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A Study on Relationship between Emotional Intelligence and Occupational Stress levels among Nursing Professionals of Bengaluru Hospitals.

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Abstract

The paper reveals about the association of occupational stressors and emotional intelligence components for better management of themselves and others emotions. The results of this article indicate that high emotional intelligence always helps the nursing professionals to overcome any type of problems arises in their works. As 50 numbers of respondents data are collected for study purposes through survey method with the use of convenience sampling and reported that the various issues of the work related and provided possible solutions to manage emotions internally and externally by effective use of emotional intelligence concept.

Keywords: Emotional intelligence, occupational stressors

Introduction

Emotional Intelligence

Emotional Quotient (EQ) refers to the part of the human behaviour nature which requires intrapersonal and interpersonal skills to build the relationship with self and others. The person with strong EQ leads to build strongest relationship at the workplace peers and superiors. Also overcome the challenges and defuse conflicts for better harmony with the people. The highly sturdy EQ personality's able to manage the stress, build their confidence and communicate effectively and make right decisions and the implement their thinking in right direction.

Peter Salovey, John D. Mayer. (1990) of University of New Hampshire was the main contributors towards the emotional intelligence in his article stating that self motivation can be achieved through expressing their emotions with one self and with others. Also, the authors developed the Ability model for the better understanding the EQ concept. The model describes the various emotions at different points such as perceiving emotions (non verbal signs), Reasoning (thinking and cognitive activity), understanding (interpretation of human emotions) and managing emotions. Goleman Daniel (1995), in his book emphasized on mixed model where it consists of five components of emotional intelligence such as self awareness (self-confidence, identification of feelings), Self-Regulation (self-control, honesty, flexibility), Motivation (force, promise, initiative), Empathy (understanding others feelings, diversity) and Social Skills (headship, conflict management, communication skills)

Numerous instruments had emerged for studies of emotional intelligence, but majority has inculcated on above the models.

Importance of nursing

One of the most emotional challenging healthcare jobs is nursing profession as they work with extreme stressful situations in their lives because they come across of patients' illness and deaths. It is necessary to cope up with these situations and manage their emotions with effective and possible ways. And also a positive environment should be created against physical and mental distortions. A continuous and effective training programme to the nurses may help to improve mental stability and encourage them to work more effectively. The studies conducted by various researchers such as Lawal (2017), Hong & Lee (2016) and Karmi and his team (2015) has doubled the stress situations and forced to work extra time and efforts, which leads to high burnout and attritions in hospitals.

In recent years, healthcare organizations started believing in team work and more focused on to implement the right conflict management techniques to resolve the issues aroused among workers and encourage them to work as team rather than individual.

Literature Review

Many researchers has published several papers on Emotional Intelligence of nursing professionals and enlightened various aspects. Some of them discussed below:

Edward (2017)&Karmi (2015) in their papers has revealed that the emotional intelligence has improved nurses positive minds and able to manage their stress and burnouts. Ardilla etal (2014) indicates that psychological stress has increased with workload in the health care sector. Thomas & Natarajan, (2017) reveals that the emotional intelligence facilitated in handing the patients with caring and humbleness. The institute of medicine has stress on role of leadership in nursing which leads to safety of patients with lovable approach y (Gatson Grindel, 2016).

McKenna surveyed about 7537 samples to understand the level of stress among the nurses working in various hospitals, where majority disclosed that they faced with multiple stress problems such as impatience, agitations, small annoyance and so on which results in various health issues in the nurses from mild to moderate symptoms in bowel system, vertigo and muscle related issues and about 27 % are required professional help to cope up with stress and also sought assistance from family members, friends and beloved once. Further study are carried out by Chipas and his team mates by using descriptive study through 10 point rating scale to understand the intensity level of stress in the nursing professionals. As a result, the rating scale was 7.2 in the female nurses which is higher than in male staff. On the other side, they witnessed several chronic illness related to the health. Some of them are GERD, Lower back pain, high blood pressure.

Perry detailed conducted the investigation by adopting the qualitative method to describe the relationship among the occupational responsibilities, stress coping strategies and work relationships. The respondent's reports that the they feel over workload, high work pressure, staffing issues and work schedule

Aim and Objective of the study

Aim

The study is to determine the Emotional Intelligence among the Nursing professionals working in various hospitals in Bengaluru area.

Objectives

The study is carried out into two factors such as:

- Management of the own emotions of the nurses
- Management of the others emotions

Methodology

A survey method is used to collect the data by using Convenience sampling of 50 nursing staff for the study. Both primary and secondary data are utilised for the tabulating the results. Mainly questionnaire method, personal interaction and telephonic call are adopted for data collection and few data gathered from journals and books. The five rate likert scale are taken such as 1- I need some help, 2- I am really upset, 3-I've got a problem, 4-Things are pretty good, 5-Feeling great to collect data. The data obtained higher from female gender than male with considering minimum experience of one year to maximum of fifteen year of various age group of range twenty one to above 35 years in health care professions and also, statistical tools such as Mean scores and Standard deviations are adapted for the analysis and interpretation by using MS excel sheet.

The following are parameters are taken for the study purposes

Parameters	Number with Percent
Gender	
Male	13 (26)
Female	37 (74)
Age	
21-25	08 (16)
26-30	14 (28)
31-35	18 (36)
Above 35	10 (20)
Experience in years	
1-3	12 (24)
3.1-6	15 (30)
6.1-10	11 (22)
10-15	12 (24)

Table-1 shows the Managing of own emotions of Nursing professionals by using the 5 Rating Scale of Mean scores as represented from 1 to 5 and Standard Deviations of Sample size, n=50

Particulars	1	2	3	4	5	SD
Faced difficulty & Overcome them	16	18	16	14	36	9.055
As best that I can do with my efforts	20	18	12	26	24	5.477
Thinks always positive	14	28	22	24	12	6.782
I find happiness with my work	24	26	20	12	18	5.477
Control over my emotions	26	16	24	20	14	5.099
Study to face any type of obstacles	12	18	14	20	36	9.487

Table-2 shows the Managing of others emotions of Nursing professionals by using the 5 Rating Scale of Mean scores and as represented from 1 to 5 Standard Deviations of Sample size, n=50

Particulars	1	2	3	4	5	SD
I know when to speak about my personal problems to others	26	22	16	24	12	5.831
I would like to share my personal emotions to others	6	18	20	24	32	9.487
I enjoy others work	22	18	28	12	20	5.831
I compliment others good work	16	24	12	26	22	5.831
I listen others carefully	32	18	20	8	22	8.602
I support others when they are in problems	18	22	22	30	8	8.000

Scope

The study is taken to understand the emotional intelligence to cope up with the stress during working of the nursing professionals in selected hospitals in Bengaluru through questionnaires and telephonic conservations. Fewer variables i.e. own and others emotions are taken for survey purposes.

Limitations

- The components of emotional intelligence are restricted to two variables i.e own and others emotions
- Convenience Sampling is taken and it may lead to researcher bias.
- The survey restricted to fewer numbers of private hospitals in Bengaluru and cannot be considered whole opinion of all nursing professionals of the private hospitals.

Results

- **Demographic:** The questionnaires are mailed to the nursing professionals workers who able to read and write the English and telephonic conservations are also carried out for the clarification purposes. Around 78 questionnaires are posted through mail where received only 63, and out of which considered only 50 respondents for study purposes due incomplete and may be biased responses. From the data obtained 26% are male and 74 % are female from various age group of 16 % (between 21-25), 28% (26-30), 36% (31-35) and 20% (Above 35 years) respectively with nursing experience of highest 30 % (3.1-6 years) and least 22% (6.1-10 years).

- **Managing own emotions:** From the above table-1 shows the various factors affecting the nursing professionals emotional intelligence, as most of the nurses (sd=9.487& 9.055) experience difficulty in overcome the obstacles and not ready to face any type of the problems. As few respondents think positively in all circumstances (sd=6.78) and find happiness and enjoy the work by putting lot of effort of each sd=5.477 respectively. At last, they nurses can able to control their own emotions (sd=5.099) during different the work.
- **Managing others emotions:** As per above table-2, the highest respondents (sd=8.00) fails to support their colleagues when they facing struggling in their works. Most of the participants as sd=9.487 wont share their personal emotions to their peers due to lack of trust. The sd= 5.831 of each three variables (speaking personal problems with others, enjoy other works and appreciating others job) had spread of opinions with their colleagues.

Discussions

The overall motive of this research article is to determine the relationship between emotional intelligence and occupational stress of nursing professionals. The results of papers has reflected that the higher emotional intelligence nurses have lower work stress and cope up with various critical work situations and resolves any type of obstacles in their jobs and lower emotional intelligence nurses find difficulty in all type of work situations and struggles a lot to overcome. Many number of research has to be conducted on these aspects for the detailed study and also these paper limited research data are collected and yet to be reported on other components of emotional intelligence.

By above results, the following suggestions are offered to improvement of the emotional intelligence among nursing professionals:

- Only 50 samples data are collected and it has to be increased for the accuracy of the results. Also data obtained from male are very less as 26% when compared to female (74%). More study has to be carried out on male and female nurses with different age and experiences in their jobs.
- The managing own emotions across various crucial work environment is one of the biggest challenge to the nurses and therefore, a effective emotional intelligence training programme has to be designed to manage and to overcome the inner obstacles that they are facing. Some of the contents in training can be added such as mediation, yoga, understanding the purposes of the problems and finding the solutions through proper ways. Also, many respondents don't enjoy the work because of job dissatisfaction due to grievances. A proper mechanism has to be introduced to address the disputes, conflicts and other related issue.
- Another important task is to manage other emotions from peers, colleagues, patients and attendee's of patients and management. In order to understand the other emotions, the nurses have to overhaul their own emotions through keeping calm when others showing aggressive behaviours, listening them politely. Also, try to think in their point of view through reflective techniques. At last, showing empathy towards disturb minds will improve their emotional intelligence.

Conclusion

Occupational stressors can be more dangerous and destructive to the nursing professionals. As many nurses experience double work load, faces difficult in their duties and responsibilities, conflicts among intra and internal relationships in the hospitals staff and outside peoples such as patients and their attendees. The management has to formulate and implement the emotional intelligence techniques and programmes for nursing professionals for their welfare. So that, they can manage own and others emotions in a very effective way.

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