

Effect of Emotional Intelligence Practices on Job Commitment among Medical Practitioners

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Abstract

Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in us and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence or the purely cognitive capacities measured by IQ (Goleman, 1998). In this study authors have analyzed the variables designation, gender and experience for measuring the emotional intelligence and job commitment of medical practitioners through the administration of statistical tools descriptive statistics, correlation analysis ANOVA among dependent and independent variable.

Key Words: *Emotional Intelligence, Job Commitment. Designation, gender, work experience, corporate Hospitals*

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1. Introduction

There are different personalities, different wants and needs and different ways of showing our emotions. Looking through this all takes tact and cleverness – especially to succeed in life. This is where emotional intelligence becomes important. Emotional Intelligence is the ability to recognize our emotions, understand what they are telling us and realize how our emotions affect people around us. Emotional Intelligence also involves our perceptions for others when we understand how they feel. This allows us to manage relationships more effectively. People with high emotional intelligence are usually successful in most of the things they do. Because they are the one that others want them on their team.

“Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth” (Mayer and Salovey, 1997).

“Emotional intelligence reflects one’s ability to deal with daily environment challenges and helps predict one’s success in life, including professional and personal pursuits” (Bar-On, 1997).

“Emotional intelligence is a way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interaction with others and our understanding of ourselves. It defines how and what we learn, it allows us to set priorities, it determines the majority of our daily actions” (Freedman, 2007).

In job behaviour and industrial and job psychology, job commitment is the individual's psychological attachment to the organization. The basis behind many of these studies was to find ways to improve how workers feel about their jobs so that these workers would become more committed to their organizations. Job commitment predicts work variables such as turnover, job citizenship behaviour, and job performance. Some of the factors such as role stress, empowerment, job insecurity and employability, and distribution of leadership have been shown to be connected to a worker's sense of job commitment.

Job commitment can be contrasted with other work-related attitudes, such as job satisfaction, defined as an employee's feelings about their job, and job identification, defined as the degree to which an employee experiences a 'sense of oneness' with their organization.

2. Literature Review

Nina Oginska Bulik (2005) opines the relationship between emotional Intelligence & perceived stress in the work place & health related consequences in human service workers. The methodology used for this study is Pearson's correlation coefficients between job stress and general health status were used for data analysis. It was found that, managers in High EI have less stress, Police officers- High EI less stress, Hospital nurses-negative correlation, EI & burnout syndrome. Professional –Institution with intellectual disabilities significant relationship. EI & burnout syndrome-high EI less stress.

Joseph Ciarrochi et al, (2002) brought out relationship between stress and three important health variables: depression, hopelessness & suicidal ideation. Means and standard deviations of main variables were used for data analysis Regression analysis revealed that stress was associated with (a) greater reported depression, hopelessness & suicidal ideation among people high in emotional perception (EP) compared to others (b) Greater suicidal ideation among those low in managing other's emotions (MOE). Both EP & MOE were statistically different from relevant measures. Suggesting that EI is a distinctive construct as well as being important in understanding the link between stress & mental health.

Charles M. Balch et al, (2009) tried to study depression level among medical professional suicidal tendency. Survey and questionnaire methodology was used for data collection. The findings were health professional are facing serious health problems to facilitate healing & help support those patients whom medicine does not yet have curative treatments. Map –Career path way that integrate professional & personal goals. With the outcome of maintaining values, balance personal satisfaction throughout professional career. Being proactive in avoiding burnout is preferable to reacting to burnout after it has damaged one's professional life or personal wellness.

Vandna Maini, Shaveta Chugh Journal of Organization & Human Behavior Volume 1 Issue 4 October (2012) Emotional labor: a Psychological manipulation for organizational success To understand the impact of job related variables on emotional labor To understand the impact of emotional labor and other Variables on job satisfaction. To find the correlation between emotional exhaustion and emotional labor. To understand the impact of individual emotions at work on emotional labor and other job characteristic the results indicate that individuals with higher emotional quotient can bring about a better compatibility between their desired and the displayed emotions which results in lower emotional exhaustion and higher job satisfaction. this further make a positive contributions towards their affective well being Good interpersonal relationships with co-workers further Complement positivity between emotional labor and job satisfaction.

Konstantinos Kafetsios Leonidas A. Zampetakis ELSEVIER Personality & Individual differences 44 (2008) 712-722 Emotional Intelligence and Job satisfaction Testing the mediatory role of positive and negative affect at work -To determine whether and the extent to which EI is associated with affect at work and job satisfaction – To examine which EI dimensions may be related to positive and negative affect and job satisfaction – Aimed to test whether and the extent to which positive and negative affect at work mediate EI effects on job satisfaction. This study extends and emerging body os reseach on affectivity in the work place by testing for links between trait level emotionality(EI) affect at work & job satisfaction – results demonstrated convincingly that EI is an important personality level predictor of work affectively 7 JOB SATISFACTION. Subsequently regression analysis indicated that use of emotions and emotion regulation are two EI dimensions predictive of positive & negative affect at work & percieving others emotions was uniquely associated with job satisfaction a finding that primarily concerned women. -The adherence to model of work emotionaly . - Future research could test whether different facets of EI are associated with discrete emotions at work- study used a retrospective measure of work affectivity future research should expand the study of affective phenomenon at work –Future research could identify the work events that give rise to positive and negative emotions at work for which EI acts as a moderator

3. Objectives of the study

- 1) To analyze the impact of emotional intelligence practices among medical practitioners in corporate hospitals
- 2) To examine the effect of emotional intelligence practices on job commitment among medical practitioners in corporate hospitals.

4. Statement of the Problem

Health care Profession demands long and unscheduled working hours, workplace challenges in the professional career and managing of self as well as others emotions while at work Challenges with new technological development and coping with new emerging health concerns.

Research has shown that the effectiveness and commitment of employee directly affects the profitability of the business (Slaski and Cartwright, 2002).

5. Data Analysis

The data collected from the medical practitioners of selected corporate hospitals are analyzed in this section. The details are furnished in the following table:

Effect of Emotional Intelligence Practices

The effect of emotional intelligence practices among the medical practitioners in corporate hospitals was measured by the selected variables of Job Commitment. The responses were scored by Likert five point scaling technique.

Emotional Intelligence Practices

The emotional intelligence among the medical practitioners of select corporate hospitals was measured by the selected four variables of empathy which enhance the emotional intelligence practices. All the four variables say about to what extent the medical practitioners empathy behavior had practiced in the corporate hospitals where they can control their emotions in order to increase the workplace productivity. The responses were scored by Likert five point scaling technique.

Descriptive Statistics, Correlation Analysis among the Dependent and Independent Variables:

Designation and Empathy

The distribution of sample respondents according to the designation and empathy of emotional intelligence practices are shown below

In order to find out the relationship between designation and empathy of emotional intelligence practices, a hypothesis was framed and analyzed with the help of Correlation analysis. The result of the correlation analysis is shown in the following table.

Null Hypothesis: There is no significant relationship between the independent variable designation and the factors influencing the empathy.

Table: 5.1 showing Descriptive Statistics

	Mean	Std. Deviation	N
Designation	2.7075	.58549	400
Empathy	4.18	.631	400

Table:5.2 showing Correlations

		Designation	Empathy
Designation	Pearson Correlation	1	-.149**
	Sig. (2-tailed)		.003
	N	400	400
Empathy	Pearson Correlation	-.149**	1
	Sig. (2-tailed)	.003	
	N	400	400

** . Correlation is significant at the 0.05 level.

It is observed from the above analysis that there is a significant relationship between the designation and empathy behavior of emotional intelligence initiative practices. Therefore all the predictor variables like designation is negatively correlated with dependent variable empathy behavior of medical practitioners. Here when the designation of medical practitioners varies among surgeon, physician and nurses means the empathy behavior to adapted in the working environment is not same for all cadre of employees. The empathy behavior of medical practitioners changes according to their job positions which always holds good. Hence, the null hypothesis, designation and empathy behavior of impact of emotional intelligence is rejected.

Gender and Empathy

The distribution of sample respondents according to the gender and empathy of emotional intelligence practices are shown below

In order to find out the relationship between gender and empathy of emotional intelligence practices, a hypothesis was framed and analyzed with the help of Correlation analysis. The result of the correlation analysis is shown in the following table.

Null Hypothesis: There is no significant relationship between the independent variable gender and the factors influencing the empathy.

Table:5.3 showing Descriptive Statistics

	Mean	Std. Deviation	N
Gender	1.72	.448	400
Empathy	4.18	.631	400

Table:5.4 showing Correlations

		Gender	Empathy
Gender	Pearson Correlation	1	-.062
	Sig. (2-tailed)		.215
	N	400	400
Empathy	Pearson Correlation	-.062	1
	Sig. (2-tailed)	.215	
	N	400	400

It is observed from the above analysis that there is no significant relationship between the gender and empathy behavior of emotional intelligence initiative practices. Therefore all the predictor variables like gender is negatively correlated with dependent variable empathy behavior of medical practitioners. Here when the gender of medical practitioners like surgeon, physician and nurses varies between male and female the epithetical behavior to be adapted in the working environment also changes. The empathy behavior of medical practitioners changes according to their gender variation which always holds good. Hence, the null hypothesis, gender and empathy behavior of impact of emotional intelligence is accepted.

Experience and Empathy

The distribution of sample respondents according to the experience and empathy of emotional intelligence practices are shown below

In order to find out the relationship between experience and empathy of emotional intelligence practices, a hypothesis was framed and analyzed with the help of Correlation analysis. The result of the correlation analysis is shown in the following table.

Null Hypothesis: There is no significant relationship between the independent variable experience and the factors influencing the empathy.

Table: 5.5 showing Descriptive Statistics

	Mean	Std. Deviation	N
Experience	1.30250	.597399	400
Empathy	4.18	.631	400

Table: 5.6 showing Correlations

		Experience	Stress
Experience	Pearson Correlation	1	-.037
	Sig. (2-tailed)		.457
	N	400	400
Stress	Pearson Correlation	-.037	1
	Sig. (2-tailed)	.457	
	N	400	400

It is observed from the above analysis that there is no significant relationship between the work experience and empathy behavior of emotional intelligence initiative practices. Therefore all the predictor variables like work experience is negatively correlated with dependent variable empathy behavior of medical practitioners. Here when the experience of medical practitioners varies between 1-10, 11-20, 21-30 & 31-40yrs the empathy behavior to be possessed will not be same, it gets varied according to their work experience in the corporate hospitals. Here the medical practitioners with work experience of 21-30yrs and 31-40yrs possess more empathetical behavior in handling patients, compare to the work experience with 1-10yrs and 11-20yrs. Therefore the empathetical behavior to be handled by different work experience of medical practitioners cannot be same which does not holds good. Hence, the null hypothesis, work experience and empathy behavior of impact of emotional intelligence is accepted.

Designation and Job Commitment

The distribution of sample respondents according to the Designation and Job Commitment variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision which always helps the medical practitioners to be highly committed in their job which increases the emotional intelligence practices in a diverse groups of workplace were employees can increase their efficiency also can increase the organizational productivity are shown below.

In order to find out the relationship between designation and Job Commitment a hypothesis was framed and analyzed with the help of ANOVA test. The results of the ANOVA test are shown in the following table.

Null Hypothesis: There is no significant difference between the factors influencing the Job Commitment with independent variable designation.

Table: 5.7 showing Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.055 ^a	.003	.000	.598	.003	1.193	1	398	.275

a. Predictors: (Constant), Designation

Table: 5.8 showing ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.427	1	.427	1.193	.275 ^b
	Residual	142.470	398	.358		
	Total	142.897	399			

a. Dependent Variable: Job Commitment

b. Predictors: (Constant), Designation

It is observed from the above analysis that there is no significant difference between the independent variable like designation and dependent variable job commitment. Therefore all the predictor variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision is strongly related with job commitment. Here when the designation of medical practitioners varies between surgeon, physician and nurse the job commitment at work place will also varied according to their job positions in the corporate hospitals which always holds good. When medical practitioners shows high commitment to their job means they can handle the occupational stress properly and also can practice emotional intelligences effectively. Therefore when they show high level of job commitment their efficiency at work place can be increased and corporate hospitals productivity also increases. Hence, the null hypothesis, designation and job commitment is accepted.’

GENDER AND JOB COMMITMENT

The distribution of sample respondents according to the gender and Job Commitment variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend

colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision which always helps the medical practitioners to be highly committed in their job which increases the emotional intelligence practices in a diverse groups of workplace were employees can increase their efficiency also can increase the organizational productivity are shown below

In order to find out the relationship between Gender and Job Commitment a hypothesis was framed and analyzed with the help of ANOVA test. The results of the ANOVA test is shown in the following table.

Null Hypothesis: There is no significant difference between the factors influencing the Job Commitment with independent variable gender.

Table: 5.9 showing Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.100 ^a	.010	.007	.596	.010	3.995	1	398	.046

a. Predictors: (Constant), Gender of employees at MS sector

Table: 5.10 showing ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.420	1	1.420	3.995	.046 ^b
	Residual	141.477	398	.355		
	Total	142.897	399			

a. Dependent Variable: Job Commitment

b. Predictors: (Constant), Gender of employees at MS sector

It is observed from the above analysis that there is a significant difference between the independent variable like gender and dependent variable job commitment. Therefore all the predictor variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision is strongly related with job commitment. Here when the gender of medical practitioners like surgeon, physician and nurse varies between male and female the job commitment at work place is strongly related which always holds good. Here the kind of job commitment shown by the male medical practitioners cannot be the same for the female medical practitioners. Therefore the medical practitioners are

either male or female, when they show high level of job commitment their efficiency at work place can be increased and corporate hospitals productivity also increases. Hence, the null hypothesis gender and job commitment is rejected.’

WORK EXPERIENCE AND JOB COMMITMENT

The distribution of sample respondents according to the Work Experience and Job Commitment variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision which always helps the medical practitioners to be highly committed in their job which increases the emotional intelligence practices in a diverse groups of workplace were employees can increase their efficiency also can increase the organizational productivity are shown below

In order to find out the relationship between Work Experience and Job Commitment a hypothesis was framed and analyzed with the help of ANOVA test. The results of the ANOVA test is shown in the following table.

Null Hypothesis: There is no significant difference between the factors influencing the Job Commitment with independent variable work experience.

Table: 5.10 showing Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.041 _a	.002	-.001	.599	.002	.671	1	398	.413

a. Predictors: (Constant), Experience

Table: 5.11 showing ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.241	1	.241	.671	.413 ^b
	Residual	142.657	398	.358		
	Total	142.897	399			

a. Dependent Variable: Job Commitment

b. Predictors: (Constant), Experience

It is observed from the above analysis that there is no significant difference between the independent variable like work experience and dependent variable job commitment. Therefore all the predictor variables like Feeling of more stress in unscheduled work, Committed to Job, Difficult to attend colleagues need during stressful situation, Satisfying clients is difficult during stress, Feeling of worthlessness when stressed, Higher the position in the organization, Self-motivation takes backseat, Organizational monitoring systems, Long working hours, Stressful situation when there is disagreement, Inconsistence in taking decision is related with job commitment. Here when the experience of medical practitioners varies between 1-10, 11-20, 21-30 & 31-40yrs the commitment to the job will not be same, it gets varied according to their work experience in the corporate hospitals. Here the medical practitioners with work experience of 21-30yrs and 31-40yrs will be highly committed to their than the work experience with 1-10yrs and 11-20yrs. Therefore higher the work experience at work place leads to more commitment to their job which always holds good. When the medical practitioners shows the high level of job commitment at work place means they can reduce their occupational stress and can have the control on emotional intelligences which also increases their efficiency and corporate hospitals productivity. Hence, the null hypothesis experience and job commitment is accepted'.

6. Findings

- 1) When medical practitioners are emotionally intelligent they remain highly commitment to their job means they can handle the occupational stress properly and also can practice emotional intelligences effectively. Therefore when they show high level of job commitment their efficiency at work place can be increased and corporate hospitals productivity also increases.
- 2) The kind of job commitment shown by the male medical practitioners cannot be the same for the female medical practitioners. Therefore the medical practitioners are either male or female, when they show high level of job commitment their efficiency at work place can be increased.
- 3) The medical practitioners with work experience of 21-30yrs and 31-40yrs will be highly committed to their than the work experience with 1-10yrs and 11-20yrs. Therefore higher the work experience at work place leads to more commitment to their job.
- 4) When the medical practitioners show the high level of job commitment at work place means they can reduce their occupational stress and can have the control on emotional intelligences.
- 5) The empathy behavior of medical practitioners changes according to their job positions. The empathy behavior of medical practitioners changes according to their gender variation.
- 6) The medical practitioners with work experience of 21-30yrs and 31-40yrs possess more empathetical behavior in handing patients, compare to the work experience with 1-10yrs and 11-20yrs.

7. Suggestions:

- 1) The medical practitioners face difficulty in adjusting to the demands of the duty when they lack emotional intelligence. The medical practitioners are highly pressurized with their work and their stress level increases due to tight and odd hours work schedules. Therefore the corporate hospital management should take necessary steps by introducing emotional capability of the medical practitioners to reduce their level of stress by spreading their duty hours into different time zones to suit to their comfortable level of working which in turn helps hospitals in the beneficial utilization of their talent without compromising the hospital objectives and goals so that they can remain committed to job.
- 2) Corporate hospitals can practice job enrichment practices and taking care of welfare of their medical practitioners.
- 3) Liberty to remain independent at work place may allow them to remain more committed to job.
- 4) It has shown that higher the work experience more the commitment.

8. Conclusion

Corporate hospitals are now a major player in healthcare sector in India. An effective integration of private public partnership, community aspirations, social responsibilities and above all the health care delivery expertise of the corporate hospitals will take us to a newer height in the coming days. In majority of the corporate hospitals in health care administration, medical professionals who are not made aware of their emotional intelligences and trained to meet the newer challenges may suffer from handling stress and remain committed to their job as expected. If there can be clear line demarcated along with their designation, gender, experience and training may avoid role conflict short comings in the delivery of health services. Administrators in corporate hospitals are executive leaders specially trained for the management of an organized group of health care providers, trained in resource generation at the local level, and are expected to effectively utilize, men, money, material at his/her disposal to achieve the objectives set by the policy makers. This can be achieved by encouraging, exploring the practicing the concepts of emotional intelligence which is present in each individual may take the long in serving the people in the aspect of health care.

9. References

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