



A Study on Effect of Emotional Intelligence Towards Job Satisfaction Among Nurses Working in and Around Coimbatore

Ms. Priya Kalyanasundaram

Research Scholar, Bharathiar University, Coimbatore – 641 659, Tamil Nadu, India.

Dr. A. P.Muthu Lakshmi

Department of Management Studies, CMS Institute Of Management Studies, Coimbatore – 641006, Tamil Nadu, India.

ABSTRACT

The main aim was to know about the job satisfaction level of nurses through their emotional intelligence. It is a kind of descriptive research. Simple random sampling technique was adopted with the sample hailing from Coimbatore; it is one of the largest commercial/metropolitan cities in south India. A well-structured questionnaire was framed to collect the data. Against the targeted sample of 450 questionnaires, 300 questionnaires have been collected and analyzed. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of job. Results show a statistically significant and positive correlation between emotional intelligence and job satisfaction. Appropriate suggestions are given to improve their emotional intelligence and to increase the job satisfaction level.

KEYWORDS : Emotional intelligence, Job satisfaction, productivity

A Study on Effect of Emotional Intelligence towards Job Satisfaction among Nurses working in and around Coimbatore City

This study represents one of the most complex areas facing today's world when it comes to job satisfaction. Coimbatore is one of the largest health care industries there are nearly 750 hospitals in and around Coimbatore and in hospitals nurses play a vital role in taking care of the patients. In this study the researcher has studied about the relationship between emotional intelligence and job satisfaction among nurses.

Emotional intelligence

Emotional intelligence (EI) is the area of cognitive ability involving traits and social skills that facilitate interpersonal behavior. Intelligence can be broadly defined as the capacity for goal-oriented adaptive behavior; emotional intelligence focuses on the aspects of intelligence that govern self-knowledge and social adaptation.

JOB SATISFACTION

At its most general level of conceptualization, job satisfaction is simply how content an individual is with his or her job. At the more specific levels of conceptualization used by academic researchers and human resources professionals, job satisfaction has varying definitions.

1.2 REVIEW OF LITERATURE:

Afzaal H. Seyal & Taha Afzaal (2013) Emotional Intelligence (EI) is emerging paradigm discussed and researched widely within the domain of organizational behavior and leadership research continuum in the workplace. This has further been recognized as an effective tool along with organizational commitment (OC) in assessing the job satisfaction. Mohammad Shahhosseini (2012) this article aims at investigating the effect of emotional intelligence on the job performance of the individuals from a theoretical viewpoint. More specifically, it embarks on the link between the nature of emotional intelligence and the job performance. Jacqueline C. Munro (2011) emotional intelligence as the ability to perceive accurately, appraise, and express emotion; Job satisfaction is the level of individual positive affect or attitude towards the job or job task. Magda Gryn (2010). The purpose of this study was to determine whether there is a relationship between perceived emotional intelligence and job performance among inbound call centre leaders in the medical aid environment. All of the participants completed the 360° Emotional Competency Profiler (ECP) in order to measure emotional intelligence whereas the job performance data were obtained from the management team and an average score of their performance over a one-year period was examined.

1.3.1 OBJECTIVES OF THE STUDY:

- To determine the relationship between emotional intelligence and job satisfaction
- To analyze how emotional intelligence affect the performance of the employees.
- To know how emotions are controlled while the employees are in job.

1.3.2 NEED FOR THE STUDY:

- The study helps in knowing the importance of emotions in their job satisfaction.
- The study helps to find out ways to route the emotions towards their satisfaction.

Scope of the study

- The study of emotional intelligence in job satisfaction will help to use one's emotions for the betterment of performance of the job.
- Job satisfaction will help to increase the commitment of employees towards their work.
- The study will help to bring control over one's emotions at their workplace.

RESEARCH METHODOLOGY:

The study is intended to find out the relationship between emotional intelligence and job satisfaction among nurses working in and around Coimbatore city.

Sample Design

The study is based on primary data collected with the help of structural questionnaire. Three sets of questionnaire was framed. The first part contained the personal 'data' the second part of the questionnaire was emotional intelligence scale by Schutte scale. It contained 33 items and the third part of the questionnaire is job stress scale it contained total 6 factors with 32 items. The data was collected from 300 nurses employed in hospitals in and around Coimbatore city. Secondary information is collected from books, published magazines and various dissertation and their studies.

Statistical tools Used

The collected data had been analyzed by using: Correlation c) One way Anova d) Chi square test

DATA ANALYSIS AND INTERPRETATION

Table No: 1 Percentage Analysis

		No of Respondents	Percentage
Age (in years)	20-25	63	21.0
	26-35	129	43.0

	36-45	93	31.0
	Above 45	15	5.0
	Total	300	100.0
Gender	Female	300	300
	Total	300	100.0
Type of Family	joint	135	45.0
	nuclear	165	55.0
	Total	300	100.0

INTERPRETATION

The above table explains that 43% of the respondents belongs to the age group 26-35 yrs.55% of the respondents are male. 45% of the respondents are female. The above table shows that 55% of the respondents are nuclear family.45 % of the respondents are joint family.

Table No: 2CORRELATION

The distribution of the respondents by correlation relationship between nurse openness and their compensation.

		People find it easy to confide in me	The benefits we receive are as good as most other organization offer
People find it easy to confide in me	Pearson Correlation	1	.246(*)
	Sig. (2-tailed)		.014
	N	100	100
The benefits we receive are as good as most other organization offer	Pearson Correlation	.246(*)	1
	Sig. (2-tailed)	.014	
	N	100	100

* Correlation is significant at the 0.05 level (2-tailed).

INTERPRETATION:- Correlation is significant at the 0.05 level. It means that as more people find it easy to confide in the employee and the benefits received were as good as that of other organization

Table No: 3 Chi-Square Tests

The distribution of respondents Relation between their mood and work assigned.

H0=When I am in a positive mood so living problems is easy to me and Work assignments are not fully explained are independent.

Ha= When I am in a positive mood so living problems is easy to me and Work assignments are not fully explained are dependent.

	When I am in a positive mood so living problems is easy to me	Work assignments are not fully explained
Chi-Square(a)	28.300	55.800
Df	4	4
Asymp. Sig.	.000	.000

INTERPRETATION= As the significant level is .000, so we reject the null hypothesis and we accept the alternative hypothesis. So both the factors are independent.

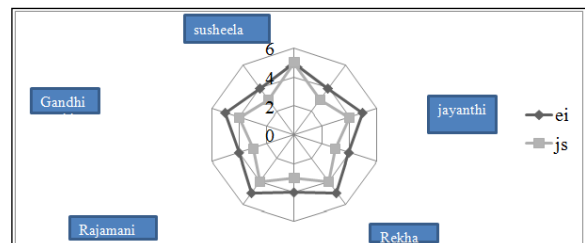
Table no: 5One Way Analysis of Variance

		Sum of Squares	Df	Mean Square	F	Sig.
I feel I am being paid a fair amount for the work i do	Between Groups	.970	1	.970	.440	.509
	Within Groups	216.190	98	2.206		
	Total	217.160	99			
Raises are too few and far between	Between Groups	10.538	1	10.538	4.809	.031
	Within Groups	214.772	98	2.192		
	Total	225.310	99			
I feel unappreciated by the organization when i think about what they pay me	Between Groups	14.205	1	14.205	.350	.555
	Within Groups	3972.545	98	40.536		
	Total	3986.750	99			
I feel satisfied with my chances for salary increases	Between Groups	.467	1	.467	.244	.623
	Within Groups	187.693	98	1.915		
	Total	188.160	99			

INTERPRETATION:- Assuming 5% level of significance, the null hypothesis of satisfaction level of payment, dissatisfaction level of payment are accepted since level of significance were 50%, 3.1%, 55%, and 62%.

Table no:6

Radar showing Nurses emotional intelligence and job satisfaction level .



INTERPRETATION:-susheela, jayanthi, rekha, Rajamani, Gandhimathi, are the people who has high level of emotional intelligence and also highly satisfied in their job.

CONCLUSION:

This study confirms that emotional intelligence is a multidimensional concept consisting of understanding emotions and managing emotions. Both emotional intelligence and job satisfaction are related with each other as higher the emotional intelligence more is the job satisfaction level.

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