

Impact of Emotional Intelligence on Job Performance of Paramedical Employee's in Public Vs Private Hospitals: A Comparison

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ABSTRACT: The impact of emotional intelligence on job performance of the paramedical employees is an important concept in which it was studied by many researchers. This study presents about the impact of emotional intelligence on job performance of the paramedical employees in public and private sectors in Oman. It aims to analyze the impact of emotional intelligence on job performance of paramedical employees in Oman as well as to compare the emotional intelligence in public and private hospitals in Oman. The, data was collected by using simple random sampling method. The questionnaire were distributed among the paramedical employees working in public and private hospitals. The sample consist of 150 employees, out of these 75 respondents from public and 75 respondents from private hospitals who are in operational level. For representing and analyzing the data, SPSS software statistical tools such as: Correlation, and Independent T-Test were used. The result of this research indicated that the performance of employees are affected by the emotions and feelings. And also it is found that there is significant difference in emotional intelligence between public and private hospital paramedical employees.

Keywords: Emotional Intelligence, Self-awareness, Empathy, Trust, Social skills, paramedical employees.

I. INTRODUCTION

High emotional intelligence helps them connect with others deeply, increases their self-control of emotions while dealing with others, they live a healthier and happier life compared to people with uncontrolled emotions as emotional intelligence consists of some domains such as self-awareness, self-regulation, motivation, empathy and social skills Ackerman, (2020). Emotional intelligence helps with decision making and evaluating one's emotions. According to Garrido & Pacheco, (2012) emotional intelligence enables people to identify their own and other people's emotions. In addition, it will help them to differentiate and evaluate these emotions which would help them with decision making as high levels of emotional intelligence and stability leads to a satisfactory job performance and satisfaction. Australian industry and skills committee, (2020) elaborated that paramedical employees play an important role in every health sector as they deliver fundamental pre-hospital and out-of-hospital care services. Services can be provided in both emergency and non-emergency scenarios, and paramedical employees in hospitals carry out important roles in terms of injury/illness prevention and the determination of patients' long-term outcomes as they are highly trained for providing healthcare services for patients directly. Paramedical employees fill specific roles in health care services as they receive less comprehensive education and they are trained healthcare staff who provide different clinical services to patients under the supervision of a doctor, the term paramedical includes nurses, therapists, lab technician, physician assistants and emergency medical technicians (Lotha, 2019).

1.1 Scenario of Health sector in Oman

Health systems are undergoing rapid changes as technology develops, new diseases have also increased overtime, the healthcare sector should be ready for all of these changes and difficulties that they may face at any

time, they would need to deliver the best care to their patients regardless of the complexities that can happen (EMRO, 2010). The Ministry of Health in Sultanate of Oman emphasizes on the health system as it advanced over the years. According to Felix, (2011) in 1970 the medical care in Oman was provided through a missionary station in Mutrah with around 100 people who had any type of medical training. During the 1980's the Royal hospital in Muscat was opened, which is now considered as one of the most modern and specialized healthcare providers in the Middle East. In addition, the health sector in Oman focuses on providing different kinds of medical facilities along with health care to their patients. Also, the largest hospitals are usually located in Muscat, which is in the capital city of the country. And according to (Health sector statistics, (2018). NCSI), the total number of hospitals in Oman are 81 hospitals.

II. STATEMENT OF THE PROBLEM

Health sector in Oman is one of the most important sectors that plays a significant part in maintaining the wellbeing of its citizens as they provide the necessary care for them. Over the years new diseases and health complications have emerged, which increased the amount of stress, pressure and emotional disorders that hospital staff face EMRO, (2010). Hospitals are considered as a basic need for all human beings, hence hospitals deal with these factors every single day. Priya, (2018) stated that healthcare providers and their personnel usually focus on one goal which is to provide the best and utmost care for their patients. Paramedics are considered as a very important part in the hospitals since they deal with patients' pain and recovery directly. The job of paramedical employees requires high amount of emotional stability and sympathy (Bilal & Ahmed, 2017). Paramedical employee's problems should be seen from a different perspective as their work is filled with patient interaction (Porkodi, 2012). Paramedical workforce in hospitals deals with great amount of emotional stress on daily basis which affects their job satisfaction and performance, and the quality that they would deliver to their patients, that is why maintaining high levels of emotional intelligence for this specific workforce is very crucial. This research sheds some light on the problem which is the impact of emotional intelligence on paramedical staff, as it is one of the barriers that could prevent them from providing a good quality healthcare service for the patients in both private and public hospitals in Muscat region, Oman.

III. AIMS AND OBJECTIVES OF THE STUDY

- To analyze the impact of emotional intelligence (self-awareness, empathy, trust, social skills) on job performance of Paramedical employees in public and private hospitals in Muscat region, Oman.
- To compare the emotional intelligence (self-awareness, empathy, trust, social skills) in public vs private hospitals in Muscat region, Oman.

IV. HYPOTHEIS

- H0: There is no significant relationship between emotional intelligence and Job performance of Paramedical employees.
- H0: There is no significant difference between emotional intelligence domains (self-awareness, empathy, trust, social skills) and the type of the hospitals (public vs private).

V. SCOPE OF THE STUDY

This study focuses on the paramedical employees in both private and public hospitals, Muscat region, Oman. Paramedics are considered a very important part in the hospitals and healthcare sectors. They deal with stressful atmospheres on daily basis, as they interact directly with the patients. Through this study, the researchers made a comparative research to compare the impact of emotional intelligence on job performance in private and public hospitals in the healthcare sector of Muscat region, Oman. The researchers included thirteen main areas in the literature review such as emotional intelligence, job performance, demographic factors, self-awareness, empathy, trust, social skills, emotional intelligence and demographic factors, emotional intelligence and job performance, emotional intelligence and self-awareness, emotional intelligence and empathy, emotional intelligence and trust, emotional intelligence and social skills. The researchers prepared a questionnaire and distributed it among the paramedics in both private and public hospitals specifically in Muscat region, Oman. The scope of this study focuses on finding the impact of emotional intelligence on paramedical employees in both private and public hospitals.

VI. REVIEW OF LITERATURE

Emotional Intelligence helps people to understand their emotions in an effective and positive way. As stated by **Segal et al.**, (2019) Emotional Intelligence is the ability to understand and control your own feelings in a positive way to reduce stress, interact effectively and to overcome life challenges as it can also help you to connect with your feelings and turn intention into action. Emotional Intelligence is composed of variety of skills that can lead an individual to understand and learn how and when to regulate emotions as well as how to manage stress issues in different situations. Harvard, (2017) for instance, examined how to determine a person's strengths and weaknesses as well as understanding emotional reactions and how to exert them based on different situations by dealing with difficult people. Controlling the behavior achieves emotional intelligence as a study was done and that states that emotional intelligence is a process that enables a person to accomplish goals by controlling one's behavior and the behavior of those near. Emotional intelligence involves being sensitive to emotions of self and others (Serrat, 2017). The positive contribution of employees may lead to organizational effectiveness and high levels of performance at work (Karthikeyan & Lalwani, 2019). Job performance could be conducted by various procedures which could be affected by some factors. According to Mihalcea, (2014) job performance can be explained by assessing the operations in which an employee is required to complete different services that are related to the job in an effective and efficient way. Job performance is not only described by the procedures or operations but also by the different surroundings for instance: political, social, and human aspects (Shamsuddin & Rahman, 2014).

Being self-aware of our emotions is very important in order to handle difficult situations in an effective way and it contains of several unique components in order to achieve that. As stated by Zhu, (2020) Self-awareness is what makes each individuals personality unique, some components that could be regarded as unique includes abilities, thoughts and experiences. Increasing self-awareness of the emotions requires attention, time and a peaceful mind, having all of these factors make us look at things in a positive way which leads to self-awareness, knowing ahead of time about these factors will make us look at things with a different perspective (Davis, 2019). According to Craig, (2019) one of the most important domains of emotional intelligence is empathy. It is related to the ability of understanding the emotions of others. Moreover, empathy includes on how to understand an individual strength and weaknesses as it impacts on their emotions and attitudes. There are different types of empathy in which they affect individuals as stated by Cherry, (2019) empathy can be defined as the capability to identify the other person's feelings. Affective empathy, somatic empathy and cognitive empathy are three types of empathy that has been defined in this study.

Trust is a process that can be developed through several stage of individual's relationship in different aspects in life. According to Rezvani, (2019), Trust is considered a key to have positive interpersonal relationships between two or more individuals in different setting areas. Trust is an agreement between parties inside the workplace that leads to having a high quality of communication which results in producing an effective outcome in the organization Barrett, (2019). According to Mary, (2020) social skills are verbal or non-verbal communication in which it facilitates interaction and creates sense of positivity between and among people. In order to build a peace environment with workers it is important to emphasis on improving the social skills by encouraging them to communicate and interact between each other, sharing ideas, opinion and understanding the feelings and thoughts (Begazo el at., 2017).

Self-awareness is the key if you want to become an emotionally intelligent human being. According to Tolson, (2019) any reaction to any situation will always be related to our emotional intelligence, this study that was conducted for a public company it was identified that only 36 percent of people are able to control and know their own emotions as the situation happens, being able to understand and recognize your own moods, feelings and how do they affect others is called as self-awareness. Therefore, being self-aware affects our emotional intelligence, both of them are linked and are important to each other because when a difficult situation occurs it is important to identify our emotions well in order to avoid confusion and bad outcomes. Another study has been conducted in a private company by Luciano, (2019) where he elaborated that if you want to understand your own feelings then you must notice, train and develop them.

Empathy is yet another important factor regarding to emotional intelligence. A study identified that emotional intelligence and empathy has a positive moderate relationship. Emotional intelligence and empathy could be directly influenced by various personal characteristics such as increased levels of stress and tension in the working environment, the research targeted 450 nurses from public hospitals, questionnaires about how empathy and emotional intelligence are related to each other were distributed to them, after analysis the result showed that there is a positive moderate relationship between emotional intelligence and empathy (Espert et al., 2019). Another study has been conducted in a private university by Faye et al., (2018) where positive correlation was found between emotional intelligence and empathy.

VII. RESEARCH AND METHODOLOGY

The research design used in this study was descriptive research. It describes the factors regarding the impact of emotional intelligence on job performance of paramedical employees in public and private hospitals. A quantitative research method was used by researchers to collect the opinion of the respondents through Likert's 5-point scale. Their responses will include emotional intelligence and job performance. The researchers designed a questionnaire which consists of 21 statements that the researchers would like the respondents to answer to identify their opinions in regards to this subject. The researchers followed Simple random sampling method used. The target respondents of this study are paramedical staff (operational level) from both public and private hospitals in Muscat, region Oman. The data collected were analyzed through SPSS software statistical tools such as: Correlation and Independent T-Test were used.

VIII. RESULTS AND DISCUSSION

From the table 1, based on n=150 respondents, it is evident that correlation of self-awareness and job performance ($r=0.711$) p value is less than .000, empathy and job performance ($r=0.708$) p value is less than .000, Trust and job performance ($r=.0.676$) p value is less than .000, Social skill and job performance ($r=.729$) p value is less than .000, which is less than .05 ($p<.05$) in all the comparisons. Because $p<.05$, null hypothesis rejected. Hence, there is some relationship between emotional intelligence domains such as self-awareness, empathy, trust, social skills and job performance. The reason could be because high emotional intelligence is about controlling the emotions which can improve the job performance, helps to stay calm and understand others perspective. Therefore, the person will be self-aware of the emotions that he is feeling, be more understanding and empathetic towards others, social skills and trust abilities would improve.

TABLE NO 1 CORRELATIONS

		SELF AWARENESS	EMPATHY	SOCIAL SKILLS	TRUST	PERFORMAN CE
SELF AWARENESS	Pearson Correlation	1	.752**	.628**	.689**	.711**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	150	150	150	150	150
EMPATHY	Pearson Correlation	.752**	1	.741**	.769**	.708**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	150	150	150	150	150
SOCIAL SKILLS	Pearson Correlation	.628**	.741**	1	.715**	.676**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	150	150	150	150	150
TRUST	Pearson Correlation	.689**	.769**	.715**	1	.729**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	150	150	150	150	150
PERFORMAN CE	Pearson Correlation	.711**	.708**	.676**	.729**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

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

From the table 2, the self-awareness $t(114.979) = 6.671$, $p=0.000$, which is less than 0.05 ($p<0.05$), Empathy $t(100.438) = 7.397$, $p=0.000$, which is less than 0.05 ($p<0.05$), Trust , $t(108.806) = 7.800$, $p=0.000$, which is less than 0.05 ($p<0.05$), social skills $t(129.902) = 10.436$, $p=0.000$, which is less than 0.05 ($p<0.05$) and Emotional Intelligence $t(134.169) = 10.176$, $p=0.000$, which is less than 0.05 ($p<0.05$). Hence, the null hypothesis rejected. It is concluded that there is some significant relationship between Emotional intelligence domain self-awareness, empathy, trust, social skills and type of the hospital.

TABLE NO. 2 Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
SELF AWARENESS	Equal variances assumed	35.868	.000	6.671	148	.000	.907	.136	.638	1.175
	Equal variances not assumed			6.671	114.979	.000	.907	.136	.637	1.176
EMPATHY	Equal variances assumed	91.840	.000	7.397	148	.000	1.053	.142	.772	1.335
	Equal variances not assumed			7.397	100.438	.000	1.053	.142	.771	1.336
TRUST	Equal variances assumed	43.635	.000	7.800	148	.000	.897	.115	.670	1.124
	Equal variances not assumed			7.800	108.806	.000	.897	.115	.669	1.125
SOCIAL SKILLS	Equal variances assumed	18.173	.000	10.436	148	.000	1.010	.097	.819	1.201
	Equal variances not assumed			10.436	129.902	.000	1.010	.097	.819	1.201
EMOTIONAL INTELLIGENCE	Equal variances assumed	6.464	.012	10.176	148	.000	1.053	.104	.849	1.258
	Equal variances not assumed			10.176	134.169	.000	1.053	.104	.849	1.258

The reason could be a person who has emotional intelligence would be self-aware about his own emotions since it's the ability to understand his own feelings and being aware of them, it improves the respond to change as a person senses how others feels and you see things from their perspective, being self-aware of one's own emotions gives him clarity on his values and beliefs. And the individual who have emotional intelligence can understand the emotions of their patients easily because they may put themselves in the patient's situations to know their feelings and emotions. Also it can enhance the relationship between the paramedics and patients and this lead to reduce the stress and pressure that the patient faces when waiting for the results of his or her examination.

Likewise, if the paramedics have great bound with their co-worker it will make it easier for them to have trust on their colleagues. Working together for a period of time may help them in knowing each other well as friendship relationship may also be established in the workplace all this makes it easy to have trust among them. In case of trust between paramedics and patients when the paramedics treat them with all the respect and build good relation with them automatically trust will be established as the patient will have the faith in them in not revealing any of their personal details. Also, if the paramedics can control their emotions it means that they would have good interactions with their patients. Dealing with their emotions can impact and affect them positively, the paramedical employees would smile while they treat their patients and talk to them with care which would make the patients feel comfortable, both sides would feel satisfied because the interaction between them would improve since emotions are controlled.

Consequently, if the paramedics can understand their emotions and feelings in an effective or positive way they will have the ability to reduce the stress at work and they will be able to overcome the challenges in life, if the paramedical employees can control their feelings and emotion then they will easily convert it into action, understanding the emotions can assist in determining the strength and weakness as well as making the paramedics able to deal with different situations. Such domains can effect on the emotional intelligence of paramedics which are self-awareness, empathy, trust, and social skills.

IX. CONCLUSION

The impact of emotional intelligence on job performance of the paramedical employees is a huge concept that has been studied on different aspects and many researchers had investigated various factors and domains of emotional intelligence. This study was done to discuss farther about the impact of emotional

intelligence on job performance and how each of the emotional intelligence domains are affecting the paramedics in both public and private healthcare sectors in Muscat region, Oman. The main factors of emotional intelligence identified through literature review were self-awareness, empathy, trust and social skills. Through this comprehensive study, the level of data collection of emotional intelligence was measured according to the factors. The study was conducted in public and private hospitals and it focuses on the paramedics as they are the main party in the healthcare sectors where their day-to-day job makes them deal with lots of stress and pressure. The results of the research show that there is a significant difference between both private and public sectors paramedical employees, as it was found that paramedics in public sector agreed more to the statements of emotional intelligence domain including (self-awareness, empathy, trust and social skills) while, paramedics in private sectors showed some differences in their response. This concludes that paramedics in public sector have more emotional intelligence than paramedics in private sectors.

Moreover, the research found that there are some differences in training provided by both public and private sectors where both sectors are not providing sufficient training and counseling programs for their paramedical employees who are facing some of the emotional problems. However, when it comes to comparing the two sectors; private sector was found to have more training programs for their paramedics compared to the public sector, though this does not conclude that their paramedics have more emotional intelligence. Furthermore, both public and private sectors must pay more attention to training programs in order to maintain high emotional intelligence as it has a direct impact on job Performance. In view to all the above, understating the impact of emotional intelligence on paramedical employees is very important due to its relation with job performance, self-awareness and social skills and it helps in developing the habit of emotional stability which is very essential for keeping the paramedics away from any health related issues.

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