

# Effect of Emotional Intelligence on Job Satisfaction among nurses: descriptive study

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## ABSTRACT

**Background:** Emotional intelligence affects a nurse's capacity for critical thought, the use of evidence and information in practise, as well as other areas of nursing.

**Aim:** To ascertain the relationship between nurses' job happiness and emotional intelligence in a few tertiary care facilities.

**Study design:** A descriptive Correlational study.

**Methodology:** Structured self-administered questionnaires are used to gather data. The participants' socio-demographic data was presented in the first section. The surveys used to assess the nurses' job satisfaction contained 21 items. The second section of the questionnaire included a self-evaluation of emotional intelligence and management skills for several emotional variations (awareness, relationship, and management). Data is analyzed by SPSS version-20.

**Results:** 79.2% of subjects had high emotional intelligence. According to Job Satisfaction Levels, the majority of respondents (95.11%) were happy with their jobs. The relationship between emotional intelligence and job satisfaction is statistically significant, with an r-value of 0.240 and a P-value of 0.008 respectively. It demonstrates how people with high emotional intelligence typically exhibit more positive behaviors.

**Practical Implication:** This study aided in the investigation of the link between nurses' job happiness and emotional intelligence.

**Conclusion:** The findings emphasise the importance of using emotional intelligence and familiarity with emotions, such as (recognising, understanding, managing, and controlling emotions), to boost nurse job satisfaction, which in turn enhances the quality of nursing care. When employing nursing staff, management should make emotional intelligence a top requirement.

**Keywords:** Job Satisfaction, Emotional Intelligence, Nursing profession and Evaluation.

## INTRODUCTION

The most rewarding, difficult, and emotionally taxing vocation is nursing. Every nurse handles difficult and emotional situations in their clinical life in a unique way. Few of them have effective coping mechanisms; instead, many of them rely on taught behaviours to keep their composure. In a nurse's line of work, conflict and crises are commonplace. Because of this, it necessitates more emotional maturity and professional accountability, both of which are based on emotional intelligence.

When a nurse is making crucial clinical decisions and implementing evidence-based practices, emotional intelligence plays a significant role and has a significant impact on their clinical life. On the other hand, their level of job satisfaction was strongly impacted by stress at work, rising hospital nurse demands for daily tasks, and increased accountability for their work<sup>1,2</sup>.

Greater emotional stability in nurses reduces the likelihood that they may display severe emotional instability in stressful settings and tends to make them more proactive in the clinical setting. In evaluating a nurse's job satisfaction, emotional intelligence is just as crucial as cognitive and practical capabilities.

The "ability to monitor or handle one's own emotions as well as the emotions of others" is what is meant by emotional intelligence. Emotional intelligence includes the ability to identify feelings, be self-aware, comprehend how emotions impact relationships, and control emotions. Motivation, empathy, and social skills can all be impacted by emotional intelligence<sup>3</sup>. The "perception, ability, expression, and assimilation of emotion in the thought process, and then understand the reason and regulation of emotion in oneself and other" are other expressions of emotional intelligence<sup>4</sup>.

Emotions have a significant role in the nursing profession, therefore a nurse who is technically proficient, mentally aware, and emotionally stable may carry out her duties in harmony<sup>5</sup>. Numerous factors that contribute to the challenging aspects of the nursing profession have been recognized. These elements include

cultural diversity, a support system, the attitudes of other members of the health care team, and the nurses' personal coping mechanisms. However, the basis of everything that pulls the nurse's job satisfaction is especially their lack of empathy, knowledge of others, and comprehension of their own and their own environment. A nurse who has emotional stability responds to stressful situations more forcefully and takes initiative in the clinical setting<sup>5</sup>.

Job satisfaction refers to a person's attitude towards their position. Various elements both internal and external affect job happiness. Internal motivations and a drive to complete duties with satisfaction are intrinsic elements. The organisation offers great benefits to the dedicated professional as an external component. These do, however, include a combination of cash, honour rolls, and other rewards<sup>6</sup>.

Emotional intelligence and job happiness are very important in the workplace. In the course of organisational life, an individual is given with a competitive framework<sup>7</sup>. The interaction between nurses and patients as well as the rest of the medical staff is strengthened by their emotional intelligence. Emotions play a significant role in nursing care that is both technically proficient and psychologically focused for the patient. If nurses manage emotional intelligence appropriately<sup>8</sup>, higher organisational achievement can be attained.

The objective of the study was to ascertain the relationship between nurses' job happiness and emotional intelligence in a few tertiary care facilities.

## METHODOLOGY

**Study Design:** A descriptive correlational study design was used to assess the level of emotional intelligence and job satisfaction among nurses.

**Settings:** After taking the IRB/administrative permission, the research was conducted in the hospitals of Lahore and Rawalpindi with collaboration of University of Health Science, the Department of Nursing, and Lahore.

**Population:** In this study, populations were the registered nurses from three tertiary care hospitals of Lahore and Rawalpindi which

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were from Jinnah Hospital Lahore and Services Hospital Lahore, Holy family hospital Rawalpindi. The calculated sample size was 60, but for more statistical accuracy we have taken 120 subjects in the study with the permission of Biostatistician. The data was collected utilizing no probability convenient sampling technique. Structured self-administered questionnaires are used to gather data. The participants' socio-demographic data was presented in the first section. The surveys used to assess the nurses' job satisfaction contained 21 items. The second section of the questionnaire included a self-evaluation of emotional intelligence and management skills for several emotional variations (awareness, relationship, and management).

**Statistical Analysis:** For data analysis, descriptive and inferential statistics were employed. The data was compiled and prepared for analysis using the computer programme Statistical Package for the Social Sciences (SPSS) version 20.0. The Chi Square test was used to analyse the relationship between emotional intelligence and job satisfaction. A p value of less than 0.005 was judged statistically significant. To determine the association between emotional intelligence and job satisfaction as well as with various demographic characteristics, the Pearson correlation coefficient was also used which the letter r represents. The correlation coefficient has a value between -1.00 and +1.00. A correlational study can produce one of three outcomes: a positive correlation, a negative correlation, or no correlation. Rarely do we observe correlations exceeding 0.6 in these investigations. For this type of data, correlations above 0.4 are typically regarded as reasonably strong, those between 0.2 and 0.4 as moderate, and correlations below 0.2 as weak.

**RESULTS**

Since Pakistan has a paucity of literature on emotional intelligence and job satisfaction. Therefore, it is essential to look into how content licensed charge nurses are with their work in a variety of settings.

Table 1: Frequency Distribution of Emotional Intelligence Level

Emotional Intelligence Level	Frequency	Percent
<20% (Lack of Emotional Intelligence)	0	0.0
21–40% (Slightly Emotional Intelligence)	0	0.0
41–60% (Average Emotional Intelligence)	25	20.8
61–80% (Good Emotional Intelligence)	95	79.2
81–100% (Strong/ Exceptional Emotional Intelligence)	0	0.0
Total	120	100.0

No individual had strong, inadequate, or little emotional intelligence, while 25 persons (20.8%) had average emotional intelligence and 95 participants (79.2%) had good emotional intelligence.

Based on the results of the emotional intelligence test, it was calculated using the following pre-selected criteria:

- If, 81–100% accurate responses: Outstanding or Strong Emotional Intelligence
- If you get 61 to 80% of the questions right: Good Emotional Intelligence
- If there are 41–60% accurate responses: Emotional intelligence is average.
- If there are between 21 and 40 percent of accurate responses: Emotional IQ a little bit
- If there are fewer than 20% correct responses: Emotional intelligence deficit

Table 2: Frequency Distribution of Job Satisfaction Level

Job Satisfaction Level	Frequency	Percent
<20% (Very dissatisfied)	0	0.0
20–39% (Dissatisfied)	0	0.0
40–59% (Somewhat Satisfied)	6	5.0
60–79% (Satisfied)	114	95.0
80–100% (Strong Satisfied)	0	0.0
Total	120	100.0

Job Satisfaction Levels reveals that 114 (95.11%) of participants had high levels of job satisfaction, while just 6 (5.0%) had only moderate levels of job satisfaction. No one expressed being incredibly happy or notably upset.

Based on the results of the job satisfaction level questions, it was calculated using the following pre-selected criteria.

- If, 80 – 100% correct answers: Strong Satisfied
- If, 60 – 79% correct answers: Satisfied
- If, 40 – 59% correct answers: Somewhat Satisfied
- If, 20 – 39%: correct answers: Dissatisfied
- If, below 20% correct answers: Very dissatisfied

Table 3: Emotional intelligence and job Satisfaction correlation.

Emotional intelligence and job Satisfaction correlation	n	120
	r	0.240**
	p-value	0.008

\*\*Correlation is significant

The bivariate Pearson correlation revealed a modest relationship (r=0.240, p=0.008) between emotional intelligence and job satisfaction.

**DISCUSSION**

In recent years, the research on emotional intelligence and job happiness has drawn more attention. Studies have narrowed the difference between nurses' job happiness and emotional intelligence<sup>9</sup>. Every career depends on emotional intelligence to some level. However, nursing occupations necessitate a high level of emotional intelligence in order to foster empathy, therapeutic interactions, and acceptance of psychosocial variables in crisis situations. Patient care is the primary focus of the nursing profession, whereas technical knowledge is gained through emotion<sup>10</sup>.

Based on their intelligence, nursing staff can judge the feelings, preferences, and decisions of patients. Additionally, emotionally savvy nurses are skilled at handling upset patients and emphasising their needs in conversation<sup>11</sup>.

This study looks at the connection between nurses' job happiness and emotional intelligence (EI). The majority of nurses (95, 79.2%), according to an assessment of emotional intelligence, had very good emotional intelligence. According to certain studies, nurses generally show low levels of emotional intelligence<sup>12</sup>. Nelis and associates explored the concepts of emotional intelligence and self-awareness in 2009. Other aspects include the use of a range of emotional intelligence measurement tools along with various research populations, organisations, and surroundings. Emotional intelligence is now essential for achieving both personal achievement and organisational goals like job happiness, according to studies linking it to a range of organisational outcomes. More academics are concluding that someone with high emotional intelligence engages in self-motivation, which leads to fulfilment and also tends to improve performance. The importance of emotional intelligence in predicting life achievement and stress tolerance is being emphasised by researchers more and more<sup>13,14</sup>. According to management and organisational research<sup>15</sup>, people with high levels of emotional intelligence improve organisational commitment, performance, and team leadership.

One hundred and fourteen (95.11%) of the participants in the current survey reported being satisfied with their occupations, according to the analysis of work satisfaction levels. Nobody characterised their job as being exceedingly satisfying, dissatisfying, or strongly satisfying. Numerous studies have discovered a reasonably high degree of job satisfaction among nurses<sup>16</sup>, which is consistent with our findings. While several studies<sup>17</sup> found that nurses had a poor degree of job satisfaction.

The majority of participants (78%) indicated ordinary pleasure, 21% voiced discontent, and only 1% were found to be exceptionally satisfied, according to Upreti, P.P.'s study. A study was undertaken in 2013 by researchers Sathyajith S. and Dr. R. Haridas to evaluate the employment satisfaction of nurses in

Kerala hospitals. Only 26 nurses (13%) reported having a poor degree of job satisfaction, compared to 144 nurses (72%) who expressed a moderate level of job satisfaction. One explanation for these inconsistencies is that job satisfaction is difficult to evaluate objectively since it depends on a number of variables, including the current social, economic, and working conditions and parameters that differ between research. Job happiness is also influenced by a person's personality<sup>18</sup>.

This study found a statistically significant relationship between EI and JS among nurses ( $r = 0.240$ ,  $p = 0.008$ ). This study's findings corroborate those of earlier research that also discovered a similar relationship<sup>18</sup>. Another study that hypothesised a connection between EI and JS also found a statistically significant positive link<sup>19</sup>. The fact that particular clinical events provide nurses pertinent emotions associated to a specific clinical context may help to explain the beneficial relationship between EI and JS.

This result is supported by research from Ohlson (2011) and Nagel et al (2016), which explains that nurses' high EI levels may be related to the emotionally demanding nature of the nursing profession. This study is in conflict with another, according to Oyeleye Bukola Rebecca (2019). The level of job satisfaction of nursing staff members was not influenced by emotional quotient. There may be a number of racial, cultural, and socioeconomic factors contributing to this discrepancy. When nurses are paid well, they may feel emotionally safe and content to some extent. In current society, nurses act as the family's support system. In every case, they work with family members. They supervise household chores and look after a working woman's children as well.

**Limitations of study:** This study was only conducted on a small group; hence a larger study is required to extrapolate the results to larger populations. One of the restraints is financial limitations.

## CONCLUSION

According to the results, respondents who scored highly on emotional intelligence are more content in their jobs than respondents who scored poorly on emotional intelligence. These findings show a strong correlation between job happiness and emotional intelligence.

**Author's contribution: AF&SK:** Overall supervision, write up and literature review. **MG&RA:** Statistics application, analysis literature review, help in write up. **TK:** Literature review help in write-up.

**Conflict of Interest:** None to declare

**Financial Disclosure:** None

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