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# **Emotional Intelligence and Its Impact on Healthcare Employee's Performance in Navi Mumbai**

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## **Abstract**

The healthcare sector requires professionals who can effectively manage both clinical duties and emotionally sensitive patient interactions. Emotional intelligence has therefore emerged as an important competency for healthcare employees. The present study examines the influence of emotional intelligence on employee performance in hospitals located in Navi Mumbai. A descriptive research design was adopted and primary data were collected from 114 healthcare employees including doctors, nurses, administrative staff and support staff. The findings suggest that emotional intelligence plays a positive role in improving teamwork, communication and patient care management.

## **1. Introduction**

The healthcare sector is widely recognised as one of the most demanding service industries. Healthcare employees frequently interact with patients and families who may be experiencing anxiety, uncertainty or emotional distress during treatment. In such circumstances, emotional intelligence becomes an important professional skill that helps employees manage interpersonal interactions while maintaining professional effectiveness.

In hospital environments emotional competencies such as self-awareness, empathy and emotional regulation contribute significantly to teamwork and patient satisfaction. Employees who are emotionally aware are often better equipped to handle stressful situations and communicate effectively with colleagues and patients.

## **2. Review of Literature**

Goleman (1995) emphasised emotional intelligence as a key determinant of professional success and leadership effectiveness.

Salovey and Mayer (1990) defined emotional intelligence as the ability to recognise and regulate emotions in oneself and others.

Codier et al. (2010) found that emotionally intelligent nurses demonstrate improved communication with patients.

Akerjordet and Severinsson (2007) highlighted the importance of emotional intelligence in managing stressful healthcare environments.

## **3. Research Objectives**

To examine the level of emotional intelligence among healthcare employees in Navi Mumbai.

To analyse the relationship between emotional intelligence and employee performance.

To evaluate the role of emotional intelligence in improving teamwork and patient communication.

#### 4. Research Methodology

The study adopted a descriptive research design. Primary data were collected through structured questionnaires distributed to healthcare professionals working in selected hospitals in Navi Mumbai. A total of 114 valid responses were obtained from doctors, nurses, administrative staff and support staff. The collected data were analysed using basic descriptive statistical methods.

#### 5. Results and Data Analysis

**Table 1: Gender Distribution of Respondents (N = 114)**

Gender	Number	Percentage
Male	51	44.7%
Female	63	55.3%

The table above indicates that female respondents represent a slightly higher proportion of the sample compared to male respondents.

**Table 2: Occupational Profile of Respondents (N = 114)**

Occupation	Number	Percentage
Doctors	28	24.6%
Nurses	34	29.8%
Administrative Staff	23	20.2%
Support Staff	29	25.4%

The occupational distribution shows that nurses represent the largest group of respondents in the study followed by support staff and doctors.

**Table 3: Emotional Intelligence Factors Among Healthcare Employees**

EI Factor	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Self-awareness helps employees manage emotions	48	37	12	11	6
Empathy improves patient communication	51	36	10	11	6
Emotional control helps handle stressful situations	43	41	12	10	8
Social skills improve teamwork	46	39	9	12	8

The responses indicate that a majority of healthcare employees believe emotional intelligence plays an important role in improving workplace communication and teamwork.

### **6. Local Context: Healthcare Sector in Navi Mumbai**

Navi Mumbai has experienced rapid growth in healthcare infrastructure over the past decade. Both public and private hospitals serve a large population in the region. Healthcare employees often work in high-pressure environments due to heavy patient inflow and demanding schedules. In such circumstances emotional intelligence becomes particularly important for maintaining professional relationships and delivering quality healthcare services.

### **7. Conclusion**

The study concludes that emotional intelligence plays a significant role in improving employee performance in healthcare organisations. Hospitals should incorporate emotional intelligence training programs within their human resource development strategies to enhance teamwork, communication and patient care outcomes.

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