ABSTRACT

Emotional Intelligence involves combination of competencies which allow a person to be aware of, to understand, and to be in control of their own emotions, to recognize and understand the emotions of others and to use this knowledge to foster their success and the success of others.

People with high levels of emotional intelligence (EI), are able to understand the physical, mental, and social impact that negative emotions have on their bodies, minds, relationships and ability to pursue and achieve goals. They then are able to moderate their own emotions so that their emotions support their activities and enhance their quality of life. People with highly developed EI are proven to be more successful in the workplace because they can understand their emotions and why they behave the way that they behave.

Emotional Intelligence has been associated with positive outcome process in varied professions. There is paucity of Indian literature on the subject, especially involving medical undergraduates. Managing emotions in social context are clearly important for success in a variety of interpersonal as well as career-related domains. EI is related to interpersonal and communication skills, and is important in the assessment and training of medical undergraduates. Medical students should not only have bio medical knowledge, but also emotional and social knowledge that will foster better doctor-patient relationships. The fundamental benefit of allowing for emotional praxis to take place, therefore, is that it will lead not only to better health care and mutual professional respect, but possibly to less organizational tension over the long term.

In an ever-changing environment, physicians are being asked to be more patient friendly. Physicians often receive minimal training on emotional
intelligence. Knowing that emotional intelligence facilitates a doctor's overall success and that it can be learned, it becomes important to look at doctors and their emotional intelligence. The face of medicine is changing; it is moving toward "relationship centered care." This change in focus can benefit from emotional intelligence.

Emotional Intelligence has moved from “nice to have” to “need to have”. Improvement in patient safety requires health care professionals to evolve from emotional unawareness to emotional Intelligence. This will not only benefit the professionals, the healthcare team, and the wider organization but most importantly has the potential to improve patient safety.

This study is focused on emotional intelligence among medical students. Most writings on this subject are strictly theory based. Even though, there are numerous studies related to emotional intelligence and doctors, there are no specific studies for the fifth year medical students (clinical) who will be attending the internship shortly. Since, now on they have to practice like full fledged physicians, even though they assist senior doctors this stage is a crucial one where they have to stand on their own to create their own identity. The emotional intelligence, competencies, traits all act as fertilizers for their future practice and development. A doctor himself can become a brand and emotional intelligence is very much valuable in the course of practice throughout his life.

The researcher has made an extensive literature survey, and in order to test the emotional intelligence of MBBS students, all the scales to test emotional intelligence from previous studies was considered.
The Wong and Law Emotional Intelligence Scale were found to be more suitable for the present study. The Wong and Law Emotional Intelligence Scale had four dimensions. They are:

1. Self emotional appraisal
2. Others emotional appraisals.
3. Use of emotions.
4. Regulation of emotions.

Each dimension is tested with the help of a questionnaire. The questionnaire is designed in such a way that all the four dimensions are given equal importance.

With the proposed research process as their basis of the study, the research takes the path first by identifying the respondents i.e., MBBS students who have completed 8 semesters. These students were identified from medical colleges in Delhi. All the colleges were considered and all the MBBS students in the 9th semester were considered for the study. They were all tested with the help of Wong and Law Emotional Intelligence Scale and the results analyzed using relevant statistical tools. Based on the results suitable suggestions and recommendations are made.