

**Goa University**

**Goa Business School**

**Taleigao Plateau, Panjim– Goa**

Submitted in partial fulfilment of the requirement of the degree of  
**Master of Business Administration (MBA)**

**INTERNSHIP**

**Final Report**



Submitted by

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**No: 2060 (MBA Part II)**

Supervised by: **Dr. Suraj Velip**

***Academic Year 2021-2022***

# CERTIFICATE



Date: 03-05-2022

## CERTIFICATE

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Vishal S. Navelkar a student from Business School, Goa University, Taleigao Plateau, Panjim-Goa has attended internships as Human Resource Intern at Vision Hospital, from 15<sup>th</sup> January 2022 to 5<sup>th</sup> May 2022.

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 her all success in his future.

Savio De Souza  
Hospital Administrator



## DECLARATION

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I Vishal S. Navelkar, student of MBA final year at Goa Business School (No- 2060), hereby declare that the project entitled “Final Report” at Vision Multispecialty Hospital has been prepared by me to the best of my knowledge towards the partial fulfilment of the requirement for the award of Master of Business Administration Degree (MBA) during the period from 15th Jan to 5th May 2022, Under the guidance of Dr. Suraj Velip of Goa Business School (MBA). I further declare that the work reported in this project has not been submitted before and will not be submitted henceforth by anyone else, either in part or in full.

Student Signature

Signature of guide

Vishal S. Navelkar

Prof. Suraj Velip

Place: Bicholim, Goa

Date:

## **ACKNOWLEDGEMENT**

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Firstly, I am thankful to Goa Business School (Goa University), for giving me the opportunity to work on this project.

I take this opportunity to record my sincere thanks to Dr. Chandrakant Shetye, Sir Savio De Souza (Administrator/HR) of Vision Multispecialty hospital, to my parents who co-operated me during this period and giving constant motivation and encouragement to complete this project. And I am thankful to almighty for giving me strength and being with me and showing me the guiding light in the passage of life.

I would like to acknowledge, with gratitude, my thanks to my research project mentor, Dr. Suraj Velip for his encouragement and valuable advice, counsel, and for co-ordinating the project work and giving me guidance. Working under his guidance make me learn much. This project would not have been possible without the guidance provided by mentor.

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## **Abstract**

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In this project section A, look at introduction & company profile wherein it discuss about the vision and mission of the hospital then about the hospital overview about its establishment its functioning and capacity of the hospital. Some light has been put on the hospital staff and the services it has offer to people. This report also talks about the advance technology which is being utilised at the hospital, we will also get idea about the organisation structure of hospital. Section B and C is about the strategic analysis of hospital and industry as a whole and section D is all about the identification of problems and task which are being carried out along with the learning derived from internship followed by conclusion which will led to the project study topic.

The survey was conducted both the ways that are by distributing a questionnaire to the staff and also by sending Google forms to collect the data. The responses for the project were volunteering and the sample size was 122. Further, the data were examined to understand the 1st objective:- the relationship between emotional intelligence and the quality of work-life we used a correlation test to get the result, after the test it was showing that there was a weak positive correlation. The 2nd objective was to study the association of Emotional intelligence on work stress we used a correlation test to understand the analysis and the results were weakly negative correlation and statistically significant. The last objective was to examine the statistical significant relationship jointly between EI and QWL with work stress. To test this objective regression test was used and the results were found that EI and QWL jointly have a statistically significant relationship with work stress.



## Section A

### Introduction & Company profile

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#### 1.1 Quality Policy

We, Vision Multispecialty Hospital, declare our commitment to meet and surpass the requirement and expectations of all our valued patients by providing, compassionate and high-quality health care services at affordable rates.

#### 1.2 Tag line of Vision Hospital

Restoring the joy of Health

#### 1.3 Vision Statement

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

#### 1.4 Mission Statement

The mission of Vision Multispecialty Hospital, is to provide healthcare with quality patient care, and patient service, with attention to clinical excellence, along with a commitment to assure the very best healthcare at affordable rates for those we serve, to restore the joy of health.

#### 1.5 Introduction

Vision Multispecialty hospital was established in the year 2012 in Mapusa, by **Dr. Chandrakant Shetye** (*Among the many firsts to his credit, Dr. Shetye is the first who implant the Toric lens, first to implant the Alcon trifocal lens and also the first in Goa to do refractive lens exchange surgery*). It is one of the top players in the category hospitals in the Goa. This well-known establishment acts as a one-stop destination servicing customers both local and from other parts of Goa. Vision Care, centre for advanced eye care offers a wide range of medical and surgical care for eyes. At vision they are indeed proud of being the only super speciality eye hospital and the premier institution in Goa for their ophthalmology services, which provide advanced eye care diagnosis, and treatments, by highly qualified experts. Their super specialist ophthalmology consultants have completed their fellowship from premier institution from the country, and have vast and significant experience in their areas of super specialisation. Their team uses state of art diagnostic and surgical equipment, offering a comprehensive range of eye care services and ensuring treatment to the patients individual needs. Their eye care services are backed up by a team of qualified and dedicated optometrists, nurses and paramedical staff.

Over the course of its journey, this business has established a firm foothold in its industry. The belief that customer satisfaction is as important as their products and services, have helped this establishment garner a vast base of customers, which continues to grow by the day. This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company. In the near future, this business aims to expand its line of products and services and cater to a larger client base. It is an effortless task in commuting to this establishment as there are various modes of transport readily available. It is at Duler Ground Road, Near St Anthony School & Duler Football Ground, Duler, which makes it easy for first-time visitors in locating this establishment. It is known to provide top service in the following categories: Hospitals, Private Hospitals, Eye Hospitals, Maternity Hospitals, Multispecialty Hospitals, Orthopaedic Hospitals. Hospital has two blocks first is, **Vision Inpatient Block** wherein it has Inpatient care, Ambulance, Insurance Dept., Care CT scan, Vision ICU, Vision Casualty, Vision Dialysis and Vision Pathology Laboratory. Second is **Vision Outpatient Block** wherein it has Vision Eye Care, Vision Retina Clinic, Vision Dental Clinic, Vision Chemist & Druggist. Vision hospital is empanelled by many of the major TPA'S and has cashless services empanelment's and Tie ups with corporate and insurances companies.

### **1.6 Tie ups with corporate and insurances companies.**

Goa Deen Dayal Swasthya Seva Yojana, Cholamandalam MS General Insurance, Dedicated Healthcare services TPA (India) Private Limited, Konkan Railway Corporation LTD., ACGL, Indian overseas Bank, Cigna ttk Health Insurance, Religare values that bind Health Insurance, Max Bupa Health Insurance, ICICI Lombard General Insurance, Vidal Health Third Party Administrator, Union Bank of India, Kalyani, Medi Assist, SBI, MRF, GKB Ophthalmic Ltd., Aditya Birla Health, Universal Sompo general insurance co. ltd., Titan, HDFC ERGO general Insurance, Medicare TPA services (I) pvt. Ltd., United health care Parekh, Diebold innovation delivered, Goa shipyard limited, GENO pharmaceuticals limited, Bajaj Allianz, Paramount health, Ericson insurance TPA pvt. Ltd., Apollo Munich health insurance, Star personal and caring, Canara bank, SESA Goa, CSIR- National Institute of Oceanography, Amsar, Reliance general insurance, Corporation Bank, E-meditek, BRAJ Banani group, GMD, Customs and Central Excise.

### **1.7 Prominent locations of Hospital in Goa.**

In Goa, this establishment occupies a prominent location, it has Vision Multispecialty Hospital, Vision Hospital at Duler Mapusa, Vision care (centre for advance eye care) at Duler Mapusa and Sawantwadi, Vision Clinics at Patto-Panjim, Vision Care (optometry Clinic) located at Vengurla, Dodamarg and Reddy.

## 1.8 Hospitals Capacity

At Vision Hospital they offer patients the best possible care in a friendly and compassionate manner at a reasonable cost. Your treatment at Vision will be of high standards. Vision Hospital is purpose built for the delivery of specialized care and offering maximum comfort for patients.

Vision Multispecialty Hospital is an ultra-modern Multispecialty Hospital with 40 beds which include 5 beds for critical care, in an Intensive Care unit equipped with state of the art ventilators, infusion pumps, arterial blood gas analyser and patient monitoring systems.

Vision Multispecialty hospital offers a comprehensive range of medical services and specialist care to the community. Vision Multispecialty Hospital also has a Modular operation Theatre Complex, comprising of three operating theatres, equipped with laminar Air flow, Hepa Filters, centralized medical gases and support facilities.

## 1.9 Equipment's & Phacoemulsification Technology from Alcon USA

At vision care only the most advanced equipment is used to ensure that your eyes are treated with the best available technology. Vision care is equipped with the **Infiniti Vision System** and **Centurion Vision System** both from Alcon USA. The state of art modular operation theatre with laminar air flow is also equipped with a Carl Zeiss OPMI 1 FR and Carl Zeiss OPMI LUMERA 300 operating microscopes. Also used in the OT is an Alcon Constellation Vitrectomy System for Retinal & Vitreous Surgery. The Diagnostic Unit is equipped with a Carl Zeiss IOL master, a Carl Zeiss Optical Coherence Tomography Machine, Iridex Green Laser, and a Carl Zeiss Fundus Fluorescein Angiography Machine. The perimetry unit is also from Carl Zeiss. As a referral centre across multiple disciplines, it attracts patients requiring complex medical procedures. It has a centre for Endoscopic surgeries and Minimal Access, and a high end dialysis unit. The entire hospital is equipped with ultra-modern equipment's. Basic Equipment; Advanced Medical Imaging, 3D Ultrasound Imaging, Echocardiography, Colour Doppler, C-Arm, Digital X-ray, Portable X-ray, Cardiac Monitoring, ECG, Holter Monitoring, Computerised Stress Test, Others.

## 1.10 Hospital Staff

Total number of Staff at hospital is above 250. The staff at this establishment are courteous and prompt at providing any assistance. They readily answer any queries or questions that you may have. Pay for the service with ease by using any of the available modes of payment, such as Cash, Cheques. This establishment is functional from 00:00 - 23:59. By combining medical expertise with high standards of personalised care, in a friendly and compassionate environment, their focus is to provide a hassle free experience for their dear patients. A very highly qualified and vastly experienced team of Super

specialists, Specialists and Consultants who are backed up with widely experienced Resident Medical Officers, Nurses, and Para medical staff, offer to their patients dedicated services round the clock.

### **1.11 Services provided by hospital**

- 24 hours Emergency, Accident and Trauma Care
- 24 hours Diagnostic services including CT Scan, X-Ray and Pathology Laboratory.
- State of the art modular Operation Theatre Complex and 10 bedded intensive Care Unit.
- Physiotherapy and Rehabilitation Center.
- 24 hours Ambulance Service

#### *Hospital specialities*

Aesthetic and plastic surgery, Anesthesiology, Arthroscopy and joint, Bariatric (obesity) surgery, Chest medicine, Dentistry, Dermatology, Diabetology, Endocrinology, Ent, Fertility clinic, Fetal medicine, Gastroenterology, General surgery, Hematology, Internal medicine, Intensive care unit, Neurosurgery, Nephrology and dialysis unit, Ophthalmology, Orthopaedics & joint replacement, Obstetrics and gynaecology, Paediatric, Pathology, Pediatric surgery, Physiotherapy, Psychiatry, Radiology, Rheumatology, Sexology, Urology

#### *Vision dental clinic*

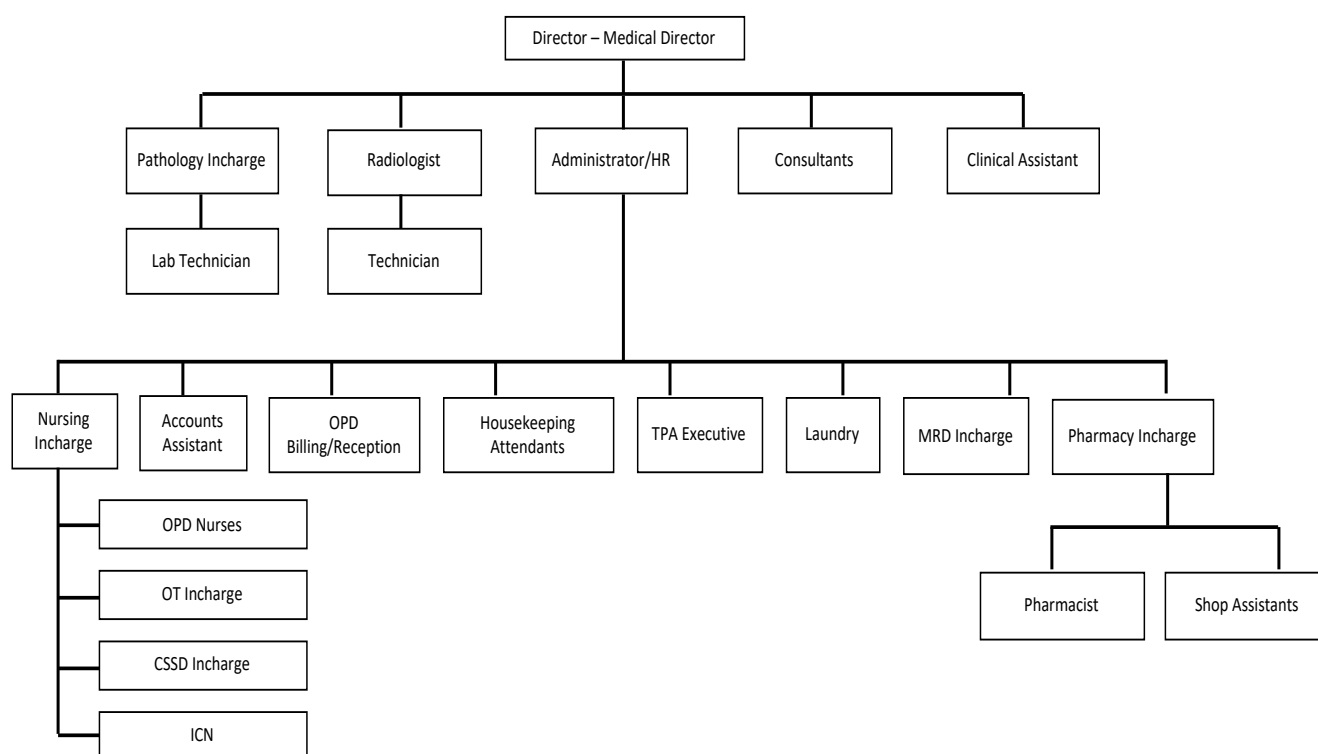
The dental office combined with an innovative diagnostic centre with high end equipment's, specializes in Cosmetic, Implant, Restorative, Full Mouth Rehabilitation and General Dental Services.

They provide services like: Full Mouth Rehabilitation (FMR), Smile Designing, Implant, Esthetic / Cosmetic Dentistry, Fixed Prosthesis (veneers Crown Bridges), Removable Prosthesis (Dentures), Restorative Services (Fillings), Teeth Whitening, Scaling & Polishing, Orthodontics ( Invisible braces), Endodontics (Root Canal Treatment), TMJ Treatment, Oral Surgery, Periodontics (Gum treatment), Pedodontics (Dentistry for kids). Vision hospital have Advanced Dental Technology, Preventive & Restorative Dental Services, Dental Emergencies, Cosmetic Dental Procedures, Personalized Gentle Care, State of the Art Equipment, Affordable Treatments for all, Premium Cosmetic Services, Gum Recontouring, Enamel Recontouring, Orthodontics / Invisalign, Veneers, Inlays / Onlays Dental Implants, Teeth Jewellery, Gum depigmentation, Metal Free Crown (All Ceramic) Bridal Smile Makeover.

## *Vision eye care*

small incision suture less cataract surgery, Phacoemulsification, Foldable & non foldable lens, Multi focal and toric lens, Topical phaco, ND Yag laser, Optical coherence tomography, FFA, Retinal laser, Vitrectomy retinal surgery, Suturless vitrectomy, Functional & cosmetic, Eye lid surgery, Lacrimal surgery, Orbit reconstruction, Socket surgery, Artificial eye placement, Botox & Dermal filler injections, Applanation Tonometry, Perimetry, Shunt & implants, Medical and surgical management of glaucoma, ROP Screening, Visual acuity screening, Squint & diplopia, Keratoplasty, Corneal degeneration, Contact lens, Corneal infection & trauma, Ocular immunology, Uveitis, Ocular allergy & inflammation.

### **1.12. Organisation structure of Vision Multispecialty Hospital**



**Graph - 01**

Top of the hierarchy there is Medical Director who is responsible for handling all the issues related to medical workforce and doctors and he is also responsible for supervising the patient care services provided by medical staff.

Next in hierarchy who reports to medical director is pathology department, responsible for diagnosing and studying the cause of disease its nature by doing various tests and research to help medical

professionals to cure the diseases. Under pathology department it has lab technician, who basically assist in doing test, collecting samples, analyzing it and storing samples.

Radiologist department also reports to medical director, their role is to maximize clinical effectiveness. They are specialized in imaging techniques such as X-Ray, ultrasound, CT scan etc. under radiologist it has technician who assists in above mentioned techniques.

Administrator/HR is responsible for looking after routine or day to day activities of hospital. Administrator has to coordinate between various departments to see the smooth functioning of hospital. He is also responsible to oversee staff and to fill gap through recruitment, onboarding staff, training, appraisals, increments etc. under administrator there are various departments reporting such as Nursing how provide assistance to doctors and patients, under nursing department there are OPD (outpatient department) nurses ; who provides individualized care to patients. OT incharge; directs and coordinates activities of patient care administration within surgical services unit. CSSD (Central Sterile Supply Department) incharge; responsible for providing guaranteed sterile equipment's / instruments to all the departments of hospital for immediate use in patients care. ICN (Infection control nurse); provides information, guidance and training to prevent and control infection. At Vision Multispecialty Hospital they have Accounts assistant who reports to the Administrator/HR and his role is to maintain the records such as accounts payable and receivable which helps the hospital to keep track of its business. OPD billing department do the billing of patients who visit's doctors chamber for checkups. Housekeeping department does the maintenance and keeping the hospital neat and clean. TPA (Third party Administrator) Executive; is responsible to oversee the insurance process and claims. Laundry department look after the cleaning of bedsheets, uniform etc. MRD (Medical records departments); duty is to store records of all the patients who received treatment in hospital. Last department under administrator is Pharmacy, below it has pharmacist and shop assistant how look after the storing and providing of prescribed medicines.

Consultants department (Doctors) report to the Medical director and who's duty is to provide medical assistance to patients may it be in OPD sections or OT.

And last department reporting to medical director is clinical assistants and their role is to assist doctors in managing patients and doing required tests of patients, assisting doctors at the time of treatment.

## Section B

### Company Analysis

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#### 2.1 VIRN analysis

VRIN framework was developed by Birger Wernerfelt in the 1980s, it is a technique for the evaluation of a company's competitive analysis along with company resources. It's the acronym for Value, Rareness, Imitability followed by the Non-Substitutable.

##### 2.1.1 Valuable

- The Vision Multispecialty Hospital's VRIO analysis tells that the services that are provided by hospital under one roof (services mentioned above in company profile section) specially service in Eye care are valuable as they will create new revenue stream.
- Next vital valuable resource to the hospital is its Brand Awareness/value, over the period of time it has established good Brand Value of hospital as Dr. Chandrakant Shetye is the first who implant the Toric lens, first to implant the Alcon trifocal lens and also first in Goa to do Refractive lens exchange surgery and being the only super specialty eye hospital and the premier institution in Goa.
- Another valuable resource to hospital is its Digitalization, it has created its online presence where in all the information of Doctors with their specialisation and services are mentioned even scheduling an appointment is made easy online. To sum up all the required information is being provided online.
- Tie ups with corporates and insurance companies is also valuable resource to the hospital because of the understanding between hospital and insurance companies settlements are done on the faster way (all the tie ups are mentioned in company profile section).
- Advance technology is another valuable resource to the hospital as it is equipped with technology from Alcon USA like Infiniti Vision System, Centurion Vision System etc. which ensures that eyes are treated with the best available technology.
- VIRO analysis shows that doctors are a valuable resource to the hospital as they are highly trained and specialised and this leads to more productive result for the hospital and translate into greater value for the end customer (patients).
- Pricing strategy of the hospital is not a valuable resource as the prices for the services are bit expensive for many people who desires to be treated in hospital and it is a competitive disadvantage that needs to be worked on.

### **2.1.2 Rare**

- As discussed above regarding the services specifically in eye care it is their top of the line service and uncommon in that area with such advance technology and Dr. Chandrakant Shetye being the most specialized in that section makes it a rare resources to the hospital.
- Second rare resource to the hospital would be its brand value as it has advance eye care section/unit with best doctor it has led to great brand value amongst the people thus making it a rare resource.
- For international patients hospital has international patient coordinator who provide all the necessary information about treatment, cost, period after diagnosing the condition via online consultation and then provide them with the visa invite. Even weather conditions are being informed by the coordinator so that international patients can plan accordingly. Hospital even do the required pick-up arrangements and room booking, even they assist with the foreign currency exchange as and when required, this makes it a rare resource to the hospital.
- Services of hospital are not rare resource to the hospital however, quality of services is better.

### **2.1.3 Imitable**

- Brand awareness/value:- Brand awareness of the vision hospitals is not imitable as vision hospitals have successfully created the brand image, this has provided a sustainable competitive advantage and is one of the leading brands in the sector, especially in eye care.
- Advance technology which vision hospitals use like infinite vision system, a centurion vision system and much more technology which ensure that eyes are treated in best ways this came be imitable but it will be very costly to the organization.
- Vision hospital provides international patients services where they provide the patients with the invite visa and also arrange rooms, pickup, money exchange, SIM card service along with medical services, this can be imitable if the organization have good contact and resource.

### **2.1.4 Non-substitutable**

- Vision hospital image and reputation is non-substitutable this image is been created past 10 years and is growing into a strong brand. The service offered by Dr. Chandrakant Shetye is non-substitutable, he is a specialist of eyes care, Experienced In private practice for more than 18 years since 8 November 2002. Operated more than 30000 cataract cases to date and with the help of the new equipment and technology the services which are provided is non- substitutable.



## **2.2 SWOT Analysis**

SWOT which stands for (strengths, weaknesses, opportunities, and threats) analysis is a method for identifying and analysing internal strengths and weaknesses and external opportunities and threats that shape current and future operations and help develop strategic goals.

### **2.2.1 Strengths**

1. Highly qualified and vastly experienced team of super-speciality, and specialist consultants.
2. set up of 40 bedded facility includes a fully equipped 12 bedded intense care unit (equipped with ventilators, multi-parameter monitors, defibrillators, and other equipment's required to provide care for critical patients) and state of the art modular operation theatre complex (equipped with latest operating tables, anaesthesia workstations from dragger, for safer anaesthesia in high risk patients, multi parameter patient monitors, also equipped with laminar air flow systems to provide comfortable environment for patient and surgeon as well as to maintain international standards of care).
3. 24 hours quick service at a time of emergency.
4. The hospital has its own in house pharmacy, canteen facility and optical store, which enables patients to conveniently arrange for medicines.
5. The hospital has the best doctors and support staff one can hope for. It has spotlessly clean and well maintained facilities.
6. Hospital offers their patients the best possible care in a friendly and compassionate manner at reasonable cost.
7. Vision hospital now has a dedicated and comprehensive trauma team for management of emergency (accident) and trauma patients.
8. Hospital also deals with numerous international insurance companies as they have a lot of patients who are from different part of the world.

### **2.2.2 Weaknesses**

1. Communication is one of the important part when dealing with clients/ patients. After observing and understanding patients feedback I found that the staff lacks behind in soft-skills, polite approach and effective communication towards patients.
2. As patients comes from different locations, along with it brings language barrier however, receptionist should know to communicate effectively.
3. When it comes to online consultation staff seems to be in hurry which leaves patient with lack of guidance.

4. Till now MRI facility is not available.
5. No proper appraisal system or process in place.

### **2.2.3 Opportunities**

1. Conducting regular training sessions with respect to effective communication, dealing with patients and positive approach.
2. One of the opportunities will be to provide MRI facility to the patients which is currently not available at the hospital.
3. Setting up effective appraisal system will help to boost the moral and performance of the staff.
4. Use of sophisticated big data tools to predict patients need, hospital can not only identify which risk factors lead to patient issues but also which patients to monitor more closely.
5. If hospital provide critical data and information to players or companies that produces drugs, can help speed the development of drugs and decrease the cost of research and hospital can gain edge in the sector.

### **2.2.4 Threats**

#### **Competition from :**

1. District Hospital, Mapusa; Primary health center, Aldona; Modern homeopathy, Mapusa; Sankalp nursing home, karaswada ,mapusa
2. Loss of key staff or associates
3. Adverse changes in reimbursement or regulations
4. Assault and battery towards medical staff are the most common types of abuse-related injuries to occur within healthcare facilities.
5. Another threats could be employee poaching by other hospitals which could led to loss of valuable resource of the hospital.

## Section C

### Industry Analysis

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#### 3.1 Industry overview

Indian Healthcare sector comprises of hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance, and medical equipment. The healthcare sector is growing at a tremendous pace owing to its strengthening coverage, services, and increasing expenditure by public as well private players.

- The hospital industry in India, accounting for 80% of the total healthcare market, is witnessing a huge investor demand from both global as well as domestic investors. The hospital industry is expected to reach \$132 bn by 2023 from \$61.8 bn in 2017; growing at a CAGR of 16-17%.
- The Indian Medical Tourism market is expected to grow from its current size of \$3 bn to \$7-8 bn by 2020
- The diagnostics industry in India is currently valued at \$4 bn. The share of the organized sector is almost 25% in this segment (15% in labs and 10% in radiology).
- The primary care industry is currently valued at \$13 bn. The share of the organized sector is practically negligible in this case.
- 70,000 Ayushman Bharat centers, which aim at providing primary health care services to communities closer to their homes, are operational in India
- The market size of AYUSH has grown by 17% in 2014-20 to reach \$18.1 bn and the industry is projected to reach \$23.3 bn in 2022
- Health insurance contributes 20% to the non-life insurance business, making it the 2<sup>nd</sup> largest portfolio.

#### 3.2 Porter five forces analysis

Porter's Five Forces Framework is a method of analysing the operating environment of a competition of a business.

##### 3.2.1 Threat of substitute products and services

Threat of substitute is medium As a customer ( patient ) prefer cheaper or less price prescriptions medicines, so the customer will always opt to go where they are able to find cheaper price. Do it yourself strategy is most use now a days a people wants to research about the home remedies to get cure themselves at home and keep of the medical equipment's at home and even sine people prefer to search remedies online and try to act as doctors.

### **3.2.2 Threat of new entrants**

Threat of new entrants in the healthcare sector is medium to high because. Setting up of hospital is not that easy as one needs to comply with a bunch of rules and regulations. Even though government is encouraging FDI in the country, there are very few FDI hospitals in Goa and India other forms of funding are more prevalent. The reason for this can be long gestation period of investment and relatively low rate of return.

### **3.2.3 Bargaining power of suppliers**

Bargaining power of suppliers is high. Suppliers hold a very strong bargaining position. As it is completely dependent on its service and products and also there is high demand for medicines. As people don't stop getting sick. Despite the increase in healthcare cost, demand does not stop because people and also the government is more concerned about people's health and quality of life.

### **3.2.4 Bargaining power of buyers**

When it comes to bargaining power of customers in hospital, the customer are in a weak bargaining power or in other words, customers hold a less position to bargain as the rate/ fees are fixed to pay. As a patient (buyer) of medicine, they do not have many choices and should take the medication as prescribed by their doctors.

### **3.2.5 Rivalry among existing players**

There is high intensity of competitive rivalry. Most in private healthcare, as all the organisations are investing a hefty amount of money for their R&D requirement so they develop the new drug in the market before the other competitors do. The competition can be strong as there are several clinics that are run by private individuals, where patients can seek healthcare.

## **3.3 PESTEL Analysis**

### **3.3.1 Political**

1. Lower public expenditure: lower public expenditure that means healthcare industry is highly dominated by the private sector.
2. Government facilities and functioning attract foreign investors through investor-friendly policies and tax incentives.

3. Government hopes to provide innovative drug, expand facilities of healthcare insurance, and provide modern medical equipment and better service by implementing telemedicine in India.
4. The motive is to revolutionize the delivery of healthcare services using information technology and communication.
5. During Covid-19 the Goa government took over the right to admission in all private hospital in the state as hospital were not reserving 50% of their total beds for the treatment of covid-19 patients and even some instances wherein private hospital were not providing covid-19 treatment under DDSY and charging patients exorbitantly and to ensure that hospital company to this decision a government officer was stationed at each private hospital.
6. The health legislations are very few as compared to the size and problems in the health care sector. There is a need for having a comprehensive health care act, framed in order to gear the entire health care sector to the objectives laid down in the different policies in India. Most of the common medico legal situations arise out on noncompliance with these rules and regulations. If a hospital or doctor acquaints well with these rules and regulation and follow them sincerely, he/she would be on the right side of the law.

### **3.3.2 Economical**

Healthcare expenditure comes from the private patients, it means the higher-income people who goes to private hospital are the ones who contribute more than the people who goes to government hospitals. Healthcare industry can be effected by many economic factors especially unemployment for an example if there is unemployment people will not have enough money to spend on their medicals this will result in likely the people will not able to pay the entire cost of any hospital or emergency room visit, so there are very less chances that the people will seek help when they become ill the people will select the health services they can afford. The cost of medical devices which are used in hospitals for treatments plays an important role in the case of unemployment, people will not able to afford higher rates of medical bills. Inflation and interest rates are another economic issues that effects both directly and indirectly influence the financial performance of healthcare industry this can impact on public spending policy and thought process of purchasing power. For an example if you are the manufacturer of an health care equipment there are high chances of health care organisation will not invest in the products as there will be less demand for services.

### **3.3.3 Social**

1. The Healthcare industry size is estimated to reach US\$ 372 billion by 2022. Healthcare market in India is expected to reach US\$ 372 billion by 2022, driven by rising income, better health awareness, lifestyle diseases and increasing access to insurance. The healthcare sector is expected to generate

2.7 million new job in India between 2017 and 2022 over 0.5 million new jobs per year. The government of India aims to increase healthcare spending to 3% of the Gross Domestic Product [GDP] by 2022.

2. The health segment has a 29.5% share in the total gross written premiums earned in the country. In June 2021, gross written premiums of health insurance companies in the non-life insurance sector increased by 40% YoY (for the FY period up to June 2021) to Rs. 17,497.4 crore (US\$ 2.36 billion), driven by rising demand for health insurance products amid the COVID-19 surge.
3. The country had 393 Ayurveda and 221 homeopathy Government recognised colleges. As of April 2021, over 75,500 Health and Wellness Centres were operationalised in India. The hospital industry size is estimated to touch US\$ 193.83 billion by 2020 and US\$ 372 billion by 2022. The e-health market size is estimated to reach US\$ 10.6 billion by 2025. Indian medical tourism market was valued at US\$ 2.89 billion in 2020 and is expected to reach US\$ 13.42 billion by 2026.

### **3.3.4 Technological**

India offers highly cost-competitive medical treatment and technological advances in area such as cardiology, cosmetic, orthopaedic surgery, eye care, dentistry and preventive health check-ups. Offers world class cardiac bypass surgery, organ transplants, hip replacement cosmetic, dental surgery and vision correction. India is also medical destination for many international patients around the world. Talking about Vision Hospital it is equipped with ventilators, multi-parameter monitors, defibrillators, and other equipment's required to provide care for critical patients and state of the art modular operation theatre complex equipped with latest operating tables, anaesthesia workstations from dragger, for safer anaesthesia in high risk patients, multi parameter patient monitors, also equipped with laminar air flow systems to provide comfortable environment for patient and surgeon as well as to maintain international standards of care.

### **3.3.5 Environmental**

Talking about Indian health care industry health care organisations have to comply with bunch of environmental laws. Hospital's should carefully evaluate the environmental laws that are necessary to comply with for its operation in the industry. Some of the environmental laws which need to be complied to are bio-medical waste management rule, in which bio-medical waste shall be treated and disposed of in accordance with schedule I, and in compliance with the standards provided in schedule II by the health care facilities and common bio-medical waste treatment facility. Other laws that need to be complied are The Water (Prevention and Control of Pollution) Rules, The Air (Prevention and

Control of Pollution) Rules, Environment Protection Rule, Rules regarding the safe discharge of effluents in the public sewers /drains and many other laws failing to comply will led to cessation of work and even cancellation of licenses.

### **3.3.6 Legal**

There are various laws governing the health care organisation which every organisation has to comply with for example laws governing the commissioning of hospital, laws governing to the qualification / practice and conduct of professionals, laws governing to sale, storage of drugs and safe medication, laws governing management of patients, laws governing environmental safety, laws governing employment and management of manpower.

## Section D

### Task Analysis

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#### 4.1 Task undertaken

- **Leave management:**

calculated the leaves as per the leave policy of the vision hospital. In vision hospital the leave management is calculated by using accumulating method and I was told to calculate EL (Earned leaves). Vision hospital should calculate leaves from November but from this year it has been changed and decided that they will be calculating leaves as per calendar year that is from 1 Jan. to 31 Dec. of every year, all this while I was told to maintain book for employees where the calculation of earned leaves was to be updated.

- **ABRY benefit:**

ABRY benefit with respect to PF calculation, here the ABRY benefit is given for (24 wage months) i.e. 2 years from the date of registration. The new employees joining with a monthly wage less than 15,000 are eligible for the ABRY benefit. If the organization has less than 1000 employees then the government pays for both employees 12% and employers 12% that totals up to 24%.

- **Appointment letter** - Giving of Appointment letters to doctor and staff.

- **Documentation**

Carried the documentation work wherein all the personal files of all employees were sorted out and prepared a checklist of required and missing documents.

- **Creating automated system**

Creating an automated system to feed the data of employees under one system. Vision hospital should maintain employee's data manually which was time consuming and costing them for books. I am creating an excel system wherein all the data of employees will feed in to the system and in one click they can find employees data easily this will save time and cost.

- **E-nomination** - Did the filing of e-nomination of employees.



## 4.2 Learnings derived

- During the internship period I learnt how to put my skills and available knowledge into action (things that I learnt at college I actually put that into practice for e.g. knowledge about PF and other benefits).
- I learnt about how good working environment or culture can add greater value to one's work and get most out of it.
- Got to learn how vital it is to have strong and positive mental state when working or even in personal life for that matter and which has great impact on personality.
- If you are not sure about something it is always better to seek clarification on it rather than wasting energy, time and resources by doing things wrong and getting into trouble.
- Learnt about how important it is to have good listening, communicating and understanding ability and if one has it then half of the problem is solved there itself.
- Taking constructive criticism well : As an intern, I learned how to handle criticism with grace (from watching co-workers receive criticism), which built my confidence in a professional setting, and I know how to respond to it professionally and respectfully, which will definitely help me in my career.
- Believe in yourself : Working as an intern and completing tasks assigned by Administrator and hospital gave me confidence to believe in myself. Believing yourself is not only vital to your success but it also helps you feel much more competent and confident in every task you do.
- Sense of accomplishment : Thing which I learned during the internship period is when you complete tasks you should have a sense of accomplishment that you hit another milestone, which builds self-motivation and you want to strive even more to accomplish another milestone.
- "It's ok to do mistakes" : This statement varies depending upon the leadership style and organisation. In some organisations it is not ok to do mistakes particularly at hospitals as it can result in dangerous circumstances so, you have to be active and stop making mistakes.

## 4.3 Conclusion

As per my observations, there is a need for motivation and training in how to handle the patients with the help of effective and clear communication gestures in the hospital. Being kind and polite to every approaching patient and guiding them with tolerance and patience is not easy. Work Stress can affect the behaviour of doctors, nurses and receptionists while approaching and guiding the patients.

Here my study topic comes into the picture "Role of Emotional Intelligence and Quality of work-life on Work Stress" this will help the doctors, nurses and receptionists to understand and train themselves for better performance in the workplace.

## **Section E (Research Project)**

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

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#### **5.1 Introduction**

This research project is carried out to study and analyse role of Emotional Intelligence on quality of work life and work stress of employees working at hospital. We should be able to differentiate between various feelings and manage our emotions to adapt to our environment. According to Dr. Goleman, Emotional intelligence is a way how one manage own feelings and expresses it effectively and appropriately he further added that somewhere organisation success depends on emotional intelligence. Emotional intelligence becomes vital for employees at hospital as it has the ability to influence one's own and other's behaviour. Emotional intelligence can help healthcare organizations deliver better service while achieving superior outcomes. Leaders and front-liners alike should harness the power of EQ through rigorous training and a patient-cantered mindset. Emotional intelligence is a ability to recognise, understand and manage emotions. Having good emotional intelligence would assist or help to control ones thoughts, gives better understanding of own's and others behaviour which would help to manage emotions and handle things much effectively in a positive way. Showing high level of emotional intelligence means being able to accept responsibility and criticism and to give helpful feedbacks. Being able to move on after making a mistake. Being able to say no when you need to. Being able to share your feelings with others. Hospital nurses are the one who takes care of patients pre and post treatment that's why EI in nurses is important they should have the ability to recognise how they and others respond to situations and the use of this information to guide their decisions and actions. EI even shows its effect on quality of work life and work stress, high the EI high will be quality of work life and low work stress. The results of this project would have great importance in understanding Emotional Intelligence and prevailing quality of work life and the need for improving the same and the ability to cope with the pressures by enhancing the emotional competence.

#### **5.2 Problem statement**

Emotional intelligence is very critical aspect in business and it becomes even more vital in health care industry as people who are working at hospital has to show strong emotional intelligence/ control as they will be held accountable for patients they operate on and ultimately week EI will affect quality of work life and work stress. The need for the study is to identify the emotional levels of employees and improve their performance by making work life more challenging and stress-free.

### 5.3 Research questions

- What is the impact of Emotional Intelligence on Quality of work- life ?
- What is the association & impact of Emotional Intelligence on Work Stress?
- What is the impact of Emotional Intelligence and Quality of work- life on Work Stress?
- What is the emotional intelligence of staff member at various levels?

### 5.4 Objective of the study

- To understand the relationship between Emotional Intelligence and Quality of work- life.
- To study the association of Emotional Intelligence on Work Stress.
- To examine the Statistically Significant relationship jointly between EL and QWL with Work Stress.

### 5.5 Research hypothesis

**Null H<sub>0</sub>:** There is no correlation between Emotional Intelligence and Quality of Work-Life.

**H<sub>1</sub>:** There is a correlation between Emotional Intelligence and Quality of Work-life.

**Null H<sub>0</sub>:** There is no correlation between Emotional Intelligence and Work-stress.

**H<sub>2</sub>:** There is a relationship between Emotional Intelligence and Work-stress.

**Null H<sub>0</sub>:** Emotional Intelligence & QWL jointly have no statistically Significant relationship with Work stress.

**H<sub>3</sub>:** Emotional Intelligence & QWL jointly have statistically Significant relationship with Work stress.

### 5.6 Scope of study

The project involves the study of Emotional Intelligence and Quality of work-life on Work Stress. The study is based on the responses collected from the staff of Vision Multispecialty Hospital. The research in an attempt to find how Emotional Intelligence influence Quality of work-life and Work Stress. The research will give necessary details by determining the responses and will show correlation and significance between the variables.

### 5.7 Ethical considerations

1. The research was conducted under the guidance of my mentor (Dr. Suraj Velip).
2. The information provided by participants is used only for the study purpose.

3. The communication in relation to the research with the participants is done with complete transparency and honesty.

## 5.8 Literature review

### ▪ To understand the impact of Emotional Intelligence on Quality of work- life.

The study on EI on Quality of Work life of Principal shows that there was a positive correlation between quality of work life and emotional intelligence ( $p < 0/000$ ) and its subscales namely, self-awareness, self-management, relation control and social awareness. Furthermore, results evident that the quality of work life of principals was high, but in case of emotional intelligence, principals were low in compare to mean of questionnaire. Increasing emotional intelligence is able to provide a better work environment. (Author; Saeid Farahbakhsh) (© 2012 Published by Elsevier Ltd. Selection and/or peer review under responsibility of Prof. Dr. Hüseyin Uzunboylu - Procedia - Social and Behavioral Sciences 46 (2012) 31 – 35).

Study investigating impact of EI on quality of work life among employees of XYZ company reveals that there is positive relationship between self-awareness, self-management, motivation and overall emotional intelligence with quality of work life and furthermore also showed that self-awareness and self-management are key elements for improving of quality of work life. The study also revealed a strong association between emotional intelligence and quality of work life, thus indicating that higher level of emotional intelligence lead to enhanced quality of work life. (Authors; B.V.D.S Sai Pavan Kumar and Manchala Seema) (Nat. Volatiles & Essent. Oils, 2021; 8(4): 1272-1282).

### ▪ To study the association & impact of Emotional Intelligence on Work Stress.

Research conducted on EI and work stress on managers of different levels showed that there was negative relationship between EI and work stress for all the three management levels and score on EI test by senior managers was much better than of junior counterparts. (authors; Bindu Chhabra & R. P. Mohanty) (Effect of emotional intelligence on work stress - a study of Indian managers - International Journal of Indian Culture and Business Management Vol. 6, No. 3, April- 2013).

In a study focusing on EI on workplace stress, findings of the study revealed that Low and high levels of emotional intelligence have a relationship with low and high levels of stress. results indicated a significant negative relationship between the participants' emotional intelligence and their workplace stress. (Authors; Edwin Carrillo, Lisa L. Freeman, Doris Morand, Rosemary Ocampo) (Emotional Intelligence in the Workplace – 2020).

- **To examine the impact of Emotional Intelligence and Quality of work- life on Work Stress.**

The research focusing on the impact of EI & Quality of work life on work stress ((Applied Study: Al-Ajami Educational Administration) the results of the study showed a significant effect of emotional intelligence & quality of work- life on work stress. (Authors; Omneya Eid Amin Hussain, Mohamed Abdel Salam Ragheb, Abdel-Nasser Ghanem, Ayman Ahmed Ragab) (The Impact of Emotional Intelligence on Work Stress (Applied Study: Al-Ajami Educational Administration - Library Journal, Vol. 8 No. 10, October 2021).

The research investigating Relationship Between Job Stress and Quality of Work Life of Nurses in Military Hospitals by Khaghanizadeh M., Ebadi Abas, Sirati Nir M., Rahmani Mazaher, they found that there is negative correlation between job stress and QWL in nurses ( $r = -0.637$   $p < 0.001$ ) and positive correlation between dimensions of QWL ( $p < 0.01$ ).

## **5.9 Research Gap**

This study examines whether Emotional Intelligence contributes or leads to increase in quality of work life and reduce work stress. To take this study further, some additional variable that is considered for this study with regards to Emotional Intelligence is Ego management. With regards to quality of work life additional variables considered are organisational culture, job satisfaction and job security. Additional variables for work stress are workload, long hours & Role ambiguity. In this it studies the role of emotional intelligence and quality of work life on work stress.

## **5.10 Variables Recognized For This Study**

- **Emotional Intelligence-** Self Awareness, Empathy and Ego management,
- **Quality of work life-** Social integration, organisational culture, job satisfaction/ job security.
- **Work stress** – workload, long hours, Role ambiguity

## **5.11 Research Methodology**

### **5.11.1 Sample size**

Sample size for this study consist of 122 data points i.e. 10 = Doctors, 66= Nurses, 46= other staff , who were selected for the study. Structured questionnaire with Likert type rating scale is used for data collection. Secondary data is gathered from books, journals and internet.

### 5.11.2 Period of study

The project study is conducted in a span of 16 weeks, period of study range from Jan to April, 2022.

### 5.11.3 Method of Data Collection

The data is been collected using primary and secondary data sources. **Primary data:** Data collected from the primary source provide insights to opinion of participants. The data is collected by survey (questionnaire: four-point scale ranging from Strongly disagree (1), Disagree (2), Agree (3) and strongly agreed (4). where the questions were closed ended so, the study would be easier owing to definite replies for the questions). **Secondary data:** For better understanding and clarity about the research format several similar type of research papers had been referred.

### 5.11.4 Sampling:

The sampling population focused on the staff of Vision Multispecialty Hospital. For this research **Voluntary response sampling** is used, Instead of the researcher choosing participants and directly contacting them, people volunteer themselves (e.g. by responding to a online survey).

### 5.11.5 Research design

Descriptive Quantitative research design is used for this research. Quantitative research is the process of collecting and analysing numerical data. It can be used to find patterns and averages, make predictions, test causal relationships, and generalize results to wider populations. Descriptive in the sense that it shows the role emotional intelligence and quality of work life on work- stress.

### 5.11.6 Instrument development and pre-test

For collecting data from respondents structured questionnaire with close-ended questions is used that provide people with an answer format as it is easier for people to respond and easy to analysis that focuses on systematically summarizing the data and trying to generalise it to the population at large. The level of measurement used is nominal (for only two questions) where there is no fixed order between the option like gender and whether they are doctor, nurse or general staff. Scale which will be used for answering the questionnaire (other question excluding those two questions mentioned above) is Likert scale from Fred David's (1989), which can be considered to be an Interval-level. Which will be used to ask respondents to state their agreement with a statement. In this study to make it more specific only Four-point scale is used which allows respondents to rate their agreement from 'Strongly disagree' to 'Strongly agree' then the Likert items are averaged for analysis.

### **5.11.7 Data representation and Data technique**

The data collected is represented in form of Tables. To establish clear understanding and to know the role of factors **Multiple co- relation** will be used to correlate a set of variables. **Multiple regression** is used in this research paper. Multiple linear regression analysis helps to understand how jointly statistically significant relationship between variables are.

## Section F

### Data analysis and interpretation

The data collected from the employees of Vision Multispeciality Hospital was transcribed to the worksheet in the form of tally bars and analysed by statistical tools. Following are the results of data analysed using statistical tools.

#### 6.1. Descriptives

##### Descriptives

	Gender	Occupation
N	122	122

#### 6.2. Frequencies

##### Frequencies of Gender

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

##### Frequencies of 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 %

**Table - 01**

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.



### 6.3. Descriptive Statistics

	<i>Emotional Intelligence</i>	<i>QWL</i>	<i>Work- Stress</i>
Mean	2.941256831	2.75	2.55806011
Standard Error	0.025510351	0.03322081	0.03409973
Median	2.916666667	2.833333333	2.583333333
Mode	2.75	2.833333333	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	1.833333333	2.583333333
Minimum	2.083333333	1.833333333	1
Maximum	3.583333333	3.666666667	3.583333333
Sum	358.8333333	335.5	312.0833333
Count	122	122	122

**Table - 02**

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 2.583333333 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 2.833333333 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 dispersed from the central mean.

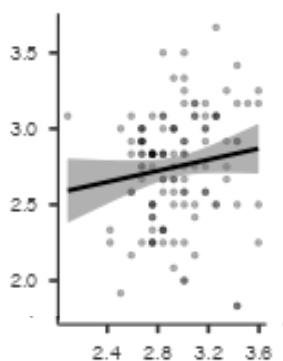
## 6.4. Testing of Hypothesis

### Correlation Matrix

		"Emotional Intelligence "	"QWL"	"Work- Stress"
"Emotional Intelligence "	Pearson's r	—		
	p-value	—		
"QWL"	Pearson's r	0.142	—	
	p-value	0.120	—	
"Work- Stress"	Pearson's r	-0.191 *	0.201 *	—
	p-value	0.035	0.026	—

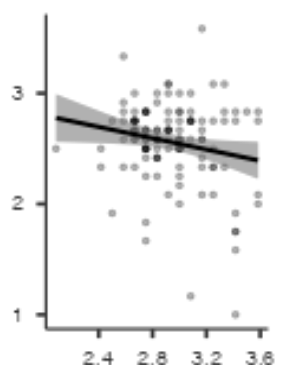
**Table – 03** (Note. \*  $p < .05$ , \*\*  $p < .01$ , \*\*\*  $p < .001$ )

### Plot



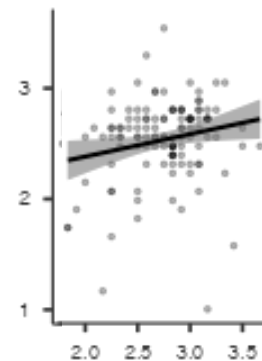
Emotional Intelligence

**Graph – 02**



QWL

**Graph – 03**



Work-Stress

**Graph – 04**

**Objective 1:** To understand the relationship between Emotional Intelligence and Quality of work- life

**Null  $H_0$ :** There is no correlation between Emotional Intelligence and Quality of Work-Life.

**$H_1$ :** There is a correlation between Emotional Intelligence and Quality of Work-life.

**Result:** Graphical representation of relationship between variables are shown above (Graph- 01). The values of one variable appear on the horizontal axis, and the values of the other variable appear on the vertical axis. Each individual in the data appears as a point on the graph. The upward direction on the graph means EI and QWL has positive association yet the strength of correlation is very weak.

Correlation matrix result in table- 03, shows that Emotional Intelligence has very weak positive correlation with Quality of Work-life (QWL) of employees as  $r = 0.142$ , which lies between 0.00 and 0.19 that indicates, although both variables tend to go up in response to one another, **the relationship is not very strong**. Now looking at the **p-value = 0.12** which is  $> 0.05\%$  meaning correlation between EI and QWL is **not statistically significant** so, **we fail to reject null hypothesis**.

**Objective 2:** To study the association of Emotional Intelligence on Work Stress.

**Null  $H_0$ :** There is no correlation between Emotional Intelligence and Work-stress.

**$H_2$ :** There is a relationship between Emotional Intelligence and Work-stress.

**Result:** Graphical representation of association between Emotional Intelligence and Quality of Work Life are shown above (**Graph- 02**). Graph shows the downward direction which means EI and Work-stress has negative association. Correlation matrix result in **table- 03**, shows that Emotional Intelligence has a weak negative correlation with Work-Stress of employees as  $r = -0.191^*$ , which lies between - 0.19 and -0.39 that indicates, when Emotional Intelligence tend to go up (increases), Work stress tend to go down (decreases). Now looking at the **p-value = 0.035** which is  $< 0.05\%$  meaning correlation between Emotional Intelligence and Work-Stress is **statistically significant** so, **we reject the null hypothesis** and accept that there is a relationship between Emotional Intelligence and Work-stress of employees.

## 6.5. Multiple Regression

<i>Regression Statistics</i>	
Multiple R	0.30
R Square	<b>0.09</b>
Adjusted R Square	<b>0.07</b>
Standard Error	0.36
Observations	122

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

		<i>Standard</i>		
	<i>Coefficients</i>	<i>Error</i>	<i>t Stat</i>	<i>P-value</i>
Intercept	2.780490998	0.39925891	6.96413011	0.00000000
Emotional Intelligence	-0.299337194	0.11809906	-2.5346281	0.01255465
QWL	0.239271519	0.0906886	2.63838572	0.00944409

**Table -04**

**Objective 3:** To examine the Statistical Significant relationship jointly between EL and QWL with Work- Stress.

**Null H<sub>0</sub>:** Emotional Intelligence & QWL jointly have no statistically Significant relationship with Work stress.

**H<sub>3</sub>:** Emotional Intelligence & QWL jointly have statistically Significant relationship with Work stress.

Now testing the hypothesis using the multiple regression analysis (*Table -04*). Firstly, looking at the regression statistics table (**R<sup>2</sup> = 0.09%**) which means 9% is the proportion of the variance in **DV** (dependent variable) is explained by **IV** (independent variables). (**Adjusted R<sup>2</sup> = 0.07%**) which means there is only **2%** of shrinking between **R<sup>2</sup>** and **Adjusted R<sup>2</sup>**.

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.

## Section G

### Research findings

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This study investigated the correlations between Emotional Intelligence and Quality of Work Life with Work-Stress as well as jointly statistically significant relationship of Emotional Intelligence, Quality of Work Life with work- stress . And the result suggest that Emotional Intelligence has very weak positive correlation with Quality of Work-Life. As the correlation coefficient of 0.14, which lies between 0.01 and 0.19, this signifies that even if Emotional Intelligence and Quality of Work-Life tend to go up in response to one another, the relationship is not statistically significant in other words relationship is negligible.

And as per the result Emotional Intelligence has weak negative correlation with Work-Stress yet it is statistically significant relation. As the correlation coefficient of -0.19\*, which lies between -0.01 and -0.19, this signifies that when Emotional Intelligence increases, Work-Stress will decrease or it will reduce or in other case if Emotional Intelligence decreases than work-stress amongst employees will increase which will led to employee burnout and it will reflect on work, which will also led to health issues which can increase absenteeism and work will be interrupted on frequent basis that will ultimately reduce the productivity of the organisation. So, if Emotional Intelligence amongst employees improves or increases then their work stress will reduce and they will be able to work in more effective and efficient way and work performance and productivity of individual and organisational as whole will increase.

Multiple Regression tool was used to understand the statistically significant relationship between Emotional Intelligence, quality of work-life jointly with work-stress. And the multiple regression result suggest that Emotional Intelligence, Quality of work- life is jointly statistically significant with Work- Stress as the probability value of Emotional Intelligence, quality of work-life and intercept (work-Stress) is less than the alpha of 0.05. It means that Emotional intelligence and quality of work-life jointly impact the work-stress In other words if Emotional Intelligence and Quality of Work-Life increases than Work-Stress of employees will reduce and they will be more productive and happier at work which will reflect on their work. So, in order to reduce work-stress and make employees more efficient, productive, happier than employees should be thought on how to manage own as well as others emotion also organisation should provide employees with good working environment, provide all the necessary facilities and amenities and teach them how to priorities things which will reduce their Work-Stress.

## **Section H**

### **Conclusion**

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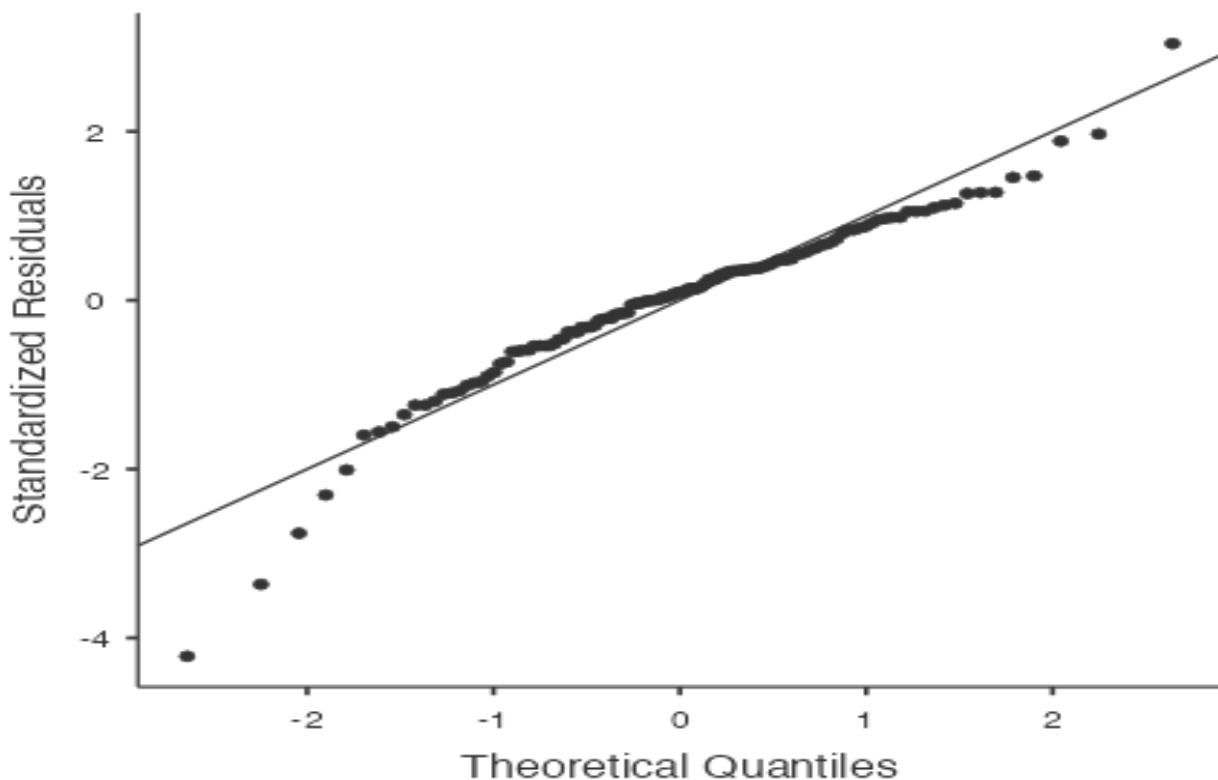
The report talks about the topic " Role of Emotional Intelligence and QWL on work stress. The survey was held at the hospital. According to my observations, the hospital staff faces more problems when it comes to multitasking so here comes the topic of the project into the picture. The survey was conducted both the ways that are by distributing a questionnaire to the staff and also by sending Google forms to collect the data. The responses for the project were volunteering and the sample size was 122. Further, the data were examined to understand the 1st objective:- the relationship between emotional intelligence and the quality of work-life we used a correlation test to get the result, after the test it was showing that there was a weak positive correlation. The 2nd objective was to study the association of Emotional intelligence on work stress we used a correlation test to understand the analysis and the results were weakly negative correlation and statistically significant. The last objective was to examine the statistical significant relationship jointly between EI and QWL with work stress. To test this objective regression test was used and the results were found that EI and QWL jointly have a statistically significant relationship with work stress.

## Section I - Assumption Checks

### Normality Test (Shapiro-Wilk)

Statistic	p
0.942	<.001

### Q-Q Plot



**Note :** *Hypothesis for Normality Test (Shapiro-Wilk)*; Null of normality test says that the data is normally distributed if  $p > 0.05\%$  and  $H_1$  say that data is not normally distributed if  $p < 0.05\%$ .

Normality test (shapiro-Wilk) was run to examine if variables are normally distributed after running the normality test  $p < 0.05$  ( $p = 0.001$ ) so, null hypothesis of normality test is rejected and alternative hypothesis is accepted. That is we rejected the statement of the data is normally distributed. Q-Q plot, shows the distribution of the data against the expected normal distribution. For normally distributed data, observations should lie approximately on a straight line. Above Q-Q plot shows that the data is non-normal and the points form a curve that deviated markedly from a straight line. Yet normality can be achieved by increasing the sample size.

## **Section J**

### **Research Implications**

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The findings of the study that, there are a negative relationship between Emotional intelligence and Quality of Work-Life among the employees of the hospital, the higher the Emotional intelligence the less will be work -stress. Thus, a person with a high level of Emotional intelligence has less work-stress than the person with low Emotional Intelligence. It also suggests that EI along with Quality of Work-Life has significant association with work-Stress. With higher Emotional Intelligence along with good Quality of Work-Life provided by organisation helps to reduce Work-Stress. Present study builds an integrative EI – QWL – work-related well-being model, portraying the beneficial role of EI.

Talking about the important implications of this study for other establishments when framing their human resource policies and practices. For an example, focus should be channelled towards picking up candidates with higher Emotional Intelligence during hiring, promotions, key transfers etc. This becomes more Essential in the situations in which jobs that demand high degree of social interactions for instance, hospitals where doctors, nurses have to interact with patients. Attempts should be made to ensure that employees stay emotionally intelligent to maintain high levels of work-related well-being through striking a proper balance between their work and family lives. This research could be useful to all the training managers in the companies so they can make EI as a part of employee training programme.



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## Annexure

Questionnaire: following questionnaire was framed to collect data from employees where, **1= Strongly Disagreed, 2= Disagree, 3= Agree and 4= Strongly Disagreed**

<i>EI (Self Awareness)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I can usually understand why people are being difficult towards me.	1	2	3	4
I recognize how my feelings affect my performance.	1	2	3	4
I realize the links between my feelings and what I think, do, and say	1	2	3	4
I am able to control my temper and handle difficulties rationally.	1	2	3	4
<i>EI (Empathy)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I am sensitive to the feelings and emotions of others.	1	2	3	4
I help out based on understanding other people's needs and feelings.	1	2	3	4
Empathy is therapeutic skill without which a health care provider's success is limited	1	2	3	4
when I see someone being treated unfairly, I feel pity for them	1	2	3	4
<i>EI (Ego Management)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I let my accomplishment speak for themselves?	1	2	3	4
I want others to adopt my point of view.	1	2	3	4
I don't like others advising/ cross questioning me	1	2	3	4
I want others to respect me because of my authority/ position/Designation	1	2	3	4
<i>QWL (Social Integration)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I socialise with co-workers / colleagues at work ?	1	2	3	4
I make and maintain personal friendships among work associates.	1	2	3	4
I listen well, seek mutual understanding, and fully welcome sharing of information.	1	2	3	4
I respect and relate well to people from varied backgrounds.	1	2	3	4
<i>QWL (Organisationanl Culture)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I receive support for in-service training and constant eduaction.	1	2	3	4
Management considers my ideas and suggestions for change or to improve services.	1	2	3	4
I feel I can easily communicate with members from all levels of this organisation.	1	2	3	4
Manager/ Supervisor gives constructive feedback and opportunites to develop.	1	2	3	4
<i>QWL (Job Satisfaction)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
My achievements are recognised by Manager/ Supervisor.	1	2	3	4
I am satisfied with the amount of control and involvement I have over the work i do.	1	2	3	4
I am satisfied with salary as per my job description and designation.	1	2	3	4
In general, I am not particularly proud or satisfied with my job.	1	2	3	4

<i>Work-stress (Work-load)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I often get conflicting job request from co-workers/ supervisor.	1	2	3	4
I have enough time to get everything done in my job.	1	2	3	4
I do a lot of work irrelevant to my job description (other than my main duties).	1	2	3	4
I have to work very hard in my job.	1	2	3	4
<i>Work-stress (Long hours)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I work a manageable number of hours.	1	2	3	4
I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.	1	2	3	4
I can manage a good balance between work and family.	1	2	3	4
Shift work or work pressure negatively affects my life.	1	2	3	4
<i>Work-stress (Role Ambiguity)</i>	Strongly Disagree	Disagree	Agree	Strongly Agree
I know what procedures to use to get my job done.	1	2	3	4
I know exactly what is expected of me in my job.	1	2	3	4
I do not know what my responsibilities are in performing my job.	1	2	3	4
I have to work under unclear direction.	1	2	3	4

- *Average of all the variables calculated from responses received*

<b>Gender</b>	<b>Occupation</b>	<b>Emotional Intelligence</b>	<b>QWL</b>	<b>Work- Stress</b>
Female	Doctors	3	3	2
Male	Doctors	3	3	2
Female	Doctors	3	3	3
Female	Doctors	3	4	3
Male	Doctors	3	3	3
Female	Doctors	3	3	2
Female	Doctors	3	3	2
Male	Doctors	3	3	3
Female	Doctors	3	2	3
Male	Doctors	4	3	2
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	2	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	2
Female	Nurse	3	3	3

Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
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Female	Nurse	3	4	3
Female	Nurse	3	3	3
Female	Nurse	3	3	3
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Female	Nurse	3	3	2

Female	Nurse	3	3	2
Female	Nurse	3	3	2
Female	Nurse	3	2	2
Female	Nurse	3	2	2
Female	Other Staff	4	3	3
Female	Other Staff	3	3	3
Male	Other Staff	3	3	3
Female	Other Staff	3	3	2
Female	Other Staff	3	2	3
Female	Other Staff	3	3	3
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Male	Other Staff	3	3	3
Male	Other Staff	3	3	3
Male	Other Staff	3	3	3
Female	Other Staff	3	3	3
Male	Other Staff	3	4	3
Female	Other Staff	3	3	2

Female	Other Staff	3	3	2
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