

## A STUDY TO ASSESS THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND OCCUPATIONAL STRESS AMONG THE STAFF NURSES

Mr. Nishad.T .N\* | Dr. S. Madhavi \*\*

\*Ph.D. Scholar, OPJS University Rawatsar, Rajasthan, India.

\*\*Professor & Principal, KMCH College of Nursing, Coimbatore, Tamilnadu. India

### Abstract

*Nursing is one among the stressful occupations in the world and they expose too many sort of stress in their day to day jobs at different ways. Emotional intelligence is the key to overcome the environmental stress. The aim of this study was to identify the relationship between emotional intelligence and occupational stress among the staff nurse in kmch, India.*

*A descriptive study was conducted among the 30 staff nurses, selected through non-probability purposive sampling from the KMCH Hospitals, India. The data collections tools are Genos Emotional Intelligence Inventory and occupational stress scale (three point likkert scale) completed through the self-report method. The data were analyzed using SPSS software.*

*The demographic data reveals that majority of samples were at the age of 25-30 years, 50% of samples were having 1-2 years of clinical experience and 50% percentage of samples were from Intensive care units and the rest of them were from Non-ICU setups. The stress level indicates that majority of them were on moderate level (66.6%), 20% of them were in mild stress and 13.33% exposed to extreme level of stress. Emotional intelligence level shows the same pattern, majority of the samples (56.6%) in moderate level, 23.33% in High and 20% of them were in poor emotional intelligence level. The analysis reveals a negative correlation ( $r=0.66$ ) between Emotional Intelligence and Stress.*

*The study reveals the strong and inverse relationship between occupational stress and emotional intelligence among staff nurse. Hence it's a strong recommendation to make developed emotional intelligence interventions among the staff nurse to reduce the stress and more productive nursing.*

**Key words:** Emotional Intelligence, Occupational stress, staff nurse.

### ABOUT AUTHORS:



Author Mr. Nishad. T. N is a Research Scholar in OPJS University, in Rajasthan, India. He has attended various Seminars and conferences.



Author Dr. S. Madhavi is an active researcher with many publications in her name. She has attended and organised various National and International conferences and has given extensive lectures. At present she is Professor cum Principal of KMCH College of Nursing, Coimbatore, Tamil Nadu, India.

**INTRODUCTION**

Nursing is generally perceived as a demanding profession. Health care professionals especially clinicians, undergo lots of job stress (JS). Emotional intelligence (EI) is among the variables that appear to be correlated with stress. It is also included among the ways adopted by the individuals in order to resist JS in the workplace. Thus, this study aims to investigate the relationship between EI and JS in the faculty members of Isfahan University of Medical Sciences (IUMS). It is both physically and psychologically challenging. Over the past several years, signs of occupational stress appear to be increasing among nurses which has been referred to many factors ranging from downsizing, restructuring, and merging to role boundary and responsibility. Job stress is the harmful emotional and physical reactions resulting from the interactions between the worker and her/his work environment where the demands of the job exceed the worker's capabilities and resources. It is well known that prolonged stress is a precursor of burnout which is considered a major problem for many professions, and nurses are considered to be particularly susceptible. Literature on occupational stress indicates that burnout affects mainly nurses, physicians, social workers and teachers. However, studies concluded that occupational stressors, lack of professional latitude, and role of problems, predicted nurses' intention to quit their working healthcare organizations. Gardner, L., (2005).

Some factors of the occupational stress include; role conflict and ambiguity, working conditions, relationships at work, organization structure and climate, work-home interface, career development and nature of the job. Research concluded that the major sources of stress for nurses entail dealing with death and dying, conflict with colleagues, inadequate preparation to deal with the emotional needs of patients and their families, lack of staff support, workload, and uncertainty concerning treatment plans. Burnout seems to be caused by stressful working conditions, disproportional-high efforts (time, emotional involvement, and empathy) and dissatisfaction with jobs. Cooper, C. L., (1978).

**NEED FOR THE STUDY**

Today, anxiety is one of the most common problems of mankind, to the extent that we could claim that it predisposes human to many physical illnesses, mental disorders, behavioural disturbances, and inappropriate reactions. The intensive care unit is a stressful environment for its staff, especially physicians and nurses. These stresses may have negative effects on the mental health and performance of the nurses and physicians. But the complications caused by this stress can be prevented by training emotional intelligence components. In this study, the impact of training emotional intelligence components on stress and anxiety in nurses and expert physicians is examined. Boyatzis, R., (2000).

Eventually, there is a rising necessity for healthcare administrators to tackle the aspects leading to nurse stress and work burnout as a means towards maintaining a stable and continuous workforce at healthcare institutions. Hence the researcher felt the need to assess the emotional intelligence and level of stress among the nurses

**STATEMENT OF THE PROBLEM**

A study to assess the relationship between emotional intelligence and occupational stress among the staff nurses at KMCH, Coimbatore.

**OBJECTIVES**

1. To assess the relationship between the emotional intelligence and occupational stress of the nurses at KMCH.

**MATERIALS and METHOD****RESEARCH DESIGN**

The research design was descriptive research design.

**VARIABLES UNDER THE STUDY**

Emotional intelligence was the independent variable and occupational stress was the dependent variable

**SETTING OF THE STUDY**

This study was conducted in a KMCH, Coimbatore.

**POPULATION**

The target population of the study was staff nurses in kmch, Coimbatore.

**SAMPLE SIZE**

The sample size was 30

**SAMPLING TECHNIQUE**

The sampling technique was non-probability purposive sampling.

**CRITERIA OF SAMPLE SELECTION****A. Inclusion criteria**

Staff nurses willing to participate

**B. Exclusion criteria**

Those who are not willing to participate in the study

**DESCRIPTION OF THE TOOL****SECTION I: Demographic profile**

It included the demographic characteristics of the nurses, such as age, year of experience and religion.

**SECTION II: Genos Emotional Intelligence Inventory**

The Genos EI Inventory (Concise) has been designed to measure how often you believe you demonstrate emotionally intelligent behaviors at work. It consists of 14 questions to check the emotional intelligence towards the nursing students. It will give number from 1-5, 1 Almost Never, 2 Seldom, 3 Sometimes, 4 usually and 5 Almost Always.

**SECTION III: occupational stress scale**

A three-point Likert scale was used where low stress = 1, moderate stress = 2, and extreme stress = 3. The total number of statements included in the scale was 15. Whereas, the total mean score was calculated by summing all statements for every nurse then dividing the total by 15. Cut-off points of the scale were as follows; low stress: 1 to < 1.99, moderate stress: 2 to < 2.99; high stress: 3

**PROCEDURE OF DATA COLLECTION**

The formal permission to conduct the study was obtained from the chairman KMCH. I introduce to subjects and explain about purpose of the study. Brief explanation was given to the nursing staff regarding the purpose of the study. Assurance was given that data collected will be utilized for the purpose of the study. The questionnaire was given to them to assess the relationship between emotional intelligence and occupational stress.

**STATISTICAL ANALYSIS**

The collected data was analyzed using the descriptive statistics such as mean and percentage.

**RESULT**

The study was conducted to assess the relation between the occupational stress and emotional intelligence among the staff nurses KMCH and the sample size were 30 staff nurses working in the hospital.

Descriptive design was adopted for the study. The sample comprised of total 30 staff nurses working in wards and ICUS of KMCH. Purposive sampling technique was adopted in this study for selecting the sample. The samples, who met the inclusion criteria, were included for the study. The tool for the data collection consists of Demographic Performa of staff nurses and two scales to assess the emotional intelligence and occupational stress.

The study was conducted at Kovai Medical Centre and Hospital, in both general wards and ICUs and data collection done for 2 days. Demographic data of the staff nurses were collected and the structured questionnaire on medication errors was administered to them. Data were analyzed by using both percentage analysis and descriptive statistics.

**MAJOR FINDINGS OF THE STUDY**

- Demographic characteristics of samples include majority of the samples are within the age group 25-30 years, 15(33.4%), 50% respondents had 1-2 years of experience and among the samples 50% were working in ICU and remaining 50% in wards
- The samples are having moderate level of stress, 20(66.6 %) and 6 samples shows low stress (20%) and 4 (13.33%) subjects are having extreme level of stress
- 17 subjects(56.6%) are having moderate level of emotional intelligence followed by 7 samples(23.33%) and 20 %(6 samples) are showing poor emotional intelligence
- The shows a negative correlation between emotional intelligence and job stress

( $r=-0.66$ ).therefore H1 is accepted

**CONCLUSION**

The study was conducted at Kovai Medical centre and Hospital, in both general wards and ICUs and data collection done for 2 days. Demographic data of the staff nurses were collected and the structured questionnaire on medication errors was administered to them. Data were analyzed by using both percentage analysis and descriptive statistics.

## BOOKS

1. Basavanthappa, B.T. (2007). Nursing Research. (2<sup>nd</sup> ed.). New Delhi. Jaypee brother's medical publisher's pvt Ltd.
2. Burns, N., & Grove, S .K. (1991). Understanding Nursing Research (2<sup>nd</sup> ed.). Philadelphia: Lippincott Publishers.
3. George, J. (2002). Nursing Theories-The base for professional Nursing Practice (5<sup>th</sup> ed.). New Jersey:Prentice Hall publishers.
4. Gupta, S.P. (2000). Statistical Methods (5<sup>th</sup> ed.). New Delhi: Sultan Chand & Sons.
5. Jacqueline, F. (1999). The Relationship of Theory and Research (3<sup>rd</sup> ed.). Philadelphia: F.A.Davis Company.
6. Jacqueline, F. (1999). The Relationship of Theory and Research (3<sup>rd</sup> ed.). Philadelphia: F.A.Davis Company.
7. Kothari, S.R. (2000). Research Methodology, Methods and Techniques (2<sup>nd</sup> ed.). New Delhi: Wishva prakasham.

## JOURNALS

1. Boyatzis, R., Goleman, D., Rhee, K., Clustering competence in emotional intelligence: insights from the emotional competence inventory (ECI), Handbook of emotional intelligence, Jossey-Bass, 2000, pp. 343-362.
2. Cooper, C. L., Dewe, P. J., O'Driscoll, M. P., Organizational stress: A review and Critique of Theory, Research, and Applications. (Ed.), Thousand Oaks: Sage Publications, 2001.
3. Gardner, L., Emotional Intelligence and Occupational Stress, Doctor of Philosophy theses, Swinburn University, 2005, p. 86.