PREFACE

Emotional Intelligence plays a vital and essential role in restructuring the emotional aspects of many people working in different sectors. It not only manages the emotional content but also makes ways for improving other aspects such as behavioural, physical and situational. Along with other sectors, health sector is one such sector that needs the support of emotional intelligence at primary level for enrichment of emotional parameter of health workers as they are prone to very heavy and hectic schedule and work culture. A lot of research has been conducted these days in order to determine the impact of emotional intelligence on Job Satisfaction and Job Performance of health workers. It also accounts for determining the Turnover Intention and Job Emotional Requirement level of health workers. In today’s complex business context where the roles and responsibilities are changing rapidly and also adding up due to vast and wide spread over job dimensions it is evident that along with other tools of enrichment there is a need to have emotional enrichment tool as well. Researchers and practitioners have published various research papers and articles that have brought out the importance of Emotional Intelligence among female health workers working in diverse environment. As per some researchers, Emotional Intelligence plays a wider role in enhancing the Job Performance level of female health workers. Some have elaborated that it is need of the hour to implement Emotional Intelligence procedures so as to increase Job Satisfaction among female health workers. It has also been proved through various research studies that Emotional Intelligence also brings optimism that boosts female health workers in maintaining Job Emotional Requirement level and eliminating Turnover Intentions.

After undergoing a comprehensive review, the presented research work has been categorized into five chapters in order to address the various issues initiated in the current study.

In Chapter I, a detailed foundation of emotions, intelligence, emotional intelligence, models of emotional intelligence and emotional intelligence at workplace have been discussed. The chapter also focuses on detailed discussion related to job performance, criteria and dimensions of job performance, job performance assessment intentions, job performance management, and elements of efficient job performance system and measurement of performance. The chapter further expresses detailed views with respect to Job Satisfaction, Job Satisfaction appending factors, job satisfaction in Nursing profession, Turnover
Intentions, orientation theories, Job Emotional Requirements and job emotional requirements at workplace.

Chapter II presents a detailed and comprehensive review of literature regarding various variables of the current study. It includes inclusive review with respect to Emotional Intelligence, Emotional Intelligence and Job Satisfaction, Emotional Intelligence and Job Performance, Emotional Intelligence and Turnover Intentions, Emotional Intelligence and Job Emotional Requirements and Emotional Intelligence and other job culminations.

Chapter III puts forward an overview of Research Methodology and Design that has been framed in a systematic way after a detailed review and understanding of Chapter II. This chapter presents its relevance from the fact that the questionnaire framed for collecting the primary data from the research area attains its background from this very Research Design.

In Chapter IV, an attempt has been made to present the analysis not only from a researcher’s point of view but also from the viewpoint of respondents (female health workers). This chapter further presents a brief overview of various technical aspects and use of modern analysis softwares and techniques.

Chapter V is all about to present the findings, conclusions, suggestions and recommendations and summary that has come up after detailed analysis of primary as well as secondary data. This chapter further presents an overview on the trends that are being presently adopted in the research area under study. It also comes up with a detailed Emotional Intelligence and Job Performance integrated model based on findings and results that can be implemented to enhance the emotional content of female health workers.

References forms the last section of research work, which provides a complete background of the track followed as regard to research methodology and alike.

Appendices present the questionnaire as well as proposed factors and corresponding success factors that lead to the development of the questionnaire for the current study.