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A descriptive study to assess the emotional intelligence among staff nurses at selected hospitals of Bangalore

Hijam Rabina Devi and Jasmine Arul Rani

Abstract

Emotional intelligence is one of the virtues associated with success in life. It includes the ability to monitor one's own and others' feelings and emotions, to discriminate among them. Developing emotional intelligence among the staff can solve many problems in health, education and management. There is a growing body of evidence regarding the emotional aspects of work in an organization. Emotional intelligence is a set of capability and ability and skills with outfit a person to adopt him/herself with successful environment in it. They believed emotional intelligence, skills develop and change in during the period, and it can develop by education and modified programs like therapeutic techniques.

Aim: To assess the Emotional Intelligence among staff nurse at selected hospitals, Bangalore.

Method: A non-experimental, descriptive design was selected for the study.

Sample and sampling technique: The participants are 100 staff nurses of Bangalore. A non-probability convenient sampling technique was used to select the samples for the study.

Tool and technique: Schutte self-report emotional intelligence questionnaire are used to collect the data from the subjects.

Results: It was observed that majority 59 (59%) of the respondents experience high level of emotional intelligence, remaining 41 (41%) of the respondents experience average level of emotional intelligence and none of the respondents experience low level of emotional intelligence. A significant association was found between emotional intelligence scores of staff nurses and socio-demographic variables are age ($\chi^2 = 4.18$), marital status ($\chi^2 = 5.35$), professional qualification ($\chi^2 = 6.54$), co-worker relationship ($\chi^2 = 4.92$), type of family ($\chi^2 = 5.15$).

Conclusion: The mean emotional intelligence scores of staff nurses were found to be 135.90 with the mean percentage of 82.4% and a standard deviation of ± 16.46 .

Keywords: Emotional intelligence, staff nurses, socio-demographic variables, descriptive design

1. Introduction

Nursing is a noble profession. The abilities of the nurse to act selflessly on behalf of her patients and be able to manage the emotional aspects of illness are large factors in the nobility of the profession. Nurses endeavor to provide excellent care, no matter what they are going through in their own lives. They have been called throughout history to provide care to the sick no matter the pay. They provide care to their patients because they feel called to do so. The ability to teach the next generation is another factor in making the nursing career a noble profession^[1]. Emotions play an important role in the nursing profession which requires technical expertise and psychologically oriented care, knowledge about the self and emotions in nursing would be crucial to further development growth of the profession. The ability to manage one's own emotions and recognize others people's is especially useful in the practice of nursing. An emotional intelligent nurse is a person who can work in harmony with his/her thoughts and feelings. Emotional intelligence is considered to play a significant role in the work environment. It is a basic requirement in any profession that is based on human relations especially in nursing^[2]. Emotional Intelligence is the ability to perceive emotions, integrate emotions to facilitate thoughts, understand emotions and to regulate emotions to promote personal growth. Emotional intelligence correlates with and somehow predicts job satisfaction among working in certain setting. Emotional intelligence helps one to understand and manage emotions, therefore helping workers to take control of their work^[4]. Today, emotional intelligence is probed as an important characteristic for building successful nursing leadership.

Enhancing nursing performance and reducing nurse burnout. The concept of emotional intelligence has grown in popularity among health personnel such as nurses over the last decades, generating interest both at a social and a professional level. There are very few studies done on emotional intelligence among staff nurse from India especially Karnataka. So the researcher found it relevant to take up this study in order to assess the emotional intelligence among nurses in selected hospitals of Bangalore.

2. Methods and Material

2.1 Research design: Since the study aims to assess the Emotional Intelligence among staff nurses at selected hospitals, Bangalore. So the preferred design for the study was a non experimental, descriptive design.

2.2 Setting: The study was conducted in two hospitals of Bangalore (Ovum Hospital and Specialist Hospital).

2.3 Population: In the present study

- Population: Staff nurses
- Target Population: Staff nurses working in hospitals of Bangalore.
- Accessible Population: Staff nurses working at selected hospitals of Bangalore.

2.4 Sample and Sampling technique: In the present study the samples are 100 staff nurses of Bangalore were selected by using non probability convenient sampling technique.

2.5:Data collection tool and technique: Based on the objectives and conceptual framework of the study the tools were divided into following sections:

1. Socio-Demographic variables
2. Schutte self-report emotional intelligence questionnaire

Content validity of the tool was ensured by the team of 9 experts in the field of psychiatric nursing, psychiatrist and psychologists. Experts were requested to judge the items for the clarity relevance, meaningfulness and content.

2.6 Ethical Considerations

Ethical performance was obtained before conducting the study and it is blinded for the peer review. Research participants were enrolled in the study after written informed consent and they were ensured about the confidentiality of their responses.

3. Results

3.1 Socio-demographic profile

Table 1: Frequency and percentage distribution of staff nurses according to their socio-demographic variables

Characteristics	Category	Respondents	
		Number	Percentage (%)
Age group (years)	20-29	72	72.0
	30-39	28	28.0
Gender	Male	6	6.0
	Female	94	94.0
Marital status	Married	52	52.0
	Unmarried	48	48.0
Professional qualification	GNM	30	30.0
	Basic BSc (N)	52	52.0
	Post certificate BSc (N)	18	18.0
Type of family	Nuclear	55	55.0
	Joint	45	45.0
Number of children	None	65	65.0
	One	20	20.0
	Two	15	15.0
Total experience (years)	Fresher	26	26.0
	1-5	50	50.0
	6-10	17	17.0
	11-15	7	7.0
Duration of Work	6 hours	40	40.0
	8 hours	48	48.0
	10 hours	12	12.0
Co-worker relationship	Good	87	87.0
	Average	13	13.0
	Poor	0	0.0
Department of work	Medical	16	16.0
	Surgical	5	5.0
	Operation Theatre	8	8.0
	ICU	17	17.0
	Casualty	8	8.0
	Special ward	11	11.0
	Pediatrics	12	12.0
	OBG	9	9.0
Others	14	14.0	
Monthly income	< Rs.9,000	43	43.0
	Rs.8,001-13,000	29	29.0
	Rs.13,001-17,000	18	18.0
	> Rs.17,001	10	10.0
Total		100	100.0

The findings indicate that out of 100 samples, majority 72 (72.0%) were in the age group of 20-29 and 28 (28.0%) were in the age group of 30-39. 94 (94.0%) were females and 6 (6.0%) were males. 52 (52.0%) were married, 48 (48.0%) were unmarried and none of them were separated/divorced and widow/widower. 52 (52.0%) were basic B.Sc(N), 30 (30.0%) were GNM, 18 (18.0%) were post certificate BSc(N) and none of them were MSc(N). 55 (55.0%) were nuclear family and 45 (45.0%) were joint family. 65 (65.0%) were not having children, 20 (20.0%) were having only one child and the remaining 15 (15.0%) were having two children and none of them were having three or more children. 26 (26.0%) had fresher and 50 (50.0%) had 1-5 years of experience, 17 (17.0%) had 6-10 years of experience and 7 (7.0%) had 11-15 years of experience. 40 (40.0%) were working 6 hours, 48 (48.0%)

were working 8 hours and 12 (12.0%) were working 10 hours. 87 (87.0%) had good relationship, 13 (13.0%) had average relationship and none of them had poor relationship with co-worker. 43 (43.0%) got a monthly income of less than Rs 9,000, 29 (29.0%) got salary of between Rs 8,001-13,000, 18 (18.0%) got salary of between Rs 13,001-Rs 17,000 and got salary more than Rs 17,001. 16 (16.0%) were working in medical ward, 5 (5.0%) were in surgical ward, 8 (8.0%) were in operation theatre, 17 (17.0%) were in ICU, 8 (8.0%) were in casualty, 11 (11.0%) were in special ward, 12 (12.0%) were in pediatrics, 9 (9.0%) were in OBG and 14 (14.0%) were in others ward apart from above mentioned department.

3.2 Classification of Respondent Emotional intelligence level

Table 2: Level of Emotional Intelligence among staff nurses

Emotional intelligence	Category	Respondents	
		Number	Percent
Low level	< 111 Score	0	0
Average level	111-137 Score	41	41.0
High level	> 137 Score	59	59.0
Total		100	100.0

The data depicted in the above table shows that overall emotional intelligence level of staff nurses. Majority 59 (59%) of the respondents experience high level of emotional intelligence, remaining 41 (41%) of the respondents

experience average level of emotional intelligence and none of the respondents experience low level of emotional intelligence.

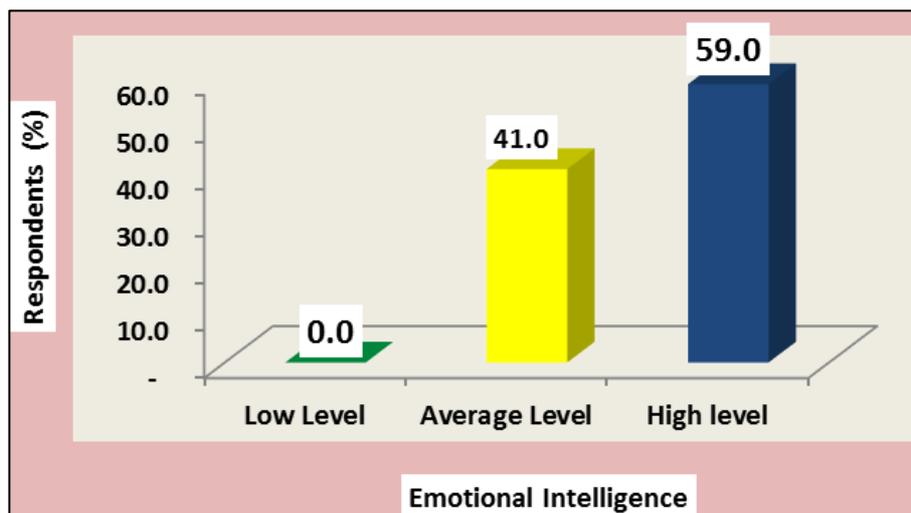


Fig 1: Mean scores of Emotional intelligence of Staff nurses

Table 3: Mean scores of Emotional Intelligence of staff nurses

No.	Aspects	Statements	Max. Score	Emotional intelligence Scores			
				Mean	SD	Mean(%)	SD (%)
1	Emotional intelligence	33	165	135.90	16.46	82.4	10.0

N=100

The data depicted in the above table depicts the overall mean emotional intelligence scores of respondents. It is

found that the emotional intelligence scores of staff nurses is 135.90 (SD: 16.46).

3.3 Association between Demographic variables and Emotional Intelligence level of Respondents

Table 4: Association between demographic variables and Emotional Intelligence level of staff nurses

Demographic Variables	Category	Sample	Intelligence Level				χ^2 Value	P Value
			Average		High			
			N	%	N	%		
Age group (years)	20-29	72	25	34.7	47	65.3	4.18*	P<0.05 (3.841)
	30-39	28	16	57.1	12	42.9		
Gender	Male	6	3	50.0	3	50.0	0.21 NS	P>0.05 (3.841)
	Female	94	38	40.4	56	59.6		
Marital status	Married	52	27	51.9	25	48.1	5.35*	P<0.05 (3.841)
	Unmarried	48	14	29.2	34	70.8		
Professional qualification	GNM	30	9	30.0	21	70.0	6.54*	P<0.05 (5.991)
	Basic BSc (N)	52	20	38.5	32	61.5		
	PC BSc (N)	18	12	66.7	6	33.3		
Total experience (years)	Fresher	26	12	46.2	14	56.8	0.55 NS	P>0.05 (7.815)
	1-5	50	20	40.0	30	60.0		
	6-10	17	6	35.3	11	64.7		
	11-15	7	3	42.9	4	57.1		
Duration of Work	6 hours	40	15	38.5	25	62.5	0.36 NS	P>0.05 (5.991)
	8 hours	48	21	43.8	27	56.2		
	10 hours	12	5	41.7	7	58.3		
Co-worker relationship	Good	87	32	36.8	55	63.2	4.92*	P<0.05 (3.841)
	Average	13	9	69.2	4	30.8		
	Poor	0	0	0	0	0		
Type of family	Nuclear	55	17	30.9	38	69.1	5.15*	P<0.05 (3.841)
	Joint	45	24	53.3	21	46.7		
Number of children	None	65	24	36.9	41	63.1	1.52 NS	P>0.05 (5.991)
	One	20	9	45.0	11	55.0		
	Two	15	8	53.3	7	46.7		
Monthly income	< Rs.9,000	43	20	46.5	23	53.5	3.34 NS	P>0.05 (7.815)
	Rs.8,001-13,000	29	13	44.8	16	55.2		
	Rs.13,001-17,000	18	4	22.2	14	77.8		
	> Rs.17,001	10	4	40.0	6	60.0		
Combined		100	41	41.0	59	59.0		

* Significant at 5% Level, NS: Non-significant

Note: Figures in the parenthesis indicate Table value

A significant association was found between emotional intelligence scores of staff nurses and socio-demographic variables are age ($\chi^2 = 4.18$), marital status ($\chi^2 = 5.35$), professional qualification ($\chi^2 = 6.54$), co-worker relationship ($\chi^2 = 4.92$), type of family ($\chi^2 = 5.15$).

4. Conclusion

The finding of the study results that most of the staff nurses had experience high level of emotional intelligence and a significant association was found between emotional intelligence scores of staff nurses and socio-demographic variables are age, marital status, professional qualification, co-worker relationship, type of family.

5. Discussion

Many researchers have been conducted in the national and international area to assess the emotional intelligence level among staff nurses. The discussion has been presented in context of the findings revealed by the other researches.

The present study shows that the overall mean emotional intelligence scores of staff nurses were 135.90 (SD: 16.46) which is consistent with the findings of the study conducted by Manal Mohamed Bakr *et al* shows that the mean score of emotional intelligence was 115.2. (Manal Mohamed Bakr *et al*. 2012).

The study also exhibit significant association between age, marital status, professional qualification, co-worker relationship, type of family and overall emotional

intelligence of the respondents. The finding is consistent with the finding of the study conducted by K. Srinivasan and Dr. A. Umesh Samuel. (K. Srinivasan and Dr. A. Umesh Samuel, 2016).

6. Limitations

Limitations of the present study were:

7. Recommendations

- A comparative study can be done to find out similarities and differences in the level of emotional intelligence.
- Longitudinal study in the area provides better understanding in all aspects.
- A prospective study can be conducted to assess the emotional intelligence.
- Necessary to conduct training courses on emotional intelligence.

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