

A Descriptive Study to Assess the Level of Emotional Intelligence among Nurses

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Abstract: *Emotional intelligence is a typical social aptitude that involves the ability to monitor one's own and others' feelings and sensations to discriminate among them and to use the information to guide one's thinking and operations. This Study was conducted among nurses in Tagore Medical College and Hospital, Chennai. The descriptive study design used and sample size was 50. The standardized Daniel Goleman's self- assessment Questionnaire was selected. The study findings reveals that majority of nurses had strength in self-awareness, managing emotions, motivating oneself, empathy & social skills.*

Keywords: Self-awareness, self-regulation, motivation, empathy, and social skills, emotions

1. Introduction

In nursing, emotional intelligence is appreciated as one of the critical components of competency of care, which both influences institutional work and the building of effective nurse-patient relationships. This could ultimately lead to more patient-centered care. Emotional intelligence (EI) is a vital component of human intelligence, enabling individuals to navigate complex social dynamics, build robust relationships, and make informed decisions.

The concept of EI was first introduced by Peter Salovey and John D. Mayerin 1990 and later popularized by Daniel Goleman. Emotional intelligence (EI) refers to the ability to recognize and understand emotions in oneself and others, and to use this awareness to guide thought and behavior.

Emotional intelligence encompasses various components, including self-awareness, self-regulation, motivation, empathy, and social skills. Individuals with high emotional intelligence tend to excel in leadership roles, build stronger relationships, and achieve greater success in their personal and professional lives.

Statement of the Problem

A Descriptive study to assess the level of emotional intelligence among nurses at Tagore Medical College and Hospital, Rathinamangalam.

Objectives

- To assess the level of emotional intelligence among nurses.
- To find out the association between emotional intelligence with selected demographic variables

Hypothesis

- There will be a significant relationship in the level of emotional intelligence among nurses.
- There will be a significant association between emotional intelligence with selected demographic variables

2. Research Methodology

The study was conducted at Tagore Medical College and Hospital, Chennai, Tamil Nadu. In this study, a total of 50 samples were selected. Samples were nurses working in Tagore Medical College and Hospital. The standardized Daniel Goleman's self- assessment Questionnaire was selected. The study findings reveals that majority of nurses had strength in self-awareness, managing emotions, motivating oneself, empathy & social skills.

Scoring Key:

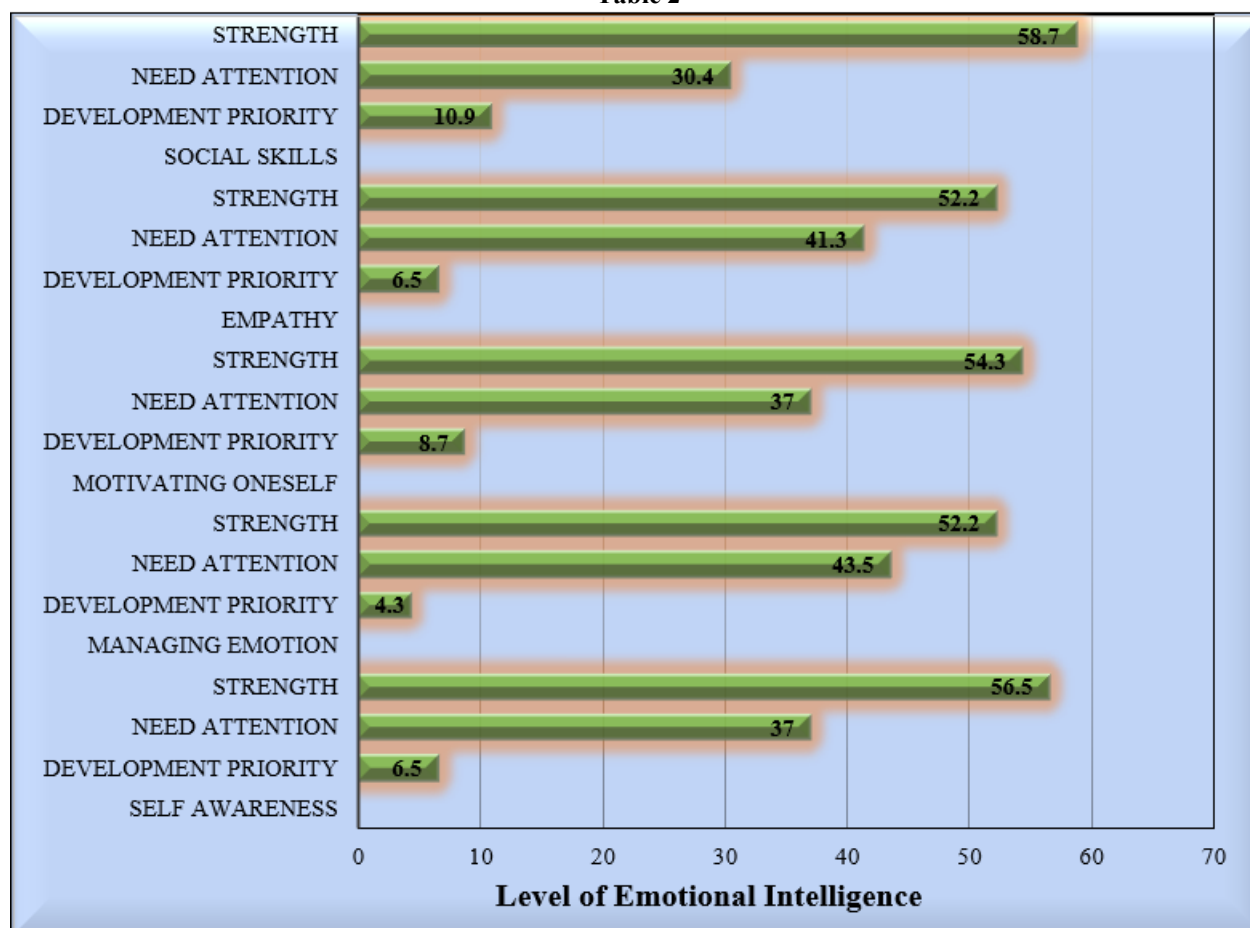
Table 1

35- 50	Strength
18-34	Giving attention
10-17	Development priority

3. Analysis and Interpretation of Data

Among the five domains of emotional intelligence, social skills were most developed, with 58.7% of nurses showing strength in this area. Self-awareness was a strength for 56.5%, followed by self-motivation at 54.3%. Managing emotions and empathy were strengths for 52.2% of participants each. Only a small proportion needed development in each domain- 6.5% for self-awareness and empathy, 4.3% for managing emotions, and 8.7% for self-motivation- indicating generally positive emotional intelligence levels, with remaining respondents requiring interventions, especially in social interactions. (Table 2)

Table 2



4. Discussion

Chi-square tests showed that educational qualification and job experience were significantly associated with self-awareness, self-motivation, empathy, and social skills ($p < 0.05$), with diploma holders and more experienced nurses scoring higher. Age was significantly linked to managing emotions, empathy, and social skills, with older nurses showing stronger abilities. Marital status was only associated with social skills, where married nurses scored higher. Gender and income showed no significant relationships with any emotional intelligence domain.

5. Nursing Implications

Nursing is a practice of discipline, this research is conducted on emotional intelligence that directly affect nurses, whether in patients care, administration, or education. Nursing implications are the possible clinical consequences of effects of implementing the study's findings. So, the present study adds major implications for nurses it helps the nurses to cope with difficult situations in life and improve emotional intelligence level.

Nursing Practice:

- Recognizing and understanding one's own emotions and how they impact patient care.
- Nurses with high EI can effectively collaborate with healthcare teams.
- Emotional support and empathy can lead to improved health outcomes.

- Nurses who manage their emotions and stress can maintain their well-being.

Nursing Education:

- Nursing students with high EI provide more compassionate and patient-centered care.
- Nursing students learn effective communication strategies to convey empathy and understanding.
- EI helps nursing students understand patients' emotional and psychological needs.
- Nursing students develop coping mechanisms to manage stress and maintain their well-being.

Nursing Administration:

- Nurse leaders with high EI can create a positive work environment, reduce turnover and improve job satisfaction.
- EI helps nurse leaders prioritize patient needs, improve care quality, and reduce adverse events.
- Nurse leaders with high EI can make informed, empathetic decisions that consider the needs of staff and patients.
- EI helps nurse leaders manage conflicts and difficult situations, reducing stress and improving relationships

6. Conclusion

Most nurses showed strong emotional intelligence, especially in social skills and self-awareness. Education and work experience were key predictors of higher EI across all domains, while age and marital status also influenced certain areas. The findings highlight that personal and professional

maturity shapes emotional skills. Targeted EI training for younger or less experienced nurses, and integrating EI development into nursing education and workplace programs, could improve professional competence and interpersonal relations in healthcare.

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