PSYCHOLOGICAL CORRELATES OF EMOTIONAL INTELLIGENCE AMONG NURSING STAFF

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ABSTRACT

Nursing staff plays a very important role in the healthcare system, and their emotional intelligence (EI) has a direct impact on the quality of patient care. Many psychological factors affect emotional intelligence. The aim is to study the relationship between emotional intelligence with happiness, self -efficacy and stress among nursing staff. The study is based on disruptive design. Through random sampling technique, data collected from 200 nurses working in government and private hospitals using the structured questionnaire. The study used descriptive and inferential statistics with the help of IBM SPSS Statistics 20.0.Result shows that there was a significant positive relationship between emotional intelligence with happiness ($r=0.83^{**}$, $p<0.01$) and emotional intelligence with self-efficacy ($r=.79^{**}$, $p<0.01$)   nursing staff with high emotional intelligence have more happiness and self-efficacy. This study also reports that there was a negative relationship exists between ($r = - 0.58$, $p <0.01$) EI and stress. The study may be useful for the hospital management to understand the importance of EI among the nursing staff and its effect the performance of the nursing staff. This study recommends that the top hospitals management should make some activities to improve the EI of their nursing staff.

Keyword: Emotional intelligence, happiness, self -efficacy, stress and nursing staff.

1. INTRODUCTION

Nursing staff roles are versatile from promoting and restoring patients' health to overseeing the quality of care and supervising nursing teams. Dealing with different duties and responsibilities under different conditions on the daily basis requires nurses to enhance personal and professional skills in healthcare settings. In healthcare, professional nursing practice relies heavily on organizational and personal engagement. Nursing staff engagement is not only a vital variable for quality care but also a source of personal satisfaction and wellbeing in clinical practice. The ability to perceive and integrate emotions to support cognition, comprehend emotions, and manage emotions in order to enhance personal and professional development is known as (EI). Emotional intelligence is an essential prerequisite based on human relations and it necessitates technical expertise as well as psychologically oriented care, self-awareness and it enables nursing staff to solve health, education, and management problems. Hernity (2023) mentioned that nurses are essential in that they provide a vast array of services that allow individuals to gain partial or full independence as quickly as possible so that they can enjoy quality of life. As nurses have an important role in patient care, it is necessary to create awareness about emotional intelligence among nurses. While working in hospital settings, the researchers came across many cases where patient care was being affected by the emotions of nurses. The negative and positive emotions of nurses affect their patient safety. Therefore, there is a need to make nurses aware about emotional intelligence (Godinho and Cunha, 2015).

Happiness is a fundamental human feeling that is essential for the well-being and development of any individual, society, and an organization. Happiness is "an emotional or affective state that is characterized by feelings of enjoyment and satisfaction, which is often equated with morale, contentment, well-being, life satisfaction, successful aging, quality of life, and the good life." Happiness brings positive self-concept, physical, psychological, and social well-being, brings better hope for the future, and positive attitude toward oneself and others, improves relationship with the family and society, motivates to serve others, provides better decision-making ability, and brings more creativity. Happiness is directly linked to the work environment because people are spending most of their time in their job, which is greatly contributing to their happiness and well-being. Happier people are more satisfied in their life, experience less burnout at workplace, absent less, are reluctant to leave their jobs, have stronger interpersonal and communication skills, and are dedicated to their organization.

According to Bandura (1994) self-efficacy is "the belief in one's capabilities to organize and execute the courses of action required to manage prospective situations." In other words, self-efficacy is a person's belief in his or her ability to succeed in a particular situation. Bandura described these beliefs as determinants of how people think, behave, and feel. Self-efficacy is related to an individual's ability to cope with challenging and stressful events. Self-efficacy is important in nursing practices. The self-efficacy of nurses influences the attitudes and behavior of nurses; it is related

to nurses' knowledge of the existing protocols and its actual implementation. Stress is the condition that results when person-environment transactions lead someone to perceive a discrepancy, whether real or not, between the demands of a situation, on the one hand and, on the other, the resource of their biological, psychological or social systems. Nursing has been identified as an occupation that has high levels of stress. Nurses are exposing to a wide range of potential workplace stressors that requires high levels of professional skills, teamwork and provision of continuous care for patients. The stress experienced by nurses relate directly to the task of nursing. The nursing job itself has identified as one of the sources of job stress.

2. PURPOSE OF THE STUDY

- The aim is to study the relationship between emotional intelligence and happiness among nursing staff.
- The aim is to study the relationship between emotional intelligence and self-efficacy among nursing staff.
- The aim is to study the relationship between emotional intelligence and stress among nursing staff.

Hypothesis

H_1 - There would be a positive correlation between emotional intelligence and happiness among nursing staff.

H_2 - There would be a positive correlation between emotional intelligence and self–efficacy among nursing staff.

H_3 - There would be a negative correlation between emotional intelligence and stress among nursing staff.

Variables

Dependent variables- Happiness, self -efficacy and stress

Independent variables- Emotional intelligence

3. RESEARCH DESIGN

This research followed a quantitative, descriptive, correlational design to examine the relationships between the study variables which are emotional intelligence, happiness, self -efficacy and stress. This design is the most suitable design for this study because it examines the relationships between study variables.

Participants

200 nursing staffs were selected from Government and private hospital (Rajasthan) through random sampling. Age range of participants was 25 to 40 years.

Tools Used

1. Emotional intelligence scale –Emotional Intelligence Scale (EIS) was developed by Anukool Hyde and Sanjyot Pethe. This scale has 34 statements each with 5 probable answers strongly disagrees to strongly agree. It assess the scale has a split half reliability value of 0.88 and test shows high validity is 0.93.

2. General Self-efficacy Scale Scale (Schwarzer and Jerusalem, 1995) -The General Self Efficacy scale is a self -report inventory used to assess one's level of self-efficacy. It consists of 10 items to which the respondents are to respond on a 4 point scale. The total score ranges from 10-40. It typically yielded internal consistencies between alpha .75 and .91.

3.Oxford happiness questionnaire –The 29 item Oxford happiness questionnaire developed by Hills and Argyle in 2002.It is a self-report questionnaire scoring is done by strongly disagree to strongly agree and used 6 point likert scale with the higher score reflect higher level of happiness. The Oxford happiness questionnaire internal consistency is very good and cronbach alpha is also very good at the level of 0.90.

4. Expanded Nursing Stress Scale

The scale is designed to measure nurse stress levels. The ENSS (French et al.) consists of 59 items with response options in a Likert-like format (1 = never stressful, 2 = occasionally stressful, 3 = frequently stressful, 4 = extremely stressful, and 5 = does not apply). Pearson's correlation coefficient for the test–retest reliability of the PSS and ENSS was 0.83 and 0.78.

Procedure- To conduct the study first consent was taken from the respective hospital from where nursing staffs volunteers were taken for data collection and rapport were established. They were given a briefing about the aim of present investigation. Instructions were given according to the used questionnaire. They were assured that their information would be kept confidential and used only for research purpose, so they are requested to be open and honest in their responding. After that scales were administered and data were collected.

Statistical Analysis

The data were analyzed by using Pearson product moment method in SPSS to find the relationship among emotional intelligence with happiness, self –efficacy and stress.

4. RESULT AND DISCUSSION

Table 1 Correlational analysis: EI with Happiness, self –efficacy and stress

Variables	1	2	3	4
EI	-			
Happiness	0.83**	-		
self –efficacy	0.79**		-	
Stress	-0.58**			-

Result shows that there was a significant positive relationship between emotional intelligence and happiness (r=0.83**, p<0.01) nursing staff with high emotional intelligence have more happiness. Thus, we can say that higher level of emotional intelligence are related to higher level of happiness. This indicates that emotional intelligence predicts happiness, and this finding is consistent with the studies by Hasan Nia et al., Tuzhandehjani et al. and Seyed Reza and Soleimani . Emotional intelligence in happiness is a key element and important. Emotional intelligence theorists believe that emotional intelligence leads to increased happiness and high emotional intelligence is a protective mental factor. Hence our hypothesis that there would be a significant positive relationship between emotional intelligence and happiness is accepted. Result shows that there was a significant positive relationship between emotional intelligence and self –efficicy (r=.79**, p<0.01) nursing staff with high emotional intelligence have more self -efficacy . Studies have shown that EI can positively predict self-efficacy in nursing staff. This is because people with higher EI can analyze situations, build confidence, and use emotions to influence others. This can help them solve problems and make decisions, which can increase their self-efficacy. Additionally, nursing staff who possess high levels of self-efficacy may also feel more motivated and capable of achieving their instructional goals. Hence our hypothesis that there would be a significant positive relationship between emotional intelligence and self –efficacy is accepted.

This study reports that there is a negative relationship exists between (r = - 0.58, p <0.01) EI and stress. The result of several studies has confirmed these findings including a study at Isfahan University of Medical Sciences in (r = - 0.235, p =0.05) that there is an inverse relationship exists between emotional intelligence and stress. That is to say, if the nursing staff has high EI ,then they will face minimum stress during their workplace. Hence our hypothesis that there would be a significant negative relationship between emotional intelligence and stress is accepted.

5. SUGGESTION

- In future research can also be conducted on other paramedical staff of hospitals.
- In further studies, EI can be analyzed through other variables.
- Some demographic variables along with the nursing staff can be included for future research.
- In further studies, the sample size can be made larger.

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