EMOTIONAL INTELLIGENCE AMONG NURSES: A REVIEW IN RELATION TO JOB STRESS AND JOB PERFORMANCE

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Abstract:

This article explores the concept of EI in relation with Job stress and job Performance. Emotional Intelligence among nurses is a major concept without which the nurses find it hard to justify the various roles in their profession. Every nurse might experience conflict. The conflict can be the due to differing opinion, challenging family member, personality clashes, and the general stress.

Dealing with conflict is uncomfortable. Hence the practice of EI enhances the experience of a nurse. EI also improves communication and nurses can cope more effectively with conflicts.

Job stress and job performance go hand in hand; hence this review of literature has helped the researcher to understand the relationship between job stress and job performance in Nursing profession.

Key words: Emotional Intelligence, Nurses, Job Stress, Job Satisfaction, Empathy.

Importance:

The Primary goal of Nursing is to provide high quality care, and service. Empathy is the most important ingredient. Patient may be more likely to react to the treatment when the nurse communicates with the help of EI.

Without Emotional Intelligence you can't have empathy, preventable medical errors have caused due to lack of EI. Stress in nursing profession Clinical task is the crucial task.

Good emotional coping strategies

If individual must manage the emotions successfully then EI plays an important role.

Nurses have improved the physical and emotional wellness through the practice of Emotional Intelligence. Developing Emotional Intelligence is like academic skills hence during the study of nursing the concept of EI will be taught in the universities.

INTRODUCTION

In this chapter, the researcher has given an overview of previous research on impact of Emotional Intelligence on occupational stress and job satisfaction of nurses. It comprises around 10 past reviews related to Emotional Intelligence, occupational stress, impact of Emotional Intelligence on occupational stress. This was to scope out the key data collection requirements for this research to be conducted, and it formed the part of the emergent research design process. The most significant of these reviews were the Web of Science databases and Scopus indexed. Relevant publications were found in the literature of several academic domains including Emotional Intelligence, psychology, occupational stress and job satisfaction. These are discussed in the following.

REVIEWS

Augusto Landa et al. (2008)[1] investigated that the interrelationships among Emotional Intelligence, work stress and health. Also, they focused at the impact of the socio-demographic variables. A questionnaire survey method had been executed to collect necessary primary data for this study. This study was carried out in a public hospital from a southern city in Spain. The sample data were collected from the sample size of 177 nurses through the instrument designed and issued like demographic information and work, health, and Emotional Intelligence questionnaires. The authors framed hypothesis to find whether there was a significantly direct relationship or not between selected variables. The statistical analysis had been carried out by using the tools such as descriptive statistics, analyses of variance, means differences and regression analyses in this study. This study found that the nurses who scored high in clarity and emotional repair informed into less stress, whereas those that scored high in attention to the emotions they experienced greater levels of stress. In addition, they revealed a positive relation between age, antiquity and stress, being those of smaller age with less antiquity the ones that experienced less stress, whereas EI and Health were not related to the age nor to the antiquity.

Bakr and Safaan (2012)[2] described a study to examine the relationship between Emotional Intelligence and job performance among the nurses. A descriptive cross-sectional correctional design was used in this research. The study was achieved in Menoufyia university hospital. A structured questionnaire was framed by the researchers based on literature review to assess nurses' Emotional Intelligence and their level of job performance. A convenience sampling method had been utilized to select 143 staff nurses and total number of nurse mangers (20) working in different units and departments. The collected sample data entry and analysis were performed by tools such as frequencies and percentage mean and standard deviation, and correlation analysis through statistical package for the social sciences (SPSS Version 12.0). This study found that there was a statistical significant between overall score of job performance and Emotional Intelligence. Further, they revealed that there was a positive correlation between overall score of job performance and Emotional Intelligence.

[1] Augusto Landa, J. M., López-Zafra, E., Berrios Martos, M. P., & Aguilar-Luzón, M. del C. (2008). The relationship between Emotional Intelligence, occupational stress and health in nurses: A questionnaire survey. *International Journal of Nursing Studies*, *45*(6), 888–901.

[2] Bakr, M.M., & Safaan, S.M. (2012). Emotional Intelligence: A Key for Nurses' Performance. *Journal of American Science, 8*(11), 385-393.

Gorji and Moghim (2012)[3] made a survey to examine the relationship between job stress and Emotional Intelligence among nurses. They aimed to investigate the relationship between factors job stressors and Emotional Intelligence of nurses and compare them in emergency and hospitalize sections. The study was basis on applied and Survey-Correlation method. The study had been achieved among nurses working in emergency section and hospitalize section, Golestan province in Iran. The sampling methods adopted for this research were stratified and simple random sampling technique. In this study, two questionnaires were identified as the tool of data collection to measure the rate of job stress and Emotional Intelligence among nurses. The data gathered were analyzed by statistical measures like Spearman correlation coefficient test, T-test and Analysis of Variance (ANOVA). The results from study indicated that there was an inverse close   relationship between stressors and Emotional Intelligence in the emergency department and there was no significant relationship between stressors and Emotional Intelligence in the inpatient center.

Najimi et al. (2012)[4] aimed to determine the causes of job stress in nurses of Kashan, Iran. This study was basis on descriptive-cross sectional type and it was carried out in the hospitals of Kashan Medical University (Iran) in 2009. The sample size of 189 nurses were selected from Kashan hospitals of different wards and the primary data had been collected to analyse Occupational Stress Inventory-Revised™ (OSI-R™). The study had completed analysis of occupation stress of nurses had been finalized through SPSS software (version 15) by applying descriptive statistics and ANOVA test. The authors found that the level of stress in most of the nurses was in medium level and job factors were more involved in job stress than demographic and other factors. They determined that the most important job stress aspects in female nurses were range of roles, role duality and job environment. Also, lack of balance between skill and education and job environment requirements in both genders was the least important aspect of job stress.

Al-homayan et al. (2013)[5] discussed in their research about the effect of job stress and organizational support on the relationship between job demand-resources and nurses' job performance. This study was based on descriptive and questionnaire survey method. The primary data were observed from the developed and distributed questionnaires among public sector hospital's nurse manager in Saudi Arabia. The hypotheses were framed to examine the relationship between job stress and nurses' performance. The analysis part had been achieved by utilizing the statistical methods such as Descriptive statistics, Kurtosis analysis and Multiple regression analysis. The results indicated that direct significant relationships among the tested job demands and resources variables with nurses' job performance. Also, the authors revealed that partial support for the role of job stress as a mediator in a relationship between job demands and resources (JD-R) and nurses' job performance. Further, the study found partial support for the role of organizational support as a moderator in a relationship between job stress and nurses' job performance.

Cox-Kelley et al. (2013)[6] conducted a study to determine whether a relationship existed between Emotional Intelligence and job performance among nursing professionals. In this study, an Emotional Intelligence profile was collected from population of this study by employing the Emotional Skills Assessment Process (ESAP) at two hospitals in rural East Texas. The sample size had consisted of 54 nursing professionals selected by random selection method. This study had been employed by one of two

3   Gorji, M., & Moghim, N. (2012). The survey relationship between job stress and Emotional Intelligence. *International Journal of Research in Management*, *1*(2), 1–9.

4   Najimi, A., Goudarzi, A. M., & Sharifirad, G. (2012). Causes of job stress in nurses: A cross-sectional study. *Iranian Journal of Nursing and Midwifery Research*, *17*(4), 301–305.

5   Al-homayan, A. M., Shamsudin, F. M., Subramaniam, C., & Islam, R. (2013). The Mediating Effects of Job Stress on the Relationship between Job Demands Resources and Nurses' Performance in Public Sector Hospitals in Saudi Arabia. *Australian Journal of Basic and Applied Sciences*, *7*(10), 52–62.

6   Cox -Kelley, S., Justice, M., & Waller, L. (2013). An Exploration of Emotional Intelligence and Job Performance among Nurses in Rural Texas. *American International Journal of Contemporary Research*, *3*(7), 1–6.

100-bed hospitals in rural East Texas. The sample data was gathered by via a self-report questionnaire provided by the researcher. The analysis of this study had included methods such as descriptive statistics, correlation analysis and regression analysis. The results showed that the higher the empathy score, the higher the job performance attitude score. Also, empathy had positive and indirect effects on job performance knowledge, job performance initiative, job performance quality and overall job performance. They concluded that difference scores on the ESAP had an indirect relationship with job performance knowledge and ESAP stress management scores had an indirect relationship with job performance safety.

Shivaprasad (2013)[7] made an effort to find the level of stress among nurses working in selected hospitals of Pune city. The objectives were to find the level of stress of nurses working in selected hospitals and to find an association between the level of stress and selected demographic variables. In this attempt, a non-experimental descriptive survey approach with a typical descriptive design was undertaken. The sample size of 50 staff nurses were selected through non probability convenient sampling technique. The instruments were identified as demographic proforma and modified Expanded Nursing Stress scale (ENSS) for primary data collection. The author had administered hypothesis to find an association between level of stress and selected baseline variables and performed chi-square analysis. The author determined that there was no significant association between level of stress and baseline variables. Further, the study revealed that the level of stress was continuing to escalate and it was believed that nurses' stress adversely affected the patient care.

Gulavani and Shinde (2014)[8] in their study aimed to describe occupational stress and job satisfaction among nurses working in tertiary care hospitals. In addition, they tried to find the relationship between occupational stress and job satisfaction among nurses. In this attempt, the descriptive study design was employed with explorative research approach. This research had been processed at Krishna hospital and medical research Centre, Karad. The convenient sampling method was applied to select the sample size of 100 nurses to measure stress and job satisfaction. The primary data were observed through distributed self-answered questionnaire. From the study results, it was found that there was no significant association found between occupational stress, job satisfaction and age, sex, professional education and year of experience. Further, they determined that specific measure to reduce stress of nurse associated with frequently occurring causes and measured to improve job satisfaction associated with compensation and independence will be helpful to improve performance of the nurses.

Bindu John and Munira Al-Sawad (2015)[9] discussed about the perceived stress in clinical areas and Emotional Intelligence among baccalaureate nursing students. In addition, they aimed to examine the relationship between the perceived stress and Emotional Intelligence among baccalaureate nursing students. A descriptive correlational study design was used for the study purpose. The sample size had consisted of 135 baccalaureate nursing students from second year to fourth year attending College of Health Sciences, Bahrain. This study had used stratified random sampling method to select the sample size. The researchers had developed and distributed the questionnaires in the classrooms among the sample size for collecting the primary data. The data had been gathered from May 2012 to February 2013. The collected sample data was analysed by using the tools namely t-test, ANOVA (analysis of Covariance), Post hoc analysis and Pearson correlation coefficient analysis. The highest perceived stress experienced by the nursing students was from

[7] Shivaprasad, A. (2013). Work related stress of nurses. *Journal of Psychiatric Nursing, 2*(2), 53–58.

[8] Gulavani, A., & Shinde, M. (2014). Occupational Stress and Job Satisfaction among Nurses. *International Journal of Science and Research, 3*(4), 733-740.

[9] John, B., & Al-Sawad, M. (2015). Perceived stress in clinical areas and Emotional Intelligence among baccalaureate nursing students. *Journal of the Indian Academy of Applied Psychology*, *41*(Special Issue 3), 75–84.

assignments and workload and was found among the fourth year students. The results indicated that significant perceived stress levels from lack of professional knowledge and skills among the second year students. Hence, overall perceived stress scores and Emotional Intelligence showed a negative correlation.

Sharma et al. (2015)[10] in their research focused on the extent to which work-family conflicted cause stress among nursing staff and its subsequent impact on their psychological health. They also examined if the Emotional Intelligence level of the nursing staff acted as a moderator between their level of stress and psychological health. The researchers had employed questionnaire as an instrument to collect primary data for analysis of the hypothesis they developed. A survey was undertaken and the sample size was 693 nursing staff associated with 33 healthcare institutions in Uttarakhand, India. In analysis portion, a confirmatory factor analysis (CFA) was utilized to check the fitness of the items used and a hierarchical multiple regression analysis was also processed. The results from this study cleared that stress acted as a mediator between work–family conflict of the nursing staff and their psychological health. Also, they concluded that the role of Emotional Intelligence in moderating the relationship between stress and the psychological health of nurses.

Findings:

The nurses with high in job clarity and emotional repair informed into less stress, whereas those that scored high in attention to the emotions they experienced greater levels of stress.

There is a positive relation between age, antiquity and stress, being those of smaller age with less antiquity the ones that experienced less stress, whereas EI and Health were not related to the age nor to the antiquity.

The authors found that the level of stress in most of the nurses was in medium level and job factors were more involved in job stress than demographic and other factors. They determined that the most important job stress aspects in female nurses were range of roles, role duality and job environment. Also, lack of balance between skill and education and job environment requirements in both genders was the least important aspect of job stress.

In one of the studies, it was found that the level of stress was continuing to escalate, and it was believed that nurses' stress adversely affected the patient care.

In other study results indicated that significant perceived stress levels from lack of professional knowledge and skills among the second-year students. Hence, overall perceived stress scores and Emotional Intelligence showed a negative correlation.

Overall result of the study reveals that the role duality, age factor and lack of professional knowledge leads to job stress and less job satisfaction whereas job clarity, practice of EI and a good job environment helps to over the job stress and experience the job satisfaction.

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10   Sharma, J., Dhar, R. L., & Tyagi, A. (2016). Stress as a mediator between work-family conflict and psychological health among the nursing staff: Moderating role of Emotional Intelligence. *Applied Nursing Research*, *30*, 268–275.

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