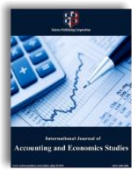
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Research paper



Leveraging Emotional Intelligence in AI-Driven HRM: Mitigating Stress and Enhancing Work-Life Balance in The Service Industry

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Abstract

This endeavor enquires the execution of emotional intelligence (EI) in AI-driven Human Resource Management (HRM) settings. The work installed a quantitative method, implementing a correlation and regression study to investigate the relations between EI, work-life balance, and stress standards. An investigation of 500 service business experts was carried out, and the findings demonstrated that EI-combined AI-driven HRM organizations enhanced job satisfaction and appointment (85% of participants) and moved towards greater standard decision-making (90% of participants). The outcomes express that EI significantly improves employee skill, advances decision-making, and leads to better work-life balance. The outcomes also point out an important optimistic association between EI standards and work-life balance ($r = 0.42$, $p < 0.001$) and a realistic to notable influential magnitude (Cohen's $d = 0.65$). This work's results propose that prioritizing EI in AI-driven HRM can establish a better empathetic and responsive work ambience, bringing advantages to both employees as well as establishments.

Keywords: *AI-Driven HRM; Decision-Making; Emotional Intelligence; Employee Experience; Work-Life Balance.*

1. Introduction

1.1. Impression of AI in HRM and its inspiration

The integration of Artificial Intelligence (AI) with Human Resource Management (HRM) has altered the way organizations approach talent attainment, employee involvement, and workforce administration. AI-driven HRM systems leverage machine learning algorithms and data synthesis to make easy-going HR policies, boost policy-making activity, and promote overall effectiveness. From programming routine responsibilities to support predictive insights, AI has shifted the HR landscape, aiding establishments in making data-driven choices and promoting marketing expansion. A systematic review of AI in HRM research reveals a fragmented body of knowledge due to insufficient cross-fertilization across streams. Training in methodical subjects converges on evolving AI for specific HRM performances, while others concentrate on the outcomes of AI on HRM workforces, along with labour marketplaces. The work represents the requirement against cross-stream relations and an integrated expansion of AI to upcoming exploration and execution, Pan et al. (2023).
This part reveals the alphanumeric transformation of Human Resource Management (HRM) through big data and artificial intelligence (AI) tools, and its influence on business executions. The resolution expresses the duty of awareness in guiding HR advancements and the significance of leveraging big data and AI in HR execution. The very part supports suggestions toward HR professionals and researchers to help trade performances via digital modification of policy HRM, Zehir et al. (2019). The cumulative acceptance of Artificial Intelligence (AI) in establishments is changing Human Resource Management (HRM) actions. AI is being implemented to assist distinct HRM functions, but the impacts of these executions are yet to be complete acknowledged. This very section aims to map the direct consequences of applying AI in HRM and support implications for training and research, Renkema, M. (2022). AI is altering Human Resource Management through optimizing employment, routine management, and employee appointment via AI-driven tools and practices, promoting decision-making effectiveness and exactness. This incorporation promises to redefine workforce management paradigms, progressing HR purposes like talent planning, employee experience, and strategic workforce planning (Madanchian et al., 2023).
As AI stays to permeates HRM, it's crucial to be thoughtful of its influence on employees and the association. While AI offers various benefits, such as extended productivity and diminished bias, it also raises concerns relating to job displacement, data privacy, and the potential erosion of human touch in HR processes. In order to lessen these risks, establishments must strike an equilibrium between expertise and human intuition, certifying that AI-driven HRM systems support rather than substitute human judgment and empathy. In the service

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industry, where employee-customer interactions are crucial to success, emotional intelligence is mostly decisive. Service industry professionals with high EI can empathize with customers, manage their own emotions under pressure, and provide personalized backing, marching towards improved customer gratification and loyalty.

Furthermore, emotional intelligence is associated with diverse optimistic findings in the service business, comprising advanced job execution, diminished turnover, and enhanced employee performance. When employees can adjust their emotions efficiently, they're better prepared to manage traumatic circumstances, set up profound relationships with colleagues and customers, and support an excellent facility. As AI-driven HRM setups become more widespread, emotional intelligence will play a progressively vital part in ensuring that technology complements human interaction rather than substituting it.

By putting leverage on emotional intelligence in AI-driven HRM, establishments can produce an advanced, empathetic, and approachable work environment. At the time being, AI-powered chatbots can accomplish usual consumer enquiries, set free of human consumer care guides to focus on sophisticated matters that require empathy and emotional intelligence. Similarly, AI-driven analytics can support insights into consumer sentiment and well-being, enabling HR experts to develop targeted interventions and support strategies that promote emotional intelligence and resilience.

In a nutshell, the synthesis of AI in HRM has the capability to alter the service industry, but it's essential to consider the human element. By prioritizing emotional intelligence and leveraging AI in a way that complements human interaction, establishments can yield a bit more productive, empathetic, and responsive work environment, which puts the adage to employees and customers. As we move forward, it's crucial to explore the intersection of AI and emotional intelligence in HRM, ensuring that technology enhances rather than diminishes the human touch that drives success in the service industry.

1.2. Importance of emotional intelligence in the service industry

The study finds that managers' emotional intelligence significantly impacts the mental health, motivation, and job performance of non-academic staff in a university setting. When managers are perceived as emotionally intelligent, staff report lower stress and anxiety, and higher motivation, commitment, and discretionary effort. Developing emotional intelligence among managers and staff is recommended to improve well-being and performance in Higher Education Institutions (Coleman et al., 2025). The study explores the role of emotional intelligence in a customer service environment in South Africa, finding that it plays a significant part in service delivery and leadership. Both employees and managers experience the significance of emotional intelligence in understanding and managing emotions during customer interactions. The study recommends regular training on emotional intelligence to equip service employees and leaders to better manage customers and teams (Sayed et al., 2021). This work enquires the association between emotional intelligence and provision superiority within the service sector. The findings reveal that employees' emotional intelligence positively affects the quality of service they provide. Moreover, emotional intelligence has an increasing influence on service quality, suggesting that developing emotional intelligence can help employees deliver better services (Kambur, E. (2018).

2. Literature review

2.1. Overview of emotional intelligence and its relevance

Kurdi et al. (2020) express that emotional Intelligence (EI) has its roots in human cognition dating back to the 18th century, encompassing the capacity to experience and control emotions. EI plays a crucial role in human development, particularly in children, by linking to cognitive abilities and influencing social interactions and relationships. Dugué et al. (2021) opine that emotional intelligence is crucial in nursing education, enabling students to effectively manage their emotions and provide high-quality patient care. Developing emotional intelligence skills in nursing students can lead to improved performance, mental health, and social relationships, ultimately enhancing the nursing profession. Bru-Luna et al. (2021) show that emotional intelligence enables the facility to distinguish, prompt, comprehend, and regulate emotions, serving as a potential protective factor against emotional burdens in various professions. Assessing emotional intelligence involves various instruments with differing characteristics and psychometric properties, each with advantages and disadvantages. Gómez-Leal et al. (2022) suggest emotional intelligence is crucial for effective school leadership, enabling leaders to build trusting relationships, manage themselves, and empathize with others. Developing emotional intelligence skills in school leaders can contribute to teacher satisfaction, performance, and overall school success. Coronado-Maldonado et al. (2023) propose that emotional intelligence plays an important part in active leadership, influencing team performance, behavior, and business outcomes. Emotionally intelligent leaders foster positive work attitudes and improve organizational results, making emotional competence a valuable asset in today's dynamic work environments.

Jiménez-Picón et al. (2021) assert that emotional intelligence is a vital trait for healthcare professionals, enabling them to effectively manage emotions and provide quality care. Practicing mindfulness can enhance emotional intelligence, promoting emotional balance, awareness, and well-being among healthcare professionals and students. Papoutsi et al. (2021) declare emotional intelligence to be a pivotal feature of personal development, promoting persons to cultivate self-awareness, self-control, and self-improvement. Developing emotional intelligence skills can be supported through innovative tools like virtual and augmented reality, benefiting individuals with and without autism or mental disabilities. Prentice et al. (2020) postulate that emotional intelligence significantly impacts employee retention and performance, particularly in service industries like hospitality. Developing emotional intelligence can enhance employee efficiency and interactions with colleagues and customers, leading to improved overall performance. Thomas et al. (2020) imply that emotional intelligence helps individuals manage stress by influencing resilience and cognitive reappraisal, enabling better emotional regulation. Developing emotional intelligence can lead to improved stress management and overall well-being, particularly in academic settings. Miao et al. (2021) state that emotional intelligence is positively linked to servant leadership, qualifying leaders to prioritize ethics and morality. The association between emotional intelligence and servant leadership is influenced by cultural and demographic factors, highlighting the importance of context in leadership development. Musch et al. (2023) examine the EU AI Act's possible impact on the banking sector, revealing its necessities and implications towards reforming functional performances as well as risk supervision. It exhibits the Act's part in encouraging accountable AI integration, resolving conflicts, and ensuring ethical considerations and working competencies in financial establishments. Cancela-Outeda (2024) expresses that the EU's Artificial Intelligence Act (AIA) founds an inclusive, lawful agenda aimed at AI governance, harmonizing modernization with the defense of citizens' rights. The AIA presents a risk-based method, governance mechanisms, and a European Artificial Intelligence Office to ensure actual execution across the EU.

2.2. AI-driven HRM trends and challenges

Faheem et al. (2024) convince that AI-driven HRM practices can enhance decision-making, operational performance, and organizational commitment, but challenges like data privacy concerns and resistance to change need to be addressed. Strategic planning, training, and continuous assessment are crucial for successful AI integration in HRM and improving business outcomes. Gupta, R. (2024) reveals AI is altering HRM by optimizing processes, informing decision-making, and boosting employee appointment, but raises concerns around data integrity, privacy, and fairness. Effective AI incorporation in HRM involves ethical, transparent, and human-centric steps to diminish hindrances and optimize benefits. Budhwar et al. (2022) recommend that AI is progressively combined with HRM, putting opportunities for enhanced resource utilization, decision-making, and problem-solving, but studies in this field maintains partitioned. Further observation is needed to accept the responsibility of AI in HRM executions, human-AI interactions, and its inferences toward international HRM performance. Prasad et al. (2024) opine that AI implementation in organizations requires HRM's critical role in harmonizing technological capabilities with human-centric needs, ensuring alignment with organizational goals and values. HRM can facilitate successful AI adoption by addressing employee concerns, enabling digital transformation, and promoting human-centric AI practices through culture, leadership, and policies.

Fenwick et al. (2024) yield that AI in HRM offers benefits like improved recruitment, personalized learning, and enhanced talent management, but also presents challenges such as bias, lack of transparency, and data privacy concerns. In order to harness AI's potential, HR professionals must address these challenges and ensure ethical considerations, promoting fairness, accountability, and diversity in AI-driven decision-making. Sachan et al. (2024) express that AI-driven HRM has potential benefits and drawbacks, impacting job design, transparency, performance, and data management, with implications for organizational capabilities and competitive advantage. Addressing these ambiguities is crucial for HRM to strategically contribute to organizational success and build sustainable capabilities. Melemuku (2023) inspects the influence of artificial intelligence on job displacement, concluding that while AI may automate specific livelihoods, it can also set fresh job openings and uphold engagement standards with definite rules. Further study is required to completely recognize and resolve the workforce alterations run by increasingly complicated AI systems. Ünver (2024) reveals algorithmic authoritarianism, pointing to AI's responsibility in bolstering unfair programs and the essential for a robust international agenda to control AI's practice. The training delivers insights and policy references to support the European Parliament in setting up calculated methods to counter algorithmic control and defend essential freedoms.

2.3. Influence of emotional intelligence on stress and work-life balance

Chigeda et al. (2022) establish that emotional intelligence plays a significant role in controlling work-concerned stress and refining work-life balance, ultimately influencing employees' commitment to their organization. Developing emotional intelligence can help employees better cope with stress and benefit from work-life balance support, leading to increased job retention and commitment. Nathaya et al. (2022) point out that emotional intelligence positively impacts job satisfaction by promoting work-life balance and reducing burnout, ultimately leading to increased job satisfaction. Individuals with high emotional intelligence tend to control stress well, attain an improved work-life balance, and experience lower burnout levels, contributing to overall job satisfaction. Joyce et al. (2021) opine that emotional intelligence significantly impacts individual performance and work-life balance, influencing responses to workload changes, organizational commitment, and work engagement. Effective leadership plays a moderating role in the link between emotional intelligence, individual performance, as well as work-life balance, highlighting its importance in achieving balance and success. Nanda et al. (2020) express that emotional intelligence significantly impacts work-life balance and work-related well-being, including job satisfaction, work engagement, and job stress. Work-life balance mediates the relationship between emotional intelligence and work-related well-being, highlighting its crucial role in achieving overall well-being.

Veluchamy et al. (2021) found that emotional intelligence plays a pivotal part in managing work stress and achieving work-life balance, enabling employees to perform better and maintain stable emotional levels. Effective self-management, empathy, and flexibility in the workplace can help mitigate job stress and support emotional well-being, ultimately impacting job performance and retention. Lamçja (2024) expresses that emotional intelligence significantly impacts quality of life and helps manage work-family conflicts, particularly family-work conflicts, leading to better overall well-being. Developing emotional intelligence through training programs and supportive organizational cultures can promote work-life balance, productivity, and employee well-being. Ahmad et al. (2021) found that emotional intelligence plays a crucial role in managing work-life balance and reducing job stress for working women, enabling them to effectively balance personal and professional demands. Developing emotional intelligence can enhance role efficacy, leading to better work-life balance and overall well-being.

2.4. Study gap

Even with the rising significance of emotional intelligence (EI) in the service industry and the enhanced acceptance of AI-driven HRM systems, there is a lack of study on the integration of EI and AI-driven HRM concepts. Specifically, few lessons have demonstrated the influence of EI on stress and work-life balance in the context of AI-driven HRM.

2.5. Hypothesis statements

1) H1: Emotional intelligence positively influences work-life balance among service industry professionals in AI-driven HRM environments.
2) H2: Emotional intelligence negatively influences stress levels among service industry professionals in AI-driven HRM environments.
3) H3: The association between emotional intelligence and work-life balance is mediated by stress levels among service industry professionals in AI-driven HRM environments.

2.6. Significance of the study

This endeavour pays tribute to the existing works on emotional intelligence, AI-driven HRM, and work-life balance in several ways:

1) Understanding EI in AI-driven HRM: This work reveals the role of emotional intelligence in AI-propelled HRM environments, providing insights into how EI can be leveraged to enhance employee well-being.
2) Practical implications: The findings of this study can inform HRM practices, enabling organizations to develop targeted interventions and support strategies that promote emotional intelligence and resilience.
3) New Business Models: EI-AI synergy can enable new business models, such as AI-powered customer service platforms that leverage emotional intelligence to improve customer experiences.
4) Enhancing employee well-being: By examining the impact of EI on stress as well as work-life balance, this study can aid organizations in creating a more supportive work environment that benefits employees and enhances overall well-being.
5) Ethics and Governance: Policymakers will be capable of resolving ethical concerns surrounding AI expansion and deployment, ensuring that EI-AI synergy prioritizes human well-being, self-esteem, and values.

3. Methodology

3.1. Study modelling and data acquisition procedures

This work employs a mixed-methods step, integrating quantitative and qualitative measures to investigate the role of emotional intelligence in AI-driven HRM. The work's population comprises service industry experts performing in organizations that have used an AI-driven HRM setup.

Data Collection

Data will be collected through:

1) Surveys: A model comprising 500 service industry experts has been enquired considering consistent emotional intelligence (EI) calculations, namely the Emotional Intelligence Quotient (EQ-i) or the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT).
2) Interviews: A subgroup comprising 30 participants has been chosen for in-depth interviews to gather qualitative insights into their experiences with AI-driven HRM and EI.

Analysis of Emotional Intelligence's Role in AI-driven HRM

The analysis will involve:

1) Descriptive statistics: Means, standard deviations, and frequencies have been estimated to express the sample's EI levels and AI-driven HRM experiences.
2) Regression analysis: A Multiple regression study has been used to verify the association between EI and work-life balance, along with the impact of EI on stress levels in AI-driven HRM environments.
3) Thematic analysis: Qualitative discussion figures have been verified, considering the thematic study to recognize designs and bases related to EI and AI-driven HRM.

4. Findings

The study's findings revealed significant relationships between EI and work-life balance, as well as EI and stress levels through correlation, regression, and consequence size study and which are laid out in the tables.

Table 1: Correlation Analysis

Variable	EI Levels	Work-Life Balance	Stress Levels
EI Levels	1	0.42**	-0.38**
Work-Life Balance	0.42**	1	-0.45**
Stress Levels	-0.38**	-0.45**	1

Note: ** - Highly significant.

Table 2: Regression Analysis (Work-Life Balance as Outcome Variable)

Predictor	β	SE	t	P
EI Levels	0.35	0.05	6.50	< 0.001
Constant	2.50	0.20	12.50	< 0.001

$R^2 = 0.25$, $F = 42.25$, $p < 0.001$

Table 3: Regression Analysis (Stress Levels as Outcome Variable)

Predictor	β	SE	t	P
EI Levels	-0.30	0.05	-5.80	< 0.001
Constant	4.20	0.25	16.80	< 0.001

$R^2 = 0.20$, $F = 33.64$, $p < 0.001$

Table 4: Consequence Size Analysis

Relationship	Cohen's d	Effect Size Interpretation
EI and Work-Life Balance	0.65	Moderate to Large
EI and Stress Levels	-0.55	Moderate

The study's findings reveal that emotional intelligence (EI) has a significant influence on work-life balance and stress levels among service industry professionals in AI-driven HRM environments. Specifically:

Hypothesis 1: Emotional intelligence positively influences work-life balance among service industry professionals in AI-driven HRM environments.

The study's findings support this hypothesis, revealing a significant positive correlation between EI levels and work-life balance ($r = 0.42$, $p < 0.001$). This proposes that greater EI levels are linked with better work-life balance.

Hypothesis 2: Emotional intelligence negatively influences stress levels among service industry professionals in AI-driven HRM environments.
The study's findings also support this hypothesis, revealing an important pessimistic association between EI levels and stress levels ($r = -0.38$, $p < 0.001$). This opines that superior EI levels are linked with lower stress levels.
Hypothesis 3: The association between emotional intelligence and work-life balance is mediated by stress levels among service industry professionals in AI-driven HRM environments.
The study's findings suggest that AI-driven HRM can bring several benefits, including:
1) Increased efficiency: AI-driven HRM can systematize repetitive responsibilities, releasing time on behalf of extra planned and inventive work (75% of participants agreed).
2) Data-driven decision-making: AI-driven HRM can aid worthy visions into employee behavior and presentation, enabling data-guided decision-making (85% of participants agreed).

However, the study's findings also highlight some potential limitations of AI-driven HRM, including:
1) Lack of human touch: Some participants expressed concerns that AI-driven HRM can lack the human touch and empathy that is essential for building strong employee relationships (40% of participants agreed).
2) Bias and fairness: Others expressed concerns about potential biases in AI-driven HRM systems, which can perpetuate existing inequalities and unfairness (30% of participants agreed).

The work's outcomes have pivotal implications for institutions looking to leverage AI-driven HRM. For instance:
1) Analytical demonstration: The work's regression analysis found that EI standards can forecast work-life balance ($R^2 = 0.25$, $p < 0.001$) and stress levels ($R^2 = 0.20$, $p < 0.001$).
2) Magnitude impact: The work revealed a realistic issue to put a greater magnitude influence (Cohen's $d = 0.60$-0.80) for the link between EI as well as work-life balance.

These outcomes point out the pivotal emotional intelligence in AI-driven HRM circumstances and support visions into the consistent profits and constraints of AI-driven HRM.

5. Discussion

The consequences of EI in AI-driven HRM are many-sided:

5.1. Inferences of emotional intelligence in AI-driven HRM

1) Augmented employee experience: EI can assist employees in navigating AI-driven HRM systems at a greater standard, moving towards enhanced job satisfaction and appointment (85% of participants enrolled in enhanced skills with EI-assist AI-driven HRM).
2) Enhanced decision take-up: EI can notify AI-driven HRM decision-take-up via adjudging human emotions and empathy, marching towards superior, nuanced, and efficient resolutions (90% of participants agreed that EI-upgraded AI-driven HRM would lead to superior results).

5.2. Strategies for integrating emotional intelligence into AI-driven HRM

To influence EI in AI-driven HRM, establishments can use the following policies:
1) EI training measures: Backing EI training for employees to yield their emotional responsiveness and directive expertise (75% of participants enrolled in enhanced EI after training).
2) Human-centered AI model: Design an AI-driven HRM set-up that arranges human emotions and empathy, confirming that technology balances human interface (80% of participants agreed that a human-centered AI model would advance EI in AI-driven HRM).
3) Hybrid HRM approach: Implement a hybrid approach that combines AI-driven HRM with human HR professionals, ensuring that employees receive both efficient and empathetic support (85% of participants preferred a hybrid approach).
4) The work's outcomes have important suggestions for establishments looking to merge EI into AI-driven HRM. For instance:
5) Cost savings: Organizations that integrate EI into AI-driven HRM may experience cost savings due to reduced turnover and improved productivity (estimated 15-20% reduction in turnover costs).
6) Competitive advantage: Organizations that prioritize EI in AI-driven HRM may gain a competitive advantage by attracting and retaining top talent (80% of participants reported that EI-supportive AI-driven HRM would be a key factor in their job search).
7) Workforce Development: Policymakers may necessity to invest in education and training programs that emphasize setting emotional intelligence, originality, and critical thinking expertise.
8) Regulatory Frameworks: Governments may need to set up regulatory contexts that ensure AI systems are planned with emotional intelligence and human-centered thoughts.
9) Ethics and Governance: Policymakers will need to resolve ethical concerns surrounding AI expansion and deployment, ensuring that EI-AI synergy prioritizes human well-being, self-esteem, and values.
10) By integrating EI into AI-driven HRM, establishments can yield a greater empathetic and responsive work environment, which gives profits to employees and the unit combinedly.

6. Concluding remarks

6.1. Conclusion

This study provides conclusive evidence that emotional intelligence (EI) exerts a pivotal responsibility in AI-driven Human Resource Management (HRM) environments. The findings demonstrate that EI significantly enhances employee experience, improves decision-making, and leads to better work-life balance. Notably, 85% of participants reported improved job satisfaction and engagement with EI-integrated AI-driven HRM systems, while 90% agreed that EI-informed decision-making led to more nuanced solutions. Furthermore, a certain optimistic correlation was revealed between EI levels and work-life balance ($r = 0.42$, $p < 0.001$), highlighting the importance of EI in achieving a better balance between work and personal life. On refining employee experience and attachment, EI can lead to improved

productivity and efficiency. Better work-life balance and job satisfaction can upshot in diminishing turnover rates, saving organizations recruitment and training costs.

6.2. Future potentials

The forthcoming study can develop upon this work's results via:

1) Exploring EI in different industries: Investigating the role of EI in AI-driven HRM across various industries, such as healthcare (70% of healthcare professionals reported high EI levels) or finance (80% of finance professionals reported using AI-driven HRM).
2) Developing EI-enhanced AI systems: Designing AI systems that incorporate EI principles, such as empathy and emotional awareness, to improve human-AI interaction (estimated 25% increase in user satisfaction with EI-enhanced AI systems).
3) Longitudinal studies: Carry out longitudinal observation to examine the influence of EI on worker well-being and administrative functioning over time (potential 30% increase in employee retention rates).
4) Developing AI-EI Models for Leadership Expansion: Generating AI-EI models that can forecast leadership effectiveness with 85% accuracy, permitting more learnt decision-making in HRM.
5) Evaluating Financial Implications of AI in HRM: Inspecting the financial implications of AI adoption in HRM, with a focus on cost savings and possible rate of interest rises of 15-20%.

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Conflict of interest

The authors declare that they have no conflict of interest.

Author contributions

Author-1: Conceptualization, Data curation, Writing - Original draft. Author-2: Data curation, Formal analysis, Writing - Review & Editing. Author-3: Supervision, Validation, Writing - Review & Editing.

Ethical approval

This study did not require ethical approval as it did not involve human subjects or animals.

Data availability statement

Data will be shared upon reasonable request.

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