



DEVELOPING HUMAN CAPITAL THROUGH ASSOCIATION OF EMOTIONAL INTELLIGENCE AND JOB STRESS LEVEL AMONG WORKING WOMEN IN SERVICE SECTOR

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ABSTRACT

Over the last century, the status of women in India has witnessed a drastic change. In recent years the education level and job opportunities for women have been improving constantly. According to a research conducted by CATALYST (November, 2015) India is the second most populous country in which women comprise 48.5% of total population. When it comes to higher education, women are closing the higher education gap. 45.9% of all registered undergraduate students in India are women. 40.5% of all registered PhD students are also female. The study suggests that if India can add 68 million more female workforces in total labour force by 2025, India could increase its GDP by 16%. Thus it becomes more important to conduct women oriented studies.

Also various flagship programs launched by government like Beti bachao beti padhao, Women Helpline, Working Women Hostel, SWADHAR Greh, Rajiv Gandhi National Creche Scheme for the Children of Working Mothers, Indira Gandhi Matritva Sahyog Yojana has created opportunities for the growth and development of women.

However women in India continue to face various problems due to their multiple responsibilities which results in stress and mental burden (www.womennow.in). Companies invest a lot in recruitment, selection and training of their employees. Meanwhile, a softer talent like emotional intelligence often goes ignored. The research focuses to measure the level of emotional intelligence among working women in service sector and its association with job stress. Therefore research problem studies the relationship between emotional intelligence and stress level among working women.

Key Words: Flagship program, Emotional intelligence, Stress