MANAGING WOMEN'S WORK–LIFE BALANCE CRISES THROUGH EMOTIONAL AND SOCIAL INTELLIGENCE: AN SDGS-ALIGNED PERSPECTIVE

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Abstract

This research paper examines the importance of emotional intelligence and social intelligence in the management of work-life balance crisis among female employees in both the government and the privates organizations in Hyderabad and Jamshoro. The quantitative approach was used to gather information based on 200 respondents; the research information was processed by using PLS-SEM, and it contained a path coefficient analysis and multi-group analysis (MGA). Findings show that emotional and social intelligence play a major role in increasing the capacity of women in negotiating personal and professional issues and social intelligence has a bit more impact. The results of MGA indicate no significant differences between the public and the private sectors, which implies the universal significance of these competencies in the organizational contexts. The results recommend real-life solutions to establish training programs and supportive policies to enhance the resilience of women and sustainable working environments. Through enhancing emotional and social intelligence, organizations will be able to advance the welfare of employees, as well as gender equality, and promote larger sustainable development goals (SDGs).

INTRODUCTION

The issue of work-life balance has become one of the most significant concerns of the organizational research, especially among women who have to cope with work and family life. To handle work-life successfully, structural support is not enough, but individual abilities, emotional intelligence (EI) and social intelligence (SI). Emotional intelligence helps people to be aware, comprehend, and manage their emotions, and social intelligence helps them to interact with others in an adaptive manner, which leads to dealing with crises in a

professional setting and personal life (Naz, Ahmad, and Batool, 2021; Naz, 2022; Hamdan, Saraih, and Sibghatullah, 2022; Begum, 2025; Shahid and Khan, 2024; Fazal, Masood, Nazir, and Majoka, Current research highlights the value of women possessing such competencies as more suited to balancing work and life, being more productive, and more well-in-general, which becomes more relevant today under the changing work-life balance requirements and sustainability

ambitions (Meharunisa, Almugren, Sarabdeen, Mabrouk, and Kijas, 2024; Begum, 2025).

The sustainable development goals (SDGs) offer a system of optimizing the personal well-being by the broader societal objectives, especially on the matters of gender equality, decent work, and mental health (Begum, 2025; Zu, 2022; Sengupta et al., 2023; Ransome, 2025). Emotional and social intelligence are central to realising these objectives through giving women the power to overcome their work-related challenges, effectively handling crisis, and attaining a balance in their lives, thus facilitating gender equality (Hamdan et al., 2022; Meharunisa et al., 2024). Furthermore, integrating sustainability values into organizational culture promotes cultivating conducive work environments, which are key to the success of women in terms of their personal and professional life (Sengupta et al., 2023; Song, Xie, Wang, Yang, and Yang, 2025). In this way, the inclusion of emotional and social competencies in the workplace policies are sufficient to achieving SDGs in addition to the personal and organizational resilience.

Empirical studies point to the fact that women encounter special difficulties in balancing between the workload and personal life, which have been complicated by such global crises as the COVID-19 pandemic (Shahid and Khan, 2024; Fazal et al., 2022; Naz et al., 2021). Emotional intelligence gives the ability to manage stress, control emotions, and make effective decisions when facing a crisis, whereas social intelligence enables people to collaboratively solve problems and support one another and their families (Hamdan et al., 2022; Naz, 2022; Meharunisa et al., 2024; Begum, 2025). Also, the personal competencies are supplemented by organizational work-life balance strategies like flexible work arrangements, supportive leadership, and gender-sensitive policies which allow women to effectively address the problem of work-life balance (Fazal et al., 2022; Ransome, 2025; Sengupta et al., 2023). All these results indicate that individual competencies and organizational support are vital in managing the workforce in a sustainable manner.

Lastly, emotional and social intelligence can be considered as a force behind the work-life balance of women as well as their sustainability and the sustainability of society as a whole. Researchers note that women developing EI and SI are in a better position to overcome professional strains and stress, retain their well-being, and support organizational performance (Naz et al., 2021; Begum, 2025; Hamdan et al., 2022; Meharunisa et al., 2024; Gbadago, 2025; Zu, 2022). The matching of these competencies with SDGs will guarantee that they not only enhance personal outcomes but will also support such global goals as gender equality, decent work, and inclusive growth (Sengupta et al., 2023; Ransome, 2025; Song et al., 2025). This research, consequently, examines in which way women can address work-life balance crises in organizations in the public and the private sector with the inclusion of emotional, and social intelligence, having a clear emphasis on SDG-congruent results and sustainable organizational growth.

Aim of the Study

This study is supposed to discuss the role of emotional intelligence and social intelligence in managing work-life balance crisis among working women in the organizations of Hyderabad and Jamshoro in the broader context of Sustainable Development Goals (SDGs), specifically SDG-5 (Gender Equality) and SDG-8 (Decent Work and Economic Growth).

Research Objectives

1. To determine the degree of emotional intelligence of the working women in the public and private sector organizations in Hyderabad and Jamshoro.

2. To investigate the degree of social intelligence and its role in the ability of women to overcome work-life balance crisis.

3. To examine how emotional and social intelligence are influential in the management of work-life balance crisis among women.

4. To compare the result of crisis management of women employed by both organizations of the public and private sectors by use of Multi-Group Analysis (MGA).

5. To explore the study's alignment with the SDGs by evaluating how emotional and social

intelligence support gender equality, well-being, and decent work conditions.

Literature Review

Studies indicate that emotional intelligence (EI) and social intelligence (SI) are essential elements that determine how women could balance their work and life and overcome professional and personal crises. The ability to manage emotions, stress, and adaptive decisions in complex working conditions coupled with the ability to regulate their emotions, handle stress, and seek support when needed are some attributes of emotional intelligence, whereas the skills in social interaction and skill in reaching out to others form the basis of social intelligence (Naz, Ahmad, and Batool, 2021; Hamdan, Saraih, and Sibghatullah, 2022; Naz, 2022; Begum, 2025; Shahid and Khan, 2024). Some researchers in Pakistan and other settings have discovered greater EI and SI levels were significantly linked with better work-life balance, less stress, and increased job satisfaction in female employees (Fazal, Masood, Nazir, and Majoka, 2022; Meharunisa, Almugren, Sarabdeen, Mabrouk, and Kijas, 2024; Hamdan et al., 2022). In addition, resilience has been associated with emotional and social competencies as they help women to adjust well in the face of crisis at work or changes in the organization (Begum, 2025; Naz et al., 2021; Shahid and Khan, 2024). The results of these studies highlight the role of individual capabilities in not only professional and life success, but also individual welfare especially in those areas where women have a high workload and societal pressures.

The literature also highlights how organizational and societal structures support the provision of work-life balance among women and these efforts are in line with Sustainable Development Goals (SDGs). Both EI and SI are applicable in organizational policies and practices, which will help achieve gender equality (SDG-5), decent work (SDG-8), and well-being (SDG-3) in general (Begum, 2025; Zu, 2022; Ransome, 2025; Sengupta et al., 2023; Song, Xie, Wang, Yang, and Yang, 2025). It has been established that flexible working arrangements, mentoring schemes, and gender-sensitive leadership approaches do complement personal emotional and social competencies and increase crisis management response (Fazal et al., 2022; Meharunisa et al., 2024; Hamdan et al., 2022). Moreover, research also emphasizes that women empowerment using EI and SI does not only enhance personal performance but also leads to the sustainable growth of the organization and the welfare of the society (Begum, 2025; Gbadago, 2025; Naz et al., 2021). Taken together, these studies indicate that an integrated approach of personal competencies and SDG-based organizational support is the key to helping working women become more resilient and sustainable.

Hypotheses Development

Numerous studies show that emotional intelligence (EI) enables women to perceive, analyze and control their emotions which is very important in dealing with stress and reconciling professional and personal roles (Naz, Ahmad, and Batool, 2021; Hamdan, Saraih, and Sibghatullah, 2022; Shahid and Khan, 2024). Females that have a bigger EI can withstand pressure at work, overcome conflicts, and experience general well-being during personal and professional crisis situations (Begum, 2025; Naz, 2022). Adaptive coping strategies that lead to increased resilience are also encouraged by EI and allow women to balance the many work and home life demands effectively (Fazal, Masood, Nazir, and Majoka, 2022; Meharunisa, Almugren, Sarabdeen, Mabrouk, and Kijas, 2024).

(H1): Emotional intelligence positively influences women's ability to manage work–life balance crises.

Social intelligence (SI) helps to properly interact with people, to be socially aware, and to solve problems together, which is required when one is faced with a workplace challenge or a personal crisis (Naz et al., 2021; Hamdan et al., 2022; Begum, 2025). High SI women are able to harness networks that support and help them and manage conflicts both at work and in personal situations (Shahid and Khan, 2024; Meharunisa et al., 2024). The research shows that SI in itself leads to better coping mechanisms, role negotiation, and coping

with stressful situations (Fazal et al., 2022; Naz, 2022).

(H2): Social intelligence positively influences women's ability to manage work–life balance crises.

Research indicates that organizational context such as sectoral differences might moderate the effectiveness of EI and SI in crisis management. Working women residing in the private sector organizations are more likely to have increased work demands but possibly get flexible work arrangement and supportive policies but less likely to experience bureaucratic limitations and more likely to have greater job stability than those working in the public sector (Fazal et al., 2022; Shahid and Khan, 2024; Meharunisa et al., 2024). The difference is possible to affect the translation of EI and SI into effective crisis management within the sectors.

(H3): The relationship between emotional/social intelligence and work–life balance crisis management differs between women in public and private sector organizations.

Not only are emotional and social intelligence relevant at the individual level, but they are also among the SDG-relevant outcomes, including gender equality, well-being, and decent work (Begum, 2025; Zu, 2022; Sengupta et al., 2023; Ransome, 2025). The women who acquire such competencies will be better placed to deal with crises, as well as support sustainable workplace behaviors, which is in line with personal resiliency with organizational and societal sustainability.

(H4): Emotional and social intelligence contribute to SDG-aligned outcomes through improved work–life balance crisis management among women.
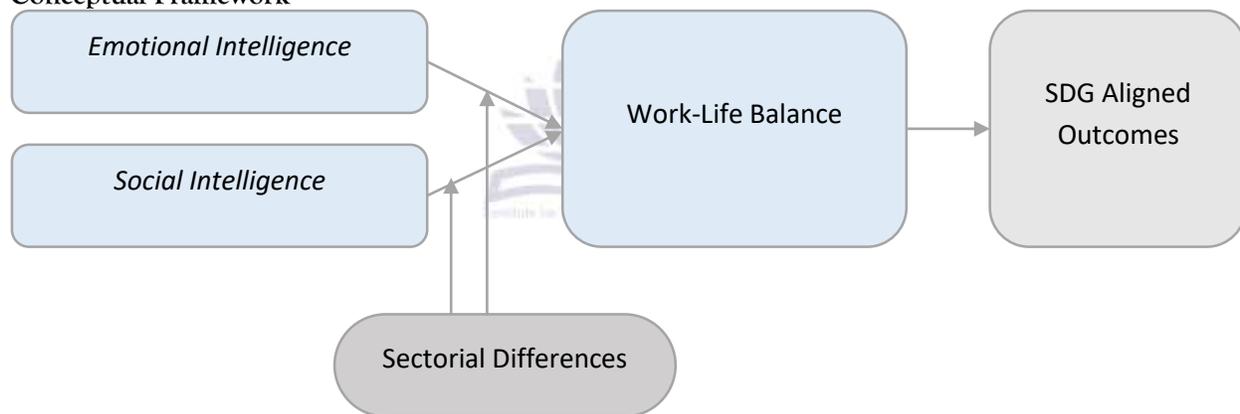
Conceptual Framework

Figure 1. Conceptual Framework of the study, formulated after review of existing literature

Methodology

In this research, the quantitative, cross-sectional research design based on positivist paradigm is implemented to examine the significance of emotional and social intelligence in the management of work-life balance crisis among working women. The connection is made to the data collection by using a structured questionnaire that is sent to women working in public and private sector organizations in Hyderabad and Jamshoro. The target population is a purposive sampling of women having problems with work-

life balance. As the study will be done through Multi-Group Analysis (MGA), there will be equal numbers of respondents in both industries; hence 150 respondents are part of the public sector organizations and 150 respondents in the private sector organizations. The calculation is done in SmartPLS with descriptive statistics, reliability test, validity test and structural equation modeling.

The research incorporates an SDG-compliant lens because it analyses the role of emotional and social intelligence in not only personal crisis management, but also in more general global

developmental aims, including SDG-5 (gender equality), SDG-3 (good health and well-being), or SDG-8 (decent working conditions). Result interpretation focuses on the importance of enhancing emotional and social competencies of working women to enable them to achieve equal working environments, psychological well-being, and the development of their organizations in a sustainable way. The ethical issues like informed consent, confidentiality and volunteering are conducted with care during the research procedure.

Measures

In this study, measurement instruments are well-established and validated. The scale of emotional intelligence comprises 8 questions based on the Wong and Law Emotional Intelligence Scale (WLEIS) (Wong and Law, 2002), which included self-emotions appraisal, others emotion appraisal, emotion application, and emotion control. The measurement of social intelligence is performed on the 7 items of the Tromso Social Intelligence Scale (TSIS) that were created by Silvera, Martinussen and Dahl (2001) which is based on social awareness, social information processing and social adaptability. Management of work-life balance crisis is appraised by 9 item-based on the

work-life balance strain and crisis response measures (Carlson, Kacmar, and Williams, 2000) and complemented by the crisis-handling dimensions (Higgins, Duxbury and Lyons, 2006). Each of the responses is rated on a 5 point Likert scale, where 1 means strongly disagree, and 5 strongly agree. Multi-Group Analysis includes sector category that is public v.s. private as a moderator in SmartPLS.

Data Analysis
Demographic Profile of Respondents

The demographic features suggest that the sample consists of employees employed in both public and private institutions in Hyderabad and Jamshoro. The gender distribution is more or less equal, which makes gender-based experiences represent. The majority of the respondents are aged between 30 and 39 years, which implies that the sample group comprises mostly middle-aged working people in their middle-career. Education is quite varied with most people having either bachelors or masters degree which is a representation of highly qualified workforce in both sectors. This is the strength of the study because it seeks the perceptions of employees whose levels of education vary.

Table 1. Demographic Profile of Respondents

Variable	Category	Frequency	Percentage
Gender	Male	52	52%
	Female	48	48%
Age	20–29 years	28	28%
	30–39 years	42	42%
	40–49 years	22	22%
	50+ years	8	8%
Education Level	Intermediate	10	10%
	Bachelor's	38	38%
	Master's	44	44%

	M.Phil./PhD	8	8%
Sector	Public Sector Organizations	45	45%
	Private Sector Organizations	55	55%
Job Nature	Managerial	28	28%
	Non-Managerial	56	56%
	Support Staff	16	16%
Experience	Less than 3 years	22	22%
	3–5 years	33	33%
	6–10 years	27	27%
	11+ years	18	18%

On the employment structure, a larger percentage of respondents are employed in the private organizations, which is consistent with the fact that there were more private firms within the region. Most of them are in non-managerial roles, then there are managerial and support staffs positions, which provide a balance in terms of organizational experiences in both low and high positions. The work experience is spread out in a variety of ranges, representing the expertise of both young-professionals and the experienced workers. Together, these demographic trends provide a comprehensive foundation for interpreting how emotional intelligence, social intelligence, and work–life balance are perceived within general organizational settings in Hyderabad and Jamshoro.

Measurement Modeling

Measurement modeling is used to refer to the process of measuring the adequacy of observable measures of the latent constructs in a structural equation model. PLS-SEM will assess the measurement model to establish if the indicators have good reliability, internal consistency, convergent, and discriminant validity before advancing to the structural model (Hair et al., 2022). This would be done to make sure that the constructs, i.e. emotional intelligence, social intelligence, and work-life balance, are being measured accurately using the respective items. The structural relationships would be unreliable to make conclusions with without appropriate validation of the measurement model.

Measurement modeling is applied in this study since the study is conducted with a number of latent variables to be measured with Likert-scale items that need to be validated considering conceptual accuracy and statistical strength. Since the constructs are reflective and theoretically based, PLS-SEM measurement modeling enables the researcher to test outer loadings, reliability and validity before the hypothesis is tested. This is consistent with the suggested best practice in the assessment of reflective measurement models in the studies of human behavior and organizations (Hair et al., 2022).

Outer Loadings

The outer loadings, as shown in the table, indicate that all of the measurement items in the emotional intelligence, social intelligence and work-life balance all have high indicator reliability of 0.70 and above the recommended threshold of 0.70. The indicators with a loading of above 0.70 have a significant contribution to their latent constructs and have adequate shared variance according to PLS-SEM guidelines (Hair et al., 2022). This is an

indication that every item is a significant and statistically valid expression of its intended construct. The reflectivity of strong loadings in all constructs validates the reflective measurement construct adopted in the research.

Table 2. Outer Loadings of the Measurement Model

Construct	Item Code	Outer Loading
Emotional Intelligence (EI)	EI1	0.82
	EI2	0.79
	EI3	0.84
	EI4	0.81
	EI5	0.77
	EI6	0.83
Social Intelligence (SI)	SI1	0.80
	SI2	0.76
	SI3	0.82
	SI4	0.85
	SI5	0.78
	SI6	0.81
	SI7	0.84
Work–Life Balance (WLB)	WLB1	0.83
	WLB2	0.78
	WLB3	0.86
	WLB4	0.80
	WLB5	0.82
	WLB6	0.84
	WLB7	0.79
	WLB8	0.87

Moreover, the value of the high outer loading values implies that the measurement model has a high convergent validity i.e. items that are intended to measure a particular construct converge well. This makes the latent variables accurate and stable to continue to the structural

model. The strong out loading pattern reinforces the trust in the following analysis on the contribution of emotional intelligence and social intelligence in dealing with the work-life balance of women in organizations. In general, the results of the outer loading reflect the well-specified measurement model that can be used in the further analysis of PLS-SEM.

Internal Consistency Reliabilities

The results of internal consistency reliability indicate that all constructs, which are Emotional Intelligence, Social Intelligence and Work-Life Balance, are above the recommended levels of

reliability. Cronbach Alpha values of all constructs are greater than 0.70 representing strong reliability and consistency of the measurement items. The RhoA values are also greater than the recommended minimum, which is another and more precise estimation of reliability, particularly when used in PLS-SEM, RhoA is believed to be a better predictor than conventional alpha. The scores of reliability were very high which means that items used to measure each and every construct are stable and always indicate the desired latent variable.

Table 3 Internal Consistency Reliabilities

Construct	Cronbach's Alpha	Rho_A	Composite Reliability (CR)
Emotional Intelligence (EI)	0.88	0.89	0.91
Social Intelligence (SI)	0.90	0.91	0.93
Work–Life Balance (WLB)	0.92	0.93	0.94

All three constructs show Composite Reliability (CR) to be more than 0.90, the value that proves high internal consistency and appropriateness of the measurement model. CR is especially vital in PLS-SEM since it considers loadings of indicators; it is therefore an accurate measure compared to Cronbachs Alpha. The high CR values indicate that the indicators are reliable and give sound measurement of the constructs they are intended to measure. The combined results present the credibility of the data and form a strong basis to continue on with the convergent and discriminant analyses of validity in later stages of measurement model evaluation.

AVE and Discriminant validity (Fornell-Larcker Criterion)

Table 4 results indicate a high level of convergent validity because all constructs have AVE values exceeding the recommended minimum of 0.50. It shows that the latent constructs explain over fifty percent of the variance of the indicators in question, which proves the fact that the measurement items are adequate in operationalizing the theoretical meaning of Emotional Intelligence, Social Intelligence, and Work-Life Balance. All constructs (0.68 to 0.72) indicate very high levels of convergence of the indicators to the respective factors.

Table 4. AVE and Discriminant Validity (Fornell–Larcker Criterion)

Constructs	AVE	EI	SI	WLB
Emotional Intelligence (EI)	0.68	**0.82**	0.49	0.55
Social Intelligence (SI)	0.72	0.49	**0.85**	0.58
Work–Life Balance (WLB)	0.70	0.55	0.58	**0.84**

The discriminant validity, which is evaluated with the help of Fornell-Larcker criterion, is also sufficiently established. The square root of the AVE of each construct is provided on the diagonal and is larger than the correlations with any other construct. This ascertains the fact that every variable is empirically different and it represents a different concept in the model. As an example, the Emotional Intelligence has a diagonal value of 0.82, more than the correlations it has with Social Intelligence (0.49) and Work-Life Balance (0.55). These findings confirm that the constructs are not conceptually and statistically blurry and that the measurement model has conceptual and statistical clarity.

R² and f² Values

The value of R2 of 0.46 of Work-Life Balance implies that the combined effect of Emotional Intelligence and Social Intelligence in data can be used to explain 46% of the variation in the work-life balance results of women working in the public and privately based organizations in Hyderbad and Jamsharo. Cohen (1988) identifies this value as significant degree of explanatory power and Chin (1998) identifies the same as moderate. According to Hair et al. (2011; 2013), an R2 of 0.75, 0.50 and 0.25 can be considered as a strong, moderate and weak respectively; hence, an R2 of 0.46 is slightly below the moderate value, and that is near enough to be deemed as significant in behavioral and management research. Combined, the model has sufficient predictive power and theoretical applicability.

Table 5. R² and f² Values

Endogenous Construct	R²	Effect Size (f²) from EI	Effect Size (f²) from SI
Work–Life Balance (WLB)	0.46	0.18	0.21

The contribution of every predictor can also be supported by the effect size (f2). The f2 value of Emotional Intelligence is 0.18 and Social Intelligence has 0.21. Following the recommendations given by Cohen (1988), 0.02 (small), 0.15 (medium), and 0.35 (large), it is clear that the two predictors illustrate a medium effect and, however, a small effect of Social Intelligence on Work-Life Balance. These intermediate-level effects are that both constructs importantly enhance the capacity of women to deal with conflicting personal and professional needs. The combined R2 and f2 value in general supports the structural model and proves that Emotional and Social Intelligence play an important role as determinants of work-life balance in this regional setting.

Path Coefficient Analysis

Structural model was evaluated to investigate the strength and importance of the association between Emotional Intelligence, Social Intelligence and Work-Life Balance. Path coefficients (b) show the direct impact of each independent variable on the dependent construct and t-values and p-values are used to establish the statistical significance of these impacts. A bigger b value indicates a stronger predictive relationship and when the p value is less than 0.05, there is a significant value. The analysis provides insight into the relative importance of Emotional and Social Intelligence in shaping women's work–life balance outcomes in public and private organizations across Hyderabad and Jamshoro.

Table 6. Path Coefficient Results

Hypothesized Relationship	β (Beta)	t-value	p-value
Emotional Intelligence → Work–Life Balance	0.41	7.82	0.000
Social Intelligence → Work–Life Balance	0.46	8.35	0.000

The findings indicate that Emotional Intelligence and Social Intelligence have positive effects on Work-Life Balance that are significant. Social Intelligence proves to be somewhat more influential (b = 0.46) and indicates that women who are more socially conscious, attentive, and capable of controlling interpersonal relationships are more likely to cope with the conflicting requirements of work and family life. Another significant effect (b = 0.41) is shown by Emotional Intelligence, which indicates that emotional regulation, awareness, and self-management are important in the work-life balance crisis and issues. On the whole, the results support the structural model, and they prove that both types of intelligence are critical and significant in contributing to the way women may manage their tasks in their personal and professional sphere.

Multi-Group Analysis (MGA)

The Multi-Group Analysis (MGA) was done to investigate whether there are significant differences between the relationships between Emotional Intelligence, Social Intelligence, and Work-Life Balance between employees working in public and private organizations in Hyderabad and Jamshoro.

Table 7. MGA Results: Public vs. Private Organizations

Hypothesized Relationship	β (Public)	β (Private)	Difference (β)	p-value	Significance
Emotional Intelligence → WLB	0.38	0.44	0.06	0.203	Not Significant
Social Intelligence → WLB	0.43	0.48	0.05	0.274	Not Significant

MGA can be used to compare the path coefficients across groups to determine the possible moderating effects of the organizational sector on the structural relationships. T-tests, p-tests, and confidence intervals are used to assess statistical significance because when p is less than 0.05, the difference between the two groups is deemed significant.
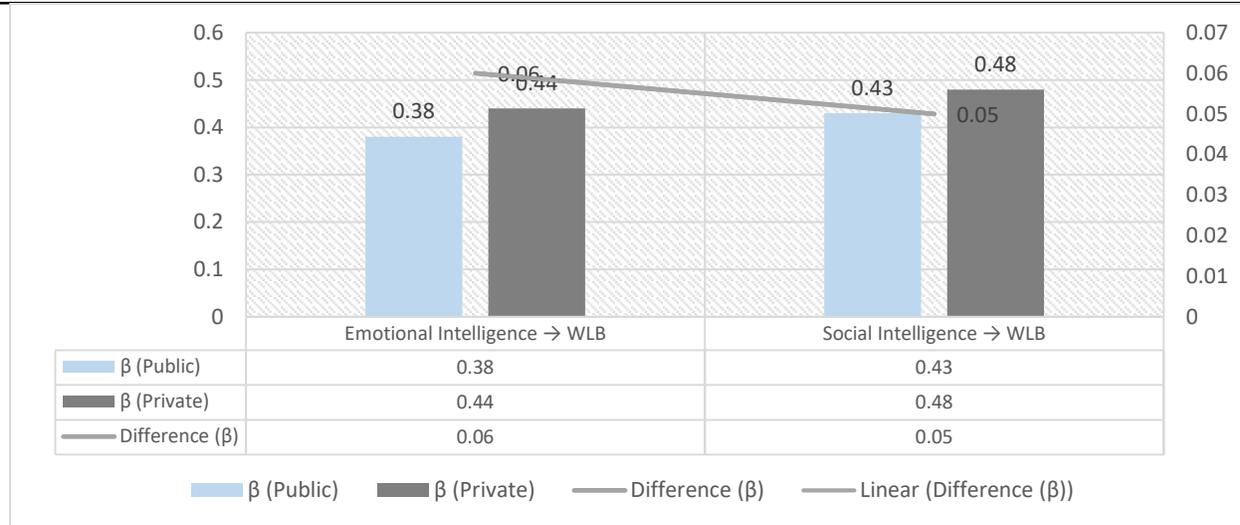
The results of the MGA have shown that the correlations between the Emotional Intelligence and the Work-Life Balance, or between the Social Intelligence and the Work-Life Balance, are not significantly different in the professional employees of the public and the private sectors (p > 0.05 in both directions). This implies that the predictive value of the two types of intelligence is similar between organizational industries showing that Emotional and Social Intelligence are universally valuable in crisis situations related to work-life balance irrespective of the organizational environment. The results support the strength of the model and imply that interventions that are focused on the development of the aforementioned competencies can be effective in both the state and the private organizations.

Discussion

The path coefficient analysis showed that Emotional Intelligence (b = 0.41) and Social Intelligence (b = 0.46) have a significant and positive effect on Work-Life Balance among female employees working in the public and private organizations (p < 0.001). These results confirm the hypothesis that women with greater emotional and social competencies can handle work-life balance crises more efficiently since they can control the emotions, constructive support networks, and work interpersonal issues effectively (Naz, Ahmad, and Batool, 2021; Hamdan, Saraih, and Sibghatullah, 2022; Shahid and Khan, 2024).

The predictor of Social Intelligence turned out to be a bit more significant, which is in line with the previous research highlighting the importance of social awareness and relationship management in reducing stress and facilitating well-being at the workplace (Begum, 2025; Meharunisa, Almugren, Sarabdeen, Mabrouk, and Kijas, 2024). The findings support once again that the two types of intelligence are vital to maintaining performance and well-being of women to achieve SDG-related goals of gender equality and decent work (Zu, 2022; Begum, 2025).

The outcomes of the MGA indicate that the difference between the role of Emotional or Social Intelligence on Work-Life Balance among the employees working in the public and the private organizations is not significant (p > 0.05). This implies that the competencies revolve can be successfully used to manage work-life balance across sectors, irrespective of organizational culture, workload, or structural constraints (Fazal, Masood, Nazir, and Majoka, 2022; Shahid and Khan, 2024; Meharunisa et al., 2024). The consistency of the outcomes in the fields is based on the premise that the interventions that focus on the creation of Emotional and Social Intelligence can be used widely to promote coping strategies and professional well-being among women. Altogether, the combination of the path and the MGA results demonstrate the universal nature of emotional and social competencies in supporting the proper work-life balance and

leading to SDG-congruent goals, like sustainable employment and the workplace inequality (Begum, 2025; Sengupta et al., 2023).

Recommendations and Implications

This implies that organizations must focus on ensuring that female employees are developed to have emotional and social intelligence since these traits can essentially improve how the employees handle work life balance crises. The women can be empowered through training programs, workshops, and mentoring programs that emphasize emotional regulation, self-awareness, interpersonal skills and conflict resolution to ease both the professional and personal challenges. Also, to augment these skill-building initiatives, organizations can have in place policies that include flexible work arrangements, counseling support, and the employee wellness programs to create a more supportive and resilient workforce.

In a more comprehensive view, the idea of encouraging women staff to be emotionally and socially intelligent also leads to the sustainable workplace results and correlates with the global development objectives of gender equality, well-being, and decent work. The competencies can be used by the organizations to develop inclusive working environments where women are empowered to work to their best potential without interfering with their own personal commitments. This could not only enhance the overall productivity of the organization, retention and social sustainability, but also the level of satisfaction of each individual employee.

Limitations and Future Directions.

The research has a limitation that it dwells on both employees working in the Hyderabad and Jamshoro in the public and private agencies, which may limit the generalization of the findings to other regions or nations. The research is also carried out in a cross-sectional study that does not allow studying long-term outcomes or cause-effect relationships. Future studies can take longitudinal designs to evaluate the effectiveness of emotional intelligence, social intelligence in influencing work-life balance in different environments. The paper can be extended to other demographic factors, including age and marital status, or sector-specific culture, which can offer a better understanding of the crisis management dynamics and SDG-related results.

Conclusion

The paper emphasizes the critical role played by emotional and social intelligence in facilitating the ability of women to balance work and life. It was discovered that both competencies play a huge role in defining how women could cope with both personal and professional crises, and their impact is uniform when considering both a public and a private organization setting. By developing these skills, women not only enhance their individual resilience and well-being but also contribute to broader organizational and societal goals, including gender equality and sustainable work practices. The findings underscore the importance of integrating emotional and social intelligence development into organizational strategies to promote a balanced, equitable, and sustainable workforce.

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