

Relationship between Emotional Intelligence and Job Performance Satisfaction as Perceived by the Nursing Personnel

Sakshi Singh¹, Dr. Raminder Kalra², Sherly Thomas³

¹Nursing Tutor, Holy Family College of Nursing, New Delhi, India

²Principal and Professor, Holy Family College of Nursing, New Delhi, India

³Associate Professor, Holy Family College of Nursing, New Delhi, India

Abstract: A non- experimental correlational study was conducted to examine the relationship between emotional intelligence and job performance satisfaction among the nursing personnel, level of emotional intelligence of the nursing personnel, level of job performance satisfaction of the nursing personnel, association between the emotional intelligence and job performance satisfaction with the selected demographic variables. The study was conducted in Holy Family Hospital, Delhi in 2017- 2018. The conceptual framework for the study was based on Ludwig Von Bertalanffy General system theory, 1968. Total enumeration technique was used to select 300 registered nurses posted in different areas of the hospital. A standardized tool Schutte self- Report Emotional Intelligence Scale was used to assess the emotional intelligence of the Nursing Personnel and Job Satisfaction Questionnaire was developed to assess the job performance satisfaction of the Nursing Personnel. The findings of the study showed that nursing personnel had high emotional intelligence with mean percentage of 72.73% and were highly satisfied with their job performance with the mean percentage of 73.31%. The Pearson Correlation was found to be $r = 0.1581$. The study concluded that there was a significant positive but weak correlation between emotional intelligence and the job performance satisfaction of the nursing personnel. It was also concluded that emotional intelligence of the nursing personnel had significant association with type of educational institution they were trained from. Job performance satisfaction of the nursing personnel had significant association with age, qualification, total clinical experience, marital status, present residing and number of siblings.

Keywords: emotional intelligence, job performance satisfaction, nursing personnel

1. Introduction

Emotional intelligence and Job satisfaction are two concepts of high interest in the modern work environment. They serve as a competitive edge in personal and organizational life. Social interaction is viewed as indispensable in any organization (i.e private or public), so much so that good social interaction results in synergy and positive outcome by the organization. [1] Emotional intelligence is the ability to perceive emotions, integrate emotions to facilitate thoughts, understand emotions and to regulate emotions to promote personal growth. [2] EI is a basic requirement in any profession that is based on human relations especially in the nursing.

Emotions play an important role in the nursing profession which requires both technical expertise and psychologically oriented care. An emotionally intelligent nurse is a person who can work in harmony with his/her thoughts and feelings. [3] Nurses with the abilities to perceive, understand, and regulate emotion in self and others and ability to use emotion to facilitate thought and actions would be able to achieve high performance in their job. They are able to accept job challenges, overcome obstacles or work related problems, and easily bounce back from unexpected failure.

Job satisfaction is essential for the effectiveness of an organization like health care; it directly influences the quality of services. Job satisfaction is defined as the pleasant emotional condition of the individuals that's come from the assessment of their job as attaining their job values. A study

confirmed low to moderate levels of Job Satisfaction among nurses and argued that research on job satisfaction should be of interest, to health care managers and social scientists for it may influence to develop evidence based resource allocation and interventions with a goal of improving patient outcomes. Hence the examination of job satisfaction of nursing personnel in relation to performance and patient's satisfaction is highly relevant. [4]

2. Material and Methods

A quantitative research approach with non- experimental correlational research design was used for the study to assess the correlation between the emotional intelligence and job performance satisfactions among the nursing personnel. The study was conducted among the 300 nursing personnel who were selected by using total enumerative sampling technique working in different clinical areas in selected hospital of New Delhi. 20 nursing personnel working in emergency department were selected for the pilot study.

The tool used for the present study was developed by the researcher consist of two tools contain demographic data and semi- structured self- administered questionnaire to assess the job performance satisfaction with a standardized scale: The Shutte Self- Report Emotional Intelligence Scale to assess the emotional intelligence of the nursing personnel. The reliability of tool I and tool II was 0.97 and 0.87 respectively. It was calculated with the help of Cronbach alpha method.

3. Data Collection Procedure

Formal permission was obtained from selected hospital, New Delhi prior to data collection. Final data collection period was 1 month.

Out of total 380 Nursing Personnel working in the hospital there were 20 Nursing personnel on the leave. The questionnaire was given to 360 Nursing Personnel. In spite of repeated reminder the filled questionnaire could be collected back from 300 participants only. There was a sample mortality of 60 (20%). A total of 300 participants were selected through total enumeration sampling. The confidentiality of all the samples was assured. Tools were filled by the participants. The time taken to fill the questionnaire depended upon the duration of hectic schedule of the nursing personnel. The data was analyzed by using descriptive and inferential statistics.

4. Result and Discussion

In the present study the findings showed that the mean percentage of the emotional intelligence and job performance satisfaction among the nursing personnel were 72.73% and 73.31% respectively indicates high level of emotional intelligence and job performance satisfaction among the nursing personnel. The findings of the study were consistent with the findings of the study done by Dr. Tomar R which revealed that the nurses of private hospitals had better emotional intelligence than the nurses of government hospitals. [5] The findings of the study were consistent with the findings of the study done by Bakr M M, Safaan M revealed that the total score of the emotional intelligence of studied nurses were low level, with a mean 115.2 ranging 64- 178 and the total score of job performance of studied nurses were a moderate level with a mean 145.8 ranging between 69-199.[6]

The present study revealed a significant but weakly positive correlation between emotional intelligence and job performance satisfaction, $r=0.1581$. The finding of the study done are consistent with the study done by Dr. Nwankwo B E, Obi T C. in which the findings revealed that there was a significant positive relationship between emotional intelligence and job satisfaction among health workers ($r = .67 < 0.01$). This showing increase in emotional intelligence increases resulting in increased job satisfaction. [7]

Finding showed that the emotional intelligence had significant association at 0.05 level of significance with type of institution from which the nursing personnel trained. (80%) nursing personnel who were qualified from the government institution had high emotional intelligence

Study also revealed that there were significant association between the job performance satisfaction and the age group of more than 36 years of age (85%), nursing personnel qualified as GNM (58%), nursing personnel having clinical experience more than 10 years (78.57%), nursing personnel had personal income more than Rs. 36,000 (80%), nursing personnel who were married (62%), nursing personnel residing with their family (58.91%), nursing personnel who were having only child (71%) were more satisfied with their

job performance 0.05 level of significance.

Tables and Figures

The present study showed that majority of the nursing personnel (53.33%) was less than 25 years of age. There were almost equal number of nursing personnel with GNM (49%) and P.B.B.Sc Nursing and B. Sc Nursing (51%) while (67%) were trained from private institution and (55.66%) were trained from Delhi. 60% nursing personnel had 1 to 5 years of clinical experience and (61.66%) of nursing personnel had personal income of Rs. 20, 000 to Rs. 25, 000 per month, while (71.33%) nursing personnel was unmarried. Most of the nursing personnel 82.33% belong to nuclear family whereas 43% nursing personnel were residing with their family. Regarding area of posting of the nursing personnel, 31.66% were working in the general ward, 23.66% working in the private ward, 22% were working in the ICU department, and 22.66% of nursing personnel were working in OT / labor room / dialysis. Majority 54% of the nursing personnel had 2 siblings and 33% of the nursing personnel had 3 and above siblings and 13% were only child.

Table 1: Frequency and Percentage Distribution of Emotional Intelligence of the Nursing Personnel, n=300

Levels	Frequency	Percentage
Low Emotional Intelligence (33-76)	5	1.66%
Moderate Emotional Intelligence (77- 121)	137	45.66%
High Emotional Intelligence (122- 165)	158	52.66%

The data presented in Table. 1 shows that majority (53.99%) of the nursing was highly satisfied with their job performance, 49% had moderate satisfaction with their job performance and 1.66% was unsatisfied with their job performance.

Table 1.1: Frequency And Percentage Distribution Of Job Satisfaction Performance Satisfaction of the Nursing Personnel, n=300

Levels	Frequency	Percentage
Unsatisfied (63-146)	5	1.66%
Moderately Satisfied (148- 231)	147	49%
Highly Satisfied (232- 315)	148	59.33%

The data presented in Table. 1.1 shows that majority (53.99%) of the nursing was highly satisfied with their job performance, 49% had moderate satisfaction with their job performance and 1.66% was unsatisfied with their job performance.

Table 2: Pearson Correlation Between The Emotional Intelligence And Job Performance Satisfaction of the Nursing Personnel n=300

S. No.	Variables	Mean	SD	r	P value
1.	Emotional intelligence	120.02	14	0.1581	0.148
2.	Job satisfaction	230.94	37		

* $p < 0.05$, * Significant, ** Non- Significance

The data presented in Table:2 shows a significant but weak positive correlation between the emotional intelligence and job performance satisfaction of the nursing personnel.

5. Conclusion

On the basis of the findings of this study, it can be concluded that there was a positive low significant relationship ($r=0.1581$) between the emotional intelligence and job performance satisfaction of the nursing personnel. The majority of the nurses in the study have proficient level of emotional intelligence and job performance satisfaction. It can be concluded that nurses' scores on emotional intelligence tend to be positively correlated with their scores on job satisfaction.

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