

Impact of Emotional Intelligence on Job Performance of Medical Professional working in private and public hospital: A Comparative Study

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ABSTRACT

Extensive research on the relationship between emotional intelligence and job performance in medical professionals have been conducted by various researchers. The goal of this study is to assess the effect of emotional intelligence on healthcare workers' job performance, and to compare the levels of emotional intelligence in public and private hospitals. A simple random sampling method was used to gather the data. The survey was disseminated to healthcare professionals employed in both private and public healthcare institutions and includes 100 employees, evenly divided between public hospitals and private hospitals, with 50 respondents from each. The data was analysed using statistical tools in the SPSS software, specifically the Correlation and Independent T-Test functions. The study's findings indicate that employees' performance is impacted by their emotions and sentiments. Furthermore, a significant discrepancy in emotional intelligence was noted among employees in public and private hospitals.

Keywords: emotional intelligence, job performance, medical professionals

1. Introduction

Emotional intelligence (EI) is a crucial component in the range of abilities and behaviours necessary for an individual to achieve success and organisational performance (Srivastava, 2013). EI is commonly characterised as the capacity to recognise and comprehend emotions (Drigas & Papoutsis, 2018). EI also includes the use of this comprehension in decision-making, control, and self-regulation. Individuals with high EI possess the ability to form deep connections with others. They also exhibit greater self-control when managing their emotions in interpersonal interactions (Drigas & Papoutsis, 2018). As a result, they experience improved physical and mental well-being, in contrast to individuals who struggle with unregulated emotions. EI encompasses various domains which are motivation, self-control, self-awareness, and empathy (Begazo et al., 2019). Furthermore, it will enable individuals to discern and assess these emotions, so enhancing their ability to make informed decisions.

Healthcare is a manifestation of empathy and caring for other individuals (Jeffrey, 2016). Healthcare refers to the wide range of services provided by healthcare professionals to individuals, families, or communities with the goal of promoting, maintaining, monitoring, or restoring health. There are two main components to India's healthcare system: the private industry, which focuses on providing medical treatment, and the public sector, which offers both preventative and curative healthcare through publicly funded and administered programmes.

In India, the public health sector is made up of the central government, state governments, municipal and local government bodies, and their own health services institutions for their employees. The private sector, on the other hand, dominates every submarket, including those for medical training and education, medical supplies and testing, drugs production and distribution, construction of hospitals and related services, and, finally, medical care delivery.

The modern hospital management paradigm has shifted from "seller orientation" to "customer orientation," particularly in private hospitals and considering this, the healthcare system is still receiving harsh criticism, particularly regarding attitude, cost, service, and delivery (Crow et al., 2002). Due to these factors, private healthcare providers perform better than public ones, but at astronomical costs. This study evaluated public and private hospitals' EI domains (social skills, empathy, self-awareness, and trust) and the impact of EI on employees' job performance in each setting.

2. Methodology

A descriptive study design was used here and looked at the factors that affect how well staff in both public and private hospitals perform on the job when it comes to emotional intelligence. Using a 5-point Likert scale, the researchers used a quantitative research methodology to collect participant opinions on the relation between EI and their work performance. Both EI and work performance will be covered in their answers. To get the respondents' thoughts on this topic, a questionnaire with twenty-one statements were created.

The participants of the study included therapists, clinical assistants and lab technicians. This study specifically examines the employees working in both privately-owned and a publicly owned hospital, with 50 respondents from each. Healthcare employees are regarded as vital contributors to the functioning of hospitals and the healthcare industry. They regularly encounter demanding environments due to their direct interaction with patients. Comparative investigation was done in this study to determine how EI affected employee performance in both public and private institutions in the healthcare industry. The methodology consisted of thirteen main areas: EI and job performance; EI and self-awareness; EI and empathy; EI and trust; EI and social skills; work performance, EI, demographic variables, self-awareness, empathy, and trust divided into 21 questions. A questionnaire was created, validated by expert review and distributed to medical professionals working in a public and a private hospital. The basic random sample technique was used by the researchers. Correlation and Independent T-Test, two statistical functions included in the SPSS software, were used to analyze the data that had been gathered.

3. Results

The results of a study involving 100 respondents (table1). Self-awareness and job performance ($r=0.923$), empathy and job performance ($r=0.678$), trust and job performance ($r=0.629$), and social skill and job performance ($r=0.876$) all have a notable positive link, according to the findings (Table 1). Additionally, every correlation has a p-value of less than 0.05. ($p<0.05$), indicating that, with a 95% confidence level, the relationships are significant. We reject the null hypothesis (ie. no relation between EI and work performance) since the p-value is less than 0.05 and come to the conclusion that social skills, empathy, trust, and work success are significantly correlated.

Table 1. Correlation between various variables of emotional intelligence and job performance

		SELF-AWARENESS	EMPATHY	SOCIAL-SKILLS	TRUST	PERFORMANCE
SELF AWARENESS	Pearson Correlation	1	0.842**	0.582**	0.589**	0.923**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000
	N	100	100	100	100	100
EMPATHY	Pearson Correlation	0.842**	1	0.641**	0.869**	0.708**
	Sig. (2-tailed)	0.000		0.000	0.000	0.000
	N	100	100	100	100	100
SOCIAL SKILLS	Pearson Correlation	0.582**	0.641**	1	0.615**	0.876**
	Sig. (2-tailed)	0.000	0.000		0.000	0.000
	N	100	100	100	100	100
TRUST	Pearson Correlation	0.589**	0.869**	0.615**	1	0.629**
	Sig. (2-tailed)	0.000	0.000	0.000		0.000
	N	100	100	100	100	100
PERFORMAN CE	Pearson Correlation	0.923**	0.678**	0.876**	0.629**	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	
	N	100	100	100	100	100
** At the 2-tailed 0.01 significance level, there is a correlation						

The independent samples t-test findings suggest significant disparities in EI domains among healthcare professionals in public and private hospitals, as depicted in table 2. Workers in the public sector had better degrees of self-awareness, empathy, trust, and social skills. The Levene's test confirmed significant variance differences in all domains. For example, the mean differences in self-awareness and empathy were 0.907 and 1.053, respectively, with confidence intervals indicating significant differences. These findings highlight the importance of expanded emotional intelligence training programs in private hospitals to close the gap and improve overall work performance.

Table 2. Independent-Samples test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
SELF AWARENESS	Equal variances assumed	25.458	.000	6.671	98	.000	.907	.136	.638	1.175
	Equal variances not assumed			6.671	74.875	.000	.907	.136	.637	1.176
EMPATHY	Equal variances assumed	81.234	.000	7.397	98	.000	1.053	.142	.772	1.335
	Equal variances not assumed			7.397	70.235	.000	1.053	.142	.771	1.336
TRUST	Equal variances assumed	33.335	.000	7.800	98	.000	.897	.115	.670	1.124
	Equal variances not assumed			7.800	88.721	.000	.897	.115	.669	1.125
SOCIAL SKILLS	Equal variances assumed	23.139	.000	10.436	98	.000	1.010	.097	.819	1.201
	Equal variances not assumed			10.436	91.021	.000	1.010	.097	.819	1.201
EMOTIONAL INTELLIGENCE	Equal variances assumed	4.44	.012	10.176	98	.000	1.053	.104	.849	1.258
	Equal variances not assumed			10.176	94.213	.000	1.053	.104	.849	1.258

4. Discussion

Success and organisational performance need a wide range of skills and behaviours, including emotional intelligence. While most people are aware with the term Intelligence Quotient (IQ), EI may be less common among healthcare professionals. Salovey and Mayer first proposed the concept of emotional intelligence in 1990, characterizing it as the ability to identify, control, and assess one's own and others' feelings (Salovey & Mayer 1990). This was later popularized by psychologist Daniel Goleman in his book, which stressed its fundamental qualities (Goleman, 1995). EI has long been regarded as a key factor in economic success (Goleman, 1998). Despite centuries of belief that cognitive intelligence (IQ) is the key to success, new evidence indicates otherwise. In fact, EI is strongly associated with great leadership traits, job satisfaction, and effective communication skills (Firkowska-Mankiewicz & Słomczyńska, 2002). Today's health care professionals need to begin using tools and tactics that involve EI in order to apply resolutions for developing difficulties (Snell & Dickson, 2011). In our study, there was positive association between various variables such as self-awareness, empathy, trust, social skills and job performance. These findings could be associated with having a high EI being able to control one's emotions, which improves work output, maintains composure, and makes it easier to understand different points of view. As a result, the person will be self-aware in relation to their feelings, which will improve comprehension and empathy for other people. Their capacity for trust and social skills would also increase. Healthcare optimization remains a key global issue, with public health stakeholders making large investments to enhance healthcare systems around the world (Asiamah, 2017). Given the demanding and difficult nature of healthcare workplaces, it is critical that

persons working in these settings prioritize their mental and physical health. Consequently, improving employee work performance has been a primary concern for healthcare organizations (Imran et al., 2013). EI is a significant mediator in increasing work performance since it allows for the efficient use of emotions in medical practice (Imran et al., 2013, McNaughton, 2013).

EI has been found to have a considerable impact on job performance, especially in professions requiring a lot of emotional labour. A meta-analysis found that employees with high levels of EI perform better in such roles (Pekaar et al., 2017). In the context of healthcare, EI has a significant impact not only on job performance but also on patient outcomes, competence, and patient and provider engagement. Furthermore, higher EI levels improve the general well-being and satisfaction of healthcare personnel (McNaughton, 2013). Recent research in the medical industry has highlighted EI as a critical non-cognitive ability. The healthcare business has traditionally placed a high value on cognitive qualities and intelligence. However, it is critical to identify and minimize disruptive behaviours among healthcare personnel so that they do not become anchored in the system (Fernandez et al., 2012).

The public's changing demands and expectations for the quality of healthcare services involve ongoing adaptations in medical education and the healthcare system. EI can play a critical role in improving job performance for healthcare personnel. It affects many aspects of their professional and personal lives, resulting in better patient care and job satisfaction.

According to the findings of our study, workers in the public sector had better degrees of self-awareness, empathy, trust, and social skills compared to those working in private sector. These findings highlight the importance of expanded emotional intelligence training programs in private hospitals to close the gap and improve overall work performance. This could be that public sector roles frequently provide higher job security and stability, lowering employee stress and anxiety levels. This stability may allow employees to focus more on improving their emotional intelligence. Additionally, private hospitals may have a heavier workload and more pressure on staff, resulting in burnout and a decreased focus on emotional intelligence development. Private hospitals also use many levels of staff supervision and have well-defined policies and practices in place, which may give employees the idea that they do not need to rely exclusively on their EI for work performance.

Yet the importance of EI cannot be overlooked. Being cognizant of their own emotions provides them with clarity regarding their values and beliefs. Individuals with EI possess the ability to easily comprehend the emotions of their patients by empathising with their situations and understanding their emotions. It can also improve the relationship involving healthcare professionals and patients, which will help patients feel less stressed and pressured while they wait for the results of their examination.

Similarly, if the healthcare professionals have a strong bond with their co-workers, it will facilitate their ability to place trust in their colleagues. Collaborating for an extended duration can facilitate a deep understanding of one another, potentially leading to the formation of friendships within the workplace. Consequently, this cultivates a feeling of trust amongst people. Trust can arise between healthcare providers and patients when they treat each other with respect and establish a positive connection. As a result, patients may come to trust the medical staff and feel secure knowing that no personal information will be shared. Furthermore, the ability to control one's emotions suggests that a healthcare provider would connect with patients in a productive and good way.

Medical professionals who are adept at controlling their emotions can benefit both others and themselves. They establish a welcoming atmosphere that encourages contentment and enhances communication between the two sides by grinning and providing thoughtful care for their patients. Healthcare professionals will be able to reduce job stress and overcome obstacles in life if they can successfully understand and regulate their emotions and sentiments. Healthcare workers who learn to regulate their emotions are better able to put their feelings into practice. Healthcare workers can manage a variety of situations more skilfully by recognizing their strengths and shortcomings with the help of an understanding of emotions. Healthcare workers' EI may be impacted by several domains.

5. Conclusion:

In conclusion, the study found a significant positive relationship between emotional intelligence domains and job performance. It also concluded that there is significant variation between EI in public and private hospitals. EI plays a crucial role in improving job performance, as indicated by statistically significant associations ($p < 0.05$). According to the findings, people with high EI are more capable to handle their emotions, which enhances work performance, develops empathy, and builds trust. This capacity for self-awareness provides for greater understanding of one's own and others' emotions, leading to improved interpersonal connections and a more solid work environment. In the context of healthcare, emotionally intelligent employees can sympathize with patients, establish trust, and create a supportive environment, leading to better patient care and reduced stress for both patients and healthcare personnel. As a result, increasing emotional intelligence in healthcare settings may significantly enhance both job performance and outcomes for patients. Further research on multiple canter and a higher sample would be needed to confirm the results.

Conflict of interest: None

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