Analysis Of Impact Of Emotional Awareness On Job Performance Of Employees In The Hospitals Located In Southern Districts Of Tamilnadu - Structural Equation Model

Dr.Karthick.R, Dr.M.Manikandan, Dr.D.Joel Jebadurai

Abstract: Emotional Intelligence is the term was coined before 1970, but it is a very important concept in the business scenario service sector dealing with the employees. In order to analyse the impact of emotional awareness and job performance of the employees working in the hospitals, this research is conducted. 230 sample respondents were met and collected with the data by adapting convenience sampling method. The results of the study reveal that emotional awareness of the employees working in the hospitals having the significant impact on their job performance. So the hospitals should check the emotional intelligence level of the employees during the selection process in order to offer the good services for the patients.

Keywords: Emotions, Emotional Intelligence (EI), Job Performance, SEM model.

1 INTRODUCTION

In recent days, service sectors depend on their employees in order to offer the effective services to their customers. Employees are considered as the resources. Employees are the backbone for increasing the profit of the company over the employee cost. The intense importance of employees in the organisation causes them to identify their emotional intelligence. Employees will be excelling in their job, if they have been identified with their Emotional Intelligence (EI). Emotion is a set of feeling spontaneously expressed by employees in the workplace with others in a short period of time. Emotions are the cause for the efficiency of the employees in the workplace. Employees will be differed in expressing their emotions in the workplace based on the gender, maturity level and experience and so on. Intelligence refers how intellectually one person manage their emotions. Emotional Intelligence (EI) refers to a set of non-cognitive skills, capabilities and competencies that influence a person’s ability to succeed in coping with environmental demands and pressures. Emotional Intelligence of the employees includes all the verbal and nonverbal expressions, feelings, thoughts and appraisal of emotions of self and other’s emotions regulations. Emotional Intelligence is having the effect on job performance of employees in the organisation. Job performance is exploration of efficiency and effectiveness of the employee in their job. Emotional Intelligence is perquisites for expressing the performance of the employees in their job.

LITERATURE REVIEW

Salovey P, Mayer JD (1990) states that Emotional intelligence is a type of social intelligence in which includes the ability to monitor one’s own emotions and emotions of others. Wong and Law (2002) explained that emotional intelligence and job performance are positively correlated. Sy et al. (2006) found that employees with high level of emotional intelligence are showing high levels of job performance because they are more aware about appraising and regulating their own emotions than are employees with low emotional intelligence. Guru,U and Oladepo, R.O (2014) found that emotional intelligence have a significant impact on organizational commitment. Abhipsa Mohanty, Pratima Sarangi, Bhagirathi Nayak and Srinivas Subbarao Pasumarti (2019) emotional intelligence is having a high impact on job performance of employees in the workplace of private sector companies in Odisha.

STATEMENT OF THE PROBLEM

Emotions of the workers are very much important in the workplace. It is a good indicator to decide the performance of employees in the workplace. In recent days, employees in the organizations are not expressing the displayed emotions in the workplace; instead of they are expressing felt emotions in the workplace. It leads to patients in the hospitals are dissatisfied by the felt emotions shown by hospital workers. In order to understand the emotional impact of the workers towards job performance this study has been conducted.

HYPOTHESES

1. There is no significant association between experience and salary of the respondents.
2. There is no significant impact of emotional awareness on job performance of the respondents.

OBJECTIVES OF THE STUDY

1. To understand the demographic profile of the respondents and analyse the association among them
2. To analyse the impact of emotional awareness on job performance of the respondents
METHODOLOGY
Research is the process of collection of information through investigation. Descriptive research is applied to describe the sample respondents in terms of emotional awareness and job performance. This research is based on primary and secondary data. Primary data have been collected by using interview schedule method. Convenience sampling method is used to collect the responses from the 230 respondents in the hospitals located in the southern districts of Tamil Nadu. The major variable of this research is emotional awareness and job performance, it has been taken with the help of review of literature. Cronbach alpha test have been applied to understand the reliability of the variables such as emotional awareness and job performance, the value is greater than .8. In order to analyse the collected data, percentage analysis, chi-square test, factor analysis and SEM model have been applied.

Table.1
Variables used in this research

<table>
<thead>
<tr>
<th>Demographic variables</th>
<th>Emotional Awareness</th>
<th>Job Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>I am aware of what kind of emotions I am feeling and why</td>
<td>Trustworthy</td>
</tr>
<tr>
<td>Monthly salary</td>
<td>I have realized the links between my feelings and what I think, do and say</td>
<td>Accountability</td>
</tr>
<tr>
<td>Experience</td>
<td>I recognize how my feeling affects my performance.</td>
<td>Meeting the deadline on time</td>
</tr>
<tr>
<td>Shift time</td>
<td>I am able to show a sense of humor with others.</td>
<td>Risk taker</td>
</tr>
<tr>
<td></td>
<td>I manage my impulsive feelings and distressing emotions well</td>
<td>Flexibility in all tasks</td>
</tr>
<tr>
<td></td>
<td>I build trust by being reliable and authentic</td>
<td>Seeking the opportunities in doing the job</td>
</tr>
<tr>
<td></td>
<td>I operate from the hope of success rather than fear of failure</td>
<td>Capacity to work independently</td>
</tr>
</tbody>
</table>

DISCUSSIONS
Demographic profiles of the respondents are measured with percentage analysis. Demographic profile includes gender, designation, monthly salary and experience. In terms of gender, n= 230, 29.1 percent of them are male and 70.9 percent of them are female. n= 230, 63.9 percent of the respondents are working as nurse, 16.1 percent holding the position of lab technician, 11.7 percent of them working as doctors and 8.3 percent of them are pharmacists. Monthly salary wise classification of the respondents n= 230, 41.7 percent of them paid with the salary of 10000 to 20000, 23 percent of them are earning below 10000, 19.1 percent of them earning their salary with the range of 20000 to 30000 and 16.1 percent of them credit with the monthly salary of above 30000. Based on the experience of the respondents n= 230, 32.2 percent of them having the work experience of above 9 years, 27.8 percent of them having the work experience of 3 to 6 years, 25.2 percent of them having the work experience of 6 to 9 years and the 14.8 percent of them having the work experience of below 3 years. Chi-square test for association is applied to understand the association between the salary and work experience of the respondents. The P value of .001 denotes that, there is an association between the work experience and salary paid to the employees in the hospitals. Exploratory Factor Analysis (EFA) is applied to understand the similarity of the variables in the Job Performance Construct. Three groups were identified in the job performance. First group includes Trustworthy (.726), Flexibility in all tasks (.744), Seeking the opportunities in doing the job (.753) increasing the energy and effectiveness under pressure (.608) and the foster positive relations (.845) and it is named as low performers. Second group includes Accountability (.539), meeting the deadline on time (.688) Risk taker (.806), Capacity to work independently (.769), capacity to perform multitasking (.767) and it is named as high performers. Structural Equation Modelling has been applied to find out the impact of Emotional Awareness (EA) on Job Performance (JP). The framed model is fit, it is proved with, the p value is .001. It denotes EA has a significant impact on JP. In addition with CMIN/DF is 1.904 <5, RMR is .069 <2.00, GFI-.896, AGFI-.865, PGFI-.691 and CFI is .959. All the SEM model values are meeting out the standardised bench mark value of model fit.

CONCLUSION
Emotional Intelligence is necessary for everyone working in the hospitals, because the emotional awareness has the significant effect on their performance. So in the recruitment process of the hospitals should check the EI of the employees before their appointment.

REFERENCES
and General Psychology Monographs, (125) 2,209-224


[8] https://economicstimes.indiatimes.com/definition/emotional-intelligence
