

Relationship between Job Satisfaction and Emotional Intelligence among Private Dental Practitioners in Bangalore City - A Questionnaire Study

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Abstract: Context: There are a number of characteristics or factors that can produce satisfaction or dissatisfaction among the health care professionals and at the same time show facets of emotional intelligence at the workplace, thus proving a relationship between job satisfaction and emotional intelligence. Aim: To assess the correlation between Job Satisfaction (JS) and Emotional Intelligence (EI) among the private dental practitioners in Bangalore city. Materials and Methods: A cross-sectional study was conducted among 350 private dental practitioners who were selected from various parts of Bangalore city. Data was collected using the modified Dentist Satisfaction Survey Questionnaire and the modified Schutte Emotional Intelligence Scale which comprised of 20 and 26 items respectively. The scores of the scales was calculated and compared among the dental practitioners using Statistical Package for the Social Sciences software version 22. ($P < 0.05$ was considered to be statistically significant). Results: Out of 350 dental practitioners 220 (62.8%) were males and 130 (37.1%) were females. EI had a mean score of $3.80 \pm .23$ and JS had a mean score of $3.4 \pm .33$. Pearson's correlation showed a positive correlation ($r=0.27$) between JS and EI and it was statistically significant ($P=0.000$). Conclusion: The present study showed a positive correlation between various facets of JS and EI among the dental practitioners of Bangalore city.

Keywords: Dental practitioners, Emotional intelligence, Job satisfaction

1. Introduction

Dentistry has been proved to be one of the most stressful professions which shows relationship between high stress levels and low job satisfaction (JS) levels.^[1] To provide highest level of satisfaction to the patients, JS of the dentists must be assessed.^[2]

Choosing dentistry as one's career comes with both JS and dissatisfaction and demonstrate dimensions of emotional intelligence (EI) at their work field.^[3] EI is an aptitude to comprehend one's feelings.^[4] It is believed to have key importance for both the medicos and patients.^[5]

There is a dearth in the literature regarding relationship of JS and EI among the dental practitioners. Hence the present study aimed to study the correlation between JS and EI among private dental practitioners in Bangalore city, India.

2. Materials and Methods

A cross-sectional study was conducted among the dental practitioners of various private dental clinics in Bangalore city, Karnataka. Permission to conduct the study was obtained from the Institutional Ethical Committee of the institution. Permission to conduct the study was obtained from the senior dentist present in the various dental clinics in Bangalore city, Karnataka.

The study was conducted for a period of 1 month from October 9th to November 9th 2017. Data was collected from the dental practitioners working in various private dental clinics in Bangalore City, Karnataka.

The sample size was calculated as 350 using the following formula:

$$\{Z^2 \times (p) \times (q)\} / \Delta^2$$

Where, Z= Z value for confidence chosen (1.96 for 95% confidence interval)

P= 50% = 0.50 (assuming 50% dental practitioners having good correlation between JS and EI)

$$q = 1 - P = 0.50$$

Δ = margin of error which is acceptable = 0.05 (5%)

Therefore,

$$\text{Sample size} = \{(1.96)^2 \times (0.50) \times (0.50)\} / (0.05)^2 = 384$$

This was rounded off to 400

For Finite Population,

$$\begin{aligned} \text{New Sample Size} &= (1 + S.S-1 / \text{Finite Population}) \\ &= 400/1+399/2000 \text{ (2000 registered dental practitioners in Bangalore city)} \\ &= 400 \times 2000/2000+399 \\ &= 800000/2399 \\ &= 333.4 \end{aligned}$$

This was rounded off to 350

From the list of dental practitioners obtained from the District Health Office (Bangalore), dental practitioners were randomly selected to attain the sample size of 350. Dental practitioners who were present on the day of study, who gave their consent and those who satisfied the eligibility criteria were included in the study.

3. Dentist Satisfaction Survey Questionnaire

Because of the rapid changes that have occurred in the dental profession, the Dentist Satisfaction Survey (DSS) was

developed to assess both facet and overall job satisfaction among dentists. DSS is a practical, reliable, and valid measure of dentists' job satisfaction.^[6] Items from the DSS questionnaire, which included 29 questions covering items related to the overall satisfaction level and work environment factors; answers were reported on 5 point likert scale. The adequacy and acceptability of the adapted DSS questionnaire was assessed for whether the items on the DSS sufficiently reflected the issues of the dental practitioners regarding job satisfaction.

Schutte Self-Report Emotional Intelligence Scale Questionnaire (SSEIT)

The SSEIT included a 33 item self report questionnaire using 1(strongly agree) to 5(strongly disagree)scale for responses. It is a method of measuring general emotional intelligence (EI), using four sub scales, emotion perception, utilizing emotions, managing self relevant emotions and managing others emotions.^[7]

A minor modification to the scale was made in which the term adults and adolescents were replaced by the term dental practitioners and the SSEIT questionnaire items were checked for whether SSEIT sufficiently reflected the dental practitioner's EI or not. Following discussions, 4 items from the scale were removed and 2 of them were modified and merged.

A self administered questionnaire was given which consisted of 3 parts .Part A consisted of 3 demographic (name, age, gender) and 3 profession related questions (years of work experience, rating of dentistry as a profession and self rating as a dental practitioner), for the question on rating of dentistry as a profession and self rating as a dental practitioner), practitioners were asked to rate their

experience on a four-point scale (1=excellent to 4=poor). Part B consisted the DDS questionnaire of 20 items which was accompanied by a five-point likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).Part C consisted the SSEIT questionnaire of 26 items which was accompanied by a five-point likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

The data was entered in Microsoft Excel sheet and the data analysis was done using statistical software SPSS version 22. Descriptive statistics like mean, standard deviation and percentages were calculated Pearson correlation coefficient (r)was used for analysis in order to correlate job satisfaction and emotional intelligence. P value was set up at 0.05 which was statistically significant.

4. Results

The present study was carried out to assess the relationship of job satisfaction and emotional intelligence among 350 dental practitioners from various dental private clinics in Bangalore city. Among them, majority 218 (62.5%) of participants in the study were males while 132 (37.4%) participants were females.

For rating dentistry as a profession, majority (72.3%) of the practitioners rated the profession as good, (22.9%) rated average, (4.3%) rated excellent and (0.6 %) rated poor. When asked to self rate themselves as a dental practitioner, majority (74.6%) of the practitioners rated themselves good, (13.7%) rated themselves excellent, (11.7%) rated themselves average and none of them categorized themselves as poor dental practitioners.

Table 1: Response of dental practitioners to job satisfaction questions

Q No.	Dentist satisfaction survey questionnaire (modified)	Strongly disagree {n(%)}	Disagree {n(%)}	Neutral {n(%)}	Agree {n(%)}	Strongly agree {n(%)}
1.	Dentistry meets my current career aspiration.	12(3.4)	11(3.1)	46(13.1)	269(76.9)	12(3.4)
2.	Knowing what I know now, I would make the same decision to choose dentistry again.	10(2.9)	20(5.7)	50(14.3)	257(73.4)	13(3.7)
3.	I feel trapped in my current position.	12(3.4)	33(9.4)	230(65.7)	67(19.1)	8(2.3)
4.	I am skilled at dealing with dental problems of my patients.	0(0.0)	7(2.0)	47(13.4)	238(68.0)	58(16.6)
5.	I lack opportunities to provide quality care to my patients.	39(11.1)	185(52.9)	47(13.4)	55(15.7)	24(6.9)
6.	I do not enjoy interacting with my patients.	78(22.3)	192(54.9)	20(5.7)	38(10.9)	22(6.3)
7.	The quality of interpersonal care I provide is very high.	4(1.1)	2(.6)	27(7.7)	254(72.6)	63(18.0)
8.	The work performance of my auxiliaries is outstanding.	0(0.0)	14(4.0)	82(23.4)	238(68.0)	15(4.3)
9.	I have very little time to be updated about advances in the field of dentistry.	11(3.1)	25(7.1)	28(8.0)	227(64.9)	59(16.9)
10.	I have sufficient time for professional contacts with colleagues and other dentists.	3(.9)	52(14.9)	197(56.3)	84(24.0)	14(4.0)
11.	I have very limited opportunity to discuss difficult cases with colleagues and other dentists.	6(1.7)	32(9.1)	64(18.3)	218(62.3)	30(8.6)
12.	My income allows me to provide very well for my family.	21(6.0)	53(15.1)	182(52.0)	79(22.6)	15(4.3)
13.	The income that I receive from my practice is most satisfactory for my needs.	10(2.9)	108(30.9)	144(41.1)	77(22.0)	11(3.1)
14.	My income compares favourably to that of other dentists.	6(1.7)	50(14.3)	213(60.9)	76(21.7)	5(1.4)
15.	I have enough time available for my personal life.	15(4.3)	115(32.9)	86(24.6)	127(36.3)	7(2.0)
16.	Now after so many years spent in practice, I feel emotionally drained.	8(2.3)	42(12.0)	19(5.4)	271(77.4)	10(2.9)
17.	I look forward to going to clinic everyday and treat patients.	1(.3)	8(2.3)	50(14.3)	254(72.6)	37(10.6)
18.	I feel satisfied by the kind of profession I have chosen.	10(2.9)	6(1.7)	78(22.3)	226(64.6)	30(8.6)
19.	I understand what is being satisfied by my job.	2(.6)	4(1.1)	140(40.0)	185(52.9)	19(5.4)
20.	I can see a brighter future as a dental practitioner.	11(3.1)	14(4.0)	48(13.7)	249(71.1)	28(8.0)

Table 2: Response of dental practitioners to emotional intelligence questions

Q. No.	The Schutte self report emotional intelligence test (modified)	Strongly disagree {n(%)}	Disagree {n(%)}	Neutral {n(%)}	Agree {n(%)}	Strongly agree {n(%)}
1	I know when to speak about my personal problems to others.	6(1.7)	5(1.4)	17(4.9)	222(63.4)	100(28.6)
2	When I am faced with obstacles, I remember times I faced similar obstacles and overcame them.	0(0.0)	10(2.9)	18(5.1)	282(80.6)	40(11.4)
3	I expect that I will do well on most things I try.	0(0.0)	3(9)	19(5.4)	278(79.4)	50(14.3)
4	Other people find it easy to share their issues with me.	4(1.1)	9(2.6)	63(18.0)	242(69.1)	32(9.1)
5	I find it hard to understand the non verbal messages of other people.	15(4.3)	231(66.0)	39(11.1)	62(17.7)	3(9)
6	Some of the major events of my life have led me to re-evaluate what is important and not important.	1(.3)	4(1.1)	27(7.7)	284(81.1)	34(9.7)
7	Emotions are one of the things that make life worth living.	1(.3)	8(2.3)	21(6.0)	274(78.3)	46(13.1)
8	I am aware of my emotions as I experience them.	0(0.0)	17(4.9)	19(5.4)	268(76.6)	46(13.1)
9	I expect good things to happen.	0(0.0)	13(3.7)	53(15.1)	172(49.1)	112(32.0)
10	I like to share my emotions with others.	2(.6)	23(6.6)	32(9.1)	248(70.9)	45(12.9)
11	When I experience a positive emotion, I know how to make it last.	1(.3)	7(2.0)	19(5.4)	263(75.1)	60(17.1)
12	Others enjoy programs, events or functions being organised by me.	1(.3)	7(2.0)	52(14.9)	265(75.7)	25(7.1)
13	I seek out activities that make me happy.	1(.3)	6(1.7)	17(4.9)	302(86.3)	24(6.9)
14	I am aware of the non verbal messages I send to others.	3(9)	12(3.4)	19(5.4)	301(86.0)	15(4.3)
15	I present myself in a way that makes a good impression on others.	1(.3)	5(1.4)	14(4.0)	298(85.1)	32(9.1)
16	When I am in a positive mood, I am able to come up with new ideas and possibilities.	2(.6)	5(1.4)	12(3.4)	308(88.0)	23(6.6)
17	By looking at their facial expressions, I recognise the emotions people are experiencing.	1(.3)	11(3.1)	22(6.3)	302(86.3)	14(4.0)
18	I am aware of the changes of emotions in me and I have control over them.	0(0.0)	10(2.9)	29(8.3)	298(85.1)	13(3.7)
19	I motivate myself by imagining a good outcome to tasks I take on.	0(0.0)	4(1.1)	17(4.9)	303(86.6)	25(7.1)
20	I compliment others when they have done something well.	0(0.0)	9(2.6)	16(4.6)	292(83.4)	33(9.4)
21	I am aware of the non verbal messages other people send.	0(0.0)	14(4.0)	36(10.3)	293(83.7)	7(2.0)
22	When another person tells me about an important event in his or her life, I almost feel as though I have experienced this event myself.	4(1.1)	59(16.9)	161(46.0)	117(33.4)	9(2.6)
23	When I come across any challenge, I give up because I believe I will fail.	86(24.6)	205(58.6)	20(5.7)	35(10.0)	4(1.1)
24	I know what other people are feeling just by looking at them or listening to the tone of their voice.	4(1.1)	10(2.9)	71(20.3)	256(73.1)	9(2.6)
25	I help other people feel better when they are down.	2(.6)	4(1.1)	26(7.4)	287(82.0)	31(8.9)
26	I use good moods to motivate myself while facing obstacles.	0(0.0)	5(1.4)	42(12.0)	269(76.9)	34(9.7)

Table 3: Mean scores of job satisfaction and emotional intelligence

Items	Minimum	Maximum	Mean	Standard Deviation
Job satisfaction	2.20	4.70	3.42	0.33
Emotional Intelligence	2.62	4.62	3.80	0.23

A higher mean was seen (3.80±.23) for emotional intelligence whereas a lower mean was seen (3.42 ±.33) for job satisfaction.(Table 3)

Pearson’s correlation between job satisfaction and emotional intelligence showed positive correlation (r=0.27) but weak and was statistically significant (P=0.000).

5. Discussion

Despite a substantial amount of literature relating to patient satisfaction towards their experience with dental practitioners, there is a dearth of evidence on the experience of dentists towards their job satisfaction as a dental practitioner. There are few studies reporting about dentists and their job satisfaction level but there is scarcity of studies regarding emotional intelligence among dental practitioners.

In the present study, private dental practitioners were chosen because they had way more experience in issues regarding job satisfaction and emotional intelligence at their clinics rather than dentists working in dental colleges as full time academicians.

EI has been reported to be associated with patient satisfaction^[7], nursing performance^[8], and perceived stress^[9]. In medical education, measures of EI have been reported to correlate with many of the competencies that modern medical curricula seek to deliver^[10, 11]. Increasingly, it has also been reported to be positively related to JS like in hospital nurses, hospital doctors and midwives and nurses.^[12] The attributes that patients demand from their dentists, such as responsiveness, assurance, and empathy^[26], are closely related to the EI construct. The non cognitive abilities associated with high EI scorers also mean that they are better communicators and have stronger interpersonal skills that enable them to have better relationships with fellow colleagues. Therefore, it is not surprising that those with high EI are more likely to report JS.^[5]

In a systematic review of 16 studies involving clinicians and medical students, Arora et al reported that 6 out of 7 found women to have higher EI than men.^[14] Other studies have identified that women have higher global social skills abilities and are more emotionally expressive and sensitive

than men, whereas the latter have better emotional control^[11]. The association between gender and EI is therefore not straightforward and may depend on the socio cultural context in which it is measured.^[15]

In the present study males were the majority with 220(62.8%) as compared to the females with 130(37.1%). Similarly also in the study conducted by Sudhakar Kaipa et al, among the dental practitioners, majority of them were males 57(86.4%) and females were minority consisting of 9(13.6%)^[16]. In contrast to the above data in a study conducted by Yousra H Al Jazairy et al among the dental assistants for job satisfaction, the females constituted the majority with 417(83.7%) and minority for males with 81(16.3%)^[17]. Also in a study conducted by Najnin Khanam et al the male and female participants were 35 (57.4%) and 26 (42.6%)^[18] respectively and in another study conducted by Nelson Rubens et al among the dental assistants working in Brazil the males were 24(5.4%) and female were 419(94.6%)^[19].

In our study most of the practitioners agreed on not getting sufficient personal and professional time. This is in line with a study conducted by Aayman Ekram Fahim et al, where the majority of dentists were discontented with the amount of personal and professional time.^[2] The research by Hannah et al in New Zealand, demonstrated that emotional intelligence can affect the everyday dentistry practice and the entire healing process, in the doctor's ability to arrive at a correct diagnosis and in maintaining a healthy doctor-patient relationship and also reduces the level of the patient's anxiety. It is worth noting that patients are more likely to return to the doctor who is characterized by a higher level of emotional intelligence.^[20]

In the present study the mean score of EI was 3.80 with a standard deviation of 0.23 which is in contrast with a study conducted by Najnin Khanam et al the mean value of EI for all participants was 121.3 where all the seven dimensions of EI were studied.^[18] In our study the mean score of job satisfaction was $3.4 \pm .23$, which is similar to a study conducted by Sudhakar Kaipa et al, among the dental practitioners, where the mean score of overall job satisfaction among dentists was 3.08 ± 0.28 .^[16]

The present study had a statistically significant correlation of JS with EI which is in contrast with another study conducted by Allan Pau et al^[5] among Malaysian dentists where EI did not have a statistically significant association with JS with income but had a significant association with all other facets of JS. In our study there was a positive but weak correlation between JS and EI of 0.27 which is in line with a study conducted by Ozen Kutunis R et al^[21] among health personnel from different professions working in a dental clinic, a positive, moderate ($r= 0.345$) and significant ($P=0.000$) relationship between emotional intelligence and trust to manager was achieved which means that when by the level of employees' emotional intelligence increases, their level of trust to manager also increases.^[21] Similarly a study conducted by Emine Sener et al, in order to investigate the effect of the emotional intelligence of nurses and midwives, a positive association was found between the emotional intelligence and job satisfaction.^[12]

Also in another study conducted by Valian A et al among the dental students and paramedic students in order to determine relationship between emotional intelligence and academic satisfaction where there was a positive correlation, between EI and economic conditions, social and interest in the field of education.^[22] Also in another study conducted by Abi Ealias et al among 208 respondents of an international electronic firm, study revealed that there is a very high positive relationship between emotional Intelligence and job Satisfaction^[23] with a correlation value of 0.966. Aristeia Psilopanagioti et al found emotional intelligence among physicians in Greece was significantly and positively correlated with job satisfaction ($r = 0.42$, $P<0.001$) and it was found negatively correlated between surface acting and job satisfaction ($r = -0.39$, $P<0.001$).^[24]

Another study by Mafuzah Mohamad et al among teachers also gave the same findings to investigate the role of emotional intelligence in teachers' job performance, where a significant correlation emerges from the data between emotional intelligence and job satisfaction.^[25] A study conducted by Seyyed Hossein Mousavi et al to study the relationship between emotional intelligence and job satisfaction of physical education teachers where the results showed that there is a significant positive relationship between emotional intelligence and job satisfaction (0.349) and between the components of social skills, empathy, and motivation and job satisfaction at level.^[26]

We did not detect statistically significant differences in total JS scores between males and females dental practitioners or between different age groups. In contrast gender differences in JS have been reported for New Zealand^[27], Australian^[1] and British dentists.^[28]

JS embraces a range of aspects of dentists working lives and provides a sense of fulfillment in some or all aspects such as enhancing JS by promotion, staff recruitment and retention of the practitioners. On the other hand, practitioners high in their emotional intelligence level i.e, they tend to understand more of problems of the patients that come as a demand from the patients such as responsiveness, assurance and empathy.^[5]

Thus, from the present study we infer that there is a positive relationship between job satisfaction and emotional intelligence among the dental practitioners.

6. Limitations

Several limitations must be considered when interpreting the findings of the study. First, this study was based on a cross-sectional design that did not allow the determination of causality for any identified association. Thus prospective and longitudinal studies are strongly needed to examine the change of work environment factors on job satisfaction in a future research. Being a cross-sectional study, causal associations could not be established between factors of JS and EI. Also, changes in emotional intelligence with time in an individual subject could not be measured. Association with other factors, such as substance abuse, was not measured. The results of the study are prone for response bias as the practitioners can tend to either exaggerate or fake

their responses. Our study focused only on private dental practitioners who had an active involvement in patient care. In the future, the practitioners may be selected from both private and public sector, non-clinical and paraclinical specialties and a comparison between these groups might be done.

7. Conclusion

The present study showed a positive and weak correlation between JS and EI among the dental practitioners. As the job satisfaction among the practitioners increased there was an increase in the emotional intelligence level among the dental practitioners.

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