Original Research Article

Emotional intelligence and job satisfaction among staff nurses: a cross-sectional study

Dinesh Kumar Sharma[1]*, Prakash Dangi[2], Maneesh Kumar Sharma[3], Jayesh Patidar[1], Tarun Kumar[1], Meena Vats[4]

[1]Department of Nursing, Geetanjali College of Nursing, Udaipur, Rajasthan, India
[2]Department of Nursing, Panna Dhaye Mahila Hospital, Udaipur, Rajasthan, India
[3]Department of Nursing, College of Nursing, AIIMS, Rishikesh, Uttarakhand, India
[4]Department of Nursing, AIIMS, New Delhi, India

*Correspondence:
Dr. Dinesh Kumar Sharma,
E-mail: dinosharma740@gmail.com

ABSTRACT

Background: Emotional intelligence and job satisfaction are topics of great interest in today's workplace. They provide a competitive edge in personal and professional life. However, there is scanty evidence in the Indian scenario that explores the assessment of these two notions among nurses. Therefore; this study was conducted to exhume the data regarding the assessment of Emotional intelligence and job satisfaction among nurses. The study aimed to identify the emotional intelligence and job satisfaction among nurses in selected hospitals of Udaipur.
Methods: This cross-sectional study was carried out among 100 nurses at tertiary care teaching hospital from January 2021 to July 2021. Convenience sampling technique was employed for sample selection. Standardized questionnaire Schutte Self Report Emotional Intelligence Test (SSEIT) and Minnesota Satisfaction Questionnaire (MSQ) were used for data collection. Descriptive and inferential statistics (chi-square) were used for data analysis.
Results: Most of the staff nurses (59%) experience high level of emotional intelligence. Emotional intelligence has found significant association with age, professional qualification, co-worker relationship and marital status and type of family. Furthermore, majority (65%) of the respondents had middle-level job satisfaction which has been found significantly associated with age, co-worker relationship, type of family, marital status and no. of children.
Conclusions: Emotional intelligence and job satisfaction is an important prerequisite to becoming successful in personal and professional world. According to the study data, majority of staff nurses have higher emotional intelligence and higher job satisfaction which is directly related to an organization's production and efficiency.

Keywords: Assessment, Emotional intelligence, Job satisfaction, Nurses

INTRODUCTION

Nursing is a dignified profession. Nurses strive to give quality care to their patients regardless of their personal circumstances.[1] The ability to perceive and integrate emotions to support cognition, comprehend emotions, and manage emotions in order to enhance personal and professional development is known as emotional intelligence (EI). Emotional intelligence is an essential prerequisite based on human relations and it necessitates technical expertise as well as psychologically oriented care, self-awareness and it enables nursing staff to solve health, education, and management problems.[2] Although the term "emotional intelligence" has been used by administrative staff to describe problems with job satisfaction, organizational commitment, performance,

leadership in workplaces and absenteeism. It is essential for exemplary job performance, employee conduct and organisational policies that foster an environment favourable for the provision of services, employee care for service quality, and employee capacity to manage conflict at work.[3,4] A global approach that encompasses employees' overall attitudes, feelings, two approaches have typically been used to define job satisfaction: a broad approach that takes into account employees' attitudes, feelings about their work experience as a whole, and a phase approach that focus on employees' attitudes toward different aspects of job.[5-7] Staff with higher job satisfaction provide higher quality of care and achieve better outcomes.[8] Employees with higher emotional intelligence can efficiently recognise and handle frustration and stress-related emotions in order to reduce stress and boost job satisfaction.

Furthermore, people with higher emotional intelligence are more expert and perform better.[8,9] In a study, Nezad FS discovered an association between self-confidence and job satisfaction and their findings indicate that there should be focus on individual behaviour to improve emotional intelligence and to increase job satisfaction.[10]

The quality of care delivered to patients, productivity and retention, performance and turnover, and a nurse's commitment to the employer and the profession are all significantly impacted by their job satisfaction, which is an important component of their lives.[11] A study conducted in Villupuram district concluded that higher emotional intelligence can result in better management, job satisfaction, and organizational commitment.[12]

According to the study findings of Reddy KR, 17.4%, 42%, 24.6%, 10.1%, and 5.8% of participants reported being neutral, very satisfied, slightly satisfied, somewhat dissatisfied, and very dissatisfied about their jobs, respectively. Their result reveals that 42% of nurses expressed satisfaction with their jobs and suggest the necessity of improving the work environment and organizational culture.[13] Several studies have identified strong relationship between job satisfaction and emotional intelligence among hospital staff.[4,8-10] Nurses are essential to the provision of high-quality health care, that's why it is necessary to maintain their job satisfaction and emotional intelligence.[14] From the available literature reviewed, the researcher found that over the past few decades, the idea of emotional intelligence has become more popular among medical professionals, such as nurses, igniting interest on both a social and a professional level. But there are scanty evidences available in Indian setting which measure emotional intelligence and job satisfaction among staff nurse.

So, researcher decided to conduct this study in order to examine emotional intelligence and job satisfaction among nurses in Udaipur's selected hospitals.

METHODS

Study design and setting

This descriptive study was carried out through a cross-sectional method at tertiary care teaching hospital of Udaipur (Rajasthan) from January 2021 to July 2021.

Study participants and sampling

Non-probability convenience sampling technique was employed for sample selection (n=100) and sample size calculation was done by prevalence formula with the reference of the previous study. Participants working in selected government hospitals of Udaipur, willing to participate in the study and available at the time of data collection were included in the study whereas participants who have undergone training in emotional intelligence and job satisfaction were excluded from the study.

Data collection tool and technique

The standardized questionnaire Schutte Self Report Emotional Intelligence Test (SSEIT) and Minnesota Satisfaction Questionnaire (MSQ) were used for data collection. Questionnaire was distributed to participants for data collection. A pilot study was conducted on 10% sample size was found feasible.

Socio-demographic variables

Socio-demographic Performa included 9 items such as age, professional qualification, marital status, co-worker relationship, gender, work experience, number of children, type of family and monthly income.

Standardized questionnaire

The Schutte Self Report Emotional Intelligence Test (SSEIT) is a standardized tool to assess the emotional intelligence. It contains 33- items questionnaire with each item being rated on a 5-point Likert type scale, ranging from 1 (strongly disagree), 2 (somewhat disagree), 3 (neither agree nor disagree), 4 (somewhat agree) and 5 (strongly agree).The reliability coefficient of SSEIT was found to be 0.90.[15] The maximum possible scores for emotional intelligence are 137 and it is interpreted as follows: a score of below 111 indicates low level of emotional intelligence, a score of 111 to 137 indicates average level of emotional intelligence and a score of 137 above indicates high level of emotional intelligence.

To measure job satisfaction, Minnesota Satisfaction Questionnaire (MSQ)- Short form is a standardized tool. It is a 20-items questionnaire in which each item is graded on a 5-point Likert type scale, ranging from 1 (very dissatisfied), 2 (not satisfied), 3 (satisfied), 4 (very satisfied) and 5 (extremely satisfied). The reliability of MSQ was 0.964.[16] Cumulative score of all 20 criteria, which ranges from 20 to 100, indicates overall

satisfaction. It is categorized as follows: a score of above 75 indicates high level of satisfaction, a score of 26-74 indicates average level of satisfaction and a score of 0-25 indicates low level of satisfaction.

Statistical analysis

Statistical analysis was performed using the Statistical Package for Social Sciences Program (SPSS) version 20. Descriptive statistics and inferential statistics were used for data analysis such as mean, frequency, percentage, standard deviation and chi-square test.

RESULTS

In the present study, total 100 participants were analysed. Out of 100 samples, majority of the samples (72%) were in the age group of 20-29 years and most of the nurses (94%) were female, furthermore half of them (52%) were married and half of the nurses (52%) were having BSc (N), 30% were having GNM and remaining (18%) were having post certificate BSc (N) educational qualification. Half of the participants (50%) had 1-5 years of experience, 26 (26%) were fresher, 17% had 6-10 years of experience and remaining (7%) had 11-15 years of experience. However more than half of the participants (87%) had good co-worker relationship and 13% had average relationship with their co-workers. Nearly half of the participants (55%) were in nuclear family furthermore, more than the half of the participants (65%) had no children, whereas majority of the samples (43%) got a monthly income of less than Rs 23,000 (Table 1).

Moreover, a little more than half of the (59%) respondents experience high level of emotional intelligence, whereas 41% of the respondents experience average level of emotional intelligence. The overall mean emotional intelligence scores of respondents with SD were found 135.90±16.46 (Table 2). Furthermore, more than half of the nurses (65%) experience middle level of job satisfaction while remaining 35% nurses experience high level of job satisfaction. The overall mean job satisfaction scores of respondents with were found 76.50±14.46 (Table 3).

Demographic factors were also examined for association with EI level. In this study, Table 4 showed that older nurses have average level of EI than younger nurses. Therefore, the finding showed that there is a significant association between EI level with age. In addition, this study found a significant association between Staff Nurses' Emotional Intelligence Level and marital status, professional qualification, co-worker relationship, and family type (Table 4).

Furthermore, study data revealed that older and married nurses scored higher and middle level of job satisfaction respectively which were found significantly correlated with job satisfaction level. In addition, co-worker relationship, type of family and number of children were

all significantly associated with job satisfaction level (Table 5).

Table 1: Description of socio-demographic variables of participants, n=100.

Demographic variable	f (%)
Age group (years)	
20-29	72 (72)
30-39	28 (28)
Gender	
Male	6 (6)
Female	94 (94)
Marital status	
Married	52 (52)
Unmarried	48 (48)
Professional qualification	
GNM	30 (30)
B.Sc. Nursing	52 (52)
Post Basic B.Sc. nursing	18 (18)
Work experience (years)	
Fresher	26 (26)
1-5	50 (50)
6-10	17 (17)
11 and above	7 (7)
Co-worker relationship	
Good	87 (87)
Average	13 (13)
Type of family	
Nuclear	55 (55)
Joint	45 (45)
Number of children	
None	65 (65)
One	20 (20)
Two	15 (15)
Monthly income (Rupees)	
< 23,000	43 (43)
23,001-30,000	29 (29)
30,001-40,000	18 (18)
>40,001	10 (10)

Table 2: Emotional intelligence of participants, N=100.

Level of emotional intelligence	Percentage of respondent	Mean±SD
Low level	0	
Average level	41%	135.90±16.46
High level	59%	

Table 3: Job satisfaction of participants, N=100.

Level of Job Satisfaction	Percentage of respondent	Mean±SD
Low	0	
Middle	65%	76.50±14.46
High	35%	

Table 4: Association of emotional intelligence level of staff nurses with selected demographic variables, (n=100).

Demographic variable	Emotional intelligence level		P value
	Average	High	
Age group (years)			
20-29	25	47	0.04*
30-39	16	12	
Gender			
Male	3	3	0.64
Female	38	56	
Marital status			
Married	27	25	0.02*
Unmarried	14	34	
Professional qualification			
GNM	9	21	
B.Sc. Nursing	20	32	0.03*
Post Basic B.Sc. Nursing	12	6	
Work experience (years)			
Fresher	12	14	
1-5	20	30	
6-10	6	11	0.90
11 and above	3	4	
Co-worker relationship			
Good	32	55	0.02*
Average	9	4	
Type of family			
Nuclear	17	38	0.02*
Joint	24	21	
Number of children			
None	24	41	
One	9	11	0.46
Two	8	7	
Monthly income (Rupees)			
< 23,000	20	23	
23,001-30,000	13	16	
30,001-40,000	4	14	0.34
>40,001	4	6	

#No participants were found in low emotional intelligent level, p value < 0.05 * = Significant

Table 5: Association of job satisfaction level of staff nurses with selected demographic variables, N=100.

Demographic variable	Job satisfaction Level		P value
	Middle	High	
Age Group (years)			
20-29	52	20	0.01*
30-39	13	15	
Gender			
Male	4	2	0.92
Female	61	33	
Marital status			
Married	29	23	0.04*
Unmarried	36	12	
Professional qualification			
GNM	19	11	
B.Sc. Nursing	35	17	0.87
Post Basic B.Sc. Nursing	11	7	

Demographic variable	Job satisfaction Level		P value
Work experience (years)			
Fresher	18	8	
1-5	31	19	0.91
6-10	11	6	
11 and above	5	2	
Co-worker relationship			
Good	60	27	0.03*
Average	5	8	
Type of family			
Nuclear	31	24	0.04*
Joint	34	11	
Number of children			
None	47	18	
One	13	7	0.01*
Two	5	10	
Monthly income (Rupees)			
< 23,000	25	18	
23,001-30,000	20	9	0.65
30,001-40,000	13	5	
>40,001	7	3	

No participants were found in low Job satisfaction level, p value <0.05 *= Significant

DISCUSSION

Emotional intelligence has a remarkable role in the work place and it is regarded as a critical aspect in establishing and maintaining effective relationships in the work environment resulting in higher levels of job satisfaction. Because there is a paucity of existing literature exploring EI and job satisfaction in nurses, so the current study was conducted to assess emotional intelligence and job satisfaction profile of nurses and its association with the sociodemographic variables.

Present study shows that most (59%) of the staff nurses experience greater level of emotional intelligence, while others (41%) experience average level of emotional intelligence. Similarly, studies conducted by Harper et al and Angelna et al reported that most of the nurses (63.1%) have high EI and approximately 31% have average or higher levels of emotional intelligence respectively.[17,18] Nevertheless, in another studies, conducted by Codier et al and Bakr et al investigated that emotional intelligence of nurses were low which contradicts the current study findings.[18,19]

There are numerous factors influence emotional intelligence among nurses; therefore, it is critical to focus on and comprehend emotional intelligence -related factors. In the present study EI has found significant association with age, co-worker relationship, marital status, professional qualification, type of family, whereas no relationship has been observed with gender, work experience, no. of children, monthly income. Other studies examining the association among EI and demographic character have yielded conflicting results.

Codier et al and Angelna et al investigated that age correlates with EI level of nurse's i.e, older nurses scored higher on emotional comprehension and consistent with the present study findings. (p=0.04).[18,20] whereas, contrary to present study, MG et al discovered that EI among nurses' declines with age.[17]

In a subsequent study, Codier et al (2008) discovered no relationships between nursing experience and EI, which is consistent with the current findings.[20] Angelna et al, investigated that nursing experience years are significantly associated with their level of EI and no association has been found in marital status and EI which contradicts the present study findings.[18]

However, on the other side, In Kalyocu's research indicates that the emotional intelligence of married individuals have better emotional intelligence than single individuals and it has a substantial relationship with age also which agrees with the current study findings.[21] In a subsequent study, Kalyocu's analyses the impact of gender on emotional intelligence reported higher emotional intelligence levels for females which is in direct opposition to the results of the current study.[21]

However, Kalyncu's findings show that higher education is connected with higher levels of emotional intelligence. Which is in line with present study findings.[21] whereas Gautam et al reported no association between educational qualification and emotional intelligence.[22] Correspondence, it is reported that gender and job experience have a substantial impact on nurses' emotional intelligence scores, which contradicts the present study

findings. This variation in results may be due to variances in sample selection criteria.[22]

Present study data show that majority (65%) of the respondents had middle level job satisfaction and 35% of the respondents had high level job satisfaction. The acquired conclusion is consonance with the results of various studies which state that majority of the nurses were moderately or highly satisfied with their job.[19,23-25]

However, in contrast, Kotei et al (2014) discovered poor level of job satisfaction among nurses at Kintampo Municipal Hospital.[26] Despite, when compared to reports from Pakistan and Sri Lanka, our results appear to be lower.[25] This could be because of the bonuses and treats obtained. Whereas, in a study conducted by Datuah et al midwives were reported more likely to being dissatisfied than nurses.[27]

Job satisfaction is influenced by numerous elements that differ between nurses and situations. Present study also offers an empirical examination of the demographic factors with job satisfaction. Results revealed that Age, type of family, co-worker relationship, marital status, no. of children has been significantly associated with job satisfaction. Reddy et al discovered a significant relationship between age group and work satisfaction. Job satisfaction improves as a person's age grows, which is consistent with the current study findings.[14]

In contrast to the findings of the current study, Zare et al (2016) found a link between workers' gender and job satisfaction.[28] Despite, Concialdi et al (2014) found no association between gender and employee work satisfaction and lends credence to the present study findings.[29]

In a study, Mateja et al reported significant correlation between staff nurses' levels of job satisfaction and their educational backgrounds which disagree present study findings.[30] Datuah et al in their work concluded that there was no relationship between education level, working experience, gender, and job satisfaction and this conclusion is consistent with the findings of the current study.[27] However, contrasting results to the present study, Datuah et al reported no connection between marital status, age and job satisfaction.[27]

Furthermore, in this study, working experience is another demographic factor that showed a negligible correlation between job satisfaction. According to Kahiga (2018), Abdullah and Maqbali (2015), health professionals who are 40-45 years old and have five years of work experience are happier with their occupations, particularly with the intrinsic components, than their coworkers.[31,32]

This study has some limitations. The study was conducted in only selected center. Hence generalization is possible only to the selected settings. The study has sampling constraints. Convenient sampling technique was adopted; hence the generalizability of the inferential statistics correlation should be done with caution. Only nurses were included in this study's purview.

CONCLUSION

Present study highlighted that significant number of nurses experience high level of emotional intelligence and job satisfaction. Age, co-worker relationship and type of family, marital status contributed in higher level of emotional intelligence and job satisfaction. These are two major aspects in organisational behaviour that are critical in enhancing organisational efficiency. Thus, organizations should conduct regular assessments for emotional intelligence and job satisfaction.

Recommendations

Multi-centre study can be done. A Comparative study can be conducted to determine the similarities and differences in emotional intelligence and job satisfaction among nurses. Longitudinal study in this field can improves understanding across the board. A prospective study might be carried out to evaluate the emotional intelligence and job satisfaction among nurses.

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