

# **Role of emotional intelligence and quality of work life on work stress**

An Internship Report for

Course code and Course Title: MBIR002 Final Internship Report

Credits: 8 Credits

Submitted in partial fulfilment of Master's Degree

MBA in (Human Resource)

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DATE: 26<sup>TH</sup> APRIL 2022

Examined by:

A handwritten signature in blue ink, appearing to be 'Sunny'.



Seal of the School

## **DECLARATION BY STUDENT**

I hereby declare that the data presented in this Dissertation / Internship report entitled, “Role of emotional intelligence and quality of work life on work stress” is based on the results of investigations carried out by me in the (Management Studies) at the Goa Business School, Goa University under the Supervision/Mentorship of Dr. Suraj Pavto Velip and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will be not be responsible for the correctness of observations / experimental or other findings given the dissertation.

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Date:26/04/2023

Place: Goa University

## COMPLETION CERTIFICATE

This is to certify that the dissertation / internship report **“Role of Emotional Intelligence and Quality of Work-Life on Work Stress”** is a bonafide work carried out by **Mr. Sunny Santosh Naik** under my supervision/mentorship in partial fulfilment of the requirements for the award of the degree of **Master of Business Administration** in the Discipline of Management Studies at the Goa Business School, Goa University.



Dr. Suraj Pavto Velip  
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Date: 27-4-2023



Prof. Jyoti Pawar  
Dean,  
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Date: 27/04/2023  
Place: Goa University



School Stamp

**CERTIFICATE**

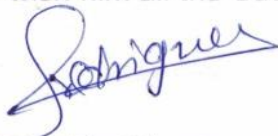
**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Mr. Sunny Santhosh Naik a student from Business School, Goa University, Taleigao Plateau , Panajim Goa has attended Internship as Human Resource intern at Wisdom Hospital from 1<sup>st</sup> March 2023 till 26<sup>th</sup> April 2023 .

During his internship with us he was punctual, dedicated to the assignments entrusted to him was found to be a good team player. He was liked by his colleagues in the office and the hospital.

We place on record our thanks to him for his contribution in terms of valued inputs to streamline the functioning of the HR department.

We wish him all the Success in his future



**Simone Rodrigues**  
**Hospital Administrator**



## ACKNOWLEDGEMENT

A work of working life - this is never the result of a single person, but bears the signature of a number of people who have helped me directly or indirectly in the completion of the present study. I would not be fulfilling my duties if I did not say a word of thanks to all those who have made my training period instructive and enjoyable. I am grateful to Wisdom Hospital for giving me the opportunity to do a internship in the company.

First and foremost, I am very grateful to Darshana Shetkar for her guidance, encouragement and support during the internship despite her extremely busy schedule. My special Thanks to her for giving me the opportunity to undertake this project and for mentoring me throughout.

I would also like to thank my Mentor, Dr Suraj Velip, for her continuous support, gentle criticism, and competent guidance throughout the project

I would also like to thank all the respondents for giving their precious time and relevant information and experience, I required, without which the Project would have been incomplete.

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## **Chapter - I**

### **INTRODUCTION & COMPANY PROFILE**

Wisdom Hospital was founded in Panjim in 2022 by Dr. Vardhan Bhobe. It is one of the leading companies in the category of hospitals in Goa. They are one of Goa's premier multi-specialty hospital providing you the best in patient care, and health services. With their team of fine doctors and experienced health specialists, Wisdom Hospital Goa strives to deliver excellence.

#### **VISION**

To be recognised as the first choice for healthcare services in the state of Goa.

#### **MISSION**

Wisdom Hospital's mission is to provide quality healthcare and patient service with a primary focus on clinical excellence. At the same time, we aim to provide the best health care at affordable prices to our patients to bring back the joy of health.

#### **QUALITY POLICY**

We Wisdom Hospital's primary goal is to maintain high quality standards. To achieve the goal of high quality, we have certain quality guidelines, which are as follows.

#### **OUR QUALITY OBJECTIVES:**

- (1) Best quality of patient care.
- (2) Prudent use of medicines and appropriate interventions.
- (3) Adherence to the highest standards of medical ethics.
- (4) Continuous education and constant adaptation to the latest developments.
- (5) Performing all procedures, the first time, on time, and correctly every time.

## **OUR QUALITY VALUES: -**

1. Care, compassion and courtesy
2. Community health provider - patient centric care with the value for money to all section society.
3. Timely intervention.
4. Effectiveness - sharing knowledge and "best practices"
5. Efficiency - continuous improvement.
6. Maintenance of high standards of hygiene and clean living.

## **OUR SPECIALTIES: -**

1. Urology
2. Laparoscopy Surgery
3. Diabetes Care
4. Casualty /Emergencies

## **CORE VALUES**

Wisdom hospital endeavours to bring the latest advances in medical care within every individual's reach. The well –being of our patients is our first priority & it is our commitment to provide exemplary, reliable & ethical services.

## **HOSPITALS CAPACITY**

Wisdom Hospital offers its patients the best possible treatment in a friendly and compassionate manner at a reasonable price. Your treatment at this Hospital is of a high standard. Hospital was built specifically for specialty care and offers patients the highest level of comfort. The hospital consists of total 35 beds, including 6 ICU beds equipped with state-of-the-art ventilators, infusion pumps, arterial blood gas analysers and patient monitoring systems.

Hospital provides a full range of medical services and specialty care to the community. Wisdom Hospital also features a modular operating room complex with three operating rooms equipped with laminar airflow, hepa philtres, centralised medical gases and support equipment.



## **HOSPITAL STAFF**

The total number of staff at the hospital is over 160. The staff at this facility is courteous and quick to help. They readily answer any questions you may have. Pay conveniently using any of the available payment methods, such as cash or checks. This facility is open for 24\*7 hours. Combining medical expertise with a high standard of personal care in a friendly and compassionate environment, the focus is on a hassle-free experience for their dear patients. A highly skilled and experienced team of 10 specialists, consultants and consultants supported by experienced residents, nurses and nurse practitioners

Residents, nurses and medical support staff who provide dedicated services to their patients around the clock.

## **THE ORGANIZATIONAL STRUCTURE OF A HOSPITAL**

### **1) The board of directors**

The board of directors is a governing regulatory body that helps hospitals make higher-level organizational decisions. The board of directors for hospitals usually consists of medical experts and influential members of local communities. Hospitals that are affiliated or overseen by universities may also include teaching faculty on the board of directors.

The board of directors is responsible for guiding the hospital's mission statement and future goals, and they ensure to achieve them. Furthermore, the board of directors must create long-term strategic plans for growth and stability.

### **2) Executive management**

Executives are responsible for successfully performing the hospital's day-to-day managerial decision-making. A hospital executive's organizational role is usually extremely specified depending on which specific function they are responsible for. This includes financial resource allocation, medical executive decision making and administrative operations.

### 3) Hospital and departmental administration

Department administrators are responsible for reporting to hospital executives about the specific daily departmental operations of the organization and carrying out decisions made by executive management. These include supervising the provision of emergency healthcare services, overseeing supply and purchase of necessary medical equipment, monitoring departmental surgical activities and much more.

### 4) Patient care service management

Patient care managers are hospital employees that oversee and manage healthcare service providers. This includes creating employee schedules, ensuring that the overall healthcare provision process is carried out appropriately, confirming that the hospital complies with legal, regulatory requirements and addressing patient concerns.

### 5) Patient service providers

Patient service providers include all employees that directly provide medical care to patients, including doctors, nurses, laundry workers, therapists and more. Patient service providers are responsible for communicating with patients personally, maintaining individual patient medical records and ensuring that patients receive the best care possible.

## **Chapter -II**

### **COMPANY ANALYSIS**

#### **❖ VRIN Analysis**

The VRIN framework was first developed by Jay B Barney to assess the relative importance of resources to the business. VRIN stands for – Value of Resource, Rarity of Resource, Imitation Risk, and Non- substitutable Competence. VRIN is a resource-based strategic analysis tool. Leaders at wisdom can use VRIN to build a sustainable competitive advantage by better understanding the role of resources in Wisdom hospital overall business model.

#### **Valuable**

- Wisdom Hospital's VRIN analysis shows that Wisdom Hospital's financial resources are very valuable in investing in external opportunities as they arise. They also help Wisdom Hospital address external threats.
- Its cost structure is not a valuable resource. This is because the company's production methods cost more than its competitors, which affects the company's overall profit. Therefore, cost structure is a competitive disadvantage that needs to be worked on.
- Analysis shows that research and development is not a valuable resource for Wisdom Hospital. This is because the cost of research and development is higher than the benefit it provides in terms of innovation. In recent years, there have been very few innovative features and breakthrough products. Therefore, research and development is a competitive disadvantage for Wisdom Hospital. It is recommended that research and development teams be improved and costs reduced.
- Hospital's employees are a valuable resource to the organisation. A large portion of the workforce is well- trained, which leads to higher productivity for the organisation. In addition, employees are loyal, and employee retention is high. All of this leads to higher value for the end users of Wisdom Hospital's products.

#### **Rare**

- The hospital's services are not a rare resource for the hospital, but the quality of services is better.
- These employees are well trained and qualified, which is not the case with employees in other organizations. The better compensation and work environment ensure that these employees do not leave for other company
- For international patients, the hospital has an international patient coordinator who provides them with all the necessary information about the treatment, cost, and post-diagnosis period through an online consultation, and then provides them with the visa invitation. Even the weather conditions are taken care of by the coordinator so that international patients can plan accordingly. The hospital also takes care of the necessary

pick-ups and room bookings, and even helps with currency exchange making them a rare resource for the hospital.

### **Imitable**

- Wisdom Hospital provides services to international patients by providing patients with invitation visa and also arranging room, pick up, money exchange, SIM card services along with medical services; this can be imitated if the organization has good contacts and resources.
- As Wisdom Hospital's VRIO analysis shows, its employees are also not that costly to imitate. Because other companies can train their employees to improve their skills. Hospital Hire employees by offering better compensation packages, better work environment, benefits, growth opportunities, etc.

### **Non-substitutable**

- I can't say that the image and reputation of wisdom Hospital is not replaceable. A good image has been built over just past 2 years and is becoming a strong brand. But we can say that service provided is not replaceable.
- The hospital brought out its best and doing well and good for past 2 years.

## **❖ SWOT Analysis**

### **Strengths**

- Highly qualified and vastly experienced team of super-speciality, and specialist consultants.
- 24 hours quick service at a time of emergency.
- The hospital has its own in-house pharmacy, canteen facility and optical store, which enables patient to conveniently arrange for medicines.
- The hospital has the best doctors and support staff one can hope for. It has spotlessly clean and well-maintained facilities.
- Hospital offers their patients the best possible care in a friendly and compassionate manner at reasonable cost.

### **Weaknesses**

- During online consultations, the staff seems to be in a hurry, which results in patients not being advised properly.
- No adequate assessment system or process in place.

- Communication is one of the most important aspects of dealing with clients/patients. After observing and understanding the feedback from patients, I found that the staff was deficient in social skills, courtesy, and effective communication with patients.
- Since there are patients which are from different countries and thus there is a language barrier, the reception staff should know how to communicate effectively.

## **Opportunities**

- Conduct regular training in effective communication, patient handling, and positive attitude.
- One of the opportunities will be to provide patients with an MRI machine, which is not currently available in the hospital.
- Establishing an effective appraisal system will help boost staff morale and performance.
- By using sophisticated Big Data tools to predict patient needs, the hospital can determine not only which risk factors are causing patient problems, but also which patients need closer monitoring.
- When the hospital provides critical data and information to players or companies that manufacture drugs, it can accelerate drug development and reduce research costs, and the hospital can gain an edge in the industry.

## **Threats**

- Competition from: Manipal Hospitals Goa; Healthway Hospital; Goa Medical Collage & hospital (GMC)
- Loss of key personnel or employees
- Unfavourable changes in reimbursement or regulations
- Assault and battery against medical staff are the most common abuse-related injuries in healthcare facilities.
- Another threat could be the poaching of staff by other hospitals, resulting in the loss of valuable hospital resources

## **Chapter-III**

### **INTRODUCTION ON PROJECT TOPIC**

#### **“Role of Emotional Intelligence and Quality of work-life on Work Stress”**

A person's emotional intelligence ensures that he or she can deal with work stress in the work environment with colleagues, and it also ensures that he or she has control over a person's emotions by analysing the circumstances of the outburst of emotions.

Emotional intelligence can come into play when working in a variety of healthcare situations. After all, hospitals can be a high-stress place. Emotions can run high. This is evident, for example, in interactions between staff and patients. It is also evident when difficult news must be delivered to patients and their families. Team members often need to keep their emotions in check and work together to achieve their goals. Doctors, nurses, and lab technicians must manage the stress of their jobs and avoid making serious mistakes. They must juggle all their tasks without burning out.

Emotional intelligence is not a fixed trait. Even those who have problems with their emotions can learn to control them better with proper training. Individuals just have to be willing to improve. Organisations should also support their staff, nurses and physicians to make improvements across the board.

Training can be provided to improve patient care. Most medical professionals focus too much on the physical recovery of their patients. They neglect that these people also have emotional needs that should be met. For example, nurses can observe certain behavioural patterns in their patients. They can adjust their own behaviour to better interact with these people. Adjustments can also be made with regard to a more harmonious relationship with colleagues.

## **Literature review**

### **▪ Emotional Intelligence**

According to Schutte et al. (1998), EI is specified as the ability to adaptively acknowledge, manifest, control, and manage emotions. EI plays a significant role in the success of any individual's business. Studies show that the contribution of EI is about eighty percent, while intelligence quotient is only about twenty percent.

Researchers have confirmed that an employee with more EI can easily adapt to a new environment and is fruitful for his company (Ameen, Almari, & Isaac, 2019). It is known that the strategic leaders of the organization will emerge with this key characteristic of EI. EI is also identified as one of the skills that will be essential for success in 2020.

### **▪ Emotional Intelligence and Work Life Balance**

The results of the study conducted on medical professionals showed that EI is undeniably related to work life and can be referred to as a predictive element of the quality of work life and employee performance (Affandi & Raza, 2013). The studies conducted at IT on the effects of EI on WLB dimensions found a weak but significant relationship, while the effects of emotions on performance were strongly influenced. (Rangreji, 2010). In the work life domain, the involvement of WLB programs was effectively influenced by emotional intelligence. In addition, literature from various sources suggests that EI differs between genders. (Harrod & Scheer, 2005). Another study conducted among academics shows that EI and WLB are weekly correlated, but EI doesn't have a large impact on WLB (Studies & Delhi, 2017)

### **▪ Role of the Psychological Capital on Quality of Work Life**

S. Mortazabi (2012) examined the role of psychological capital on quality of work life and organizational performance. Data were collected from nurses in four hospitals, two of which were private hospitals and two of which were public hospitals. The sample size was 207 nurses, randomly selected, and self-efficacy, optimism, hope resilience, survival needs, Belonging Needs, and Knowledge Needs were treated as exogenous variables, And Psychological capital and QWL were treated as endogenous variables. For data analysis, the researcher used scale means, reliability, and correlations between scales. One of the most important factors that plays a positive role is the psychological capital of the human resources of each organization. The research shows that psychological capital is a more status-like factor than personality traits and QWL has a positive and significant relationship with organizational performance

### ▪ **Work Stress and Emotional Intelligence**

Emotional intelligence is often associated with a person's perception of stress. Many researchers believe that it can mitigate the effects of stress on an organization (Ivancevich & Matteson, 1980; Parker & DeCotiis, 1983). Jamal (2005) pointed out that the greater the imbalance between an individual's capabilities and the demands of the organization, the more stress the individual will experience. Jamal also pointed out that among the skills that each individual needs is moderate or high emotional intelligence.

A study conducted by Landa, Lopez-Zafra, Martos, and Aguilar-Luzon (2007) with 180 nurses at a public hospital in Spain found that nurses with high emotional intelligence scores reported lower stress levels than nurses with low emotional intelligence scores. In this study, nurses' length of service and work experience also determined the level of stress experienced. In addition, retrospective studies were conducted with 178 similar academic and general employees at several universities in Australia (Gillespie et al., 2001), 320 retail store managers in the United Kingdom (Slaski & Cartwright, 2002) and 212 professionals in mental health facilities in Greece (Nikolau & Tsaosis, 2002), all of which showed that employees who were able to use and regulate their own emotions and the emotions of their colleagues had lower levels of physiological and psychological stress.



## **Chapter-IV**

### **RESEARCH**

#### **❖ Research gaps**

This study will investigate whether Emotional Intelligence contributes or leads to increasing the quality of work life and reducing work stress. In order to deepen this study, ego management is considered as an additional variable for this study in relation to Emotional Intelligence. In terms of Quality of Work Life, additional variables considered are Organisational Culture, Job Satisfaction, and Job Security. Additional variables for work stress include workload, long hours, and role ambiguity. This study examines the role of emotional intelligence and quality of work life on work stress.

#### **Research Questions**

- What is the impact of Emotional Intelligence on the quality of work life?
- What is the relationship and impact of Emotional Intelligence on work stress?
- What is the influence of Emotional Intelligence and quality of work life on work stress?
- How high is the emotional intelligence of employees at different levels?

#### **Project objectives**

Understanding the relationship between Emotional Intelligence and Quality of Work Life.

- To assess the emotional intelligence of the employees at
- To study the quality of work life of employees in the Hospital
- To study the relationship between Emotional Intelligence and work stress.
- To study the statistically significant relationship between EL and QWL with work stress
- To study the nurses' emotional intelligence impact on the delivered services quality.

## ❖ **Research Methodology**

### ➤ **Sample size**

The sample size for this study consists of 122 data points i.e., 10= physicians & doctors, 66= nurses, 45= other staff selected for the study. Structured questionnaire with Likert type rating scale was used for data collection. Secondary data were obtained from books, journals and internet.

### ➤ **Sampling**

The sample population focused on wisdom Hospital staff. Rather than the researcher selecting participants and contacting them directly, individuals volunteered too.

### ➤ **Method of data collection**

Data were collected using primary and secondary data sources. Primary Data: Data collected from the primary source provides information about the participants' opinions. The data is collected through a survey (questionnaire: Four-point scale that ranged from "strongly disagree" (1), "disagree" (2), "agree" (3), and "strongly agree" (4), with closed-ended questions so that the study was easier because of the clear answers to the questions). Secondary data: Several similar research studies were consulted for better understanding and clarity about the research format.

### ➤ **Research Design**

A descriptive, quantitative research design is used for this study. Quantitative research is the process of collecting and analysing numerical data. It can be used to identify patterns and averages, make predictions, test causal relationships, and generalise results to larger populations. Descriptive in the sense that it reveals the role of emotional intelligence and quality of work life on work stress.

➤ **Instrument development and pre-test**

Structured questionnaires with closed-ended questions are used to collect data from respondents, which provide respondents with an answer format because it is easier for respondents to answer and can be easily analysed to systematically summarise the data and attempt to generalise to the population as a whole. The level of measurement used is nominal (for only two questions), with no fixed order between options, such as gender and whether the respondent is a doctor, nurse, or general staff. The scale used to answer the questionnaire (except for the two questions mentioned above) is a Likert scale from Fred David (1989), which can be considered an interval scale. It is used to ask respondents to indicate their agreement with a statement. In this study, only a four-point scale is used, which allows respondents to rate their agreement on a scale from 'strongly disagree' to 'strongly agree,' with Likert items averaged for analysis.

➤ **Data presentation and data technology**

The collected data are presented in the form of tables. To create a clear understanding and identify the role of factors, multiple co-relation is used to correlate a set of variables. In this research work, multiple regression is used. Multiple linear regression analysis helps to understand how statistically significant the relationship between variables is.

## Chapter-V

### DATA ANALYSIS AND INTERPRETATION

Data collected by Wisdom Hospital staff were transferred to the spreadsheet in the form of tally sheets and analysed using statistical tools. The following are the results of the data analysed with statistical instruments.

#### ➤ Descriptive

Gender	Occupation
122	122

#### ➤ Frequencies

##### Gender

Levels	Counts	% of Total	Cumulative %
Female	107	87.7 %	87.7 %
Male	15	12.3 %	100.0 %

##### Occupation

Levels	Counts	% of Total	Cumulative %
Doctors	10	8.2 %	8.2 %
Nurse	66	54.1 %	62.3 %
Other Staff	46	37.7 %	100.0 %

In the above given tables total number of data points or responses received for the study are N= 122. Frequencies of Gender level are Female and Male, out of which N= 107, which is 87.7% respondents are Female and N= 15 which is 12.3% respondents are Male. Further frequencies of occupation are, N= 10 which is 8.2% of respondents are Doctors, N= 66 which constitutes for 54.1% respondents are Nurses and N= 46 which is 37.7% respondents are other staff which includes Amin, housekeeping, Holdings, Receptionist, Dialysis Technician, Lab Technicians, Pharmacists, OT Staff and optometrist.

### ➤ Descriptive Statistics

<i>STATISTICS</i>	<i>Emotional Intelligence</i>	<i>Quality of Work Life</i>	<i>Work- Stress</i>
Mean	2.941256831	2.75	2.55806011
Standard Error	0.025510351	0.03322081	0.03409973
Median	2.916666667	2.83333333	2.58333333
Mode	2.75	2.83333333	2.75
Standard Deviation	0.281771038	0.36693579	0.37664383
Sample Variance	0.079394918	0.13464187	0.14186058
Kurtosis	0.059096342	-0.1522635	3.48955058
Skewness	0.278259899	-0.2787228	-1.2611852
Range	1.5	1.83333333	2.58333333
Minimum	2.083333333	1.83333333	1
Maximum	3.583333333	3.66666667	3.58333333
Sum	358.8333333	335.5	312.083333
Count	122	122	122

As per the above table mean of emotional intelligence is more than the mean of quality work-life and work stress. As per symmetric distribution, the mean and median are very close together. The mean tells us that the emotional intelligence distribution is 2.941256831. However, there is a difference between emotional intelligence means of 2.941256831 and a median of 2.916666667 when the mean is greater than the median it is indicated that the distribution is right-skewed. If we see the value of work stress mean 2.55806011 is less than the median of 2.58333333 and they are both, less than the mode 2.75. The mean and median both reflect the skewing but the mean reflects it more so here the skewness is negative and so

the distribution is skewed left. If we have a look at QWL then the mean is 2.75 is again less than the median of 2.83333333 but here the median and mode are the same values.

The standard deviation of QWL and work stress measure the average distance indicating that the data points tend to be very close to the mean. The value of sample variance of QWL, Emotional intelligence, and work stress indicates that the sample values are distributed close to the mean value. Both the values of kurtosis Emotional intelligence and QWL are less than 3 ( $k_a < 3$ ) therefore both curves are platy kurtic, and the kurtosis value of work stress is greater than 3 ( $k_a > 3$ ) the curve is a leptokurtic. The data is more disperse from the central mean.

### ➤ Multiple Regression

Regression Statistics	
Multiple R	0.3
R Square	<b>0.09</b>
Adjusted R Square	<b>0.07</b>
Standard Error	0.36
Observations	122

ANOVA					
	df	SS	MS	F	Significance F
Regression	2	1.53984203	0.76992102	<b>5.86361047</b>	<b>0.00372619</b>
Residual	119	15.6252878	0.13130494		
Total	121	17.1651298			

	Coefficients	<i>Standard Error</i>	t Stat	P-value
Intercept	2.780490998	0.39925891	6.96413011	0
EI	<b>-0.299337194</b>	0.11809906	-2.5346281	<b>0.01255465</b>
QWL	<b>0.239271519</b>	0.0906886	2.63838572	<b>0.00944409</b>

**Objective:** To examine the Statistically Significant relationship jointly between EL and QWL with Work Stress.

**Null H0:** Emotional Intelligence & QWL jointly have no statistically significant relationship with Work stress.

**H1:** Emotional Intelligence & QWL jointly have statistically significant relationship with Work stress.

Testing the hypothesis using the multiple regression analysis. Firstly, looking at the regression statistics table ( $R^2 = 0.09\%$ ) which means 9% is the proportion of the variance in DV (dependent variable) is explained by IV (independent variables). (Adjusted  $R^2 = 0.07\%$ ) which means there is only 2% of shrinking between  $R^2$  and Adjusted  $R^2$ .

To determine if there is a jointly statistically significant relationship between the two predictor variables and the response variable, we need to analyse the overall F value of the model and the corresponding p- value: looking at the Anova table the overall regression model is significant,  $F = 5.863$ ,  $p < 0.05$  (alpha)(0.00372619), which indicates that the IV's play a significant role in shaping DV.

Furthermore, investigating the impact of Emotional Intelligence and Quality of Work- Life on Work- Stress. As it can be seen in above coefficient table, Emotional Intelligence ( $\beta_1 = -0.299337194$ , t- value=-2.5346281, P-value = 0.01255465), QWL ( $\beta_2 = 0.239271519$ , t-value= 2.63838572, P- value =

0.00944409), since this p-value is less than .05, we can reject the null hypothesis. In other words, EI and QWL have a jointly statistically significant relationship with Work- Stress.

## RESEARCH FINDINGS

This study examined the correlations between Emotional Intelligence and Quality of Work Life with Work Stress, as well as the joint statistically significant relationship between Emotional Intelligence, Quality of Work Life, and Work Stress. The results suggest that Emotional Intelligence has only a very weak positive correlation with Quality of Work Life. The correlation coefficient of 0.14, which ranges from 0.01 to 0.19, means that although Emotional Intelligence and Quality of Work Life increase interdependently, the relationship is not statistically significant, i.e., the relationship is negligible.

The result shows that Emotional Intelligence has only a weak negative correlation with work stress, but it is statistically significant. Since the correlation coefficient of  $-0.19^*$ , which ranges from  $-0.01$  to

$-0.19$ , it means that when emotional intelligence increases, work stress decreases, or in another case, when emotional intelligence decreases, work stress among employees increases, which leads to burnout among employees and affects work, which also leads to health problems that can increase absenteeism and work is frequently interrupted, which ultimately reduces organisational productivity. So, if the emotional intelligence of the employees improves or increases, then their work stress will decrease and they will be able to work more effectively and efficiently and the work performance and productivity of the individual and the organisation as a whole will increase.

The multiple regression tool was used to understand the statistically significant relationship between Emotional Intelligence, Quality of Work Life, and Work Stress. The results of multiple regression indicate that Emotional Intelligence and Quality of Work Life together with Work Stress are statistically significant because the probability value for Emotional Intelligence, Quality of Work Life, and Intercept (Work Stress) is less than the alpha value of 0.05. This means that emotional intelligence and quality of work life have a joint effect on work stress. In other words, if emotional intelligence and quality of work life increase, then employees' work stress will decrease and they will be more productive and happier at work, which will affect their work. So in order to reduce work stress and make employees more efficient, productive and happy, employees should think about how to manage both their own and others' emotions. The organisation should provide employees with a good working environment, provide all the necessary facilities and amenities, and teach them how to set priorities to reduce their work stress.



## **CONCLUSION**

The report deals with the topic "Role of Emotional Intelligence and QWL on Work Stress". The survey was conducted in the hospital. From my observations, hospital staff has more problems when it comes to multitasking, so this is where the topic of the project comes in. The survey was conducted both by distributing a questionnaire to staff and by sending out Google forms to collect data. Responses for the project were voluntary and the sample size was 122. Furthermore, the data was examined to understand the first objective: the relationship between emotional intelligence and quality of work life. We used a correlation test to obtain the result. The second objective was to study the relationship between emotional intelligence and work stress. We used a correlation test to understand the analysis, and the results showed a weak negative correlation and were statistically significant. The final objective was to examine the statistically significant relationship between EI and QWL and work stress. To test this objective, a regression test was used, and the results showed that EI and QWL together had a statistically significant relationship with work stress.

## **Chapter- VI**

### **RECOMMENDATION TO THE COMPANY**

- Hospital should provide proper work schedule for employees and try to keep the shift timing same.
- The training provided by the organization must be useful to the employees with latest techniques and practices.
- Employees performances should be monitored and online personal assessment should be provided.
- Hospital should also focus more on quality rather than quantity and also try to improve food quality.
- Hospital should create feedback forms, opinion surveys, employee's suggestion box or employee's suggestion committee.
- Make caregivers allies. Educate staff about the importance of involving caregivers in patient care, both in the hospital and at home. As partners, these individuals can greatly support nurses' efforts to provide quality patient care.
- Prepare clinical staff to work with caregivers. Build an empathetic clinical staff that can effectively care for the patient while giving attention to the caregiver. More and more, nurses are becoming an important gauge of quality of care.
- Create a culture of shared accountability. An excellent care team will help each other address patient needs, not ignore a patient's call because "he's not my patient"
- Ensure consistent patient care. Embed consistency in patient care. Make sure the entire care team is committed to patient quality, measure effectiveness, and track improvements.

## **WORK DONE AND LEARNING DERIVED**

### **❖ Work Done**

Being a part of wisdom hospital, I have learned a lot, some of learning is as follows:

- Carried the documentation work wherein all the personal files of all employees were sorted out and prepared a checklist of required and missing documents.
- Sending appointment letters to the doctors and staff.
- Understanding about PF new registration, PF withdrawal, PF transfer, and ESIC Registration.

### **❖ Learning Derived**

During the internship, I learned how to put my skills and existing knowledge into action (things I learned in university I actually put into practise, such as knowledge of PF and other benefits).

- I learned how a good work environment or culture can add value to one's work and make the most of it.
- I learned the importance of having a strong and positive mental state at work and even in my personal life, which has a strong impact on personality.
- If you are not sure about something, it is always better to get clarification than to waste energy, time and resources doing something wrong and getting into trouble.
- I have learned the importance of being able to listen, communicate, and understand well, and that doing so solves half of all problems on its own.

## REFERENCES AND QUESTIONNAIRE

Wisdom hospital brochures and pamphlets

Wisdom hospital's relevant documents.

[www.wisdomhospital.com](http://www.wisdomhospital.com)

<https://www.ibef.org/>

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Questionnaire				
About you				
Gender				
Occupation				
Marital status				
Statement	Strongly Agree	Agree	Strongly Disagree	Disagree
<b>Emotional intelligence</b>				
Ego Management				
I want others to talk to me in Respected manner	1	2	3	4
I do not like it when others advise/cross-examine me	1	2	3	4
I let my performance speak for itself	1	2	3	4
I want others to adopt and understand my point of view on certain topics	1	2	3	4
Self-Awareness				
I am able to control my temper and deal with difficulties in a reasonable manner.	1	2	3	4
I recognize and aware how my feelings might affect my performance.	1	2	3	4
I can usually understand why people are difficult toward me.	1	2	3	4
I recognize the connections between my feelings and what I think, do, and say	1	2	3	4
Empathy				
Empathy is a therapeutic skill without which a health care provider's success is limited	1	2	3	4
I am sensitive to the feelings and emotions of others	1	2	3	4
when I see someone being treated unfairly, I feel compassion for them	1	2	3	4
I help by understanding the needs and feelings of others.	1	2	3	4
<b>Quality of Work life</b>				
Job Satisfaction				
I am satisfied with the amount of control and commitment I have in my work.	1	2	3	4
I am not particularly proud or satisfied with my work	1	2	3	4
My performance is recognized by the manager/supervisor.	1	2	3	4
I am satisfied with the salary that is commensurate with my job description and title.	1	2	3	4
Social Integration				
I listen well, make an effort to understand each other, and welcome the exchange of information	1	2	3	4
I socialize with my co-workers/colleagues at work?	1	2	3	4
I respect and treat well people from diverse backgrounds.	1	2	3	4
I make and maintain personal friendships with my work colleagues	1	2	3	4
Organization environment				
Supervisor gives me constructive feedback and opportunities for advancement	1	2	3	4
Management considers my ideas and suggestions for changes or to improve services.	1	2	3	4
I receive support for in-service training and ongoing education.	1	2	3	4
I feel that I can easily communicate with members of all levels of this organization.	1	2	3	4
<b>Work-stress</b>				
Work-load				
I do a lot of work that has nothing to do with my job description	1	2	3	4
I have to work very hard in my job.	1	2	3	4
I often receive conflicting work requests from colleagues/supervisors.	1	2	3	4

I have enough time to do everything in my job	1	2	3	4
Role Ambiguity				
I do not know what my responsibilities are in performing my job.	1	2	3	4
I know exactly what is expected of me in my job.	1	2	3	4
I know what procedures I need to follow to get my job done.	1	2	3	4
I have to work under unclear direction	1	2	3	4
Long hours				
I am often so emotionally exhausted when I get home from work that I can no longer take care of my family.	1	2	3	4
Shift work or work pressure has a negative impact on my life	1	2	3	4
I work a manageable number of hours	1	2	3	4
I can balance work and family well.	1	2	3	4