

**THE IMPACT OF EMOTIONAL INTELLIGENCE AND
FRONTLINE EMPLOYEE ADAPTABILITY ON JOB
PERFORMANCE: A STUDY ON HEALTH ASSISTANTS IN
TEACHING HOSPITAL BATTICALOA**



By:

ARCHANA SITHRAVEL

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ABSTRACT

4

Adaptable frontline employees are an asset for the organization and customer alike as they are an indispensable part of service experience. They are subjected to pressures which are not found on any other positions in the organizations and displaying organizationally desired emotions play an important part in a service sector. Therefore, the present research examines the impact of emotional intelligence and frontline employee adaptability on job performance of health assistants in teaching hospital, Batticaloa. This study was implemented with three variables, namely emotional intelligence, frontline employee adaptability and job performance. Here emotional intelligence was an independent variable. Frontline employee adaptability functioned as a mediator between the two variables and the dependent variable is job performance. This study eliminates the empirical knowledge gap in the teaching hospital Batticaloa.

Using a structured questionnaire the data was collected from 217 health assistants of selected in teaching hospital Batticaloa. And the collected data was analysed by using Statistical Package for Social Science (SPSS 25.0 Version) through descriptive, correlation and mediating analyses.

Researcher hypothesized and found that emotional intelligence, frontline employee adaptability and job performance are in high level among the respondents. The study also revealed that emotional intelligence, frontline employee adaptability and job performance were positively related to each other. Moreover, this study found that emotional intelligence and frontline employee adaptability have high impact on job performance. Frontline employee adaptability has been found to cast a partial mediating effect on the relationship between emotional intelligence and job performance.

Keywords: Emotional Intelligence, Frontline Employee Adaptability, Job Performance

TABLE OF CONTENTS

ACKNOWLEDGEMENT	I
ABSTRACT	II
TABLE OF CONTENTS.....	III
LIST OF TABLES	VIII
LIST OF FIGURES	X
LIST OF EQUATIONS	XI
ABBREVIATION	XII
CHAPTER-1.....	1
INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Problem Statement/ Research Gap.....	3
1.3 Research Questions	4
1.4 Research Objectives	4
1.5 Scope of the Study.....	4
1.6 Significance of the Study	5
1.7 Organization of the Chapter	5
1.8 Chapter Summary.....	6
CHAPTER-2.....	7
LITERATURE REVIEW	7
2.1 Introduction	7
2.2 Emotional Intelligence	7
2.3 Frontline Employee Adaptability	10
2.4 Job Performance.....	13
2.5 Emotional Intelligence and Job Performance.....	14
2.6 Emotional Intelligence and Frontline Employee Adaptability	16

2.7 Frontline Employee Adaptability and Employee Job Performance	17
2.8 Emotional Intelligence, Adaptability and Employee Job Performance	17
2.9 Chapter Summary	18
CHAPTER-3.....	19
CONCEPTUALIZATION AND OPERATIONALIZATION	19
3.1 Introduction	19
3.2 Conceptualization.....	19
3.3 Conceptual Framework	19
3.4 Definition of the Key Variables	20
3.4.1 Emotional Intelligence.....	20
3.4.2 Frontline Employee Adaptability	21
3.4.3 Job Performance	22
3.5 Summary of Operationalization	22
3.6 Chapter Summary.....	25
CHAPTER-4.....	26
RESEARCH METHODOLOGY	26
4.1 Introduction.....	26
4.2 Research Philosophy	26
4.3 Research Approach	27
4.4 Research Strategy.....	27
4.5 Time Horizons.....	28
4.6 Study Settings.....	28
4.7 Research Site	28
4.8 Population of the Study	28
4.9 Sampling Technique Method	29
4.10 Sample Size.....	29
4.11 Method of Data Collection.....	30

4.11.1 Personal Information of Respondents.....	30
4.11.2 General Research Information.....	31
4.12 Questionnaire Formation.....	31
4.13 Data Presentation, Analysis and Evaluation	32
4.13.1 Data Presentation.....	32
4.13.2 Data Analysis and Evaluation.....	33
4.14 Bivariate Analysis	35
4.14.1 Correlation Analysis.....	35
4.14.2. Regression Analysis	36
4.14.3. Mediation Analysis.....	37
4.15 Testing Hypothesis.....	37
4.16 Pilot Study.....	38
4.17 Ethical Consideration	39
4.18 Chapter Summary.....	39
CHAPTER-5.....	40
DATA PRESENTATION AND ANALYSIS.....	40
5.1 Introduction.....	40
5.2 Analysis of Reliability.....	40
5.3. Data Presentation analysis of Personal Information	41
5.3.1 Distribution of Gender.....	41
5.3.2 Distribution of Age.....	41
5.3.3 Distribution of Level of Education.....	42
5.3.4 Distribution of Experience.....	42
5.3.4 Distribution of Family Size	43
5.4 Data Presentation and Analysis of Research Objectives.....	43
5.4.1 Univariate Analysis	43
5.5 Bivariate Analysis.....	45

5.6 Testing Hypotheses	56
5.7 Chapter Summary.....	58
CHAPTER-6.....	59
FINDINGS AND DISCUSSION.....	59
6.1 Introduction	59
6.2 Respondents Profile.....	59
6.2.1 Gender of the Respondents.....	59
6.2.2 Age of the of the Respondents.....	59
6.2.3 Level of Education Distributions of the Respondents	59
6.2.4 Experience of the Respondents.....	60
6.2.5 Family size of Respondents	60
6.3 Discussion of Research Information	60
6.3.1 Discussion -Objective 1	60
6.3.2 Discussion -Objective 2.....	60
6.3.3 Discussion- Objective 3.....	61
6.3.4 Discussion -Objective 4.....	64
6.4 Testing Hypotheses	65
6.5 Chapter Summary.....	66
CHAPTER-7.....	68
CONCLUSIONS AND RECOMMENDATIONS.....	68
7.1 Introduction	68
7.2 Conclusions	68
7.2.1 Conclusion- Objective 1	68
7.2.2 Conclusion- Objective 2	68
7.2.2 Conclusion- Objective 3	69
7.2.2 Conclusion- Objective 4	69
7.3 Contributions of the Study	69

7.4 Recommendations	70
7.5 Limitations of the Study.....	70
7.6 Directions for Future Study.....	71
LIST OF REFERENCES.....	72
Appendix-I: English Questionnaire	81
Appendix-II: Tamil Questionnaire.....	87