

A study of Emotional Intelligence among Doctors

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Abstract

The purpose of the study was to investigate the emotional intelligence of Doctors of private and public hospitals. For fulfillment of this study we comprised total 160 Doctors and divide them into two groups of private hospitals (80= 40 male & 40 female) and public hospitals (80=40 male & 40 female). For assessing emotional intelligence of Doctors, Emotional Intelligence scale (MSREIS-R) constructed and standardized by Prof. Rakesh Pandey and Dr. Tulika Anand (2013) administered on them. Data was collected from different private and public Hospitals of Haridwar, Rishikesh and Dehradun district of Uttarakhand. For this study data analyzed by using parametric statistical technique (M, SD, 't' test and ANOVA). Results revealed significant difference in private and public Doctors. Public Doctors possess high mean of score compare to private. However, Male Doctors showed more emotionally intelligent than female. There was no interaction effect found between gender and types of hospitals on the all factors and total of emotional intelligence.

Keywords: Emotional Intelligence, Type of hospitals and Gender

I. Introduction

Emotional intelligence is defined as a specific set of skills that can be developed by an individual which enables them to understand both their own and other's emotions which improves their relationships and overall lives (Boylan & Loughrey, 2007). Emotional intelligence is a dynamic construct influenced by diverse biological, psychological, and social factors. In other sense, EI is composed of a set of mental processes "involved in the recognition, use, understanding, and management of one's own and other's emotional states to solve problems and regulate behavior" (Brackett & Salovey, 2006, p. 34). Emotional intelligence may explain the individual difference in dealing with different professions. There are many studies, which reveal that emotional intelligence is an important factor to handle the problems related to different occupations. Within different occupation emotional intelligence is increasingly being discussed as having a potential role in medicine, nursing and other health care disciplines, both for personal mental health and professional practice. In the health industry, physicians who are more competent in recognizing emotions, concerns and needs of patients are more successful in treating them (Goleman 2001). The health profession demands that health workers, in the process of giving care, has to interact with the patients, the medical fraternity and health care workers constantly. This interaction is not just a conversation; it is a complex process that involves perception,

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understanding of the patient emotions and utilization of the perceptions to manage the patients' situations towards the goal of effective patient care (Sharma, 2011). Therefore this skill is really required to make the physicians performance very effective. This skill can make the doctors not only able to deal with their patients but with their colleagues as well.

Dr. RekhaTomar (2016) explored the effect of types of hospitals and length of service on emotional intelligence of nurses. Total 150 nurses (75 nurses from public and 75 nurses from private hospitals) were selected randomly from different hospitals of Meerut. After analyzing the data (through Mean and ANOVA), she found in her study that types of hospitals and length of service positively and significantly affect the emotional intelligence. The nurses of private hospitals had better emotional intelligence compare to the nurses of public hospitals. And the length of service of the nurses' was also found an influencing factor of emotional intelligence.

Ramakant V. Gadiwan et.al (2016)conducted a study on emotional intelligence and occupational self-efficacy among doctors (working in public & private hospitals) in Nagpur. Their finding showed that there was no significant difference in scores of doctors working in public and private hospitals regarding emotional intelligence and occupational self-efficacy. A significant negative correlation was found between emotional intelligence and occupational self-efficacy. Whereas, a significant difference was found between female and male doctors (public and private hospitals) regarding emotional intelligence and occupational self-efficacy. Female doctors' scores were higher on emotional intelligence and occupational self-efficacy than males. In this study, also no significant differences were found between doctors working in public and private hospitals.

Jamie B. Morales, 2014) reported that understanding the impact of physician emotional intelligence on all of these domains (physician-patient interaction, impact on staff, and direct impact on physician) is fundamental to better understanding the importance of developing and continuously improving emotional intelligence in areas such as healthcare.

Anil Choubey, Santosh Singh and Rakesh Pandey (2009)findings revealed that two components of emotional intelligence, namely, ability to appraise and express emotions and ability to utilize emotions significantly moderated the stress-health relationship. Another important observation was that the ability to appraise and express emotion, though, was found to adversely affect an individual's health, the findings of the moderated regression analyses identified it as a positive resource in high stress condition.

Codier et al. (2008) concluded that emotional intelligence scores in clinical staff nurses correlated positively with both performance level and retention variables. Clinical staff nurses with higher emotional intelligence scores, demonstrated higher performance, had successful careers and greater job retention.

Pillay (2008) in his article "Work satisfaction of medical doctors in the South African private health sector" explored about doctors who received incentives to reduce services were less likely to be satisfied is consistent with previous research and supports the general concern that the use of incentives to influence doctors' resource use may have a negative effect on the quality of care.

Fischer et al. (2008) have studied on work stress, health and satisfaction of life in young doctors. Results revealed that one third of the doctors experienced stress of work, caused by an effort-reward imbalance. This had a negative impact on their health and satisfaction with life.Kavousy, Ardahaey, &Chivaei, (2007)

observed a direct relation between degree of emotional control and sensibility towards utilizing time in an individual.

Godkin and Godkin (2004) found in their study that patient reported that they feel cared for when they feel treated as individuals, receive help dealing with their illness, and when they believe that nurses anticipate their needs, are available to them and appear confident in their work. McQueen, (2004) suggests, that the medical staff is often found to be emotionally attached with the patients under care in a medical facility, but this concept is neglected, during training, on the other hand.

Harter, (2002), that, the staff with low EQ, is more prone to the pressures imposed by, uncertainty on the job for example threat of getting fired, but their counterparts with higher EQ are less affected by this situation, the former group engage themselves in negative work behavior often. Ernst et al. (2001) found that physician who exuded a warm, friendly and reassuring manner, were more effective than those who kept consultations formal.

In the light of above studies, efforts made by the researcher to know the role of hospitals for developing emotional intelligence of Doctors and also try to understand gender difference on the same variable.

Objectives: There are two objectives of this study-

1. To find out emotional intelligence of Doctors of private and public hospitals.
2. To measure emotional intelligence of male and female Doctors of private and public hospitals.

Hypotheses:

1. There will be significant difference in emotional intelligence of Doctors of private and public hospitals
2. Significant difference will be found between emotional intelligence of male and female Doctors of private and public hospitals
3. Interaction effect between gender and types of hospitals will be found significant on emotional intelligence of Doctors.

Sample: The total sample consisted of 160 Doctors, then divided them into types of hospitals i.e. private (80) and public (80) hospitals. Each group of above bifurcated according to gender of Doctors (40 males & 40 females). Only those participants included in the sample who are working at least 5 years continuously in the same hospitals and only doctors are included as Doctors. For measuring Emotional Intelligence of Doctors Emotional intelligence scale was administered on them. Which was constructed and standardized by Prof. Rakesh Pandey and Dr. Tulika Anand (2013). The scale measures four factors namely; Ability to express and appraise emotions, Ability to utilize emotions, Ability to manage emotions in self, Ability to manage emotions in others and of total of Emotional Intelligence. Data was collected from different private and public Hospitals of Haridwar, Rishikesh and Dehradun district of Uttarakhand state. Obtained data was analyzed by using Mean, SDs, t-test and ANOVA statistical techniques.

Procedure:

The subjects were doctors approached individually with respect to gender, types of hospitals and years of experience in the same hospitals. Their consent was taken for participation in the study. Request was made to the participants to fill the questionnaire given to them. Brief directions were given prior to the administration of the questionnaires.

II. Result and Interpretation:

Obtained results interpreted into two ways, first difference in emotional intelligence of type of hospitals (private & public) and gender of Doctors, and measures interaction effect between them.

Table-1 Showing difference between emotional intelligence of Doctors of private and public hospitals (Mean, SDs & t-test).

Factors of Emotional Intelligence	Private (N=80)		Public (N=80)		t-value
	M	σ	M	σ	
Ability to express and appraise emotions	70.60	9.50	79.46	10.16	5.68**
Ability to utilize emotions	64.87	9.13	69.72	8.24	3.52**
Ability to manage emotions in self	44.88	7.4	47.93	7.64	2.55**
Ability to manage emotions in others	34.57	4.88	35.86	5.62	1.55
Total	214.9	26.1	288.4	26.95	3.22**

* $p < .05$, ** $p < .01$

Table 1 showed significant difference between Doctors of private and public hospitals at 0.01 level of confidence. Although they did not show significant difference on the factors of ‘Ability to manage emotions in others’.

Table-2 Showing difference between emotional intelligence of male and female Doctors of private hospitals (Mean, SDs & t-test).

Factors of Emotional Intelligence	Male(N=40)		Female(N=40)		t-value
	M	σ	M	σ	
Ability to express and appraise emotions	73.37	9.8	67.8	8.3	2.02*
Ability to utilize emotions	68.27	8.49	61.47	8.55	3.56**

Ability to manage emotions in self	47.10	7.97	42.67	6.28	2.75**
Ability to manage emotions in others	35.87	5.02	33.27	4.41	2.47*
Total	224.6	26.5	205.2	21.9	3.55**

* $p < .05$, ** $p < .01$

Above table depicted significant difference between male and female Doctors of private hospitals at 0.01 level of confidence, on the factors of ‘Ability to utilize emotions, Ability to manage emotions in self and on total emotional intelligence. Hence, the factor on ‘Ability to express and appraise emotions’ and ‘Ability to manage emotions in others, showed significant difference at 0.05 level of confidence. Male Doctors possess high mean on all factors of emotional intelligence compare to female.

Table-3 Showing difference between emotional intelligence of male and female Doctors of public hospitals (Mean, SDs & t-test).

Factors of Emotional Intelligence	Male (N=40)		Female (N=40)		t-value
	M	σ	M	σ	
Ability to express and appraise emotions	79.45	10.2	70.70	7.77	2.02*
Ability to utilize emotions	72.82	7.39	66.62	7.95	3.56**
Ability to manage emotions in self	51.75	7.01	44.12	6.28	5.15**
Ability to manage emotions in others	37.12	5.74	34.00	4.88	3.12**
Total	241.7	25.1	215.1	21.8	5.06**

* $p < .05$, ** $p < .01$

This table also showed a significant difference between male and female Doctors of public hospitals at 0.01 level of confidence. Although, the factors of ‘Ability to express and appraise emotions’ of emotional intelligence showed significant difference at 0.05 level of confidence. Public male Doctors showed huge mean value than public female.

Table-4 Showing difference between emotional intelligence of male Doctors of private and public hospitals. (Mean, SDs & t-test).

Factors of Emotional Intelligence	Male(N=40)		Male(N=40)		t-value
	M	σ	M	σ	
Ability to express and appraise emotions	73.73	9.88	79.45	10.22	2.70*

Ability to utilize emotions	68.27	8.49	72.82	7.39	2.55*
Ability to manage emotions in self	47.10	7.97	51.75	7.01	2.77**
Ability to manage emotions in others	35.87	5.02	37.72	5.74	1.53
Total	224.6	26.5	241.7	25.12	2.96**

* $p < .05$, ** $p < .01$

Table 4 indicated that significant difference in the male Doctors of private and public hospitals at 0.01 level of confidence. Although, the factors of ‘Ability to express and appraise emotions and ‘Ability to utilize emotions of emotional intelligence significant at 0.05 level of confidence. However, on the factors of ‘Ability to manage emotions in others’ of emotional intelligence showed no significant difference.

Table-5 Showing difference between emotional intelligence of female Doctors of private and public hospitals (Mean, SDs & t-test).

Factors of Emotional Intelligence	Female(N=40)		Female(N=40)		t-value
	M	σ	M	σ	
Ability to express and appraise emotions	67.82	8.33	70.70	7.77	1.59
Ability to utilize emotions	61.47	8.55	66.62	7.95	2.78**
Ability to manage emotions in self	42.67	6.28	44.12	6.28	1.03
Ability to manage emotions in others	33.27	4.41	34.00	4.88	0.69
Total	205.2	21.9	215.1	21.82	2.02*

* $p < .05$, ** $p < .01$

Above table revealed a significant difference in female Doctors of private and public hospitals on the factors of ‘Ability to utilize emotions at 0.01 level. Although, on the total scores of emotional intelligence showed significant at 0.05 level of confidence. However on the factors of ‘Ability to express and appraise emotions, ability to manage emotions in self and ability to manage emotions in others of emotional intelligence, showed no significant difference between female Doctors of private and public hospitals.

Table-6 Showing interaction effect between types of hospitals and gender of Doctors on emotional intelligence (2x2 ANOVA)

Source of Variance	df	Ability to express and appraise	Ability to utilize emotions	Ability to manage emotions in	Ability to manage emotions in	Total

		emotions		self	others	
		F-value	F-value	F-value	F-value	F
Gender	1	24.61**	25.66**	30.29**	15.74**	36.86**
Types of hospitals	1	9.64**	14.29**	7.76**	2.60	12.74**
Interaction effect	1	1.23	0.05	2.13	0.49	0.91

* $p < .05$, ** $p < .01$

Table 6 indicated a significant interaction between gender and types of hospitals on the all factors of emotional intelligence namely; Ability to express and appraise emotions, Ability to utilize emotions, Ability to manage emotions in self, Ability to manage emotions in others and on total, except on the factors of Ability to manage emotions in others, that showed no interaction with types of hospitals. Hence, there is nonsignificant interaction effect showed between gender and type of hospitals with any factors and total of emotional intelligence.

III. Discussion of Results

The perception, management, and utilization of emotions are essential for the successful career of a doctor. An emotionally intelligent doctor may be able to better perceive the needs of their patients and, in turn, provide better care, leading to improved patient satisfaction (Weng HC et al.,2011).

The present study was carried out to examine the emotional intelligence of Doctors of private and public hospitals. Results showed significant difference in the private and public Doctors on emotional intelligence. Doctors of public hospital showed more emotionally intelligent than private hospital. Understanding the difference between the two there are many suggestive explanation and possibilities may occurs. The possibilities may be that doctors of public hospitals are salaried by government due to that no threaten of job insecurity, healthy and grooming social and psychological environment and all advanced facilities. Due to these good working conditions and good mental health, doctors of public hospitals have more opportunities and options to train themselves in context to enhance their skilled behavior and emotional competencies, in other word, they get more chance to express and utilize their emotional competency.

Fiaz Mahmood Qamar & Qadar Bakhsh Baloch (2012) reported that doctors working in public sector hospitals were overwhelmingly of the notion that the help and co-operation from co-peers contributes significantly to elevating the satisfaction level of the doctor. Mosadeghrad AM (2013) reported public hospitals employees' better job security than private. On the other hand, due to the high competition in market in each steps of occupations, doctors of private hospitals always seem to engage with how to growth their business and earn more money. So being more professional they want to growth their income geometrically anyways. For

them, doesn't matter emotions and the pocket money of patients. Thus, they show less exposure to the patients, it may also a reason, that the doctors of private hospitals have less emotional intelligence than public hospitals.

Purpose of this study was also, to know the emotional intelligence of male and female Doctors of private and public hospitals. In this regard, result indicated that male Doctors showed more emotionally intelligent than female counterpart. These finding are supported a study done by Ahmad et al (2009) investigated emotional intelligence among male and female and the gender difference on EQI. Result revealed that males had high emotional intelligence as compared to females at $p < 0.01$ level. Another study done by Chu (2002) showed that males have higher level of emotional intelligence than females. He further give the probable reason for the present finding, might be due to the fact that emotional intelligence primarily deals with managing and expressing one's emotions as well as social skills. A similar result found by Kaneez (2006) studied the gender difference on emotional intelligence which showed that there was a significant difference between men and women on some subscales of emotional intelligence i.e. Assertiveness, Independence, Stress Tolerance and Impulse Control. Male score was higher than female.

It is generally observed that men show more open minded and self-recognition about himself, show more independence, management and handle well in different situations than the women. However, to express, utilize and manage emotions in self and others is usually observed in men. Similarly, in the present study, the emotional intelligence scale also included the questions regarding to express emotions, utilize and about to self-managing of emotions. So, it can be explained on the basis of previous studies that males are more emotionally intelligent in comparison of female that is why their scores are higher than females on the scale.

IV. Conclusion:

On the basis of obtained findings it is concluded that public hospitals Doctors are more emotionally intelligent compare to private hospitals. It also observed that male Doctors are high in emotional intelligent comparison of female. However, there is no interaction found between types of hospitals and gender with any factors of emotional intelligence and the total.

Limitation and Suggestion

1. Small sample was the limitation of this study, so the larger sample size for further studies get more reliable and valid results.
2. We included only some area of Utrakhand state. Other state should be included for more significant results.
3. In further research duration of service should also include in the research design for getting more reliable results.
4. Should be including other variable such as: self-efficacy, optimism, and mental health etc. for the future research.

Implications:

Our research findings suggest that hospitals should take care while recruiting Doctors who have high level of emotional intelligence so that high level of positive work attitude can be expected. In the recruitment process, emphasis should be given to emotionally intelligent personnel (Clarke, 2010). Because, in medical sector, emotional intelligence seems a dominant factor that plays an important role to make affective relationship and cooperation within patient and teams, especially in complex and stressful work environment.

So, this finding further also can be used while inducting students into medical profession. The medical faculties also should consider the emotional intelligence into consideration while dealing with the students. More research should be conducted in this subject. Emotional intelligence should be included into the curriculum of the medical students to encourage the importance of it in our daily living.

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