

## Emotional Intelligence and Burnout Among Medical Professionals

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### Abstract

It is common knowledge that people who work in the medical industry are expected to possess high levels of emotional intelligence. Emotional intelligence can be defined as the capacity to recognise, assess, and manage one's own feelings as well as those of other individuals and of groups (EQ). The ability and trait EI models are the ones that have gotten the broadest recognition in the scientific literature. There have been a variety of models and definitions proposed, with the ability and trait EI models being the ones that have received the most attention.

The most frequent components of emotional intelligence (also known as EI) include self-awareness, the ability to regulate and express emotions, and empathy for other people. Several people have a problem with the notion due to its ambiguous definition and the similarities it has with personality qualities. In addition, it has been shown that the instruments that are used to test emotional intelligence have a few drawbacks that need to be addressed.

The concept of emotional intelligence as it relates to the health professions is the focus of this research study. The prospects for future research as well as recommendations for that research are presented. The medical community doctors in particular, are struggling with rising rates of burnout. In an effort to investigate the possibility of a remedy, we investigated the connection that exists between burnout, emotional intelligence, and perceived stress.

**Keywords :** Emotional, Intelligence, Burnout, Self Awareness, Medical Professionals.

### Introduction :

According to Goleman (1995), the notion of emotional intelligence (EI) has been regarded as an essential predictor for success in the workplace. [Citation needed] Even though certain aspects of the idea have been called into question (Matthews et al. 2002), the overarching topic of EI continues to strike a chord with both practitioners and theorists in the field of business (Mayer et al. 2004). According to Joseph and Newman (2010), claims that EI is a vital basis of good job performance have been consistently fueling the appeal of EI.

The concept of emotional intelligence has received a lot of attention recently, which has sparked a significant amount of curiosity. This interest was largely sparked by the book written

by Goleman (1995), namely by the claim that EI explains a greater percentage of diversity in individual performance than IQ does (Dulewicz et al. 2003).

### **EI And Self Awareness :**

Self-awareness is the state of being aware of one's own internal states, preferences, resources, intuitions, and so on. Knowing oneself is essential to achieving success. It signifies the capability to perceive, comprehend, and accept one's own moods, feelings, drives, strengths, and failings, as well as the ability to see how these things affect other people.

### **EI And Understanding others:**

Understanding others refers to the person(s) who make an effort to comprehend others by making an effort to be aware of the other person's emotions and demonstrating an interest in the other person's well-being. These individuals have a high degree of sensitivity.

The process of designing the required personality, building up the emotional maturity suitable for the age, and building up the ability to build up the emotional maturity suitable for the age all require emotional intelligence on the part of the individual. Emotional intelligence plays a pivotal role in all three of these processes.

The extent to which an individual possesses emotional intelligence is directly related to the degree to which that individual's emotional intelligence helps to the formation of a personality that is balanced and harmonious. It makes it possible for a man to achieve the greatest heights he can reach and the greatest depths he can go to in his pursuit of self-satisfaction and other forms of fulfilment.

Emotional intelligence is a factor that contributes to a person's level of individualism, which is another trend that is occurring concurrently.

It offers one the ability to communicate their feelings and emotions at the appropriate time, as well as an awareness of both their own feelings and the feelings of people around them. It also gives one the ability to understand both their own feelings and the sentiments of those around them.

When a person possesses emotional intelligence, they are able to gain insight into themselves before they gain insight into other people. The knowledge of oneself in addition to the understanding of others would lead to interaction amongst those who are involved; Emotional Intelligence increases the ability of an artful leader to utilise people and to captivate the hearts of those they lead. It affords the administration the chance to conduct evaluations and professional development activities for the employees.

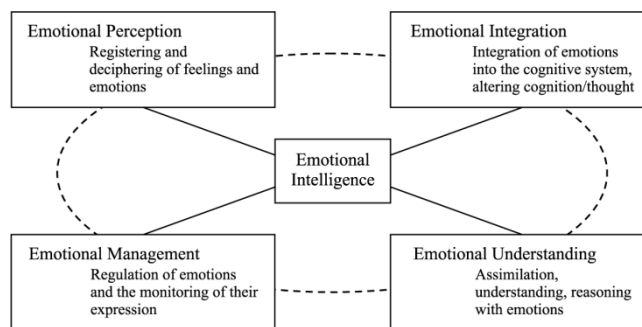
**Burnout among Medical Professionals:**

Stress levels are extremely elevated among medical professionals in India as a direct result of their excessive workload. Physicians are operating in an extremely stressful atmosphere. The fact that doctors are responsible for "people" rather than "things" and that their actions or mistakes can have a significant influence on the quality of human existence are two of the factors that contribute to the stressful nature of the work they conduct. On a regular basis, medical professionals are confronted with a wide variety of unforeseen difficulties, such as simultaneous exposure to trauma, violence, unexpected mortality, and overpopulation.

The working circumstances in the health care industry are regarded to be particularly troublesome and stress-inducing when compared to those in other job sectors. The working circumstances of doctors have deteriorated as a consequence of an increase in the number of unreasonable workloads, lengthy working hours, and inflexible schedules, restricted prospects for career advancement, shift work, and night shifts, among other factors.

There is a potential for disagreement among medical professionals due to a shortage of doctors and demanding working conditions. It is generally accepted that conflict is unavoidable in any kind of working environment. Medical workers working in hospitals encounter conflict relatively regularly because of the particular characteristics of the workplace such as high-stress.

The competition for scarce resources and the mutual dependence of medical professionals on one another can both create conditions that are ripe for conflicts, which can then escalate into interpersonal conflict if not addressed. There is a very high incidence of interpersonal conflict in the medical profession. Conflict can arise between physicians and their patients, between physicians and the relatives of their patients, between physicians and other members of the medical staff such as nurses, and also between physicians themselves. In most cases, conflict takes place along a continuum, which can range from relatively minor disagreements and divergences of view to personality clashes and all the way up to open hostility and violent altercations.



Source: Adaped from Bar-On and Parker (2000)

### Personal Traits and Emotional Intelligence :

The Emotional Intelligence trait is described as a constellation of emotional self-perceptions located at the lowest levels of personality. In common parlance, emotional intelligence (EI) attribute refers to an individual's estimation of their own emotional capabilities. In contrast to the ability-based model which refers to actual abilities, which have proven to be very resistant to scientific measurement, this definition of emotional intelligence takes into account behavioural dispositions as well as the abilities that are self-perceived by the individual. The measurement of emotional intelligence is done through self-reporting.

Emotional intelligence is the capacity to gain and use knowledge gleaned from one's own emotions as well as the emotions of others, which enables a person to make sound decisions regarding what to say or do, as well as what not to say or do. Emotional self-awareness, emotional self-regulations, emotional self-motivation, empathy, and nurturing relationships are the five components of emotional intelligence that are included in the model that I work with. The first three reflect the intra-personal competencies, which are those things that occur within a person that cannot be observed by outsiders. The final two reflect the inter-personal competences, which are those behaviours and acts that occur between us and other people.

### Review of Literature :

The purpose of the research that was conducted by Varanasi, P., and Ahmad, S. (2015) was to gain an understanding of the factors that influence the work-life balance of medical professionals and the organisational climate in both Government and Private Hospitals. It is often the case that professional work interferes with personal responsibilities, job satisfaction, spending time with family, and maintaining a healthy work-life balance. Hypotheses have been formulated in order to investigate whether or not there is a significant association between the type of organisation (government or private) and adequate facilities for relaxation.

This study by Bardoel, E. A., and Drago, R. (2016) suggests that a variety of factors may also influence work life balance, and using various specifications, they found that a positive

relationship exists between work life balance and the quality of IT services that were reported. The deliberate effects of IT support are smaller than those for long and unpredictable job working hours, but they are comparable to those for a large number of other job demands and resources, such as associate support, complicated patients, or part time employment for female physicians. In conclusion, we discuss the implications of this study for HR researchers and practitioners.

According to Kaliannan, M., et al. (2016), maintaining a healthy work-life balance for employees is critical to fostering employee engagement and increasing job satisfaction. It is the dividing line between one's life at work and one's life outside of work, where a distinction is made between an individual's business, career, and profession, as well as every other aspect of one's life that contributes to the totality of that person's life. Achieving the desired amalgamation of participation in both one's place of employment and other aspects of life is what is meant by "work life balance." This combination does not remain static but rather shifts over time in response to the various commitments and responsibilities that an individual takes on. In light of the current state of the economy, maintaining a healthy and inspired work force is increasingly important and work-life balance is becoming an increasingly important trait in the workplace. However, in order to fulfil their professional responsibilities, the personal sacrifices that round-the-clock doctors are forced to make are inevitable.

M.Sudha Madhavi's (2016) research focuses on analysing the work-life balance using a number of variables. These variables include the number of hours spent sleeping, the number of hours spent working, and the number of hours spent with the family and with themselves. The purpose of this study is to determine, through the utilisation of general data analysis and statistical methods, the impact that the aforementioned variables have on the overall level of success in maintaining a healthy work-life balance. The findings illustrate how reliable an evaluation of the work-life balance can be using the data from the variables that were chosen. The study's findings made it abundantly clear that the majority of medical professionals' levels of satisfaction have been discovered to have a directly proportional relation with the number of hours spent sleeping, the number of hours spent with their families, and the number of hours spent on themselves. The amount of working hours was found to have a negative correlation with work-life balance across the board, according to the findings of the study.

The purpose of Pandey, M. (2016) was to investigate the work-life balance of female physicians working in private hospitals in the state of Jharkhand. This study contributes to a better understanding of the relationship between a healthy work-life balance and overall job satisfaction. In order to investigate the nature of the connection between the variables of

interest, an ANOVA test and a regression analysis have been applied. According to the findings of the study, maintaining a healthy work-life balance has a positive influence on overall job satisfaction.

Research conducted in 2016 by Pradhan, R. K., Pattnaik, R., and Jena, L. K. focused on the application of emotional intelligence in workplace settings while investigating the relationship between work-life balance and job satisfaction, primarily among doctors. A total of 180 respondents were contacted for the study using a convenient sampling method. According to the findings, a healthy work-life balance is positively related to satisfaction in one's employment. Researchers have found that emotional intelligence plays a significant role as a mediator in the relationship between work-life balance and job satisfaction. It was suggested that an emotionally intelligent professional is more likely to experience fulfilment on both a personal and an organisational level. This was done from the vantage point of a person working in the health care industry. According to the findings of the research, it may be possible to design interference plans that incorporate wisdom and emotional intelligence as a primary component in order to significantly boost the level of overall job satisfaction experienced by employed professionals.

Starmer, A. J., Frintner, M. P., and Freed, G. L. (2016) conducted a review to determine whether or not early-career paediatricians face a significant number of challenges related to work-life balance, burnout, and career and life contentment. They found that the majority of these challenges are limited. The purpose of this study was to determine the personal and work factors that are related to these outcomes. In multivariable modelling, it was discovered that having support from physician colleagues and ample resources for patient care were all linked with a lower likelihood of burnout as well as a higher likelihood of work-life balance and career and life satisfaction. These associations were found to be significant. It was discovered that having children and clinical specialty were not significantly associated with any of the outcome measures at all. Female gender was associated with a lower likelihood of having a balanced life and being satisfied with one's career; however, there was no association between female gender and either feeling burnt out or being satisfied with life.

### **Objectives of the Study :**

The following are Objectives of the study:

To determine the level of burnout experienced by doctors

To conduct an investigation into the factors those influence the Emotional Intelligence of Medical Professionals.

### **Research Methodology :**

This study is a descriptive study about the measurement of burnout in the case of medical professionals, particularly doctors.

The primary data for the study is being gathered through the use of the questionnaire method in order to achieve the goals of the study. The questionnaire, which had two sections is as follows: The questions in this section's Part I were all related to demographics.

Parts II of the questionnaire consisted of three manifest variables, which were further divided into 25 variables. These variables are directly related to factors that affect the level of customer satisfaction. The variables were as follows: stress, burnout, and emotional intelligence. A Likert scale with five points has been used to make these measurements.

The number of people who participated in the study, which was 200, was used to determine the sample size. For the purpose of collecting data, a technique known as convenience sampling has been utilised. In this method, a representative sample of the population is drawn at random from each of the age categories that are present in the population.

### **Discussion and Results :**

#### **Reliability of the Questionnaire :**

According to the value that was observed, the value of Cronbach's alpha is 0.945 for the 25 different items that were used in this study. Because this value is higher than 0.70, it can be deduced that the research instrument is reliable enough to use for any additional data analysis that may be required.

The levels of stress and burnout experienced by medical professionals were quantified a comprehensive investigation into each of the sub-factors that fall under each of the three manifest variables, namely emotional intelligence.

We have analysed the entire dataset, which includes the responses of respondents in relation to three variables: stress, burnout, and emotional intelligence. These three variables contained 8, 9, and 8 sub-factors respectively, and we collected ratings on a scale of 10 pointers for each of these. The mean ratings for each of the 25 variables are presented in Table 1, along with their respective groupings.

**Table : 1: Analysis of Stress Levels, Burnout and Response of Doctors**



Stress	Burnout	Response of Doctors
6.93240	7.88481	7.15706
6.97894	8.1256	7.54450
7.58638	6	6.35263
7.11578	7.45549	6.05789
7.23157	7.25263	6.14210
7.47619	7.10994	5.99152
8.16753	7.36649	6.98952
6.92146	7.21578	7.59322
	7.20418	
X1=7.32809	X2=7.5497	X3=6.64633

Table 2 Rotated Component Matrixes

Variables	Component		
	1	2	3
Age	.339	.407	.364
Gender	.430	.551	.259
Education	.166	.293	.705
Social Background	.311	.287	.578
Ethnicity	.489	.231	.338
Migration	.300	.127	.684
Religious Affiliation	.067	.393	.583
Marital Status	.350	.638	.093
Household	.127	.146	.774
Employment	.022	.543	.396
Income	.164	.739	.330
Emotional Exhaustion	.140	.833	.194
Depersonalisation	.207	.408	.527
Personal Accomplishment	.481	.467	.341
Neuroticism	.314	.566	.375
Extraversion	.494	.345	.347
Openness	.406	.392	.458
Agreeableness	.473	.355	.409
Conscientiousness	.683	.344	.118
Anxiety	.837	.163	-.016
Depression	.817	.091	.172
Patients' Mortality	.794	.112	.260
Insomnia	.683	.206	.314
Musculoskeletal Pain	.238	.406	.446
Lifestyle	.319	.503	.321



Table 3 that contains all of the data after all of the pertinent information was extracted and divided up into three tables for further calculation. Table 3 also serve as the starting point for these calculations.

**Table 3 : Stress and Socio Demographic Factors**

Sub Factor	Factor Loading
Age	0.407
Gender	0.551
Education	0.705
Social Background	0.578
Ethnicity	0.489
Migration	0.684
Religious Affiliation	0.583
Marital Status	0.638
W1	0.579375

**Table 4 : Burnout and Socio Demographic Factors**

Sub Factor	Factor Loading
Household	0.774
Employment	0.543
Income	0.739
Emotional Exhaustion	0.739
Depersonalisation	0.833
Personal Accomplishment	0.408
Neuroticism	0.481
Extraversion	0.566
Household	0.458
W2	0.60025

**Table 5 :Emotional Response of Doctors**

Sub Factor	Factor Loading
Agreeableness	0.473
Conscientiousness	0.683
Anxiety	0.837
Depression	0.817
Patients' Mortality	0.794
Insomnia	0.683
Musculoskeletal Pain	0.446
Lifestyle	0.503
W3	0.6545

Determination of Stress and Outburst Levels among Doctors, data analysis indicate the levels of stress among the medical professionals. The stress levels are computed with the help of the formula used for the data analysis which is shown below:

$$\text{Stress \& Burnout} = ((X1-1)*W1+(X2-1)*W2+(X3-1)*W3)/9*100$$

After computing the values we have  $(7.3281-1)*0.5794+(7.5497-1)*0.6002+(6.6463-1)*6564$

The Stress & Burnout is at 84.37%

**Discussion:** The result indicates that the Stress & Burnout level doctors are computed at 84.37%, basing upon the findings we can draw the conclusion that an alarming high number of doctors (approximately 85%) are under the stress. A large number of doctors are still able overcome stress and burnout and using emotional intelligence during their professional life which is a positive indicator.

This study points to a profile for the development of burnout, which consists of health professionals with higher education, who experienced early stress, who have symptoms and perceptions of stress, who do not have a healthy lifestyle, and who show symptoms of mental suffering. These individuals have all suffered from early stress, have symptoms and perceptions of stress, and do not have a healthy lifestyle. These kinds of findings can be helpful in formulating and putting into practise strategies that aim to cut down on the incidence of burnout syndrome as well as the stress that comes with working.

### **Conclusion :**

Stress is the body's physical, physiological, and emotional response to scary, confusing, dangerous, or annoying things. It can cause physical, emotional, and social distress. EI promotes rational, problem-solving stress management. Scholarly research links EI to stress. Stress coping mechanisms are behavioural and psychological strategies used to manage, tolerate, reduce, or minimise the effects of stressful events.

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