

Emotional Intelligence in the Age of AI: Enhancement or Erosion?

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Abstract

This research study the complex socio-technical dualism surrounding the integration of Artificial Intelligence (AI) into human Emotional Intelligence (EI), examining both the potential for human advancement and the risks of psychological erosion. Utilizing a mixed-methods descriptive-analytical design mapped against industry adoption metrics, the study evaluates how affective computing technologies—such as sentiment analysis tools, emotion recognition software, and AI-driven coaching platforms—impact high-stakes sectors, including healthcare, education, corporate environments, and mental health. Empirical findings indicate that AI systems significantly boost emotional awareness, self-regulation, and accessibility to mental health support, with adoption rates in wellness sectors reaching up to 90%. However, the analysis highlights overwhelming vulnerabilities, including a 75% risk of empathy degradation due to reduced face-to-face interaction, 68% overdependence on emotional algorithms, and 58% workplace dehumanization resulting from continuous algorithmic surveillance. To counter these systemic threats, this paper establishes a prescriptive strategic framework that emphasizes mandatory human-in-the-loop (HITL) architectures, data anonymization, cross-cultural training datasets, and digital empathy curricula. Ultimately, the study concludes that AI must be intentionally deployed as a collaborative tool to augment rather than substitute the human emotional core, safeguarding emotional intelligence as an essential human asset in an increasingly automated world.

Index Terms

Emotional Intelligence, Artificial Intelligence, Human-AI Interaction, Workplace Dynamics, Technology and Emotion