

The Role of Emotional Intelligence in AI-Human Interaction: A Systematic Review

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Abstract

Artificial Intelligence (AI) is gradually integrated into human environments, renovating interactions in organisations, education and everywhere. On the other hand, Emotional Intelligence (EI) is the ability to identify and regulate one's own emotions as well as others' emotions. Thus, having higher levels of EI is critical for effective human collaboration. However, there is a lack of research in examining the role of EI in AI-human interactions. Thus, this systematic review examines how EI can play a crucial role in effective AI-human interactions. For this purpose, this study employed a systematic review by using the PRISMA tool to analyse the empirical research done from 2010 to 2025. An analysis of 56 articles revealed the key themes, such as AI's ability to regulate emotions, EI's impact on trust, empathy and emotional well-being, and the social-emotional impact on users. The results found that adopting emotionally intelligent AI systems has a positive impact on enhancing empathy, trust and effectiveness in AI-human interactions.

Keywords

Emotional Intelligence, Artificial intelligence, human-AI interactions, trust, empathy, emotional well-being, technological adoption.