

Role of Emotional and Artificial Intelligence in Employee Performance: A Perspective from Indian Service Sectors

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Abstract:

Service sectors in India face people-based problems that affect performance. Such problems include poor teamwork, slow response, unclear goals, poor communication, and low trust. Most of these problems stem from emotional understanding and tool use gaps. Firms that train workers to handle feelings and read others might reduce those gaps. Good emotional control helps teams work better under stress and achieve goals. Firms also use artificial tools to monitor work, study actions and guide support. They help managers find gaps, check feedback and track daily changes. Mixing emotional and artificial tools makes firms better at guiding people. AI could model patterns of behaviour - while people read meaning and adjust tone. Together, they reduce loss and build trust. AI is used by Indian firms in call centres, client chats & staff checks. These tools send out quick alerts, create rules and track time. But they also create risks, like loss of trust or bad checks. Sometimes workers are stressed because tools do not meet human needs. Training helps AI associate with real goals and avert these risks. Firms using human and digital tools need plans. First they have to teach staff to read, feel and behave. Second, they have to use AI for support and not control. Third, they must tie tools to goals and not rules. Good use of these tools allows teams to work fast, stay calm and build value. In the service sector the combination of people skills and smart tools delivers better results and creates a good work culture.

Keywords: Emotional intelligence, Artificial intelligence, Employee performance, Stress management.

Introduction

Indian service firms are under intense pressure to attain client targets, keep up-with quickly changing markets and control staff expense. Digital platforms, remote work and client needs for speed have put employee performance at the heart of business plans. Low job trust, vague work codes, high staff turnover and slow support systems mean people work less well. Such gaps impact firms across banks, call centres, transport groups & web-based help desks. Now a firm's result hinges on how well its staff feels, acts and responds to each task. Long working hours, short breaks & very poor role clarity make this harder to manage. As per Saxena et al. (2022) Some firms try to plug those gaps with rules, new goals or checks. Others use tools / training to build staff skill / improve relations with work. Emotional intelligence teaches staff how to see, name and control feelings. It helps them know how others feel then react based upon that. This helps staff talk better and work calmly in stress and in teams. Emotional skill is associated with job output, client confidence and low drop rates. Staff with excellent self-control remain on task much more, resolve problems faster and lower team fights. These traits allow firms to meet speed objectives without losing service value. Staff also help clients more if they understand voice tone, recognise signs of stress and alter tone. According to Prentice et al. (2020), Firms that build that skill report their teams make fewer errors, send fewer bad order, and have more clients praising them. But emotional skill alone cannot tell what cuts staff flow or even when to assist. This is where artificial tools help. Firms now use them to check how staff act, the way they feel and when teams slow. Now tools read staff tone of calls, detect chat flow gaps and talk time drops. They send alerts in case staff lose pace or face tough clients. These tools don't grade staff but give signs to guide checks. They also help team leads determine who needs help, how change task measures and when to take a break.

Tools now link to work files to show where tasks move, wait times grow or talk loops repeat. That cuts slow work and speeds up support. AI tools also learn based on past data to spot risk earlier. They check if staff on lower breaks make more errors or late shifts get more call. They check what makes each worker work better - more help, more gap times or a lesser number of steps. This enables firms to offer the right support when it matters.

Research by Ullal et al. (2022) show that Tools also sort work by staff mood and skill. A staff group with a great tone but slow speed could take client calls. A group with high focus, but low voice tone can send written note. This match reduces stress, enhances result quality & team trust. Firms in India develop mix models with people skill & machine support. They use staff mood checks, AI alerts & call maps to direct how tasks move. One firm that works in the help desk space links real time voice checks to staff history. When tone drops, the system informs the team lead. The lead checks if call flow shattered or aide needed to staff. The system then moves the next call to a peer or takes a brief pause. This prevents more error and gives staff rest. Error rate dropped and more staff stayed in work for the firm over time. Figure 1 shows that how the EI leads to performance with AI:

The Role of Emotional & Artificial Intelligence in Employee Performance	
EMOTIONAL INTELLIGENCE (EI)	ARTIFICIAL INTELLIGENCE (AI)
<p>What is Emotional Intelligence?</p> <p>Key Benefits of EI in the Workplace</p> <p>Impact of EI on Employee Performance</p> <ul style="list-style-type: none"> • Communication • Conflict Resolution • Leadership • Stress Management • Teamwork & Empathy • Self-Awareness & Regulation 	<p>What is Artificial Intelligence?</p> <p>Key Contributions of AI in the Workplace</p> <p>Impact of AI on Employee Performance</p> <ul style="list-style-type: none"> • Automation of Tasks • Data-Driven Decisions • Personalized Learning • Performance Monitoring • Recruitment & Talent Management • Enhanced Customer Interaction

Figure 1 EI, AI and Employee Performance

Firms then use errors to teach, not only check errors. Firms also use this for job steps planning. Some jobs go to staff with calm tone and others to fast speakers. This fit speeds up work and makes for better client talks. The move to this model also changes how firms train and check staff. Findings from Yellapantula & Ayachit (2019) prove that old plans used tests or form scores. New plans use live work data. They score staff tone, assistance and calm according to staff performance. This score is connected to client notes and team goals. Firms also let staffers see their own scores, to learn from. This creates trust in the scored and decreases blame when things fail. Yet firms must plan their use carefully. Tools track too much and staff feels watched. They judge too fast and staff lose trust. Staff stop using them if they give incorrect alerts. So, tools must guide not rule. They must support team leads, not replace 'em. Firms also have to explain to staff what each tool does - the way it can help - and in which it does not check. This creates trust in the system and it ends fear or blame.

Literature review

Emotional intelligence teaches workers how to understand, manage and guide feelings. It includes their very own feelings and other individuals' feelings. This skill contributes to high work output in Indian service firms. Jobs in banks, hotels, and IT demand clear talk, calm action and quick help. Workers must deal with lots of people and keep tone consistent and clear. They also must know when to relax or move to avoid harm or stress. Study by Pradhan et al. (2017) found that for high pressure jobs, good emotional skill allows staff members to fix fights, lead teams and serve customers. Staff who can read signs & manage talk do better in groups. They build trust, solve tasks quickly and relieve stress. Staff with good control stop loss when talk fails or steps go wrong and reset tasks. They keep focus when other individuals get lost and keep pace with target.

AI tools support this work now. These tools check conversation, show stress signs and mood drops. They help leads act quick if workers are slack or have tough calls. Some tools scan chat tone or call flow for early alerts. This helps cut loss and provides help on

time. AI does not replace people, but offers data to guide support. As noted by Nguyen & Malik (2022) When firms combine emotional skill with AI tools they develop teams that act fast, feel heard and meet objectives. This mix also checks errors and guides better steps. For Indian service sectors such model helps firms lowering delay, adding value and building trust with clients. Now strong work requires individuals who use skill and tool together. Firms that develop this mix are ready, move quickly and grow better.

Indian service firms currently use emotional in addition to artificial tools to guide staff works. Emotional intelligence teaches staff to read, control and act upon feelings. Which includes their very own mood & other people's mood. According to Huang & Rust (2018) In banking, hotels and IT, this particular skill is required to work on teams, fill in talk gaps and build client trust. Staff under good control resolve problems, remain calm under stress and prevent fights prior to the fights grow. But firms go beyond people skill now. They use AI tools to test work speed, spot stress signals and shape train. These tools read words and tones, track task flow and send alerts if work slows. They allow team leads to act before stress builds. Some systems also check who must get help, what sort of help works best and when you should act. This helps firms guide every employee in real time.

Tools like mood checks & task scores also assist with fair review and hiring. They show facts, not guesses. This reduces bias & trust on HR steps. When firms utilize both kinds, they develop teams that are safe, on task and productive under time stress. Now this mix shapes how people grow in Indian firms. Workers learn by live tips. Teams patch gaps fast. Leaders see pace and mood. So firms do not fix problems only when they get larger. They act early. That keeps work smooth, teams solid and also creates trust. Businesses that blend emotion with machine tools dominate service jobs. They meet goals with less wasted, more skill and much better client talk. This model builds people and tools together. Indian service firms tie work results to staff ability to handle feelings Reported by Chatterjee et al. (2020) Emotional control and team results are associated with business process units and hotel chains of India. Staff who are calm, read others well and set their very own mood help firms reach their objectives. These include how fast they fix client issues, what teams do together and how many clients remain at the firm.

Firms track these goals against standard checks like task time, client stay rate and team assistance rate. Staff who manage mood well fix issues faster and keep others on task. They speak clearly with peers and clients, save time and stop stress from spreading. This cuts calls, makes chats smoother and increases client trust. Outlined by Wirtz (2020) that Additionally, it prevents teams from burning away under stress. In Indian firms, clients come back when they're heard & helped. Staff using soft tone, active listen and shifting steps when needed builds trust quicker. This raises client stay rates. More calls end with complete help & less repeat saves money and time for the firm. This helps reach more clients at the same team size. Staff mood influences how teams act too. People who are calm help peers more and pass more work. They spot gaps early, group them up and stop delay. Firms track this by examining just how long tasks take, handovers fail and just how frequently teams meet targets. Teams with great mood skills score well on all these points.

Firms mix these skill checks now with AI tools. Tools monitor calls, scan tone & locate stress signs. When these tools go along with high team scores, then firms know which skills help best. They use that to guide training. So firms teach steps while also teaching staff to feel, read and act much better.

Indian service firms which track mood and figures lead client care. As stated by Budhwar et al. (2022) they achieve more goals, retain more staff and cut work waste! Staff who understand mood help firms grow safely and fast. This shows that emotional skill can not be soft. It's crucial for team speed, client trust, and work flow. AI tools are used by Indian service companies for staff hiring and training. These tools match the right individual for the right job. AI is used by firms in banking, BPOs and IT to reduce time, check skill & guide personnel roles. Observed by Koo et al. (2021) HR teams use systems to scan employment forms, face signs and tone during early talks. This helps them discover stress signs, match voice type to role type and rate individuals acting in task steps.

AI tools crosscheck forms for key words like previous roles and skill types. They flag forms that meet the job need and rip out those that don't. That speeds up the first hiring step. Additionally, it keeps teams fair because the checks use fixed rules - not guesses. These tools look beyond text. They also work in live talks. They scan the face, record voice speed and identify calm, anxiety or doubt. In video checks, the system grades how anyone talks, looks at the screen and how their tone changes. These signs rate fit for tasks that need clear talk, calm tone and fast replies. Jobs in call help or clients care require strong tone control. AI finds signs for this need. The system indicates who might do those roles well. This enables the firm to pick fast & train right. As found by Jena & Pradhan (2018)

Firms use it to record for how long new staff members begin work, how many request assistance and exactly where they get stuck. This fills in training voids. AI tools in hiring also decrease role drop. Staff who fit the job stay more, work better and grow fast. This saves firms money and time and creates excellent teams. AI in hiring isn't a brand new trend in Indian service businesses. It's now a crucial element of how firms build teams who work well, fit quickly and remain strong. High staff drop rates in Indian service companies primarily in fast moving roles including call help/tech support. Now they use two tools - people skill training - and AI systems - to solve this. Staff with developed emotional control stay longer, help teams more and do better with job stress. Firms which train workers on mood control, peer conversation and stress steps see staff stay in work longer. Explored by Bhardwaj et al. (2020)

Staff in call centres and support teams deal with angry clients, unclear tasks and time stress. Staff who know tone to read, how to remain calm and the way to shift talk steps complete more tasks and are much less exhausted. Firms now have skills growth plans for building those traits. These plans teach you to name feelings, talk to peers and reset after hard calls. That makes staff feel safe, able to act and prepared to remain. Nevertheless, firms use AI tools early to create much better teams. These tools scan job forms, grade voice tone in early talks & guide first week job steps. The system looks for

calm, fast talk and peer fit signs. Firms which use such tools select people that are better suited for the job and less susceptible to drop out.

When AI picks up well and mood skills improve, staff stay longer, drop less and help more. This mix helps firms cut new hire cost, increase team skill & reduce stress to meet work goals. In Indian service firms where speed and talk skill are most important, emotional skill and smart tools keep teams full and fast. Firms built on both will lead, grow and serve better than those that wait or guess.

Indian service firms now track daily staff work with AI tools. These tools test how tasks move, how staff talk and when they start/leave work. This data feeds into review plans and helps teams rate work in real time. Studied by Jindal et al. (2021) Firms in banking, tech help & call jobs use this to see how workers act every day. No longer do they wait for one-year talks or guess who worked well.

Tools track task close rates, reply speed, word usage in chats & time on shift. They tell you if staff send clear notes, chat in team chats or miss specific steps. It enables leads to find top staff, spot gaps early and send help when needed. It also helps teams rate skill growth, mood drop & work flow.

Older review steps were based on form scores and peer notes. They were slow & biased. AI tools now work with live steps & full data. This makes the score fair and takes out guess work. When staff know each step is seen, they treat people more safely. Firms also use it to guide job change. Staff scoring well in task steps may be offered new roles. People who slow down get help fast. This cuts delay, builds trust & skill. Also shows who is a good fit for team lead or client talk roles. In Indian service jobs, where time, tone and steps matter, this model helps teams develop. It keeps review clear, staff on task, and firms moving quickly. AI in work review is much more than a tech shift. Now it is part of how firms lead, grow & stay ahead. It creates trust, saves time and helps people and teams do more. According to Bhargava et al. (2021)

Now Indian service firms work in places where people skill and smart tools shape job flow. Teams in banks, hotels and help desks have fast tasks with tight deadlines and mixed

tools. To keep up, they must know how to use digital tools and how to work with people. This is met through blended learning plans. These plans teach you how to use chatbots, call map and score screens. They also teach how to read tone, stay calm and lead team talk. When firms train both, staff fit better into jobs that combine tools and talk. Staff in banks and insurance jobs track fraud signs, flag risk steps and scan client use patterns. These tools indicate where help is needed or where talk must change. But tools alone can not build client trust. Staff still must listen, guide and correct fear in calls. This requires soft voice, precise steps & good mood. Firms teaching both kinds of skill report fewer drops, more trust & less task delay. In hotels guest care requires good talk and fast action. Reading mood, handling requests and dealing with many guests is a must for staff. There, emotional skill takes precedence. But tools help. AI shows what guests like, tracks food use or plans clean steps. Best teams use guest mood to change tone and guest data to shape care. This is a mix that makes guests feel seen and makes work easier.

Yet many firms do not train both. Some think short-term. They train only tools, skip talk skill, or use only rules. That leads to low trust, gaps and staff loss. Some staff would not like mood training. They say it is strange or soft. Others don't trust the tools. They think the tools will be wrong or miss key parts. Some firms also have inadequate tool base. Net breaks, slow systems or bad data links stop smart tools from helping. This breaks the trust in tools. It makes staff feel lonely. Fix this: firms need strong base steps. IIs must teach what each tool is for, how it helps and when to act without it. AI bias hurts trust too. Staff stop using tools if they score some groups low or send wrong alerts. This causes tool use and makes talk gaps suck. Firms that create those plans also see more skills stay. Staff who know tool and talk feel safe and grow faster. They get new roles and new tasks, and they help peers grow too. They build a team that moves fast, fixes gaps and meets work goals. Indian service jobs are now facing more change, more data and more talk steps. The path is not straight. Time, cost and team trust are required. But the gain is clearer steps, safer staff and less work loss. Now blended skill plans define the new way of work. Firms using them will lead. Firms that wait may lag. The shift goes beyond tools. It is in the way people and tools work together.

Conclusion

Staff performance in Indian service firms is now a function of people skills as well as smart tools. Emotional intelligence can help staff stay calm, guide team talk and build trust with clients. Artificial intelligence tracks work, spots gaps and directs quick action. Allegedly, each has limits. Together, they make teams work better, faster and more carefully. Staff are under task load and people stress in jobs such as banking, hotels and call help. Emotional skill fixes fights, changes tone and makes you act when you are under pressure. AI can scan data, guide steps and flag risk. Firms that develop both types of skill report higher output, less drop and more client trust. Fixing that requires firms to plan to teach both skill sets, correct tool bias and build trust in teams. They must demonstrate to staff how each tool helps - when to use it - and when to lead care.

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