

**Assessment of Emotional Intelligence
and Perceived Self Efficacy among
Nurse Interns**

Thesis

*Submitted for Partial Fulfillment of Master Degree
(Nursing Administration)*

By

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Dr. Rasha Abd El Haleem

Dedication

I would like to dedicate this thesis to

My parents

My husband

My son

My daughters

My brothers and my sister

*For their love, care, support and
encouragement that allowed me to accomplish
this work,*

Rasha Abd El Haleem

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List of abbreviations

EI	Emotional intelligence
IQ	Intelligence quotient
NIs	Nurse interns
PSE	Perceived self-efficacy
SCT	Social cognitive theory
SE	Self-efficacy

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Assessment of Emotional Intelligence and Perceived Self Efficacy among Nurse Interns

Abstract

Background: Preparing nurse interns take over job responsibilities is one of the most challenging duties of nursing educational setting. The focus of nursing education should be on helping nurse interns to achieve high levels of emotional intelligence and self-efficacy competencies in nursing care. **Aim:** this study aimed to investigate the relationship between emotional intelligence and perceived self-efficacy among nurse interns. **Design:** A descriptive correlational design was used. **Setting:** The study was conducted at Ain-Shams university hospitals where nurse interns are trained. Study subjects included one hundred and fifty nurse interns. **Tools of data collection:** Data were collected by using an Emotional Intelligence questionnaire and perceived self-efficacy scale. **Results:** Majority of nurse interns had high level of total emotional intelligence, as well as more than two thirds of nurse interns had moderate perception level regarding self-efficacy. There was no statistical significant relation between total emotional intelligence and demographic characteristics except marital status, there was no statistically significant relation between nurse intern's total self-efficacy level and their demographic characteristics. **Conclusion:** there was statistically significant positive correlation between total emotional intelligence and total perceived self-efficacy among nurse interns. **Recommendations:** nurse students have to attend in emotional intelligence and self-efficacy training programs. Conducting a study on factors affecting nurse interns perception regarding self-efficacy.

Key words: Emotional intelligence - Nurse interns- Self-efficacy.

Introduction

Nurses are key people who their work requires heavy demands on both cognitive and emotional resources. Nurses practice allows them to be emotionally connected to the patient for his/her comfort during hospitalization, so now there is a need to evaluate the connection and interaction between emotional intelligence (EI) and nursing work, this is to understand the behavior of emotions in nursing work (*Gutierrez, 2016*).

Emotional intelligence is the capability of individuals to recognize their own, and other people's emotion, to discriminate between different feelings and label them appropriately, to use emotional information to guide thinking and behavior, and to manage and adjust emotions to adapt the environment and achieve one's goals. The concept of emotional intelligence involves the management of emotions within one oneself. It also emphasizes the importance of recognizing one's interdependence with other people (*Peter, 2017*).

Emotional intelligence enhances nurse interns in conveying emotionally competent nursing practices, making communication easy and facilitating decision making. As well, these skills enable them to adapt in the new clinical surroundings, and be satisfied and motivated in their assigned roles, emotional intelligence supports nurses in handling their emotional responses, being

empathetic and able to exchange feelings without establishing conflict and managing instinctive emotions (*Ibrahim, 2016*).

Emotional Intelligence consists of four elements- self-awareness, self-management, social awareness and relationship management. It can be raised by developing a few key skills such as by ability of stress management, recognizing and regulating emotions, empathetic attitude and resolving conflicts with confidence. Emotional Intelligence refers to skills that distinguish and normalize feelings in yourself & others, an individual who hold the present information and emotional nature work. On the other hand, emotional intelligence trait incorporates emotional intelligence skills as symptoms of individual self-efficacy of a more general framework which includes emotional intelligence capabilities (*Thakran, 2015*).

Self-efficacy (SE) is rooted in social cognitive theory (*Bandura, 1982*), which argues that self-beliefs area is a major determinant of performance; according to self-efficacy theory, individuals vary in their beliefs about the level of control they have over courses of actions needed to attain successful outcomes. Self-efficacy is distinct from actual capabilities required to perform a task, but SE beliefs can be viewed as proxy indicators of effective performance (*Qualter, 2015*).

“Self-efficacy” concept described as people’s judgments of their capabilities to organize and execute courses of action required to attain designated types of performance. Self-efficacy greatly influences the learning, performance, and motivation of human. Increased self-efficacy belief causes higher performance by increasing dedication and commitment (*Sarikoc, 2017*).

The four main sources of self-efficacy are: mastery experience, vicarious experiences, verbal persuasion, and psychological responses to experiences. Mastery experiences are situations in which people perform successfully. Vicarious experiences are situations in which people observe others perform successfully, compare themselves to that performance, and form beliefs about their own competencies (*Eden, 2016*).

Verbal persuasion by significant others can convince people of their capabilities, especially if this persuasion comes from a credible source. Physiological and affective states provide information about physiological and affective arousal during situations in which the capability in the domain in question is demonstrated. In stressful situations, people tend to read this somatic information as an indicator of dysfunction, thus impacting negatively on SE beliefs (*Eden, 2016*).

Self-efficacy plays a critical role in closing the gap between thought and action, aiding individuals in moving towards behavioral changes. People who receive and accept positive verbal encouragement from others demonstrate a reduction in self-doubt and therefore present a higher self-efficacy. Acquiring the ability to minimize negative thoughts and keep a positive outlook when facing difficult or challenging tasks to help individuals achieve a level of SE and lower their negative emotional arousal as well as social relationships (*Manasseh, 2015*).

Nurse interns self-efficacy or belief in their ability to perform activities, behaviors, and processes that are relevant to professional nursing practice will impact how successful they care for a patient. The SE may affect how nurse interns think, feel. Nursing students learn about professional practice in both real and simulated learning environments which include a variety of health care professionals, families, and patient situations of varying complexities (*Pierazzo, 2014*).

Significance of the study

During internship program nurse interns should perform multiple duties, tasks and facing different situations with different people. This period is usually associated with different types of emotional loads as well as great changes in nurse interns social and human relationship. Selecting proficient emotional ability to deal with several traumatic and difficult experiences is required for nursing interns. Lack of attention to this period of life can cause psychological disorders which may lead to lack of their self-efficacy So that assessment of nurse interns emotional intelligence and its influence on their perception of self-efficacy is important.