



ASSESSING EI AMONGST TEACHING FACULTIES AND POST-GRADUATES' OF DENTAL COLLEGES, JAIPUR – A QUESTIONNAIRE STUDY

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ABSTRACT

Context: Emotional intelligence [EI], the ability to have an actual sense of self-awareness which eventually supports social and psychological life.

Aim: To evaluate emotional quotient of teaching faculties and post-graduates' of dental colleges of Jaipur at their workplace.

Materials and Method: A close-ended questionnaire survey was conducted in all the dental colleges of Jaipur in which a self-administered pretested questionnaire was used. A total 162 dental professionals and post-graduates' participated.

Statistical analysis: Paired t-test was applied using MATLAB software to find the association.

Results: Married dental professionals had better emotional intelligence than single dental professionals ($p < 0.047$). The result of emotional intelligence of professors is highly significant throughout the study ($p < 0.01$) when compared to senior lecturers.

Conclusion: For a successful job performance and the ability to deal effectively with patients and among themselves, it is vital to improve emotional intelligence skills.

KEYWORDS : Emotional intelligence, Stress, Dental professionals

INTRODUCTION

Emotional intelligence [EI] is one of the important factors that establish an arc of smile on human being's face. It is the ability to have an actual sense of self-awareness which eventually supports social and psychological life in this crude world helping people to have the full strength to overcome hurdles, to have better leadership skills and greater mental health. Emotional intelligence was formally described by Salovey and Mayer in 1990. [1] Goleman in 1995 indicated that emotional intelligence [EI] accounted for 67% of the abilities deemed necessary for superior performance in leaders and mattered twice as much as technical expertise or IQ. [2]

Emotional intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behaviour. [3] The negative aspects of low emotional intelligence lead to have a life of stress. Stress is a complex and strong process which results into unsatisfactory performances and health-damaging behaviours. [4]

There is a considerable body of evidence that suggests that dental practitioners experience high levels of stress within their working lives. [5] Constant agony in a dental professional eventually causes burnout of emotional and physical strength which may lead to catastrophic events towards his personal and professional career.

A systematic review of psychological distress in medical students concluded that perceptions of stress are correlated with depression, anxiety, somatic symptoms, and health problems and are predictive of future risk of depression. [6]

Ergo, it is quite important to study the level of stress in dental professionals along with solutions to manage it.

The purpose of this study:

- 1) To explore the relationship between dental professionals and emotional intelligence at their respective workplace.
- 2) To analyse the stress level a dentist goes through during work.
- 3) Keeping in consideration the various variables like gender, marital status, speciality, type of institution.

MATERIALS AND METHODOLOGY

The study was carried out by considering the relationship between dental professionals and emotional intelligence via dependent and independent variables.

A pilot study was conducted to check reliability and validity of self-

designed and self-administered questionnaire in Jaipur Dental College, Jaipur, India in the last week of November 2016. The ethical approval for conducting the pilot and the main study was obtained from Research Review Board, MVGU, Jaipur. Written consent was taken from all the participants.

After analysing the results of a pilot study, a revised questionnaire was formulated after correcting unsuitable questions, consisting of two parts:

1. The first part consisted of 7 questions, which requested general information regarding age, gender, marital status, type of practice, education programme, department, and experience time.
2. The second part consisted of 16 close-ended questions assessing emotional intelligence, followed by 1 open-ended question in the end and 1 MCQ at the 11th position.

In this study, five dental colleges of Jaipur were selected via stratification. A total of 162 dental professionals- MDS faculties and post-graduates' were included who were present at the time of the study and gave consent in 4 Private and 1 Government dental colleges.

For calculating scores, 5-point Likert scale was used in which score 1 means 'rarely' and 5 means 'always'. The duration of the study was from November 2016 to January 2017.

For statistical analysis, MATLAB software was used in which paired t-test was applied to find the association between dental professionals and their emotional intelligence.

RESULTS

Of total 162 questionnaires distributed to the dental professionals, 155 were filled completely, representing a response rate of 95.6 percent. Out of one hundred and sixty-two respondents who completed the questionnaires, eighty-eight were MDS faculties and seventy-four were post-graduates'. [Table 1]

This study has evaluated a relationship between emotional intelligence and stress at work place in dental professionals of all the dental colleges of Jaipur and compared between males-females, married and singles, MDS faculties-post-graduates', 1st 2nd 3rd year post-graduates', Sr. lecturer, reader and professors, academic vs both (clinical and academic), department-wise and in between private-government dental colleges.

A total of 162 dental professionals embracing 76 (46.9%) males and 86 (53%) females participated in the study which showed that females have higher level of stress levels than males ($p < 0.35$). Based on statistical analysis, it can be assigned that 64.72% confidence to this

conclusion, which is not significant but cannot be ignored either and should be taken into consideration in future studies.

Difference in between emotional intelligence of 97 (59.8%) married and 65 (40.1%) single dental professionals was statistically significant which showed that single's stress level is more ($p < 0.047$).

Emotional intelligence between 88 (54.3%) faculties and 74 (45.67%) post-graduates' was analysed ($p < 0.005$). Post-graduate students have higher level of stress levels at work place than faculties. [Table 2]

Speaking about departments, department of Public Health Dentistry stood first in the position of having high level of emotional intelligence when compared to other departments like Endodontics ($p < 0.012$), Oral Medicine and Radiology ($p < 0.863$), Oral Pathology ($p < 0.032$), Orthodontics ($p < 0.001$), Oral Surgery ($p < 0.269$), Pedodontics ($p < 0.108$), Periodontics ($p < 0.595$), and Prosthodontics ($p < 0.432$) [Table 3].

Emotional intelligence of 16 (18.18%) professors was the highest amongst 31 (35.22%) readers and 41 (46.59%) senior lecturers. Statistical significant results were gained ($p < 0.01$). [Table 3]

However, all the obtained results were not significant due to smaller sample size, which may indicate weak relationship between emotional intelligence and stress at work-place.

DISCUSSION

The theory of emotional intelligence links strongly with concepts of love, spirituality, and the range of acceptance that everyone has a value. Irrespective of the fact that intelligence quotient represents how academically intelligent a person is, many studies have stated that an individual's performance at workplace determined by more emotional quotient [EQ] and less intelligence quotient [IQ]. Testing emotional intelligence [EQ] during job interviews is increasingly being referred to every professional field including dental and medical where it is responsible that it is vital for professional's mental health as well as active practice. It enables an individual to create value for oneself and others.

Emotional quotient in this study was measured using a self-administered questionnaire. Of total 162 questionnaires, 155 forms were filled completely. Owing to the fact that despite given consent some were not comfortable with answering all the close-ended questions. Most probable reason for this bleak behaviour is to over-estimating themselves that they are doing fine at their work-place but in real they did find it unpleasant to tick out the true answer while going through questions of knowledge, attitude, and practice to assess their emotional intelligence.

The findings show females have lesser EQ than males. In which married women report higher levels of stress than single women. Per APA survey, women tend to experience stress in the form of physical symptoms. They are more likely than men to report stress-related problems such as depression, anxiety etc. [7]

There is a significant difference showing that single dentists were more stressed than married ones. The results are not supportive to those who are single but unfortunately significant results cannot be denied either. D Carr stated that marital quality was an important factor shaping both global well-being and experienced well-being. [8] One more negative point to single dental professionals is fear of being low on money.

It also points out the gloomy status of third-year post-graduates', may be because they were more likely to feel stressed out with upcoming exam fear and fewer job opportunities. The challenges of entering new phase can no doubt be more worrisome for third year post-graduates.

Professors being very experienced in their teaching or clinical practice tended to show the highest level of emotional intelligence when compared to other faculty members – Readers or Senior Lecturers. As they have extensive knowledge in every aspect of life. On the other when talking about newcomers i.e. Senior Lecturers, accessing new dimension after their MDS training might give them an unfavourable experience. Handling administrative work, socializing with other dentists, work pressure, responsibility of under-graduates and post-graduates is not an easy path for a newcomer.

Speaking about departments, department of Public Health Dentistry stood first in the position of having high level of emotional intelligence

when compared to other departments it deals with more of research work, social work than usual clinical work, it has always been a new and interesting approach to life.

Dental professionals working in a private dental college were grossly underpaid with other insecurities like dealing with demonetisation, working under the table show a great deal of stress levels when compared to dental professionals of government dental college who were very much secured with their ongoing job. The main factor for flat EQ is fewer job opportunities. A surge in dental colleges in India in the past few years has led to unemployment among dental post-graduates which are a leading key to stress and frustration. The saturation of dental market is limiting the option for self-practice as well. [9]

The present and forthcoming scenario of emotional intelligence in the field of dentistry is objectionable, no doubt dental education interpreted as one of the most demanding fields of practice as dental professionals are expected to be aware of the latest technology both theoretically as well as clinically with time plus being ethically responsible in their workplace. Unfortunately, the quality of a practitioner is jeopardised as they are assessed only by their resume with unspecified emotional intelligence.

Overall, future research needs to examine the relationship between emotional intelligence and dental practitioners on a much larger scale, considering that it plays a key role in performance in the workplace.

CONCLUSION

The result of the study concludes that there is a significant difference showing that single dentists were more stressed than married ones and it also points out the gloomy status of third-year post-graduates', may be because they were more likely to feel stressed out with upcoming exam fear and fewer job opportunities. The challenges of entering new phase can no doubt be more worrisome for third year post-graduates.

A better approach in reducing these heavy effects on dental professionals is to have a soft grip on life by having some policies that should be implemented in dental colleges like health retreats, encouraging team work, personality development courses uplifting their emotions and improving work ethics moreover compassion, respect and understanding among MDS faculties as well as between post-graduates and their respective leaders.

So, just by decreasing work demands or study load will not help to achieve fabulous results. For a successful job performance and the ability to deal more effectively with patients and among themselves, it is vital to improve emotional intelligence skills.

LIMITATIONS

Although, the findings of this study generate important points in the field of emotional intelligence [EQ] yet due to inclusion of only fewer dental colleges in this study, all the obtained results were not significant. Therefore, for a better outcome, more institutions should be involved.

CONFLICT OF INTEREST

No conflict of interest.

Table 1: Demographic Data

Independent Variables	Numbers (n)
Gender	162
Male	76
Female	86
Faculties	88
Sr. Lecturer	41
Reader	31
Professor	16
Post-graduates'	74
1 st Year	19
2 nd Year	28
3 rd year	27
Marital Status	162
Married	97
Single	65
Work	162
Academic	16
Both	146

Department-wise	162
PHD	14
OMR	12
Prosthodontics	25
Periodontics	16
Oral Surgery	08
Endodontics	23
Orthodontics	29
Pedodontics	22
Oral Pathology	13
College	162
Private	141
Government	21

Table 2: Comparison of Emotional Quotient between various variables:

- A. Between Males and Females
- B. Between Married and Single dental professionals
- C. Between Faculties and Post-graduates
- D. Between their current line of work – academicians or both (academicians + clinicians)
- E. Between Dental Professionals working in Private and Government colleges

Variables	Normalized Score	p-value	t-stat
1. Males	27.119	0.353	0.932
Females	28.939		
2. Married	26.492	0.047	2.001
Singles	30.434		
3. Faculties	25.587	0.005	2.844
Post-graduates	31.031		
4. Academicians	22.532	0.056	1.929
Both	28.803		
5. Private	28.366	0.452	0.755
Government	26.216		

Table 3: Comparison of Emotional Quotient between

p-value
t-test

A. Faculties: Professors (+10 years' experience), Readers (5-9 years' experience), and Senior Lectures (0-4 years' experience).

	Normalized Score	0 – 4 years	5 – 9 years	10+ years
0 – 4 years	28.782			
5 – 9 years	24.045	0.119 1.577		
10+ years	20.387	0.014 2.527	0.375 0.897	

B. Post-graduates: 1st, 2nd, and 3rd year.

	Normalized Score	1 st year PG	2 nd year PG	3 rd year PG
1st year PG	32.375			
2nd year PG	30.021	0.526 0.639		
3rd year PG	31.133	0.702 0.385	0.724 0.354	

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