

## **A Study on Emotional Intelligence of Staff Nurses Working In Villupuram District**

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**Abstract:** *The present paper aims to describe level emotional intelligence prevailing among staff nurses employed at hospitals in Villupuram District of Tamil Nadu. This descriptive research study was carried out in 10 hospitals with the objectives of studying the key variables namely Self Awareness, Self-Management, Social Awareness and Relationship Management that are observed and perceived by the staff nurses employed in these hospitals. The researcher selected all 152 Staff Nurses who were employed during August 2014 to June 2015 in the said ten hospitals in villupuram district. Hence census method was adopted. The major findings of the study pertaining to the key variables of Emotional Intelligence revealed that majority (59.9%) of the respondents perceive low level in the dimension of Self Awareness and (58.6%) in the dimension of Self-Management whereas more than half of the respondents (53.3%) observe low level in the dimension of Social Awareness and (52.6%) in the dimension of Relationship Management. Almost only half namely 48 percentage of the respondents experience high level of overall Emotional Intelligence whereas more than half namely 52 percentage of the respondents recognize low with regard to overall level of Emotional Intelligence. The present paper also portrays suitable suggestions for enhancing the level of Emotional Intelligence among the staff nurses.*

**Keywords:** *Emotional Intelligence, Relationship Management, Self-Awareness, Self-Management, Social Awareness*

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### **I. Introduction**

Nursing among health care profession is responsible in assisting physical and handling emotional and stressful situations of patients. The role of Staff Nurses in offering high quality medical services attending to patients emotional needs such as pains, agitation, and depression due to their health condition and other physical exhaustion is inevitable. The Staff Nurses has to possess the necessary skills in dealing with such stressful situations and to manage their emotions when in contact with patients especially in critical situations. Likewise, lack of control on emotions can lead to irrevocable negative effects on both nurses and patients. Therefore it is important for Staff Nurses to paying attention to patients' emotional needs and self that enables better treatment, higher satisfaction, peace, and smooth recovery process. Hence management and understanding of one's emotions is a significant skill for the personnel working in health care systems because it can lead to more patient-centered cares and a better nurse-patient interaction, which will result in higher satisfaction on the part of patients.

According to **Goleman (1990)** Emotional Intelligence is the ability to control one's and others' emotions and feelings, accept others' point of view, and control one's social and personal relations and revised the same in to four components such as self-awareness, self-management, social awareness, and relationship management. Therefore Staff Nurses who are more aware of emotions have a more respectful attitude in their interactions with patients and can manage patients better by knowing their emotions and needs with empathy. This skill is also known as one of the most important factors in improving cooperation among Staff Nurses themselves for maintaining positive interpersonal relationships. This study focuses in describing levels of emotional Intelligence considering dimensions of the same such as Self Awareness, Self-Management, Social Awareness and Relationship Management in a scientific manner. The study also exhibits selected socio demographic profile of respondents for better understanding of the situation and to suggest in relation to the findings.

### **II. Aims and Objectives**

The study is concerned with the following main aims and objectives:

1. To describe the socio-demographic characteristics of the respondents.
2. To identify level of Emotional Intelligence among the Staff Nurses pertaining to self-awareness, self-management, social awareness and relationship management.
3. To suggest suitable measures for enhancing level of emotional intelligence among the Staff Nurses.

### III. Methodology

#### 1. Research Design

The descriptive research design was adopted by the researcher to establish dynamics ascertaining the level of Emotional Intelligence among the staff nurses.

#### 2. Universe and Selection of the Respondents

The universe of the study included all of the designated Staff Nurses employed in all 10 major hospitals in villupuram District providing 24 hours service. The researcher selected all the 152 staff nurses employed and who were in service during August 2014 to June 2015 in the said ten hospitals in villupuram district. Hence census method was adopted.

#### 3. Tools of Data Collection

To study the level of Emotional Intelligence among Staff Nurses working in said hospitals in Villipuram District, the researcher used **Emotional Intelligence Scale** developed by **Albert Mehrabian (1980)** and standardized with the Indian population by **Jane c Ruth (2010)** and the reliability using Spearman's Brown split half method was found to be 0.869. The researcher adopted the interview schedule technique as the questionnaire was translated in the local language.

### IV. Findings

**Table: 1 Socio Demographic Characteristics of the Respondents**

| S.No | Socio Demographic Characteristics | Number of Respondents<br>n=152 | Percentage |
|------|-----------------------------------|--------------------------------|------------|
| 1    | Age(in Years):                    |                                |            |
|      | 21-30                             | 42                             | 27.6       |
|      | 31-40                             | 50                             | 32.9       |
|      | 41-50                             | 35                             | 23         |
|      | 51 & Above                        | 25                             | 16.5       |
| 2    | Sex:                              |                                |            |
|      | Male                              | 13                             | 8.5        |
|      | Female                            | 139                            | 91.5       |
| 3    | Years of Work Experience:         |                                |            |
|      | 10 & below                        | 90                             | 59.2       |
|      | 11-20                             | 33                             | 21.7       |
|      | 21-30                             | 25                             | 16.5       |
|      | 31 & Above                        | 04                             | 2.6        |
| 4    | Gross Income(Monthly):            |                                |            |
|      | <15000                            | 26                             | 17.1       |
|      | 15001-30000                       | 18                             | 11.9       |
|      | 30001-45000                       | 70                             | 46         |
|      | 45001-60000                       | 36                             | 23.7       |
|      | 60001 & Above                     | 02                             | 1.3        |
| 5    | Total Family Income (Monthly):    |                                |            |
|      | <25000                            | 23                             | 15.1       |
|      | 25001-50000                       | 51                             | 33.6       |
|      | 50001-75000                       | 43                             | 28.3       |
|      | 75001-100000                      | 32                             | 21         |
|      | 100001 & Above                    | 03                             | 02         |
| 6    | Marital Status:                   |                                |            |
|      | Married                           | 133                            | 87.5       |
|      | Unmarried                         | 15                             | 9.9        |
|      | Widow                             | 4                              | 2.6        |
| 7    | Type of Family:                   |                                |            |
|      | Nuclear Family                    | 109                            | 71.7       |
|      | Joint Family                      | 43                             | 28.3       |
| 8    | Religion:                         |                                |            |
|      | Hindu                             | 129                            | 84.9       |
|      | Muslim                            | 5                              | 3.3        |
|      | Christian                         | 18                             | 11.8       |
| 9    | Caste:                            |                                |            |
|      | FC                                | 4                              | 2.6        |
|      | BC                                | 89                             | 58.6       |
|      | MBC                               | 39                             | 25.6       |
|      | SC/ST                             | 20                             | 13.2       |

From TABLE 1 it is evident that the respondents were almost equally distributed with regard to age groups like (27.6%) 21 to 30, (32.9%) 31 to 40, (23%) 41 to 50 and less (16.5%) in 51 and above years of age. Majority of the respondents (91.5%) are females than the male respondents (8.5%). More than half of the

respondents (59.2%) have less than 10 years of work experience. Less than half of the respondents (46%) are having their monthly income in the bracket of 30001 to 45000. The respondents were distributed more or less than a quarter with regard to total family income brackets like (33.6%) 25001 to 50000, (28.3%) 50001 to 75000 and (21%) 75001 to 100000. Majority of the respondents (87.5%) were married. Majority (71.7%) represent nuclear family and remaining (28.3%) represent joint family with regard to family type of the respondents. Majority of the respondents (84.9%) follow Hindu religion. More than half of the respondents (58.6%) belong to backward community (BC) caste classification.

**Table: 2 Socio Demographic Characteristics of the Respondents-Continued...**

| S.No | Socio Demographic Characteristics-Continued...  | Number of Respondents n=152         | Percentage  |
|------|---|-------------------------------------|---|
| 10   | <b>No of Children:</b><br>0<br>1<br>2<br>3<br>4   | 24<br>41<br>76<br>8<br>3            | 15.8<br>27<br>50<br>5.3<br>1.9                    |
| 11   | <b>Total Family Members:</b><br>2<br>3<br>4<br>5<br>6<br>7<br>8 & Above   | 5<br>30<br>63<br>26<br>17<br>6<br>5 | 3.3<br>19.7<br>41.5<br>17.1<br>11.2<br>3.9<br>3.3 |
| 12   | <b>Nativity:</b><br>Rural<br>Semi Urban<br>Urban  | 59<br>36<br>57                      | 38.8<br>23.7<br>37.5                              |
| 13   | <b>Head of the Family:</b><br>Respondent<br>Spouse of the Respondent<br>Others  | 35<br>92<br>25                      | 23<br>60.5<br>16.5                                |
| 14   | <b>Dwelling at Work Place:</b><br>Living with Family Members<br>Living Separately in a Private Single House<br>Living Separately in a Private Shared House<br>Living Separately in a Relative's House | 119<br>22<br>6<br>5                 | 78.3<br>14.5<br>3.9<br>3.3                        |
| 15   | <b>Occupation of Spouse/Father/Guardian:</b><br>Business<br>Farmer<br>Salaried-Government Service<br>Salaried-Private Service<br>Skilled/Casual Labor<br>Unemployed                                   | 40<br>9<br>54<br>22<br>11<br>16     | 26.3<br>5.9<br>35.5<br>14.5<br>7.3<br>10.5        |

TABLE 2 illustrates that exactly half of the respondents (50%) have two children. Less than half of the respondents (41.5%) are having total family members of 4 in number. The respondents were almost equally separated with regard to their native background like (38.8%) from rural, (23.7%) from semi-urban (37.5%) from urban areas respectively. Only (23%) of the respondents are heads of their family whereas more than half (60.5%) are headed by the spouses of the respondents or others (16.5%). Majority of the respondents (78.3%) lives with family members in a dwelling at work place. The noticeable occupations of the spouses or father or guardian of the respondents (35.5%) were salaried government services and quiet some of them (26.3%) were in businesses.

**Table 3: Observed Level of Emotional Intelligence With Regard To Various Dimensions of the Respondents**

| S.No | Dimensions                              | Number of Respondents n=152 | Percentage   |
|------|---|-----------------------------|--------------|
| 1.   | <b>Self-Awareness:</b><br>Low<br>High   | 91<br>61                    | 59.9<br>40.1 |
| 2.   | <b>Self-Management:</b><br>Low<br>High  | 89<br>63                    | 58.6<br>41.4 |
| 3.   | <b>Social Awareness:</b><br>Low<br>High | 81<br>71                    | 53.3<br>46.7 |

|    |                                 |    |      |
|----|---------------------------------|----|------|
| 4. | <b>Relationship Management:</b> |    |      |
|    | Low                             | 80 | 52.6 |
|    | High                            | 72 | 47.4 |

From TABLE 3 it is clear that majority (59.9%) of the respondents observed to have low level of Emotional Intelligence in the dimensions of Self Awareness and again Majority (58.6 %) of the respondents identified to have low level of Emotional Intelligence in the dimension of Self-Management. However only More than half (53.3%) of the respondents perceived to have low level of Emotional Intelligence in the dimension of Social Awareness and again just more half (52.6%) of the respondents have low level in the dimension of Relationship Management showing the respondent’s capability in managing patients requirement of the situation and smooth relationship with their colleagues.

**Table 4: Overall Emotional Intelligence of the Respondents**

| Levels | Number of Respondents n=152 | Percentage |
|--------|-----------------------------|------------|
| Low    | 79                          | 52         |
| High   | 73                          | 48         |

TABLE 4 clearly explains that more than half (52%) of the respondents witness low level of overall Emotional Intelligence which explains that Nurses have emotional deviations due to job and as a person that requires suitable treatment affecting their performance in Job and need to enhance their emotional intelligence.

**Table 5: Karl Pearson’s Co-Efficient of Correlation between Age of the Respondents and Overall Level of Emotional Intelligence**

| S.No | Variables                               | Correlation Value | Statistical Inference         |
|------|---|-------------------|-------------------------------|
| 1    | Overall level of Emotional Intelligence | 0.355             | P< 0.01<br><b>Significant</b> |

TABLE 5 shows that there is a strong significant relationship between age and overall level emotional intelligence of the respondents as a result of maturity of handling situations due to age naturally contribute skills in managing stress and pressure more effectively with an increase of age that which is demonstrated in similar fashion like in (Mayer &Salovey, 1997; Van Rooy, Alonso, &Viswesvaran, 2005) studies showing positive correlation with increased age and higher Emotional Intelligence scores.

**Table 6: Karl Pearson’s co-efficient of correlation between Years of Experience of the Respondents and Overall level of Emotional Intelligence**

| S.No | Variables                               | Correlation Value | Statistical Inference         |
|------|---|-------------------|-------------------------------|
| 1    | Overall level of Emotional Intelligence | 0.349             | P< 0.01<br><b>Significant</b> |

Similarly, TABLE 6 portrays a strong significant relationship between years of experience and overall level of emotional intelligence of the respondents shows how various learning in managing different situations due to experience that provides knowledge and capabilities other than staff nurses who are new to the profession. The finding complements with (M.Dhilsathbegam, November 2014) research paper results that is more experience person has more Emotional Intelligence score compared to less experience person and have had more time to enhance their emotional intelligence skills.

**Table 7: Karl Pearson’s co-efficient of correlation between Gross Income (Monthly) of the Respondents and Overall level of Emotional Intelligence**

| S.No | Variables                               | Correlation Value | Statistical Inference     |
|------|---|-------------------|---------------------------|
| 1    | Overall level of Emotional Intelligence | 0.020             | P>0.05<br>Not Significant |

TABLE 7 indicates that there is no significant relationship between Gross monthly income and overall level of emotional intelligence of the respondents that suggest income does not influence emotional capabilities of the Staff Nurses as nature of their work remains the more or less the same till retirement.

**Table 8: Association between the Respondents by Sex and Overall Emotional Intelligence**

| S.No | Overall Emotional Intelligence | Sex          |                 | Statistical Inference                              |
|------|--------------------------------|--------------|-----------------|--|
|      |                                | Male<br>n=13 | Female<br>n=139 |  |
| 1    | Low                            | 7            | 72              | $\chi^2 = 0.020$ df=1<br>P>0.05<br>Not Significant |
| 2    | High                           | 6            | 67              |  |

From TABLE 8 it is understood that there is no significant association between sex and overall level of emotional intelligence of the respondents since most of them are females and problems witnessed are similar and likely required emotional competences are common with regard to this profession. Staff Nurses either male or female professional nurturing enables both identically in managing stress due to work situations.

**Table 9: Association between the Respondents by Marital Status and Overall Emotional Intelligence**

| S.No | Overall Emotional Intelligence | Marital Status   |                   |              | Statistical Inference                                 |
|------|--------------------------------|------------------|-------------------|--------------|---|
|      |                                | Married<br>n=133 | Unmarried<br>n=15 | Widow<br>n=4 |   |
| 1    | Low                            | 74               | 5                 | 0            | $\chi^2 = 7.133$ df=2<br>P<0.05<br><b>Significant</b> |
| 2    | High                           | 59               | 10                | 4            |   |

From TABLE 9 it is clear that there is a significant association between marital status and overall level emotional intelligence of the respondents as a result of experience of managing difficult situations and responsibilities that provide courage and control over work pressure in an efficient manner.

**Table 10: Z test between Type of family of the Respondents with regard to Overall Level of Emotional Intelligence**

| S.No | Overall level of Emotional Intelligence | Mean   | Standard Deviation | Statistical Inference                  |
|------|---|--------|--------------------|--|
| 1    | Nuclear Family<br>n=109                 | 149.41 | 12.751             | z = 0.233<br>P>0.05<br>Not Significant |
|      | Joint Family<br>n=43                    | 152.12 | 11.965             |  |

df= 150

Finally TABLE 10 states that there is no significant difference between type of family of the respondents and overall level of emotional intelligence which substantiates that their family background does not influence much on professional accomplishments. Usually choice of profession as a Staff Nurses comes with commitment and therefore family situations have less impact on individual's professional liabilities.

## V. Discussion

The study reveals that majority (59.9%) of the respondents perceive low level in the dimension of Self Awareness and (58.6%) in the dimension of Self-Management whereas more than half of the respondents (53.3%) observe low level in the dimension of Social Awareness and (52.6%) in the dimension of Relationship Management. Almost only half namely 48 percentage of the respondents experience high level of overall Emotional Intelligence whereas more than half namely 52 percentage of the respondents recognize low with regard to overall level of Emotional Intelligence. The study also exhibits significant relationship between emotional intelligence with regard to age and years of experience of the respondents. The result also declares significant association between marital status and overall emotional intelligence of the respondents. Therefore the organization is suggested to conduct induction and refreshment training for the required staff members. Special training on people management skill on a periodic basis for all staff members is recommended for developing their interpersonal competence. Stress management and personality development trainings are proposed to enhance emotional intelligence.

## VI. Conclusion

Staff Nurses with a lower level emotional intelligence are less accepting of patients' complaints and criticisms. On the other hand, those with better emotional intelligence are more accepting of others' views and demands and are after patients' satisfaction. Staff Nurses with good ability to control emotions and who can manage demanding situations experience less stress, are in a better health condition, and have a noble clinical performance. Increased emotional intelligence can lead to more successful management, job satisfaction and organizational commitment. Job stress and conflict management is one of the major concerns in a nursing profession. Training and practice in health care institutions to enhance emotional intelligence can reduce the situation of stress and anxieties among Staff Nurses by enabling them to cope up effectively with the same.

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