employees. In future more variables like transformational leadership, perceived role benefit, perceived supervisor support, Islamic work ethics, Islamic leadership style will be included in future researches.

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