

Relationship between Emotional Intelligence and Job Satisfaction among Staff Nurses

Thesis

*Submitted for Partial Fulfillment of the requirement
of Master Degree in Nursing Administration*

By

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

أَقْرَأْ بِاسْمِ رَبِّكَ الَّذِي خَلَقَ ﴿١﴾ خَلَقَ الْإِنْسَانَ
مِنْ عَلَقٍ ﴿٢﴾ أَقْرَأْ وَرَبُّكَ الْأَكْرَمُ ﴿٣﴾ الَّذِي عَلَّمَ
بِالْقَلَمِ ﴿٤﴾ عَلَّمَ الْإِنْسَانَ مَا لَمْ يَعْلَمْ ﴿٥﴾

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Candidate

 **Islam Elsayed Mohammed**





To

My Father & My Mother
My Sister and My Brothers
To my Husband Mohammed Mahmoud

And

To my lovely daughter & Son
Farah & Ahmed

For

Their Effort, Cooperation & endless
Support

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List of Abbreviation

<i>Abbr.</i>	:	<i>Full-term</i>
AACN	:	American Association of Critical –Care nurses
EI	:	Emotional intelligence
IQ	:	Intelligence quotient
JCM	:	Job Characteristics Model
MSCEIT	:	The Mayer-Salovey-Caruso Emotional Intelligence Test
SA	:	Self-awareness
SPSS	:	Statistical Package for Social Sciences.
SR	:	Self-regulation
SS	:	Social skill

Relationship between Emotional Intelligence and Job Satisfaction among Staff Nurses

Abstract

Background: Emotional intelligence and job satisfaction are two important issues for organizational success, and are key factors in promoting the efficiency of organizations. **Aim:** to investigate the relationship between Emotional Intelligence and Job Satisfaction among staff nurses who working in Benha Fever Hospital. **Design:** A descriptive, co relational design. **Subjects:** 100 staff nurses who are responsible for providing direct nursing care. **Tools of Data Collection:** Emotional Intelligence Inventory and job satisfaction questionnaire. **Results:** majority of subject had high emotional intelligence level while more than three quarter of them had moderate level of job satisfaction. There was significant relations between emotional intelligence level and staff nurses' age. There was significant relation between job satisfaction level and staff nurses' age and years of experience. **Conclusions:** There was highly statistically significant positive correlation between emotional intelligence and job satisfaction among staff nurses. **Recommendations:** Hospitals have to conduct emotional intelligence training program for the staff nurses. Staff nurses have to be committed with their job description. Nurse manager should improve the work environment through: maintaining security and safety policies and regulations in work place, regular evaluation of staff nurses' reward and promotion system and relate it with performance and behaviors not on seniority.

Keywords: Emotional Intelligence, Job Satisfaction, Staff nurses.

Introduction

Many of employees thought to leave their emotions at home and face their jobs, using only the rational minds. Human are emotional by nature, and nursing is emotional work, which had full of intense emotions and requires an interaction, and all interactions is permeated by emotions and feelings therefore. It is opportune ground for exploring emotions in the workplace in different contexts of nursing care **(Kumari, 2016)**.

Emotions represent an intrinsic part of biological makeup, and influence behavior. On some level, it always known that the ability to understand, monitor, manage and capitalize on the emotions can help in making better decisions, cope with setbacks and interact with others more effectively. The focus of nursing is people, so emotions are as important as technical information. Similar to other people-oriented professions, nurses should respect patients' preferences choices and fulfill patients' emotional, social, and moral needs **(Vilelas, 2014)**.

It is vital for nurses to be emotionally aware, to manage their emotions, to have empathy, and to communicate effectively. So nurses should come to work happy and optimistic despite persistent problems, such as

staffing shortage and difficult patients the usual explanation is personality: some people are simply positive and optimistic; others are negative and pessimistic. But the better explanation is the emotional intelligence which enhance person's ability to manage her/his emotions and the emotions of those she/he encounters **(Kalyoncu, 2012)**.

Therefore, Emotional intelligence is one of the important concepts associated with success in the organizational life, and developing emotional intelligence among the staff can solve many problems in health. Bar-On outlines five components of Emotional intelligence which are classified into: Intrapersonal component, Interpersonal component, adaptability, stress management and the general mood **(Nasiri, 2012)**.

Many researchers prove that high levels of emotional intelligence is an indicator and a positive element in control. Emotional intelligence is the strongest predictor of performance, explaining a full 58% of success in all types of jobs **(Ezzatabadi, 2012, López-Zafra, 2010, Bradberry et al., 2015)**.The selection of personnel based on the emotional intelligence had better results compared to the traditional methods which may have a greater reliance on cognitive abilities and technical knowledge. People with high emotional intelligence have more vitality, joy and