

PRESENTED BY- MS JANHAVI PISAT
MBA HM27
MENTORS- JP SINGH SIR
DEPARTMENT- HUMAN RESOURCE

INDUSTRY PROFILE

Our Vision

" We aim to be a global healthcare institution that combines the best in medical treatment with strong ethical principles and a culture of care and compassion. "

- Late Shri. Dhirubhai Ambani

Our Mission

" To be an institution that offers comprehensive quality healthcare services under one roof through transparent patient-centric care ensuring patient safety, privacy and dignity. An institution where Every Life Indeed Matters. "



INTRODUCTION

This study holds significance for both organizations and individuals in the superspeciality hospital setting. It offers insights into the relationship between emotional intelligence and job satisfaction among new employees, enabling hospitals to optimize their recruitment strategies, improve employee well-being, and ultimately enhance the quality of patient care thereby formulating necessary policies according to the findings in the project.

REASON BEHIND CHOOSING THIS TOPIC

- To reduce increasing absconding cases.

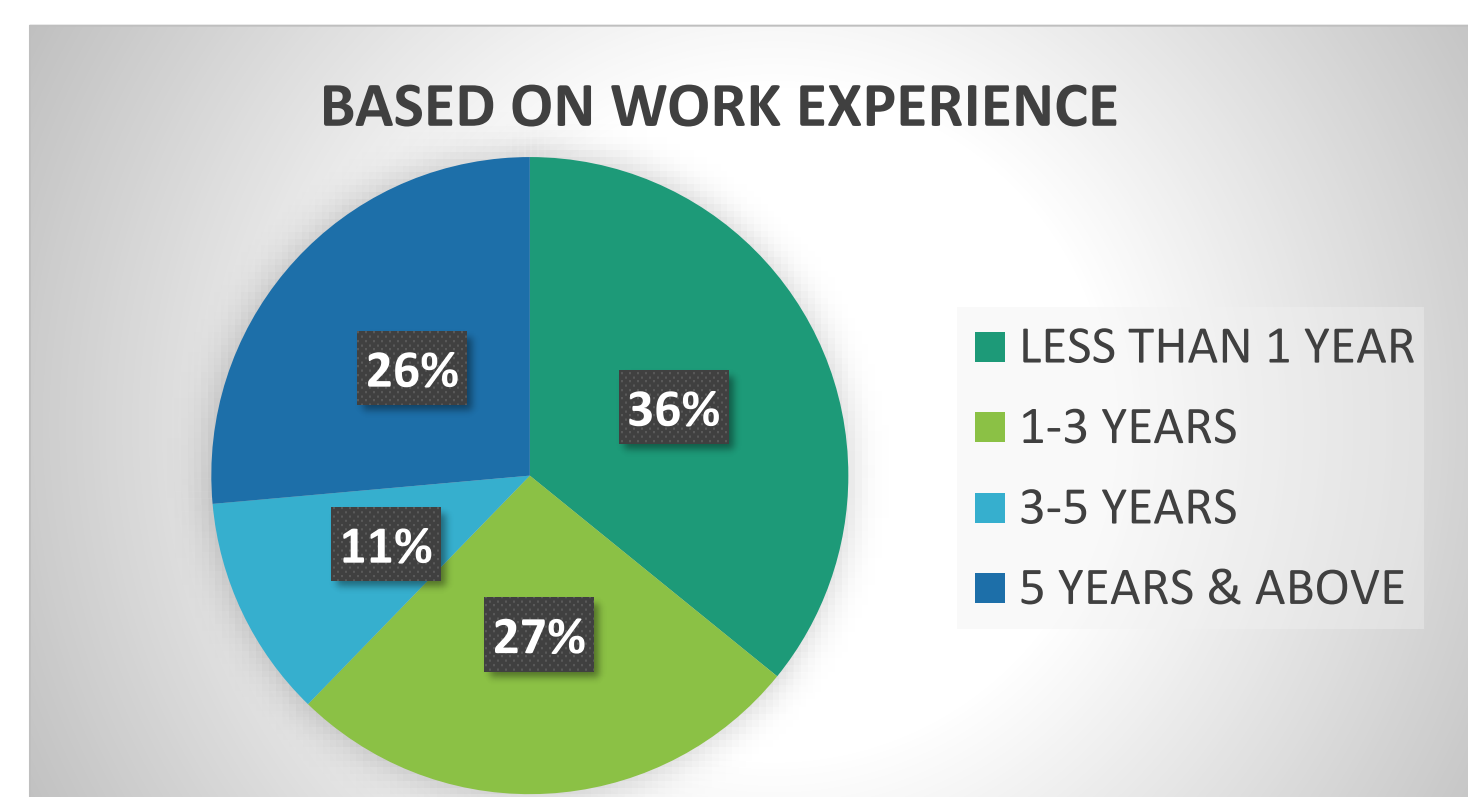
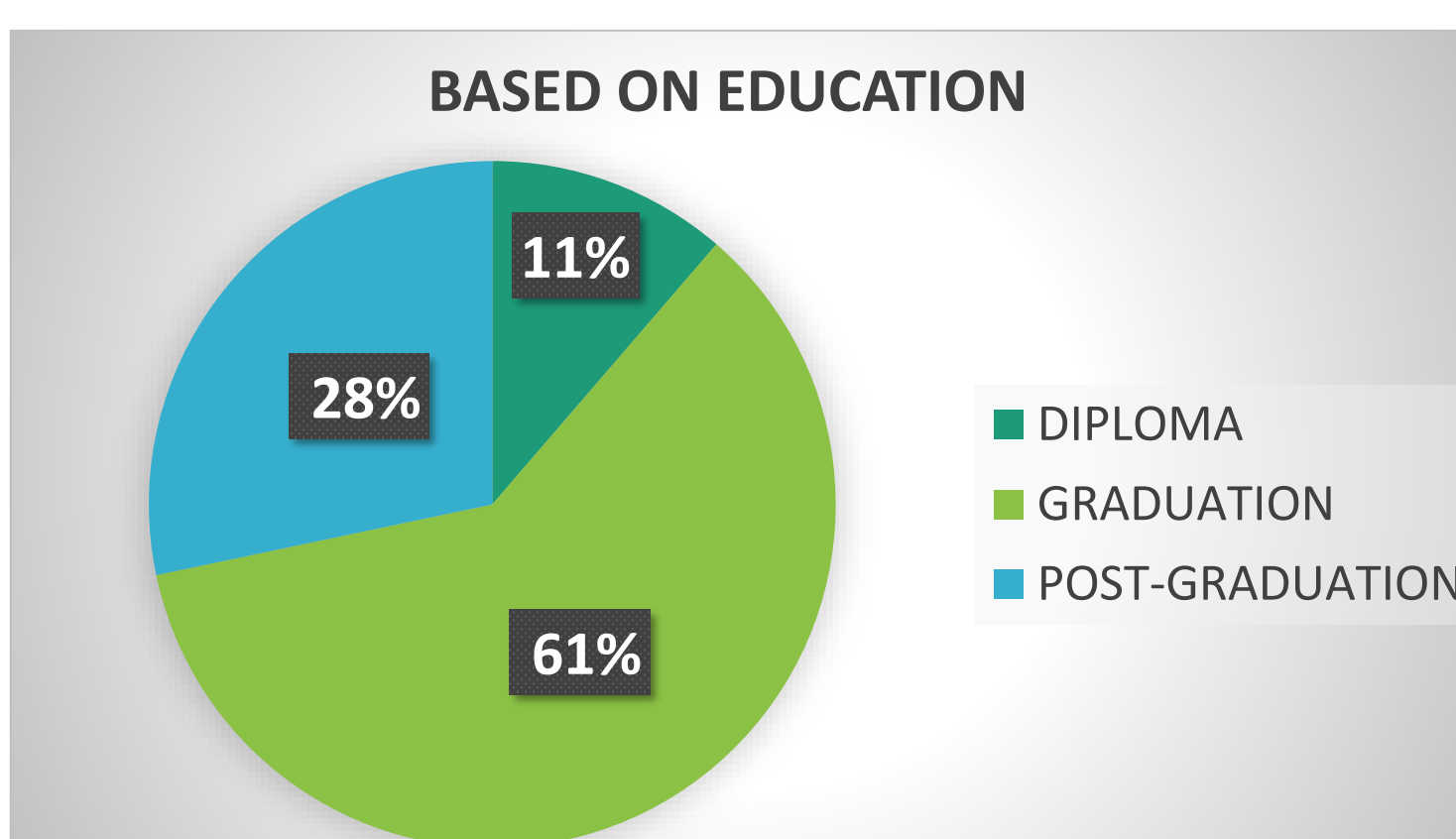
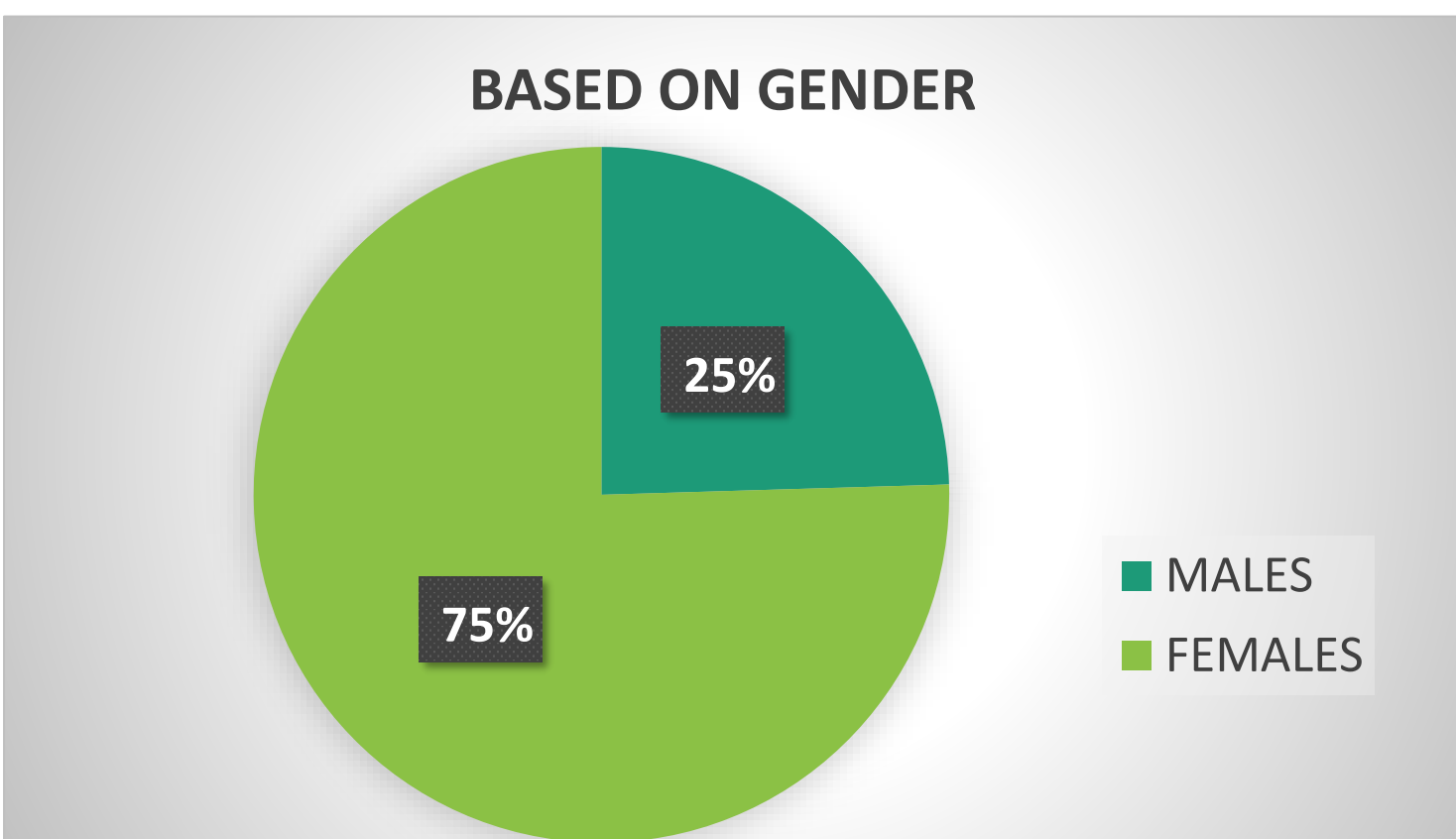
OBJECTIVE

To examine the relationship between emotional intelligence and job satisfaction among recently-joined employees in a superspeciality hospital.

RESEARCH METHODOLOGY

- Study design-** Analytical study
- Sampling technique-** Assessment through google form survey.
- Study Area-** Kokilaben Dhirubhai Ambani Hospital, Mumbai.
- Data Collection Tools-**
 - The Wong and Law Emotional Intelligence Scale (WLEIS)
 - Job satisfaction index by Brayfield and Rother.
 - Rating on 7 Likert scale .
- Data Collection Method-** Google form survey with 3 sections mainly- demographic data, emotional intelligence and job satisfaction questionnaire.

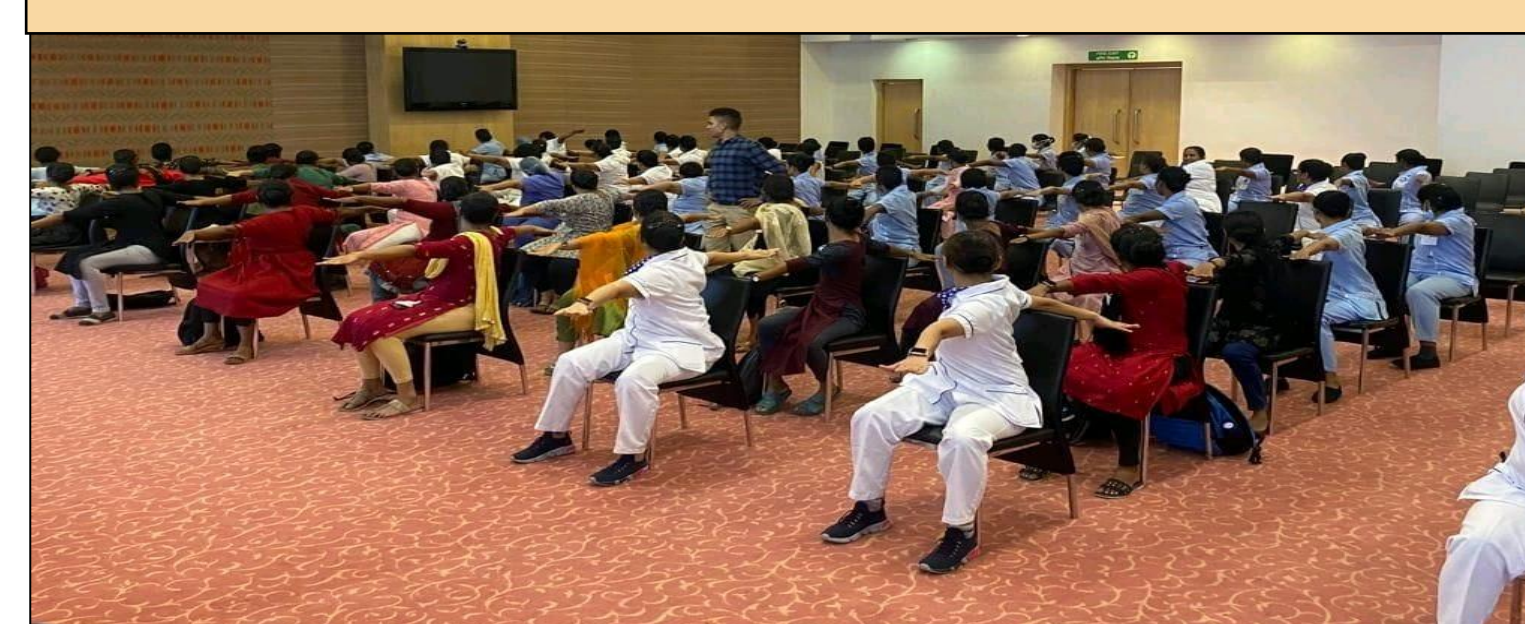
OBSERVATIONS



FINDINGS

Mean of emotional intelligence	6.10
Mean of Job Satisfaction	5.79

YOGA SESSION FOR EMPLOYEES



MEDITATION SESSION FOR EMPLOYEES



- Scoring of Emotional Intelligence**
 - Self-emotion appraisal- 6.21
 - Regulation of self-emotions- 5.95
 - Use of emotions- 6.26
 - Others- emotions appraisal- 5.91
- The respondents have recorded higher emotional intelligence.
- Overall correlation between EI & JS**
- Pearsons Correlation coefficient-0.84232.
- Correlation coefficients between 0.10-0.29=small association , between 0.30-0.49= medium association, coefficients of 0.50 & above= large association/ relationship.
- This is a strong positive correlation, which means higher
- Fairly strong relation between EI and JS.
- No linear growth observed with increasing work experience.

LIMITATIONS

- Sample size- A bigger sample size wasn't possible to be captured as the project was restricted to the newly joined employees.
- Specific scales of measurement- Every scale which is been used for the measurement of the variables is different and yields different validity and reliability.
- Not able to capture all the confounding variables due to time constraints.

SUGGESTIONS

- Employee engagement activities are been highly suggested to increase the job satisfaction thereby increasing the productivity at workplace.
- Work life balance training sessions- It is highly important for mental, physical wellbeing and job satisfaction.
- Effective communication sessions-Effective communication is key to building strong relationships and resolving conflicts. Practice active listening and clear communication to improve your emotional intelligence.
- Employee feedback survey- Timely assessing of needs of the employee is a crucial role of HR.

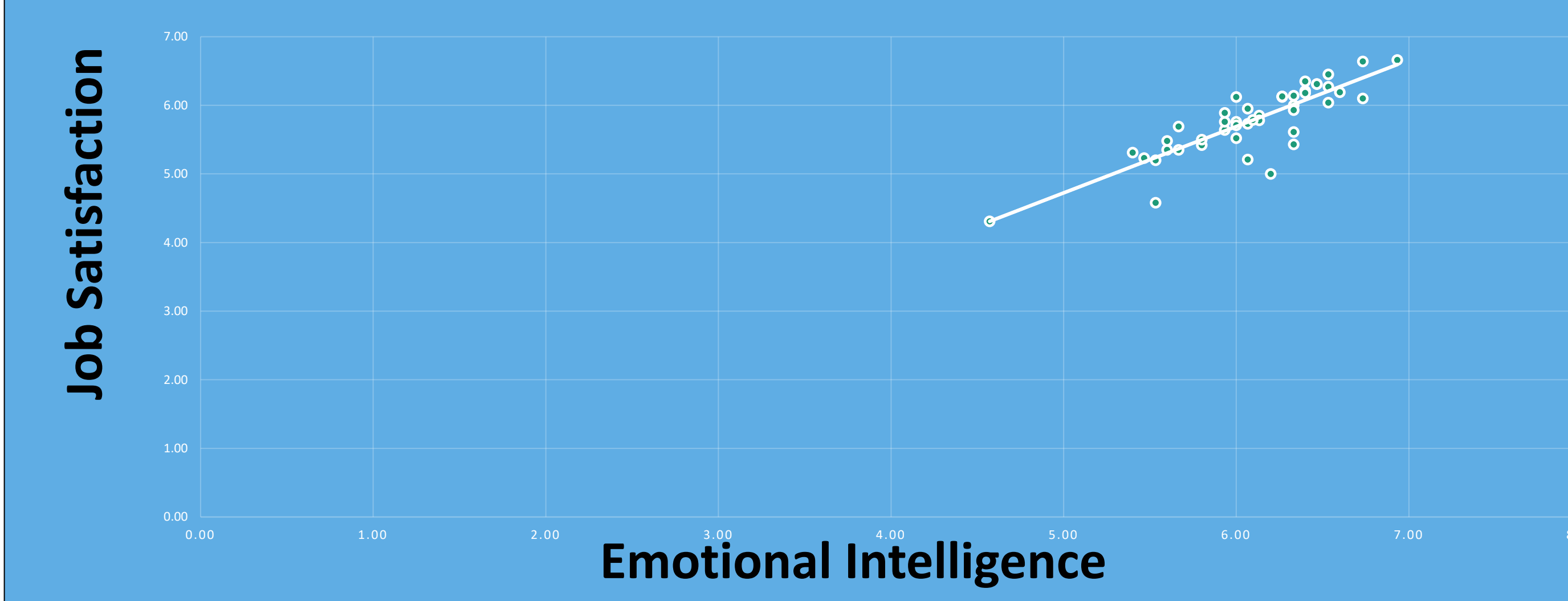


HR DAY CELEBRATION

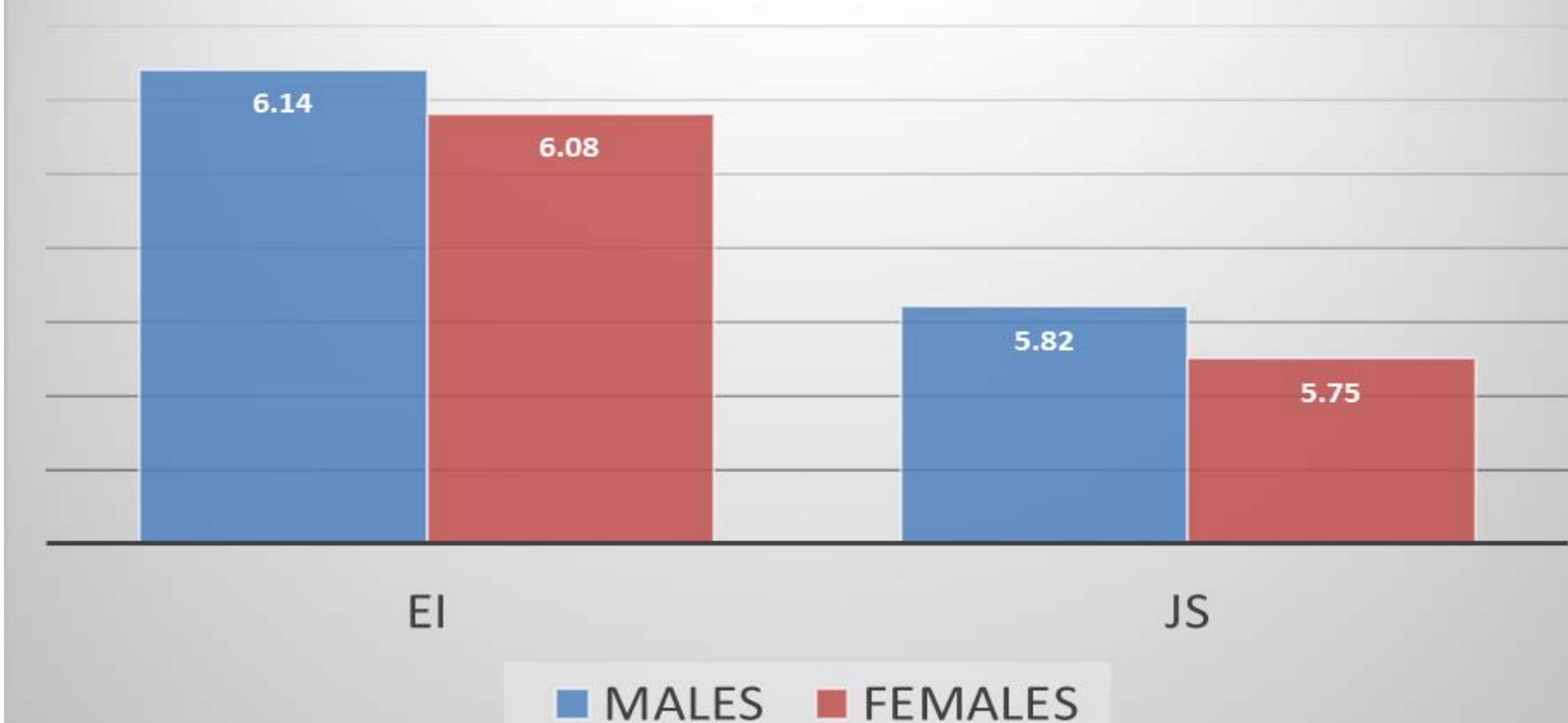
LEARNINGS & VALUE ADDITIONS

- Exposure to better understanding of the employee lifecycle right from the entry i.e. recruitment till the exit phase i.e., exit interview.
- Understanding the HR audits & activities performed by HR in 3 verticals talent acquisition, training & development , talent management.
- Inbuilding in self-
 - Negotiation skills
 - Communication skills
 - Management in the available resources.

RELATION BETWEEN EI & JS



GENDER WISE COMPARISON BETWEEN EI & JS



CONCLUSION

Emotional intelligence has a substantial impact on job satisfaction.

* Productivity of work can be increased if focused on increasing emotional intelligence.

The sub-dimensions of emotional intelligence, such as self-awareness, self-regulation, empathy, and social skills plays vital role in analyzing job satisfaction

CHALLENGES

- Communication gap between team mates.
- Language barrier between nurses and other staff.
- Difficulty in convincing employees to fill the form.
- Difficulty in gaining genuine responses.
- Data cleaning.

