A DESCRIPTIVE STUDY TO ASSESS THE EMOTIONAL INTELLIGENCE AND JOB SATISFACTION AMONG STAFF NURSES WORKING IN SELECTED HOSPITALS, JAIPUR.

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ABSTRACT

The divergent values and opinions of other medical professionals provide complicated scenarios for nurses to deal with in today's healthcare setting. The inability to protect the patient's and family members' best interests in these situations gives rise to a variety of emotions. Comprehending the causes and mechanisms of emotions might aid nurses in creating a caring approach and ensuring that it is evident to other medical professionals. The nursing profession is heavily reliant on emotions, requiring both psychologically focused care and technical proficiency. Understanding oneself and one's emotions is essential to the profession's continued development and expansion. Being able to control one's own emotions as well as identify those of others is particularly helpful when working as a nurse.

Keywords: Emotional Intelligence, Job Satisfaction, Staff Nurses

INTRODUCTION

Nurses in the present health-care environment are confronted by complex situations arising from the conflicting values and beliefs of other health-care professionals. In these circumstances, emotions arise from different feelings related to not being able to ensure the best interests of the patient and relatives. Understanding why and how emotions arise may help nurses to develop the caring process and make it visible to all health-care professionals.

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. The nursing profession is challenging, although there are many situations in which nurses feel rewarded for their nursing practices. On a daily basis in the workplace, nurses encounter a variety of emotions and their nursing activities could involve tremendous emotional effort. In fact, they are expected to express appropriate emotions and present a public image that is empathetic, caring, compassionate and considerate but also to control their unpleasant emotions such as anger, distress, sadness and frustration (Gonnelli et al., 2016).

Emotional intelligence refers to the ability to identify and manage one's own emotions, as well as the emotions of others. Emotional intelligence is generally said to include a few skills: namely emotional awareness, or the ability to identify and name one's own emotions; the ability to harness those emotions and apply them to tasks like thinking and problem-solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

The study of emotional intelligence has its roots in the work of Darwin, who posited that emotional expression was essential for survival. The fact is that there are numerous ways of defining emotional intelligence. But for now, let's say that it is the ability to be aware of our emotions and the emotions of others and then to use that knowledge to help manage the expression of emotions so that they foster success instead of cause roadblocks. Those who have

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high levels of emotional intelligence, or EI for short, are able to understand the physical, mental, and social impact that negative emotions have on their bodies, minds, relationships, and ability to pursue and achieve goals. They then are able to moderate their own emotions so that their emotions support their activities and enhance their quality of life Job satisfaction or dissatisfaction is of great concern to the management since there seems to be a relationship between job satisfaction and job performance. Better performance typically leads to higher economic sociological and psychological rewards. "A happy employee is a productive employee" and a happy employee must be satisfied with his job. Job satisfaction results in satisfaction in life in general which is necessary for contentment and happiness. High job satisfaction may lead to improved productivity, decreased turnover, improved attendance, reduced accidents, less job stress, and lower unionization. It reflects a highly favorable organizational climate resulting in attracting and retaining better workers. . Job dissatisfaction produces low morale among workers. The indicators of low morale are employee unrest, absenteeism, tardiness, employee turnover, low productivity, union activity and early retirement.

The relationship between emotional intelligence has gained the attention of researchers as it is reported that emotional intelligence plays a pivotal role in predicting job satisfaction among employees (Ghoreishi et al., 2014). In a recent study to examine the impact of emotional intelligence at the workplace on job satisfaction and turnover intentions of nursing staff working in hospitals, Trivellas et al. (2013) found that emotional intelligence exerts a significant impact on both job satisfaction and turnover intentions. Anari (2012) observed a positive significant relationship between emotional intelligence and both job satisfaction and organizational commitment. In relation to emotional intelligence, the findings provided support for gender difference, with females reporting higher scores on emotional intelligence than their male counterpart. However, the study found no significant gender difference and age difference on job satisfaction and organizational commitment. Similarly, Emdady and Bagheri (2013) found a high positive correlation between emotional intelligence and job satisfaction among employees in Sama organization in Iran. However, no statistically significant gender difference on job satisfaction was reported among the respondents (Emdady & Bagheri, 2013).Job satisfaction is an integral component of organizational climate and an important element in management employee relationship. It is the positive emotional state that occurs when a person"s job seems to fulfill important job values provided; these values are compatible with

one"s needs . From the available literature reviewed,the investigator feels that it would be interesting to study if there is any relationship between job satisfaction and EI of the employees. There are very few studies done on the relationship between emotional intelligence and job satisfaction among staff nurse from India specially Rajasthan. So the researcher found it relevant to take up this study in order to assess the emotional intelligence and job satisfaction among staff nurses in selected hospitals of Jaipur.

OBJECTIVES

- To Assess The Emotional Intelligence Among Staff Nurses working in selected hospitals, Jaipur
- To Assess The Job Satisfaction Among Staff Nurses working in selected hospitals, Jaipur
- To Find Out Association Between Emotional Intelligence And Selected Socio Demographic Variables Among Staff Nurses working in selected hospitals, Jaipur
- To Find Out Association Between Job Satisfaction And Selected Socio Demographic Variables Among Staff Nurses working in selected hospitals, Jaipur
- To Find Out The Relationship Between Emotional Intelligence And Job Satisfaction Among Staff Nurses working in selected hospitals, Jaipur

RESEARCH APPROACH AND DESIGN

A quantitative research approach was found to be suitable to assess the level of emotional intelligence and job satisfaction among staff Nurses working in selected hospitals in Jaipur.

The selection of research design depends upon the purpose of the study, research approach and variables to be studied. Keeping in view the objectives of the study the research design adopted for the present study is descriptive research design to assess the level of emotional intelligence and job satisfaction among staff Nurses working in selected hospitals Jaipur.

1. **Research variables**-
 ➢ Level of emotional intelligence among Staff nurses working in Selected hospitals Jaipur
 ➢ Level of job satisfaction among staff nurses working in Selected hospitals Jaipur
2. **Socio-economic variables-**

Socio-demographic variables described in the study were Age, gender, marital status, professional qualification, year of working experience, working hours, department of work, family type, monthly income, type of Posting.

The present study was conducted in SMS Hospital Jaipur (Rajasthan).The target population selected for the present study was staff nurses working in selected hospitals Jaipur.

SAMPLE AND SAMPLE SIZE and SAMPLING TECHNIQUE

In this study, the sample comprises of the staff nurses working in SMS Hospital,Jaipur (Rajasthan)who were fulfilling the sample criteria.

The sample comprised of 100 Staff nurses working at SMS hospital Jaipur.In this study, staff Nurses were selected by convenient sampling technique.

Tool for Data collection

1.A socio-economic Performa is used for collecting socio-economic variables of staff nurses working at SMS hospital Jaipur

2.Rating scale to assess emotional intelligence among staff nurses working at SMS hospital,Jaipur

3.Rating scale to assess job satisfaction among staff nurses working at SMS hospital,Jaipur

RESULTS

Finding reveled that majority of staff nurses working in SMS hospital Jaipur had good emotional intelligence and mostly no one has poor emotional intelligence.

Finding also revealed that the calculated chi square values for association between the level of Emotional intelligence and selected socio-demographic variables such age (in years), gender, marital status, professional qualification, year of working experience in clinical area, area of work in hospital, family type among staff nurses are found to be lesser than their respective tabulated chi square values at0.05 level of significance. So, the association between the level of emotional intelligence selected socio-economic variables such as- age, gender, religion, residential area, type of family and monthly income of family are statistically not significant but by chance.Findings also revealed that majority of staff nurses were having good job satisfaction while almost no have poor job satisfaction.Finding also showed that the calculated chi square values for association between job satisfaction and selected sociodemographic variables among staff nurses working in SMS hospital Jaipur such as- type of posting and professional

qualification found to be more than the tabulated chi square value at 0.05 level of significance. So, the association between job satisfaction and socio- demographic variable such as - type of posting and professional qualification statistically significant.With regard to correlation between emotional intelligence and job satisfaction the coefficient of correlation (r) is found to be +0.152 at 0.05 level of significance. There exists a weak positive correlation between the emotional intelligence and job satisfaction of staff nurses working in selected hospitals Jaipur.