Impact of Medical Practitioners' Emotional Intelligence on their Effect on Job Performance

**Wilayat Shah[1], Chen Junfei[2], Sohail Khan[3], Muhammad Subhan[4], Zia ur Rehman[5],
Atta Ur Rahman[6], Muhammad Dawood Jan[7]**

Abstract

It is believed that the emotional intelligence can significantly affect the job performance dimension to include task performance and contextual performance of doctor's work in hospitals. This paper uses the quantitative and deductive approach to establish the relationship between above-mentioned factors for medical practitioners by a cross-sectional method by including suitable number of medical doctors in the selected area for meaningful results. The data collected in form of questionnaire is analyzed and a positive relation is found between emotional intelligence and job performance after correlation analysis. Emotional intelligence is found to significantly impact medical practitioners' job, task and contextual performances, the latter two being strongly affected. The reliability test for suitability of the dataset reveals that the results can be applied to larger population. The regression analysis indicates that there is significant and positive relationship between the factors of emotional and job performance.

Keywords: Job performance, task performance, emotional intelligence, Contextual performance

1. Introduction

The capacity to manage, comprehend, and behave wisely in interpersonal relationships is known as social intelligence. Job performance is a crucial component of every organization's performance, productivity, growth, and success (Jimoh, Olayide, & Saheed, 2012; Mohmmad Shahhosseini, Silong, Ismaill, & Uli, 2012). Service classification companies, such as the service shop, mass service, and professional service, can distinguish between emotional intelligence and other skills (Al Ali, Garner, & Magadley, 2012; Northington, 2012). Task completion and organizational performance are based on previously established acceptable norms, such as making efficient and effective use of resources in a changing environment. (Mohmmad Shahhosseini et al., 2012; Mohammad Shahhosseini & Silongb, 2015). The capacity to comprehend and identify emotions in oneself and others is known as emotional intelligence. Better employee collaboration at the workplace helps maintain a healthy work environment (Alheet & Hamdan, 2021; Shinwari et al., 2023).The requirement for greater employee performance as a result of global technical change and the expansion of the service sector has been impacted by globalization and the daily increase in job completion (Alonazi, 2020). Emotional intelligence includes four skills that are very important for good professional performance: recognizing emotions, using emotions to reason, understanding emotions, and controlling emotions. It depends on teamwork, interdiscipline methods, patient safety, and the experiences of both the patient and their family. These skills also help people work together and contact between different fields, keep nurses, and keep them from getting burned out. Because of this, these four emotional intelligence skills should be the most important skills for any nurse, but especially those who work in special care groups of units (SCUs) (Codier & Codier, 2015). Customer service has become a way for companies to compete through the work of their employees as the service industry grows. As a result, emotional labor isn't usually caused by the needs of caring for patients, but by the needs of the company or group. As a nurse, you'll have to deal with a lot of emotional situations, like taking care of patients, coordinating between staff or departments, building trust and security, and managing different relationships with people. Even though nurses feel disgusted, angry, and frustrated when they're with patients, they don't always show it because they love their job and feel connected to their organization, which makes them think that negative feelings shouldn't be shown (Hwang & Park, 2022). The environment is an important component in the relationship among the employees' management. The positive emotional state occurs when the job of a person appears to fulfill that important job values that are like-minded with one's needs" (Ealias & George, 2012; Jamil & Rasheed, 2023; JAMIL, RASHEED, & MUKHTAR, 2023; Othman & Muhsin, 2020). Study explains that private hospitals in Pakistan are facing problems in the field of emotional intelligence and job performance. The researcher was challenged by knowledge sharing to create new knowledge; therefore the study investigated the impact of emotional intelligence and job performance of nurses during Covid-19. Following the study of (Alshammari, Pasay-An, Gonzales, & Torres, 2020; Sareena Umma & Dhivya, 2020) (Obiunu & Yalaju, 2020). The data in his research was taken from the Saudi Arabia education sector and further the research should be done on this topic future research can be done due to limitation (Nasir, Bamber, & Mahmood, 2023). Research study was on the emotional intelligence and job performance of the nurses working in the hospitals. The research has limitation and further need to explore with the various variables (Hwang & Park, 2022; Moradian, Movahedi, Rad, & Saeid, 2022; Wang et al., 2023).

This research idea was that the study would support the service sector hospitals and the employees for their better job performance because the job in the hospital is quite stressful for the patients and the doctors this study just focus on the doctors working in the private hospitals. The data was collected during pandemic and the primary data collected through questionnaire send online at that time doctors was busy. Thus, the primary objective of this paper is to identify the impact of the emotional intelligence and job

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[1] Business school, Hohai University Nanjing China, lx20220613021@hhu.edu.cn
[2] Business school, Hohai University Nanjing China, chenjunfei@hhu.edu.cn
[3] Abasyn University Islamabad Pakistan, sohaileod@gmail.com
[4] Islamia College University of Peshawar, Pakistan, subhanm18@yahoo.com
[5] Abasyn University Islamabad, Pakistan, ziazf61140@gmail.com
[6] Bacha Khan University Charsadda, KPK, Pakistan, Rehman.own@gmail.com
[7] Bacha Khan University Charsadda,KPK, Pakistan, muhammaddawood7@gmail.com

performance during the stressful condition. The previous works mostly target the nurses our contribution to target the doctors the target area is some of the well-known cities of the Peshawar, Rawalpindi and Islamabad Pakistan.

2. Literature review

2.1. Emotional intelligence and its effect on job performance

The literature indicates that emotional intelligence is a medium to remove the unproductive activities that result in an unhealthy routine and depressive personality (Othman & Muhsin, 2020). Emotional intelligence is used to produce the quality of work as it produces a positive result on the association between employee and organizational performance and influences employee performance (Taboli et al., 2013). Great emotional intelligence results in employees' greater job performance. Employees who have greater emotional intelligence are confident and cover their feelings (Shooshtarian, Ameli, & Amini Lari, 2013). The researchers have shown their interest to attain clarity in greater emotional intelligence. Some research scholars have claimed that emotional intelligence is distinguished from discrete models because of its mixed and ability-based characteristics. A place, where people are organized to work together, is called organization. Employees in the workplace interface with one another and deal with different emotions of each other such as fear, anger, excitement, etc. Emotional intelligence helps people to corporate and deal with each other. Some organizational service employees are trained to be aware of the emotions of others. Emotional intelligence has been proposed and shown by various studies (Othman & Muhsin, 2020; Yan, Dato Mansor, & Choo, 2023). A research study has been stated that emotional intelligence in the workplace has a positive effect on job performance. That study is based on four dimensions of the emotional intelligence scale (WLEIS) correlated to job performance (Al-Ahmadi, 2009). Because of the high job demands, high infection risks, and lack of knowledge about the SARS-Cov-2 virus that nurses encounter during the COVID-19 treatment procedure, these stressful work settings may have an emotional impact on nurses (Codier & Codier, 2015; Hwang & Park, 2022; Moradian et al., 2022; Wang et al., 2023; Zhang et al., 2021). Cultivate emotional intelligence through training. Therefore, school administrators should instruct instructors in the development of Emotional intelligence improve work performance. Emotional intelligence should be incorporated into teacher development programs so that it can be strengthened academically and help teachers carry out their professional responsibilities successfully (Lu & Chen, 2023). Study has carried out to identify the factors that affect the performance of hospital nurses in Riyadh, Saudi Arabia. A total of 15 hospitals were randomly nominated, the questionnaires were sent to 1,843 nurses and only 923 nurses answered, with a response rate of 50.3%. The researcher used regression, correlation, and a t-test for statistical analysis. The results showed positive associations between emotions and job performance (Othman & Muhsin, 2020). Who was responsible for the advocacy of the idea has considered emotional Intelligence as a limit about perceiving our sentiment, and for feeling well in our connection? Goleman has given an enthusiastic fitness structure model, which indicates that passionate ability is an educated capacity dependent on passionate knowledge and outcomes as a remarkable presentation at work. The knowledge of self-administration is the capability of resisting the urge to panic during challenging and struggling circumstances and downplaying protectiveness, and eventually remodeling judgment (Othman & Muhsin, 2020). Self-emotion appraisal identifies the ability to assess and express feelings. Sociologists and analysts learned how to examine a person's actual and mental prosperity. Testing your emotions can be coordinated both toward yourself and other people at the same time, but it cannot be utilized separately. For people to develop a meaningful relationship, to improve communications with others about their needs, and to achieve the goals through a high level of job execution, it is crucial to express one's feelings and give an accurate assessment (Othman & Muhsin, 2020). Other emotion appraisal Employees are better able to comprehend others' emotions and respond in a way that is consistent with their perspectives and behaviors thanks to other emotion appraisal. This skill creates the opportunity to be recognized by others, earning their trust and securing their participation. These essential ideas are especially useful for people who work in teams and regulated environments (Sony & Mekoth, 2016). Regulation of emotion is the ability to control how you feel and return swiftly to your normal mental state after feeling happy or upset. People who possess this ability can modify their emotions in response to the situation. Representatives with poor emotional control, however, are unable to deal with unfavorable emotional impacts at work, such as impolite customer behavior, upsetting requirements from the boss, uncooperative peer behavior, and so forth. As a result, these conditions affect how they are presented (Codier & Codier, 2015; Hwang & Park, 2022; Moradian et al., 2022; Sony & Mekoth, 2016; Wang et al., 2023). The research looks into how training personnel in hospitality and tourism to understand emotions and facial expressions might help them build emotional intelligence. The study emphasizes the value of emotional intelligence in the hospitality sector and seeks to shed light on ways to develop one's capacity for emotion recognition (Ali, Soukaina, et al., 2022; Bayighomog & Arasli, 2022). In order to better understand how emotional intelligence plays a part in teachers' professional growth, this essay will focus on how it affects higher education teachers' stress management techniques, social self-efficacy, and decision-making processes. By enhancing workplace social interactions, decision-making, and lowering teacher attrition rates, the objective is to improve teaching quality. The paper explores earlier research investigations that helped establish this conceptual framework and proposes a conceptual model that emphasizes the significance of emotional intelligence in these domains. The results indicate that having a solid understanding of Emotional intelligence can improve teaching quality by assisting instructors in managing stress, making wiser choices in the classroom, and boosting social self-efficacy (Lonbani, Morimoto, Jonathan, Khanal, & Sharma, 2023). Job performance is the area of psychology that deals with the workplace, industrial and organizational psychology is a widely used but poorly described term. It is also a part of the Management of Human Resources. Most regularly, it alludes to whether an individual is carrying out his responsibility well. Despite the uncertainty, how it should be correctly described. There is an extremely important condition relating to it, which is success (Ali, Tahira, et al., 2022; Othman & Muhsin, 2020; Sareena Umma & Dhivya, 2020). Almost all structures have referenced errand execution as an important component of individual work execution. Undertaking task performance can be defined as the

proficiency (ability) by which one performs focal employment tasks that include job knowledge, work quantity, work quality. The comprise center employment errands are different from other tasks. Rather than conventional structures work, specific systems often used various specific measurements to portray task performance (Ali, Tahira, et al., 2022; Alonazi, 2020; Nadeem, 2020; O'Boyle Jr, Humphrey, Pollack, Hawver, & Story, 2011).

Contextual performance is the extra-role behavior of an employee that reflects in his activities and behavior including commitment, communication, and ability to perform the job. Individual behaviors that support the authoritative, social, and mental environment in which the specialized center operate can be used to define logical execution. However, all of these concepts suggest actions that go beyond the objectives of the officially recommended task. For example, take additional errands, indicating activity, training newcomers at work, etc. Seven of the conventional systems have used one expansive measurement to portray the relevant execution, whereas, the four conventional systems have utilized various measurements to depict logical execution (O'Boyle Jr et al., 2011; Wang et al., 2023)

There are research mainly focus on the emotional intelligence and job performance of the nurses working in the hospitals. They mainly focus on the nurses' emotional intelligence and job performance (Codier & Codier, 2015; Hwang & Park, 2022; Moradian et al., 2022; Wang et al., 2023)

This paper was written to fill the gap in the literature impact of the emotional intelligence and job performance of the doctors working in the stressful condition. Most of the research was done but they target the population nurses our contribution was the doctors working in the private hospitals.

3. Research design and methodology
3.1. The model

In this research study, the elements of emotional intelligence including "self-emotion appraisal", "other emotional appraisal", "use of emotion", and "regulation of emotion" are used as the independent variables (Othman & Muhsin, 2020; Sareena Umma & Dhivya, 2020). The Job performance used as dependent variables. These variables are affected by all elements of emotional intelligence (Codier & Codier, 2015; Hwang & Park, 2022; Koopmans et al., 2011; Moradian et al., 2022; Othman & Muhsin, 2020; Wang et al., 2023).

4. Conceptual framework

Emotional intelligence
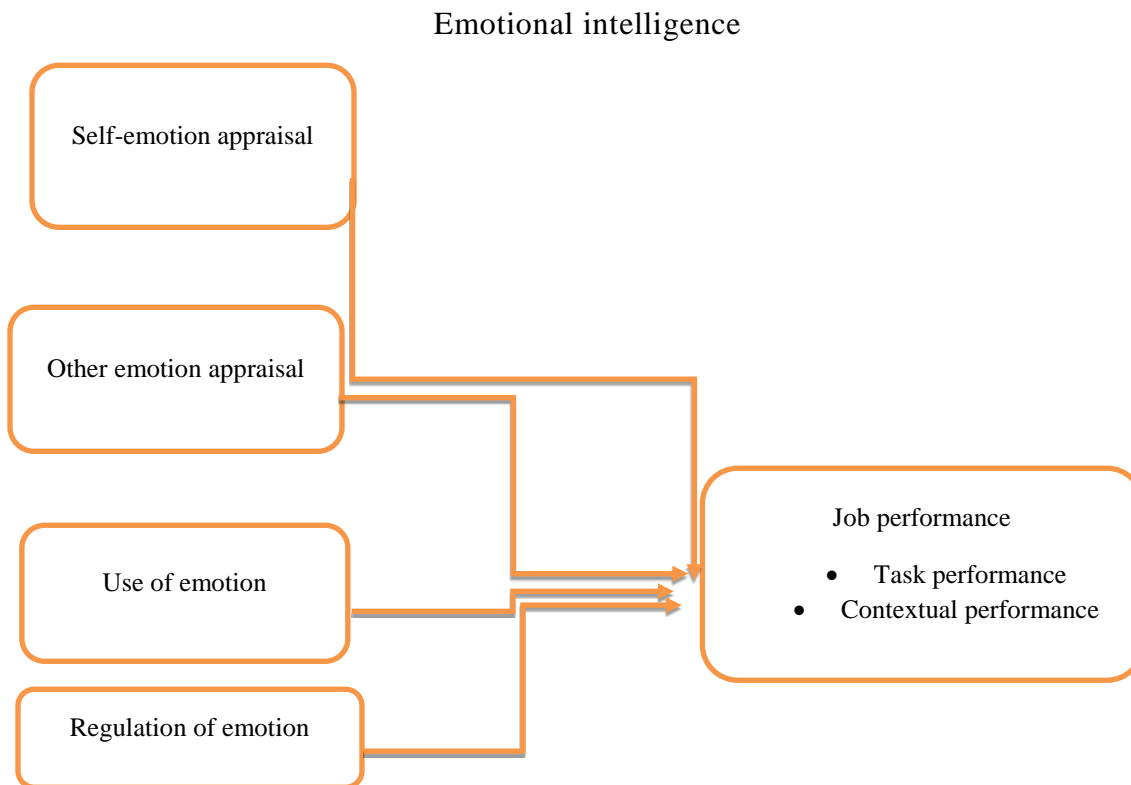
4.1. Research hypothesis

The hypotheses of the research are as under:

H1: self-emotion appraisal is significantly impacted by Job performance.

H2: other emotion appraisal significantly impacted by Job performance.

H3: uses of emotion are significantly impacted by Job performance.

H4: regulation of emotion is significantly impacted by Job performance.

5. Method

This research study is based on the deductive research approach. Quantitative method has been used to conduct this research and the cross-sectional data technique used to collect data.

5.1. Data collection and sampling

The population of this study is the doctors working in private hospitals. The total population is approximately 3600 has been taken from the websites of the hospitals. So, the population of the study is 3600. The sample size for the selected population of current research has been determined through the Morgan table. According to the Morgan table, 361 sample sizes are for the population of 3600 with a confidence of 5% significant. (Mohamad & Jais, 2016; Sony & Mekoth, 2016) So, the sample size of this research study is 361. Non-probability sampling convenient sampling technique and the sample has been taken from private hospitals. Data is collected through online questionnaires.

There were 29 items in that questionnaire which included the questions about variables of demographic, emotional intelligence, and the dimensions of job performance.

6. Data analysis

This research has used SPSS software for data analysis and all the data has been received from respondents through an online questionnaire. Descriptive analysis, Reliability analysis Correlation analysis Regression analysis (Codier & Codier, 2015; Hwang & Park, 2022; Moradian et al., 2022; Othman & Muhsin, 2020; Wang et al., 2023).

6.1. The Instruments

Table 1

Variables	Developed by	Items
Emotional intelligence	Vania Sofia., Et Al., 2016	16
task performance	Koopmans, Linda., 2014	4
Contextual performance	Koopmans, Linda., 2014	4

All the variables in table have been measured through a questionnaire survey using a five-point section Likert scale. Likert scale is 1 to 5 that ranges from strongly disagree to strongly agree. The survey questionnaire consists of two sections, in the first section; the demographic data has collected from the respondents and in the second section, data of independent, dependent. In these variables emotional intelligence, having 16 items as the independent variable, dimensions of job performance including task performance having 4 items, contextual performance having 4 items as dependent variables.

7. Results and discussion

Table 2: Demographic

Demographics	Frequency	Percentage
Gender		
Male	108	29.9
Female	253	70.1
Employment		
Less than 5 years	247	68.4
5-10 years	66	18.3
11-15 years	35	8.9
16-20 years	9	2.5
More than 20 years	5	1.1
Marital status		
Single	286	78.9
Married	75	21.1
Age		
30 year or below	256	70.9
31-40 year or below	83	23.0
41-50 year or below	12	3.3
Above 50	10	2.8

Demographic information of the respondents covers in this section. The respondents were asked about their age, gender, and experience in the particular field of research. 450 questionnaires were sent online to the doctors of private hospitals. Total 361 questionnaires were responded to, the 253(70.1%) questionnaires were responded to by male doctors and 108(29.9%) were responded to by female doctors.

7.1. Reliability test

The Cronbach alpha value for the independent variable, emotional intelligence, is 0.819 that lies between acceptable ranges that is 0.6 to 0.9. It means that the scale is reliable to perform a test on the data. More, the value of Cronbach alpha for the dependent variable, job performance, is 0.732, it is also in the acceptable range and the scale is reliable.

Table 3

Variables	Cronbach's alpha	No of items
Emotional intelligence	0.819	16
Job performance	0.738	8

Table 4: Correlation analysis

Correlations

	1	2	3	4	5
Self-emotion appraisal	.186**				
Other emotion appraisal	.294**				
Uses of emotion	.237**	.424**			
Regulation of emotion	.408**	.431**	.461**		
Job performance	.186**	.441**	.357**	.368**	.123**
Mean	4.0156	3.9107	3.8359	3.3348	3.3750
SD	.56503	.59459	.80297	.76172	.76508
Skewness	-.384	-1.109	-1.118	-.563	.281
Kurtosis	-.115	1.232	1.254	.711	-.835

**. Correlation is significant at the 0.01 level (2-tailed).

All the values in the table 3 is positive correlated and significant. Univariate normality was found that the skewness and expected range from -.384 to .281 between -3 to +3 which is in the acceptable range while kurtosis expected range between -.115 to 1.254 which lies between -10 and +10 are also in the acceptable range (Shooshtarian et al., 2013) (Taboli et al., 2013)

7.2. Regression analysis

Regression is a technique in statistics that is used to find the strength between dependent and independent variables. The t-value represents a significant difference between the population and sample mean of the data. The beta values represent the effect of independent variables on the dependent variable. While ANOVA table shows a strong relationship between the coefficients of variables. In this research, we have used a 95% confidence interval and 5% significance level to find P-value. The p-value or significant value should be less than 0.05. In the below table;

Table 5

R	R SQUARE	F	SIG
.500	.250	18.23	.000

Table 6

hypothesis	Variable	T	Beta	Sig	Result
H1	Self-emotion appraisal	-.152	-.010	.879	Rejected
H2	Other emotion appraisal	4.490	.306	.000	Accepted
H3	Uses of emotion	2.195	.151	.029	Accepted
H4	Regulation of emotion	2.358	.171	.019	Accepted

ANOVA result is 0.000 the result is significant. The f-ratio represents an improvement in the prediction of the variable by suitable the model after considering the inaccuracy. The value of the f-ratio is 18.23, which is greater than 1, which represents the good efficiency of the model. The value shows that the beta value is -0.010, which is negative, which means that if one unites changes in self-emotion appraisal then there will be a -0.010 unit change in job performance. It is not significant because the value is 0.879

and the significant value is 0.05 at 95% confident interval. The value shows that the beta value is 0.306, which is positive, which means that if one unites changes in other emotion appraisal then there will be a 0.306unit change in job performance. It is significant because the value is 0.000 and the significant value is 0.05 at 95% confident interval. The value shows that the beta value is 0.151, which is positive, which means that if one unites changes in uses of emotion then there will be a 0.151 unit change in job performance. It is significant because the value is 0.029 and the significant value is 0.05 at 95% confident interval. The value shows that the beta value is 0.171, which is positive, which means that if one unites changes in other regulation of emotion then there will be a 0.171 unit change in job performance. It is significant because the value is 0.019 and the significant value is 0.05 at 95% confident interval. The R-value is large that indicates the strong relationship between emotional intelligence on job performance. In this model, the R-square value shows how much change occurs in the dependent variable due to the independent variable. R-value represents the correlation between the dependent variable and the independent variable. The value is .500, which is good. R-square shows the total variation for the dependent variable. The value of R-square is .250. Adjusted R-square show results such as the variation in the sample results of the population in the multiple regressions model. The value of the adjusted R-square is 0.250. P-value has been generated through the 95% confidence interval or 5% level of significance. The p-value or significant value should be less than 0.05. In the above table, P-value is 0.000 therefore the result is significant. F-ratio represents a progress in the prediction of the variable by fitting the model after considering the inaccuracy in the present model. The F-value is 18.239 which should be greater than one (Nadeem, 2020; Obiunu & Yalaju, 2020; Othman & Muhsin, 2020). There is a significant and positive association (r=0.500) between emotional intelligence and job performance dimension, the task performance, of doctors working in private hospitals. More, there is a significant and positive relationship (r=0.513) between emotional intelligence and job performance dimension, the contextual performance, of doctors who work in private hospitals. The results are also revealed that there is around 0.463 of variance occurred in job performance explained by the emotional intelligence (adjusted r^2=0.359) and emotional intelligence has a significant and direct impact on job performance. The research aims to shed light on the impact of emotional intelligence on employees' job performance in the Saudi higher education sector, is the first of its type. The results of the studies (SEA, OEA, UOE, and ROE) on the association between emotional intelligence and work performance However, the quantitative study phase backs up the claim that employees' job performance, particularly in the Saudi Arabian higher education sector, is regarded to be significantly influenced by their emotional intelligence (Nasir et al., 2023). The COVID-19 epidemic has highlighted how ill-equipped healthcare systems are to handle the rising number of cases. Due to the rising number of COVID-19 infections and critically ill patients, there is an increasing need for more nursing staff to provide the first care requirements. As a result, nurses are now at higher risk of getting the virus and need more intense care. It's critical to develop healthy workplaces, and it's necessary to comprehend how a nurse's performance impacts her desire to leave. The effectiveness of nurses in a pandemic is significantly influenced by their emotional intelligence. Based on nurses' worries about turnover, hospitals should move quickly to keep their staff motivated to provide care throughout the protracted pandemic. Emotional intelligence has significant role on job performance (Abebe & Singh, 2023; Moradian et al., 2022; Wang et al., 2023). The current study, which is a part of a growing body of research on affectivity in the workplace, examines the relationships between emotional intelligence, job satisfaction, and performance. The results of the study highlight the value of emotional intelligence in the workplace for improving worker performance. The results of this study show that improving employee job performance involves emotional intelligence (Abebe & Singh, 2023).

8. Conclusion

The purpose of this research is to find the impact of the emotional intelligence and job performance of the doctor's work in the private hospitals during stressful condition. We concluded that the emotional intelligence has the significance effect on the job performance and we find the research will help the service sector to provide the knowledge about the emotional intelligence to the employees work in the service sector to gain some good result and satisfaction to their target. Our finding will help the medical service sector to aware their employee the emotional intelligence and job performance.

8.1. Policy making and future recommendation

It is recommended for the policy maker to focus on the emotional intelligence and job performance of the employees working in the medical service sector because they deal with the patients and they know how to deal with the emotions of the patients as well own. The workshop should arrange in the medical service sector to give some fruitful results.

It recommended for the future direction the service sector is quite big use the other sector. The other limitation is to private sector future should done in government and private sector. This research uses quantitative method the future research should use mixed methods.

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