

## Comparison of Employee of Private versus Public Hospitals in Udaipur with respect to Emotional Quotient Profile

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Emotional Intelligence refers to the ability of human beings to understand their emotional makeup, impulses and moods. It reflects the ability to understand feelings of others in social context. The topic of emotional intelligence is of recent origin and Gardner and Goleman have stirred thinking in this direction. It has been observed that the two groups of respondents belonging to the hospitals, running in two different business sectors i.e. public and private differ significantly with regards to "empathy". No significant difference was found in respect of other factors.

**Keywords :** Immoational Intellegence, Empathy, Self-Motivation & Self Awareness

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### Introduction

Emotional Intelligence is comparatively latest concept in the field of management. It has established a paradigm shift towards the journey of success. In today's time emotional intelligence is essential factor for success.

### Concept of EI

Emotional Intelligence (EI) refers to the ability to set a goal in life, work towards a fellow being. It guarantees a well-balanced personality. While intelligence is basically determined at birth, EI is essentially learned. A person's emotional makeup largely determines his or her professional success. It is interesting to note that so many people with high IQ fail whereas those with less intellectual endowment are extremely successful. Level of emotional intelligence is neither genetically fixed, nor does it develop only in early childhood. Unlike IQ, which does not increase after adolescence, emotional intelligence is largely learned and continues to develop throughout life and is conditioned by life's experiences.

### Review of Literature

Gardner (1983) refers to emotional intelligence as the concept of multiple intelligences Emotional Intelligence has been defined by Salovey and Mayer (1990) as "the subset of social intelligence that involves the ability to monitor one's own and other's feeling and emotions, to discriminate among them and to use this information to guide one's thinking and actions." Building upon the concept of emotional Intelligence given earlier, Goleman (1997) defined Emotional Intelligence in term of competencies; Dulewicz and Higgs (2003) defined Emotional Intelligence as predictor of long-term managerial capabilities and advancement.

They developed three sets of competencies namely Intellectual Competencies (IQ), Managerial Competencies (MQ) and finally the Emotional Competencies (EQ), which dominated the other two sets of competencies.

Daniel Goleman (1996) elaborates that Emotional

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Intelligence has five characteristics and abilities: -

- (1) Self Awareness
- (2) Mood Management
- (3) Self Motivation
- (4) Empathy
- (5) Managing Relationships

Mayer and Salovey (1997) defined that Emotional Intelligence is the ability to monitor one's own and other feelings and emotions to discriminate among to use this information to guide one's thinking and action.

Dalip Singh (2001) defined that Emotional Intelligence is a combination of patterns, behaviours and kinds of thoughts.

According to Goleman (2004) that people born with certain levels of empathy or they acquire empathy as a result of life's experiences. Scientific inquiry strongly suggests that there is a genetic component to EI. Psychological and developmental research indicates that nurture plays a roll as well. Research and practice clearly demonstrate that emotional intelligence can be learned.

EI increases with age. Some people still need training to enhance their emotional intelligence. Unfortunately, in many training programs that intent to build leadership skills including emotional intelligence. Problem is that they focus on the wrong part of the brain.

According to SPS Bhadu and Dr. K. Saxena (2005) it has been scientifically proved that 34% of child's intelligence is genetically transferred from the parents at the time of birth. The hindu mythology believes in the transfer of learning from mother to the baby in the womb. Example - Abhimanyu, the son of Arjuna, who learned how to penetrate into chakravyuh while still in the womb of his mother Subhadra. Normal intelligence, which steeply increases till the child attains the age of

18 years, the emotional intelligence can be learned at any age.

### **Objective of the study**

Comparison of employees of Public versus Private Hospitals in Udaipur with respect to EQ Profile

### **Research Methodology**

For the purpose of the study considered two hospitals, RavindraNath Tagore Medical College and Kalpana Nursing Home have been contacted. The research design chosen for this study is exploratory research design. The reason for using exploratory research is due to the fact that not much of secondary data is available on this subject which would have fulfilled the research objectives and the need was to collect the first hand information.

A structured questionnaire was designed to collect primary data. The lay out of the questionnaire was kept respondent friendly. Questions of closed ended nature were mostly included in Part-B, which was the main base for analysis and interpretation purpose so that it can be easily quantifiable for assessment purpose.

Open ended questions were included in Part-C. Closed ended questions were further made flexible by incorporating choice in the form of "Any Other -Please Specify". For collection of primary data a structured questionnaire has been prepared and used to the study.

A sample of 135 (99 Paramedical staff and 36 Doctors) was taken and requested to fill up the questionnaire.

### **Health Facility in Udaipur District**

Udaipur is a predominantly rural district of southern Rajasthan, with a population of 26,33,312 (Census 2001). The district has 11 rural blocks or panchayat samitis. Udaipur city is the large urban area. Udaipur city has a medical college with 4 associated hospitals,

4 nursing colleges with dental superspeciality facilities, an Ayurvedic college with 4 hospitals and a Homeopathic Medical college with hospital. Most medical facilities, especially those in the private sector, are concentrated in Udaipur city, which is a municipality with 50 wards.

In the district as a whole, government and the rest 56% operate 44% of the facilities by the private sector. However, 65% of all private facilities are concentrated in urban areas, mostly in Udaipur city, whereas 84% of government facilities are located in rural areas.

### **Government Facilities**

Government facilities included 5 hospitals associated with medical colleges, one railway and two satellite hospital in Udaipur city, 13 dispensaries (2 railways, 2ESI dispensaries and 9 of the state government dispensaries). Some CHCs are also located in the city.

### **Private Facilities**

Allopathic facilities included clinics, diagnostic centers, small nursing homes, and single and multi-specialty hospitals.

### **Growth in Health Facilities in Udaipur city**

A large part of the growth in health facilities has been in Udaipur city. As a result, our census found that in 2004, 84% of urban facilities were in the private sector. In the past 20 years, with the private sector having grown at twice the rate of the government sector. Just 20 years ago it was the reverse- government health facilities were almost 2 1/2 times than private facilities.

### **Ravindra Nath Tagore Medical College (affiliated hospitals)**

This is the major facility in the entire district - the four hospitals include a general hospital, a women's hospital, a children's hospital and a TB hospital. Medical College share several support services like laboratory, cardiology

and surgery services. While the government operates the medical college, private practice by faculty and consultants from their homes constitutes a major source of outpatient care in the city.

RNT Medical College had 70 Doctors and 150 Para Medical staff and 21 departments.

### **Kalpana Nursing Home**

Kalpana Nursing Home Pvt. Ltd., Udaipur is a well established, reputed ISO 9001:2000 certified hospital cum diagnostic center in south Rajasthan, established about 22 years ago. This hospital is registered with State Pollution Control Board and also registered with CMHO Udaipur for MTP, IUD and Sonography etc. It provides O.P.D and indoor facilities with the latest and advanced technology.

It is the only hospital in south Rajasthan which provides all the facilities under one roof like ICCU, MICU, SICU, Emergency ICU, pediatric ICU, General ward, air-cooled rooms and air conditioned rooms for the admission of the patients with more than seventy five beds.

Kalpana Nursing Home is the only hospital in south Rajasthan which has been approved by Rajasthan government for treatment of its employees. In addition hospital is also being empanelled for treatment of BPL patient by Rajasthan government.

Kalpana Nursing Home had 21 Doctors, 50 Para Medical staff and 13 various departments.

### **Results & Findings**

The influence of the employees of public and private health centers on their level of emotional intelligence was studied by analyzing the data collected. Six null hypotheses were formulated for this purpose and 'z' test of means of difference was carried out. The hypotheses formulated were:

|     |   |   |
|-----|---|---|
| H01 | There is no significant difference between the employees of Public and Private hospitals in Udaipur with respect to "aggregate emotional intelligence." | in Udaipur with respect to "self motivation".   |
| H02 | With respect to "self awareness", there is no significant difference between the employees of Public and Private hospitals in Udaipur                   | H05 With respect to "Empathy", there is no significant difference between the employees of Public and Private hospitals in Udaipur.     |
| H03 | The employees of Public and Private hospitals in Udaipur do not have significant difference with regards to " self regulation ".                        | H06 With respect to "social skill", there is no significant difference between the employees of Public and Private hospitals in Udaipur |
| H04 | There in no significant difference between the employees of Public and Private hospitals  | The calculated results of the 'z- test of difference of means' are presented in table 1.1.  |

**Table 1.1 : Test of difference of means between  
The Employees of Public and Private Hospitals for Emotional Intelligence.**

| Null Hypothesis H0 | Test | value | Results Level of Significant |                 |
|--------------------|------|-------|------------------------------|-----------------|
|                    |      |       | @ 5%                         | @ 1%            |
| H01                | z    | 1.54  | Not Significant              | Not Significant |
| H02                | z    | 1.81  | Significant                  | Not Significant |
| H03                | z    | 0.93  | Not Significant              | Not Significant |
| H04                | z    | 1.98  | Significant                  | Not Significant |
| H05                | z    | 2.78  | Significant                  | Significant     |
| H06                | z    | 1.26  | Not Significant              | Not Significant |

The table value of 'z' ( right tail) at 5% level of significance is 1.645 and at 1% level of significance is 2.33. Comparing the results with table value , it was observed that only the null hypothesis H05 is significant at both the levels. The null hypotheses H02 and H04 are significant at 5% level of significance and insignificant at 1% level of significance. Remaining null hypotheses H01, H03, and H06 are insignificant at both the levels of significance. As such, it can be statistically revealed that :

1. The calculated value of 'z' for the hypothesis

H01 was not sufficient to reject this hypothesis .As such, the hypothesis is accepted. It reveals that the employees working with Public hospital and private hospital of Udaipur do not differ significantly with respect to aggregate emotional intelligence. It might be due to the fact that at both the health centers, the respondents are well professionally trained staff capable to tackle professional problems efficiently.

2. For the hypothesis H02, the calculated value of 'z' was sufficient to reject it at 5% level of significance,

however it was not sufficient to reject at 1% level of significance. Hence the calculated value is not sufficiently large to reject the hypothesis. As such, the hypothesis is accepted.

It reveals that the two groups of respondents belonging to the hospitals, running in two different business sectors relating to health services do not differ significantly with regards to "self awareness". It might be due to the fact that the regular use of advanced technology, print as well as television media have improved the awareness level of the respondents irrespective of their organization.

3. The calculated value of 'z' for the hypothesis H03 was not sufficient to reject this hypothesis at both the levels of significance i.e. 5% as well as 1%. As such, the hypothesis H03 is accepted. It reveals that the employees working with Public hospital and Private hospitals of Udaipur do not differ significantly with respect to self regulation". It might be due to the fact that at both the health centers, the respondents prefer willingly to maintain discipline in their life as it improves the chances of their different benefits as well as promotion opportunities.
4. For the hypothesis H04, the calculated value of 'z' was sufficient to reject it at 5% level of significance, however it was not sufficient to reject at 1% level of significance. Hence the calculated value is not large enough to reject the hypothesis. As such, the hypothesis is accepted.  
The analysis indicates that the two groups of respondents belonging to the hospitals, running in public and private sectors do not differ significantly with regards to "self motivation". It might be due to the fact that the responding group is very ambitious and eager to achieve high position in their service place at the earliest.
5. The hypothesis H05 was also statistically tested and the calculated value of 'z' was sufficient to reject it at 5% level of significance as well as 1%

level of significance. As such, the null hypothesis is rejected. It reveals the fact that the two groups of respondents belonging to the hospitals, running in two different business sectors differ significantly with regards to "empathy". It might be due to the fact that the employees of the Govt. hospital have high perks and feel job security, while those working with private hospital enjoy low perks, job insecurity and excess work stress which make them to behave little bit roughly with the patients.

6. For the hypothesis H06, the calculated value of 'z' was not sufficient to reject it at 5% level of significance as well as at 1% level of significance. As such, the hypothesis is accepted.

The analysis directs that the two groups of respondents belonging to the hospitals, running in public and private sectors do not differ significantly with regards to "social skill". It might be due to the fact that the responding groups are experienced enough to understand the expectations of the society and react accordingly.

### Conclusion

Thus it is statistically concluded that the medical employees of Public and Private hospitals do not differ significantly except with regards to empathy. It might be due to strict discipline maintained in private hospitals. With regard to Influence of level of profession on Respondent's Emotional Intelligence it was observed significant with regards to self-awareness in case of RNT Medical College and empathy in case of Kalpana Nursing home. It might be due to wide range of difference of qualifications and exposure between doctors and paramedical staff. Influence of age and their professional experience on their Emotional Intelligence- for all the respondents belonging to Public and Private hospitals -no significant difference was observed. It has been observed that as regards influence of age the two groups of medical staff do not differ significantly. It might be due to similar recruitment policy being adopted at both the health sectors.

Thus it was statistically concluded that the two groups of medical staff do not differ significantly. It might be due to similar level of utilization of advanced information technology.

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