



Emotional Intelligence of Women Nurses

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ABSTRACT

Emotional intelligence plays an important part in forming successful human relationships. Emotional intelligence regulates emotions so as to promote emotional and intellectual growth. It improves an individual's adjustment with effective group living. In India women are very closely associated with family and family responsibilities. The working women experience role conflict in modern situation i.e., less adjustment in family and career. Emotional intelligence enhances work performance by enabling people to regulate their emotions so as to cope effectively with stress, perform well under pressure, and adjust to organizational change.

Keywords :

INTRODUCTION

Emotions play a vital role in our life. Every situation, whether good or bad is filled with lots of emotions. Sometimes it is very difficult for a person to handle his or her own emotions. Emotional intelligence plays an important part in forming successful human relationships. Human emotions and thinking are not separate process, but they significantly overlap and can never be viewed completely apart from each other (Ellis, 1962). The emotions are of quite extraordinary importance in the total economy of living organisms and do not deserve being put into opposition with intelligence (Mowrer, 1960). Intelligence is the aggregate or global capacity of the individual to act purposefully, to think rationally and to deal effectively with his/her environment. Emotional abilities are essential to determine one's ability to succeed in life. Emotional intelligence is an integral part of an individual's personality development (Wechsler, 1940).

Emotional Intelligence is the ability to monitor one's own and others' feelings and emotions to discriminate among them and to use this information to guide one's thinking and actions (Salovey and Mayer 1990). Emotional intelligence regulates emotions, so as to promote emotional and intellectual growth. It improves an individual's adjustment with effective group living. Emotional intelligence plays an important part in forming successful human relationships. In healthcare field, caring contains an emotional dimension and involves a range of specific emotional abilities, adjustment is necessary for work performance.

STATEMENT OF THE PROBLEM

Emotion is an important part of life which seriously affects all aspects of life. Almost in every experience, there is an affectionate emotional aspect, and it can have a significant role in general health, and emotional health. Nursing staff have great importance in hospital settings as they have to deal with a variety of situations and different kinds of patients. Nurses play a critical and intimate role in providing healthcare to patients. Emotional intelligence skills can help nurses meet the demands of modern nursing. Nurses have to face

emergency situations very frequently. So they have to handle relevant family members of the patients, who require a lot of emotional support, but due to continuous exposition to emotional outburst, it becomes difficult for nurses to manage their own emotions. Therefore, family distress can also lead to the lower level of emotional intelligence and psychological adjustment.

In the hospital settings, the patients have negative emotions such as anger, depression, aggression and fear. Most of the patients enter the hospital premises with negative emotions. The nurses who deal with such patients are likely to be affected in the negative manner. Therefore, the nurses should possess more emotional management skills in order to avoid the negative impact of patient's emotions. The nurses who deal with these patients need physical and mental well-being. As the health care sector shows upward trend in its growth, there is a felt need for having quality nurses. Their psychological well-being will definitely contribute to enhance service to the patients and their personal life.

OBJECTIVES

1. To measure emotional intelligence level among women nurses,
2. To analyze the important factors on emotional intelligence among women nurses.

METHODOLOGY

The present study involved a survey of psychological variable such as emotional intelligence of women nurses, working in the hospitals situated in Coimbatore city. The study was conducted with the objective of measuring women nurses' emotional intelligence various domains of life.

TOOL FOR DATA COLLECTION AND PILOT STUDY

Tested questionnaire method was used in the present study. Emotional intelligence scale by Schutte. In addition to that, personal profile was also collected from nurses. A pilot study was conducted among 40 respondents to understand the variables involved in the study. Based on pilot study the variable

identified the tested questionnaire method was suitable for this study.

SAMPLING DESIGN

The study was conducted in Coimbatore city of Tamil Nadu State. There are seven multispecialty hospitals in the city offering treatment both to in-patients and out-patients. However the study was conducted in the four major hospitals as it was not possible to get permission from the three hospitals to conduct the study. The four hospitals are PSG Hospital, Sri Ramakrishna Hospital, G.Kuppusamy Naidu Memorial Hospital, and K.Govindswamy Naidu Medical Trust (KG). The women nurses working in these hospitals constituted the population of the present study. These hospitals have more than 500 beds, with different specialties, and offer treatment to all kinds of disorders. There are 1342 nurses working in four hospitals. 35 percent of the respondents were taken up for the present study in order to collect data from a large sample, as it will give precise measurement of variables. Nurses were selected based on simple random sampling method with the use of random numbers. A total of 470 sample nurses were selected for the study.

FRAME WORK OF ANALYSIS

The arithmetic mean and standard deviation was calculated and classified nurses with high, medium and low level of emotional intelligence. The factor analysis was carried out to identify the important factors among emotional intelligence.

DISCUSSION

Levels of Emotional Intelligence

The level of emotional intelligence among women nurses is measured by applying Likert type five point scales. In this present study, the emotional intelligence of women nurses were measured by using Emotions Scale constructed by Schutte. The scores obtained by each respondent and the total score obtained by all women nurses have been computed in order to assess the level of emotional intelligence. Emotional intelligence scores range from 56 to 165. The mean is 132.10 and standard deviation 12.06. The higher emotional intelligence score indicates the maximum intelligibility of emotions. On the basis of the scores obtained the women nurses are categorized into three distinct groups such as women nurses with high level of emotional intelligence, medium level emotional intelligence and low level of emotional intelligence. The level of emotional intelligence of sample respondents is presented in table.1.

TABLE 1
Levels of Emotional Intelligence

Score	Category	No of respondents	Percentage
<120	Low	53	11.28
120-144	Medium	342	72.76
>144	High	75	15.96
Total		470	100.00

It is observed from table no1 that 72.76 per cent of the women nurses have medium level of emotional intelligence. 15.96 per cent of women nurses have high level of emotional intelligence and the remaining 11.28 per cent possess low level of emotional intelligence.

Emotional Intelligence Factors of the Respondents

The factor analysis results in nine important emotional intelligence factors of the respondents and these factors were named considering the list for items under each component and the respective loadings of the items. The eigen value and the per cent of variance explained by the factors are described in table 2.

TABLE 2
Emotional Intelligence Factors of the Respondents

S.No.	Emotional Intelligence Factors	Number of Variables	Eigen Value	Per cent of Variation Explained	Cumulative Per cent of variation explained
1	Self Motivation	9	7.773	12.390	12.390
2	Creating Good Impression	7	1.867	9.090	21.480
3	Management of Emotion	3	1.661	6.324	27.804
4	Empathy	4	1.580	6.217	34.021
5	Learning from Experience	3	1.381	6.188	40.209
6	Difficulty in Understanding others	2	1.318	4.759	44.968
7	Creating Confidence	2	1.181	4.696	49.664
8	Difficulty in Interpretation	2	1.107	4.207	53.870
9	Recognition of Emotions	1	1.029	3.394	57.264
KMO Measure of Sampling Adequacy: 0.878			Bartlett's test of Sphericity: Chi-square value: 4388.627		

From the table, it is clear that nine emotional intelligent factors, which include thirty three emotional intelligent variables, accounted to 57.26 per cent of the total variance. The most important emotional intelligent factor is 'Self Motivation' since its eigen value and the per cent of variation explained are 7.77 and 12.39 per cent respectively. The second and third important factors are 'Creating Good Impression' and 'Management of Emotion' since their eigen values are 1.87 and 1.67 respectively. The per cent of variation explained by these emotional intelligent factors are 9.09 and 6.32 per cent respectively. The fourth factor narrated emotional intelligent by the factor analysis is 'Empathy' since its eigen value is 1.58. The per cent of variation explained by this factor is 6.22 per cent respectively. The fifth and sixth emotional intelligent factors are 'Learning from Experience' and 'Difficulty in Understanding others' since their eigen values are 1.38 and 1.31 respectively. The per cent of variation explained by these emotional intelligent factors are 6.19 and 4.76 per cent respectively. The seventh and eighth emotional intelligent factors are 'Creating Confidence' and 'Difficulty in Interpretation' since their eigen values are 1.18 and 1.10 respectively. The per cent of variation explained by these emotional intelligent factors are 4.69 and 4.21 per cent respectively. The ninth factor narrated by the factor analysis is 'Recognition of Emotions' since its eigen value is 1.02. The per cent of variation explained by this factor is 3.39 per cent respectively. The analysis concludes that the important emotional intelligent factors are nine, namely 'Self Motivation' 'Creating Good Impression' 'Management of Emotion', 'Empathy' 'Learning from Experience' 'Difficulty in Understanding others' 'Creating Confidence' 'Difficulty in Interpretation' 'Recognition of Emotions'.

CONCLUSION

Emotional intelligence skills help nurses meet the demands of modern nursing. Emotion is an important part of life which seriously affects all aspects of life. The present study is about emotional intelligence of women nurses. Emotional intelligence is an important factor that determines adjustment abilities. An attempt is made in this research work to highlight emotional intelligence among women nurses who play an important role in health care sector.

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