ORIGINAL RESEARCH ARTICLE

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A CORRELATIONAL STUDY TO ASSESS THE EFFECT OF EMOTIONAL INTELLIGENCE ON JOB PERFORMANCE AMONG STAFF NURSES WORKING IN SELECTED HOSPITALS OF JALANDHAR, PUNJAB

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ABSTRACT

A correlational study to assess the effect of Emotional Intelligence on job performance among staff nurses working in selected hospitals of Jalandhar, Punjab. The aim of the study is to assess the effect of Emotional Intelligence (EI) of staff nurses on their job performance. Results depicted that mean score of Emotional Intelligence was 44.63 and mean score of job performance was 68.56. There was weak positive correlation between Emotional Intelligence and job performance. Hence, it was inferred that with increase in Emotional Intelligence of staff nurses their job performance also increases.

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INTRODUCTION

Background of the study

"The wise should work without attachment, for the welfare of the society"

-Shrimad Bhagwat Geeta

Health care is one of those organizational types where issue of human resource plays a significant role. The behavior, feeling and perception towards, have a important effect to organization. People who are emotionally intelligent perceive themselves to be confident and are better able to understand, control and manage their emotions. Four factors of emotional intelligence have been identified: wellbeing, self-control, emotionality and sociability.

One of the main issues about managing human resource in health care is about nursing profession. Nowadays, nurses are spending more shifting time in the hospital as their workplace. Nursing performance as part of individual healthcare workers is linked to the organizational performance of hospitals itself (Dharmanegara and Paradesa 2015). In nursing profession nurse-patient interaction is the pulse of the nursing practice. This interaction is not just conversation. It is a complex process that involves nurse perception, understanding of the patient emotions and utilization of the perceptions to manage patient situations towards the goal of effective patient care. Concept of Emotional intelligence. (EI) increasingly recognized in the social psychology literature and is making an appearance in nursing journals**.** This concept is often included in the discussion of skills necessary for career and personal success.

Emotional Intelligence (EI) is defined as a type of social intelligence that involves the ability to monitor one's own and other's emotions, to discriminate among them, and to use the information to guide one's thinking and actions. Emotional Intelligence has four main components namely the ability to perceive emotions, utilize these emotional perceptions to accomplish various activities or tasks, understand emotional variations, and. manage emotions to achieve goals.**(**Bakr M, Safaan, 2012)

Need of the study

Today, emotional intelligence is probed as an important characteristic for building successful nursing leadership, enhancing nursing performance and reducing nurse burnout. Nurses play a vital role in the health and care of a patient. Through that care, the nurse has the ability to improve the patient's experience or ruin it. Nursing is a rewarding and satisfying profession. But, at the same time it can also be extremely stressful. Nurses in India, are overburdened as the nurse to patient ratio is low. A hospital based cross sectional study was carried out on 87 randomly selected staff nurses working in two tertiary care teaching hospitals of Central Delhi. An overwhelming majority of nurses (87.4%) found their jobs stressful with 32.2% (28/87) reporting severe or extreme stress. Similarly, in relation to stress in their daily life, 87.4% reported some stress while 28.7% (25/87) reported severe/extreme stress(Bhatia and Kishore,2010). As, nurses have an important role in the patient care, so it is necessary to create awareness about emotional intelligence among nurses. While working in hospital settings, the researcher came across many cases where patient care was being affected by emotions of the nurses. The negative and positive emotions of nurses affect their caring behavior towards patients. As the life is becoming more stressful, so it is need of the hour to make nurses aware about the emotional intelligence. So this study was conducted on staff nurses working in selected hospitals to assess the effect of emotional intelligence on their job performance.

Objectives of the study

- To assess Emotional Intelligence among staff nurses working in selected hospitals
- To assess job performance among staff nurses working in selected hospital.
- To determine the relationship between Emotional Intelligence and job performance among staff nurses working in selected hospitals
- To analyze the association of Emotional Intelligence among staff nurses working in selected hospitals with their selected socio demographic variables
- To analyze the association of job performance among staff nurses working in selected hospitals with their selected socio demographic variables.

Delimitations

The study was limited to:
- qualified and registered staff nurses working in selected hospitals of Jalandhar only.
- 60 staff nurses only

Review of Literature

The review of literature is defined as a broad, comprehensive, in-depth, systematic and critical review of scholarly publications, unpublished scholarly print material, audio-visual materials and personal communications.

The review of literature has been divided into three parts:-

- Studies related to the role of emotional intelligence in nursing profession
- Studies related to job performances
- Studies related to impact of emotional intelligence on job performance of staff nurses

Studies related to the role of emotional intelligence in nursing profession

Srinivasan, Samuel, (2016) conducted a study to describe the level of emotional intelligence prevailing among staff nurses employed at hospitals in Villupuram District of Tamil Nadu. This descriptive research study was carried out in 10 hospitals with the objectives of studying the key variables namely Self Awareness, Self-Management, Social Awareness and Relationship Management that are observed and perceived by the staff nurses employed in these hospitals. The researcher selected all 152 Staff Nurses who were employed during August 2014 to June 2015in the said ten hospitals in villupuram district. Hence census method was adopted. The major findings of the study pertaining to the key variables of Emotional Intelligence revealed that majority (59.9%) of the respondents perceive low level in the dimension of Self Awareness and (58.6%) in the dimension of Self-Management whereas more than half of the respondents (53.3%) observe low level in the dimension of Social Awareness and (52.6%) in the dimension of Relationship Management. Almost only half namely 48 percentage of the respondents experience high level of overall Emotional Intelligence whereas more than half namely 52 percentage of the respondents recognize low with regard to overall level of Emotional Intelligence.

Studies related to job performances

Ramlan et al. (2016) conducted a crosssectional study on the influencing factors of job performance among career women at Mawar Renal Medical Centre. A questionnaire survey was distributed to 100 respondents among the staff nurses at Mawar Renal Medical Centre to collect data. Data from Pearson correlation and regression show that the three factors, namely job satisfaction, working environment and job discrimination are positively significant in regards to job performance. The working environment is the most influencing factor to the job performance at Mawar Renal Medical Centre. The results would help the hospital administration in developing a suitable policy particularly for their women nurses in enhancing job performance

Studies related to impact of emotional intelligence on job performance among staff nurses

Sharma, (2016) conducted a descriptive cross sectional study to determine the impact of nurse's emotional intelligence on quality of services in hospitals August 2015. There were two populations in this study the staff nurses and in-patients of Guru Teg Bahadur Hospital, Ludhiana, India. Data were collected from 50 staff nurses and 50patients by convenient sampling technique and by using 2 standardized questionnaires. It was found that there is a positive relationship (0.59) between emotional intelligence of staff nurses and

quality of services delivered. The results of the study indicated that nurse's emotional intelligence has a direct effect on the quality of services delivered by nurses.

Description of tool

The tool consists of three parts:

Part I: Socio-demographic variables

This part includes socio-demographic variables of the participant. Socio-demographic variables includes age, religion, gender, marital status, professional qualification, duty shift, experience in years, current job designation, posting area and number of friends at workplace.

Part II: Rating scale to assess emotional intelligence of staff nurses

This scale is self structured 3 point rating scale to assess emotional intelligence among staff nurses. It including 28 items related to various dimensions of emotional intelligence as self awareness (item no.1-6), managing emotions (7-11), motivating oneself (12-16), empathy (17-22) and social skill (23-28). This tool had 19 (1, 2, 3, 6, 7, 8, 10, 11, 12, 15, 16, 17, 19, 20, 21, 24, 25, 27, 28) positive items and 09 negative items (4, 5, 9, 13, 14, 18, 22, 23, 26). The responses to the items were categorized into three: always, sometimes, never. The positive items were scored 2, 1, 0 for always, sometimes, never respectively. The negative items were reversely scored. So, the maximum score was 56 and minimum score was 0. The levels of Emotional Intelligence were Low (0-28), Moderate (29-42), High (43-56).

Part III: Likert scale to assess job performance of staff nurses

This scale is self structured 4 point likert scale to assess job performance of staff nurses which will be filled by their respective ward in charges. It includes 28 items related to various dimensions of job performance as patient care (item no.1-8), policies and regulations (9-15), communication/coordination (16-25) and regularity at workplace (26- 28). The responses to the items were categorized into four: very well, well, satisfactory, not very well which were scored 3, 2, 1, 0 respectively. So, the maximum score was 84 and minimum score was 0. The levels of job performance were Low (0-42), Satisfactory (43-63), Good (64-76) and Excellent (77-84).

Content Validity

Validity of the tool was confirmed by expert's opinion regarding the relevance of items. The tool was circulated among experts from the field of Psychiatry, Psychiatric Nursing and Psychology. According to their valuable suggestions, modifications were made in Socio-demographic variables i.e. Part-I, Emotional Intelligence Scale i.e. Part-II and Job Performance Scale i.e. Part-III. A language expert translated the modified tool into Punjabi.

Pilot study

After obtaining formal approval letter from the concerned authority of the selected hospital of Jalandhar, pilot study was conducted in the month of January on one tenth of the sample comprising of 6 staff nurses to ensure the feasibility of the

study. Subjects were chosen by non probability purposive sampling technique. Purpose of the study was explained to the subjects. The subjects were assured about anonymity and confidentiality of the information provided by them and informed consent was taken from those who were willing to participate in the study. The sample selected in the pilot study was excluded in the actual study. Self report method was used to collect the data from staff nurses and their ward in- charges. The pre testing of the self structured rating scale and self structured likert scale was done to check the clarity of items, their feasibility, reliability and practicability. All the items in the tools were clear to the subjects. The collected data was analyzed by using descriptive and inferential statistics. The study was found to be feasible.

Data collection procedure

Final data was collected from 1/2/2017 to 28/2/2017 after getting administrative approval. Written permission was taken from concerned authorities. Purpose of the study was explained to the subjects. The subjects were assured about anonymity and confidentiality of the information provided by them and informed consent was taken from those who were willing to participate in the study. Total 60 staff nurses were selected by purposive sampling technique. Part I and Part II of the tool were filled by staff nurses themselves and Part III i.e. job performance likert scale was filled by their respective ward in- charges. Researcher used to visit the respective wards and get permission and time from staff nurses and ward in-charges. Data was collected from the staff nurses who were available at the time of data collection. On permitted time, the tools were given to staff nurses and were collected back after 45 minutes. After collection of data from staff nurses, their job performance like scales were given to their respective wad in- charges and got filled by them. The collected data was then organized for analysis.

Ethical consideration

Ethical clearance was taken from the ethical committee of MHR DAV Institute of Nursing, Jalandhar

- Ethical clearance was taken from the higher authorities of selected hospitals of Jalandhar.
- Verbal consent was taken from the staff nurses before conducting the study

Plan of Data Analysis

The analysis and interpretation of data was done according to objectives by using descriptive and inferential statistics. Frequency and percentage distribution were used to describe the Socio-demographic variables of staff nurses. Mean, Mean Percentage were used to assess the Emotional Intelligence and job performance of staff nurses. Correlation coefficient was applied to determine the relationship between emotional intelligence and job performance of staff nurses. Chi-square test was used to find out the association of Emotional Intelligence and job performance of staff nurses working in selected hospitals with their selected socio-demographic variables.

Major Findings

Section I: Analysis of socio-demographic variables

34 (56.68%) staff nurses were less than 30 years of age, 32 (53.33%) staff nurses belonged to Sikh religion, 53 (88.33%)

were female, 32 (53.34%) were single, 41(68.33%) had done G.N.M, 44 (73.33%) were having rotating duty shift and 13 (21.67%) had 1-3 years of experience while 26 (43.34%) had experience 5-10 years and above 10 years, equally distributed in government and private hospital, 22 (36.66%) were posted in medical-surgical unit and 27 (45.00%) were having more than 8 friends.

Section II: Assessment of Emotional Intelligence and job performance among staff nurses working in selected hospitals.

Objective I: To assess the Emotional Intelligence among staff nurses working in selected hospitals.

- Mean score of Emotional Intelligence among staff nurses was 44.63 and mean percentage was 79.69% which showed that staff nurses had high emotional intelligence.
- Objective II: To assess the job performance among staff nurses working in selected hospitals.
- Mean score of job performance of staff nurses was 68.56 and mean percentage was 81.61% which showed that staff nurses had good job performance.

Section III: Relationship of Emotional Intelligence among staff nurses with their job performance

Objective III: To determine the relationship between Emotional Intelligence and job performance among staff nurses working in selected hospitals. The correlation between Emotional Intelligence and job performance is 0.1 which showed that there is a weak positive correlation.

Section IV: Association of Emotional Intelligence and job performance with sociodemographic variables using chi square test.

Objective IV: To analyze the association of Emotional Intelligence among staff nurses working in selected hospitals with their selected socio-demographic variables.

Socio-demographic variables gender and number of friends at workplace found to have significant effect on Emotional Intelligence. Gender was found to have significant association with Emotional Intelligence at p<0.05 level which showed that females had high Emotional Intelligence. Number of friends at workplace was found to have significant association with Emotional Intelligence at p< 0.01 level which showed that staff nurses who were having more that 8 friends at workplace had more Emotional Intelligence. Other socio-demographic variables such as age, religion, gender, marital status, professional qualification, duty shift, type of hospital and posting unit was not found to have significant association with Emotional Intelligence at p<0.05 level.

Objective V: To analyze the association of job performance among staff nurses working in selected hospitals with their selected socio-demographic variables.

Socio-demographic variables age, religion, marital status, professional qualification, duty shift, type of hospital, number of friends at workplace was found to have significant effect on job performance of staff nurses. Age was found to have significant association with job performance at p< 0.001 which showed that staff nurses below 30 years of age had good level of job performance. Religion was found to have significant association with job performance at p< 0.01 which showed that staff nurses belonged to Sikh religion had good level of job performance.Marital status was found to have significant association with job performance at p< 0.05 which showed that staff nurses who were single had good level of job performance. Professional qualification was found to have significant association with job performance at p< 0.05 level which showed that staff nurses who had done G.N.M had good job performance. Duty shift was found to have significant association with job performance at p< 0.001 level which showed that staff nurses doing morning shift had good job performance. Type of hospital found to have significant association with job performance at p<0.05 level which showed that staff nurses in private hospital has good job performance. Number of friends at workplace found to have significant association with job performance at p< 0.01 level which showed that staff nurses having more than 8 friends had good job performance. Other socio-demographic variables such as religion, experience and posting unit was not found to have significant association with job performance at p<0.05 level.

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