

Chapter-Eight

Conclusion

8.1 Introduction

The study was carried out to examine the relationships between personalities, multiple intelligences, emotional intelligence, occupational stress and workplace happiness among medical doctors of North Bengal in West Bengal. The purpose of this final chapter is to summarize the findings of the research and to discuss the implications of the study. Limitation of the present study and future direction of research work are also discussed.

8.2 Summary of Findings

Findings of the present study may be summarized as under:

Profile of the Doctors

The findings show that 84% of the doctors are males and the rest 16 % are females. 61% of the doctors are in the age group of 25-30. 18.63% are in the age group of 31-40. It is apparent that the majority of doctors are under 40 years. 5.88% is in the age group of above 50. Majority of the doctors (58.82%) have post graduation degree and 41.18% of the doctors are the graduate. The results reveal that 18.63% of doctors fall in the category of senior level and 21.57 % of doctors come in the category of middle level and remaining 59.60% of doctors fall in the category in junior level.

Level of Workplace Happiness

The results show that 9.8 % of doctors have very high level of workplace happiness and 7.8 % have very low level of workplace happiness. 32.4% of the doctors are moderately happy at work. 40.2% of the doctors and 9.8% of the doctors are respectively happy and unhappy at work. The result of one sample t-test states that doctors have moderate to high level of workplace happiness.

Difference between Gender and Workplace Happiness

The F-value for gender and workplace happiness is .966 which is insignificant stating that there is no significant difference between gender and workplace happiness.

Difference between Age Group and Workplace Happiness

The F-value for age group and workplace happiness is 1.880 which is insignificant stating that there is no significant difference between age group and workplace happiness.

Difference between Educational Qualification and Workplace Happiness

The F-value for educational qualification and workplace happiness is 1.794 which is insignificant indicating that there is no significant difference between educational qualification and workplace happiness

Difference between Experience and Workplace Happiness

The F-value for experience and workplace happiness is .543 which is insignificant indicating that there is no significant difference between experience and workplace happiness.

Work Attributes Responsible for Workplace Happiness

The five most important work attributes responsible for workplace happiness rated by the doctor are salary, interesting work, work-life balance, positive impact on society and autonomy at work. 24.5% of the doctors ranked salary as the most important factor for their workplace happiness and 1% of the doctors considered factor acceptable work demands as important for their workplace happiness. 31% of the doctors are highly satisfied with job-security .27% of the doctors satisfied with good relation with the colleague .Acceptable work demand, Location of work and safe working condition are among the top five satisfied work attributes. Autonomy at work and interesting work are highly valued by doctors as most important work attributes for their happiness at work but both the attributes scored least in terms of satisfaction. Pearson correlation results indicate the positive impact to society, location of work, safe working conditions and advancement opportunities are the significant predictors of doctors' workplace happiness.

Personality Traits and Personality Types

The doctors have predominant traits of extraversion (57%), sensing (53%), feeling (62%) and perceptive (59%). As a group doctors displayed E-S-F-P traits. North Bengal medical doctors have INFP type of Myers-Briggs Preference. ENTJ type is the least preferred personality of doctors. A larger (81.38%) percentage of the doctors have the internal type of locus of control. Only 19 doctors exhibit the external type of locus of control. The results clearly indicate the individual difference in personality type preferences among the doctors of North Bengal medical college in West Bengal

Multiple Intelligence (MI) Profiles of Doctors

Descriptive Statistics state that North Bengal medical college doctors have the advance level in logical/mathematical and interpersonal domains of MI, and moderate advancement level in verbal- linguistic, visual- spatial, musical-rhythmical, bodily-kinesthetic and intrapersonal intelligence domains. Intelligence plays an important role in individual's life. Assessment of intelligence types identified by Gardner provides a deeper and broader understanding of multiple intelligences in medical doctors. The result of the study depicts according to Gardner's MI test doctors differ in their abilities.

Relationship between Personality Types, Multiple Intelligences, and Workplace Happiness

ESFP type stands for maximum (2%) number of very happy doctors, but INFP (16%) personality types have the highest representation in the study. There are no differences in type preference between doctors who are very happy or very unhappy at work, nor is it possible to predict happiness from MBTI preference scores.

The results of the correlation coefficient between multiple intelligence domains and workplace happiness are not significant which states that there is no significant association exists between the multiple intelligence domains and workplace happiness. There are no differences in MI domains of doctors who are very happy or very unhappy at work

An individual with varied personality traits and multiple intelligences are valuable resources for the organizations /institutions. ISFJ, ENFP, ESFJ are common

personality types in both very happy and very unhappy doctors. The common personality types in both very happy and very unhappy doctors have different multiple intelligence factors. ISFJ with verbal-linguistic intelligence, ESFJ with logical/mathematical and ENFP with interpersonal intelligence are happy but ISFJ with logical/mathematical, ESFJ with rhythmic and ENFP with logical/Mathematical intelligence are unhappy.

Relationship between Locus of control (Internal and External) and Workplace Happiness

The correlation coefficient between internal locus of control and workplace happiness is .429 which reveals 42 percent positive relationship and is significant at 1% level.

The correlation coefficient between external locus of control and workplace happiness is -.058 which reveals the negative relationship.

All very happy doctors have the internal type of locus of control and all very unhappy doctors have the external type of locus of control. ANOVA analysis reveals that doctors with an internal locus of control are happier than external locus of control.

Level of Emotional Intelligence

The results depict 29.42% of the doctors have a high level of emotional intelligence, 67.64 % of the doctors have a medium level of emotional intelligence and only 3.94% have a low level of emotional intelligence. The result of t –test confirmed that doctors have expressed a high level of emotional intelligence.

Relationship between Emotional Intelligence and Workplace Happiness

The correlation coefficient between emotional intelligence and workplace happiness is .535 which reveals 53 percent positive relationship and is significant at 1% level.

The correlation coefficient between self- awareness and workplace happiness is .342 which reveals 34 percent positive relationship and is significant at 1% level.

The correlation coefficient between self- regulation and workplace happiness is .287 which reveals 28 percent positive relationship and is significant at 1% level.

The correlation coefficient between self- motivation and workplace happiness is .442 which reveals 44 percent positive relationship and is significant at 1% level.

The correlation coefficient between social- awareness and workplace happiness is .361 which reveals 36 percent positive relationship and is significant at 1% level.

The correlation coefficient between social- skills and workplace happiness is .480 which reveals 48 percent positive relationship and is significant at 1% level.

The results of ANOVA show that there is a significant difference in workplace happiness on the basis of the emotional intelligence levels of doctors'. All the very happy doctors of the study are highly emotional intelligent and all the very unhappy doctors have a low level of emotional intelligence.

Level of Occupational Stress

The results depict 16.66% of the doctors have a high level of occupational stress, 69.62 % of the doctors have a medium level of occupational stress and only 13.72% have a low level of occupational stress . The result of t –test confirmed that doctors of North Bengal medical college are not highly stressed in their service.

Relationship between Occupational Stress and Workplace Happiness

The correlation coefficient between occupational stress and workplace happiness is -.640 which reveals 64 percent negative relationship and is significant at 1% level.

The results of ANOVA show that there is a significant difference in workplace happiness on the basis of occupational stress levels of doctors'. 90% of the very happy doctors of the study have a low level of occupational stress and all the very unhappy doctors of the study are highly stressed.

The results of the Pearson correlation test depict that out of thirteen factors of occupational stress twelve factors are negatively and significantly related to workplace happiness. The results also show that workload, peer-relation, time, work-overload and work-life balance are the five most important sources of the occupational stress of medical doctors.

Relationship between Occupational Stress and Emotional Intelligence

The correlation coefficient between occupational stress and emotional intelligence is $-.520$ which reveals 52 percent negative relationship and is significant at 1% level. Pearson's correlation results also show that all the five components of emotional intelligence are adversely related to occupational stress and this relation is statistically significant.

The results of ANOVA show that there is a significant difference in occupational stress on the basis of doctors' emotional intelligence level.

Relationship between Occupational Stress and Locus of control (internal and external)

The correlation coefficient between occupational stress and internal locus of control is $-.289$ which reveals 28 percent negative relationship and is significant at 1% level.

The correlation coefficient between occupational stress and external locus of control is $-.099$ which reveals negative relationship but this relation is statistically not significant.

The results of ANOVA show that doctors with an external locus of control are highly stressed in service than doctors with an internal locus of control type.

The Moderator Role of Emotional Intelligence on the Relationship between Occupational Stress and Workplace Happiness

To assess the degree to which emotional intelligence moderates the relationship between occupational stress and workplace happiness, a moderation model is developed. A multiple hierarchical regression is applied to find out the main effect of the occupational stress and emotional intelligence, and the interaction effect between occupational stress and emotional intelligence. In step one, occupational stress is entered and emotional intelligence is entered at the second step. At step three, an interaction term between occupational stress and emotional intelligence is entered to signify the interaction between the predictor (occupational stress) and the moderator (emotional intelligence) on the dependent variable (workplace happiness). The findings state that emotional intelligence plays a significant role of moderator in the relationship between workplace happiness and occupational stress. The strength of

association between occupational stress and workplace happiness is influenced by emotional intelligence. Doctors with moderate emotional intelligence level are able better to manage their occupational stress level and to boost workplace happiness level.

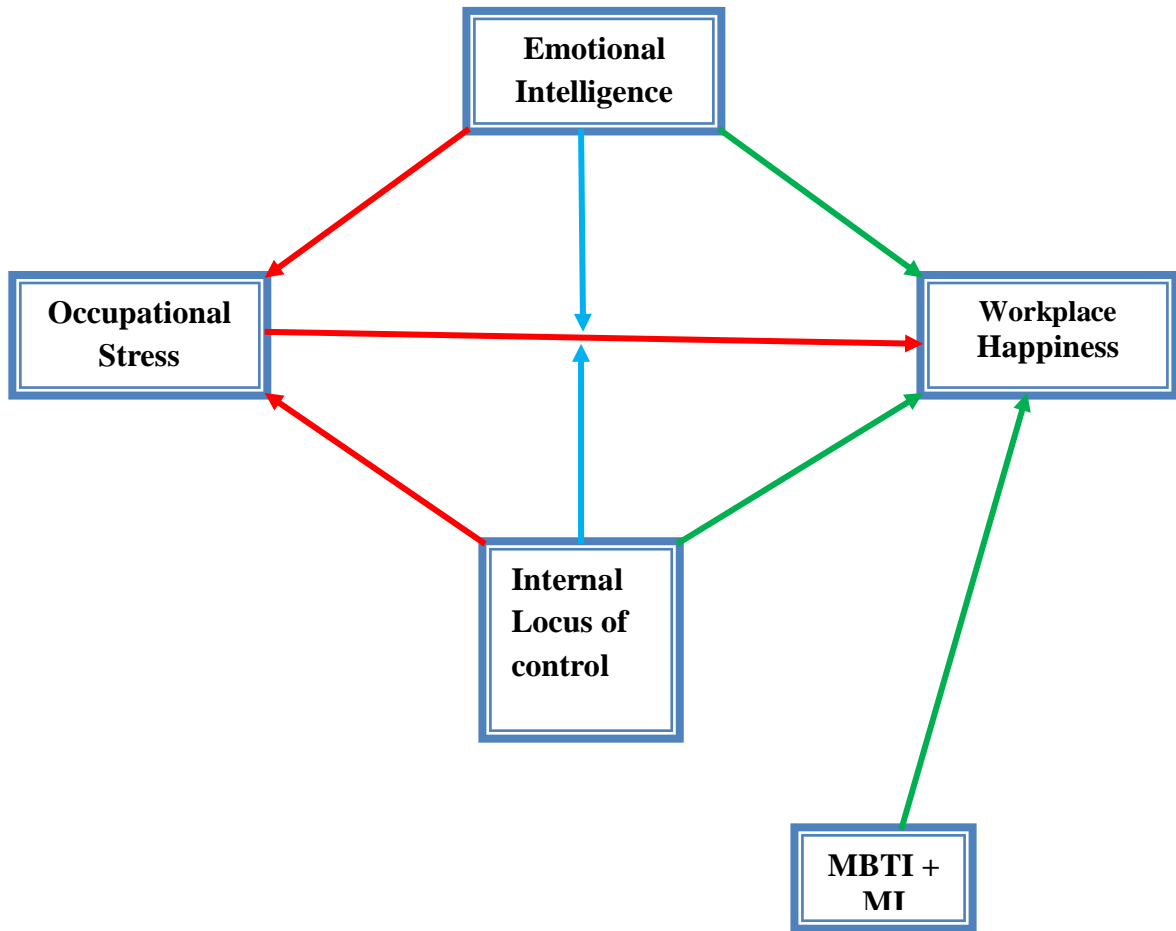
The Moderator Role of Internal Locus of control on the Relationship between Occupational Stress and Workplace Happiness

To determine whether the internal locus of control moderates the relationship between occupational stress and workplace happiness, a moderation model is developed. A hierarchical regression is used to examine the main effect of occupational stress and internal locus of control, and the interaction effect between occupational stress and internal locus of control. In step one, occupational stress is entered and at step two, emotional intelligence is entered. At step three, an interaction term between occupational stress and internal locus of control is entered to represent the interaction between the predictor (occupational stress) and the moderator (internal locus of control) on the dependent variable (workplace happiness). The findings show that internal locus of control plays a significant role of moderator in the relationship between workplace happiness and occupational stress. The strength of association between occupational stress and workplace happiness is influenced by an internal locus of control. Doctors with the high level of internal locus of control are able better to manage their occupational stress level and to boost workplace happiness level.

Conclusion

The following (8.a) figure depicts the overall findings of the study. Medical doctors have moderate to high level of workplace happiness. In the present study, the non-significant differences in workplace happiness observed on the basis of demographic variables (gender, age, educational qualification, and experience in profession). The influence of four demographic factors considered in the present study is not significant in ascertaining the level of happiness. The Study results show that doctors are not satisfied with the work attributes which they considered are important for their workplace happiness. The result shows that there is a difference in the combination of MBTI (Myers-Briggs Type of indicator) and MI (Multiple Intelligences) of very happy and very unhappy doctors.

8a. Diagram Represents Summary of Findings of the Study



In the figure, we also see that according to the statistical results emotional intelligence positively related to workplace happiness and there is an adverse relationship between emotional intelligence and workplace happiness. A higher level of emotional intelligence and workplace happiness enables doctors to communicate better with their colleagues, principal, nurses, subordinates, and patients. Higher level of emotional intelligence is related to lower levels of occupational stress. By enhancing emotional intelligence authority would decrease occupational stress. The figure 8.a shows that, according to study results internal locus of control is positively related with workplace happiness and negatively with occupational stress. Individuals with internal Loc perceived their control over events and considered less to negative events (Lindiwe M. Sindane, 2011).Internal locus of control and emotional

intelligence play the role of moderator in the relationship between workplace happiness and occupational stress .Both the variables are strong predictors of occupational stress. Doctors with a good score of emotional intelligence and internal type of locus of control can regulate their occupational stress level better which help to increase their job happiness.

8.3 Uniqueness of the study

This study is unique in the sense that it measures the influence of two psychometric tools on workplace happiness at a time. One is MBTI and another one is Gardener's MI; on which very little research work has been done. The knowledge of personality types and MI domains of a very happy individual helps in human resource management in public sector undertakings. This research examines the workplace/job happiness and job/occupation stress at a time. In this sense, it is also unique. The uniqueness of the present study is that it raises the question/doubt that whether EI and internal Loc jointly play the buffering role in the relationship between OS and workplace happiness. The present study is different in the way that it identifies the personalities, MI, EI and OS of very happy and very unhappy individuals.

8.4 Implications of the study

The outcomes of the present research have much practical implications from the applied point of view.

- People are spending most of their lives in their working environments. Therefore, this study is appropriate because it tackles the issue of happiness in the workplace. This study identifies the happiness/unhappiness level of doctors and also the factor responsible for happiness. This will help the top authority to know the problem areas which is leading to unhappiness among doctors and so reducing their performances.
- This study gives a scope to know and understand the happiness and satisfaction level of doctors of the medical college. Top Authority can use the findings of this study to formulate strategies and develop interventions for increasing employees' happiness.

- Identification of personality types, personality traits, and MI enable individual and employer to know strength and weakness of individuals and employees. Identification and admiration of diverse skills, abilities and preferences give confidence to individual to contribute to their maximum ability. As a result individuals' will be aware of their own strengths - weaknesses and they will improve their strength to attain desired results.
- The knowledge of very happy individuals' personality types and MI profiles could help in employee selection and recruitment process.
- Assessment of EI ensures the quality of the individual who is well informed, more aware and intelligent.
- The present study gives an insight into the relationship between workplace happiness and EI, and its components. By proper training and education of EI authority could increase happiness level of doctors and while designing the programme of training attention should be given to the EI dimensions. The knowledge of EI level may help management in selection and recruitment process.
- Occupational stress lower workplace happiness. Identification of stressors helps administrator to take necessary action so that by increasing happiness it would be possible to render quality health care services.
- Doctors with high EI are happy and less stressed. Doctors with internal loc type are also happy, have a high EI level and low OS. The knowledge of these findings could to use by the authorities when recruiting the health professional for health institution.
- The findings of this study can be used to help professionals in more methodically accepting doctors knowledge regarding their personality ,MI ,workplace happiness, occupational stress and familiarity of other emotion.

8.5 Limitations of the study

The assessment of the impact of any psychometrics tools on employees work behavior is more of cognitive nature. So, to a great extent, the evaluation will depend on the individual's perception of the subject. Therefore it will not possible to quantify accurately in quantitative terms. The researcher with the help of standardized

instruments have tried to appraise the level of OS and workplace happiness as could be possible with given individual constraints of the researcher.

- Positive response ratio was very less. Due to time constrained for most of the doctors', less number of doctors replies truly.
- The data were collected from one medical college. The inclusion of more medical colleges for the collection of data would have portrayed better result of the research.
- MBTI lacks application of statistical techniques.
- The self-report approach was followed to collect data; there could be a possibility that respondents may distort responses.
- There is the issue of sample size. The generalization of the results is rather difficult as the data were collected from one hundred and two respondents.
- The sample of the study consisted only doctors, who are working in medical college. So, there is a difficulty in the generalization of the research findings in a different population.
- If this research is conducted with a big sample size and more consistent instrument the relationship between variables would be more considerable.
- No response to some questions by some respondents was also an important limitation of the research.

8.6 Future Direction

The following list represents the possibilities of future studies and also researches recommended based on the present study

- The same study will be done in different context.
- An experimental study of the measurement of happiness level, before and after of training of emotional intelligence would give a strong support of the claim made in the present study.
- A comparative study can be carried out between private and public health care centre.

- Different measuring tools could be used in the same sample group with the same research question.
- A research can be conducted with different sampling or with a different population.
- This study took doctors as a sample .The future study could be carried out to test the same hypotheses with other health professionals.
- The same study may be conducted in the same sample group by applying the different analytical tools.