

Relationship between Emotional Intelligence and Job Stress among Nurses in Abbassia Mental Hospital

Thesis

Submitted for Partial Fulfillment of the Requirements
of the Master Degree in Nursing Science
(Psychiatric/Mental Health Nursing)

By

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Wafaa Hussien Ahmed

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List of Abbreviations

Abbr.	Full-term
APA	American Psychological Association
EI	Emotional Intelligence
ESI	Emotional Social Intelligence
PNJSS	Psychiatric Nursing Job Stress Scale
RN	Registered Nurses

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ABSTRACT

Background: Emotional intelligence is an essential factor that responsible for shaping interaction between nurses and job stress **Aim:** this study aimed to assess the relationship between emotional intelligence and job stress among nurses in El- Abbassia Mental Hospital. **Design** A descriptive correlational design was utilized in this study. **Setting:** The study was carried out at inpatients departments of El-abbassia Mental Hospital located in Cairo **Subjects:** The study was conducted on 220 of nurses working in El-Abbassia mental hospital **Tools of data collection** Socio-demographic Sheet, Emotional intelligence scale and psychiatric Nurses Job Stress Scale. **Results:** The highest percentage of the studied sample were able to make appraisal and regulation of own emotions, and three quarters of them had a high level of emotional intelligence with a significant relation between the level of emotional intelligence and their sex, income, professional experience and qualifications, Regarding to job stress the highest percentage of nurses had the ability to provide psychiatric nursing care towards psychiatric patients and most of them suffered from a moderate level of job stress with a significant relation between the level of job stress and their sex, experience and qualifications **Conclusion:** The result of the current study concluded that there was a negative relationship between emotional intelligence and job stress **Recommendations:** Planning Establish a psycho-educational program for psychiatric nurses to learn them how to cope positively with their job stressors and conduct intervention program concerning emotional intelligence among newly graduated nurses in order to managing their stress and improving job performance.

Key words: Emotional intelligence – job stress

Introduction

Psychiatric nursing is the most stressful occupation in the world; nurses face several stressors in their daily work continuously including poor working relationships between nurses and doctors and other health care professionals, communication and relationships with patients and relatives, emergency cases in which patients may be extremely aggressive, violent, and unpredictable and dangerous behavior to themselves or others, high workload, understaffing and lack of support or positive feedback from senior nursing staff **(Coker & Omoluabi, 2018)**.

Experiencing long term of job stress in the workplace leads to declining job satisfaction, inefficient job performance, reduced motivation and morale of nurses, physical and mental health disorders, burnout and job fatigue, repeated absence, delay in attending work, striking depression, anxiety, lack of trust and even job quality **(Ahanchian, 2015)**.

One way to cope with stress at work is emotional intelligence, which is commonly understood as one's ability to recognize own emotions and the emotions of others, and to use this understanding to successfully navigate important interactions **(Musa, Azmi, Abdullah, & Sedek, 2018)**.

Emotional intelligence (EI) plays an important role in a profession that requires not only technical expertise but mainly depend on the psychological and physical care of human beings in the stressful environment of the hospital

(Rashid, Ruqia & Batool, 2016). So that It is necessary that emotional skills to be developed not only to improve the health care provided, but also to protect nurses from stress and its subsequent negative health effects **(Konstantinou, Efstathiou, Charalambous, Kaitelidou, & Jelastopulu, 2017).**

Significance of the Study:

Job stress among nurses can ultimately rob nurses of their spirit and passion for the job, as well as diminish initiative, decrease interest in working, increase high absenteeism, result in poor performance, reduce efficiency and quality control and decrease mental and physical wellbeing **(Nazari, Jariani, Beiranvand, Saki & Aghajeri 2016).**

Emotional intelligence can help nurses to solve their occupational problems and develop faithful nurses; additionally emotional intelligence skills help nurses to get familiar with their emotions, behavior and reactions For that emotional intelligence is shown for nurses as a protective factor against stress and a facilitative factor to their health **(Smith & Cummings, 2017).**

So, it is important to assess the relationship between emotional intelligence and job stress among nurses working in mental hospitals for maintaining their psychological wellbeing, and helping them to deal positively with their stressors, and achieving their role.

Aim of the Study

The aim of this study was:

Assess the relationship between emotional intelligence and job stress among nurses in El-Abbassia Mental Hospital.

The aim of this study has been achieved through answering the following research questions:

1. What is the level of emotional intelligence among nurses in El-Abbassia Mental Hospital?
2. What are the job stressors and level of stress among nurses in El-Abbassia Mental Hospital?
3. What is the relationship between emotional intelligence and job stress among nurses in El-Abbassia Mental Hospital?

Literature Review

Emotional Intelligence

An Overview of the Emotional Intelligence:

It is important to define the concepts of intelligence and emotion prior to defining and discussing emotional intelligence.

Intelligence defined as a set of mental abilities that permits the recognition, learning, memory and capacity to reason about a particular information and that divided into three facets of intelligence, 1) abstract intelligence → pertaining to the ability to understand and manipulate verbal and mathematical symbols, 2) concrete objects → mechanical intelligence, and 3) social intelligence → the ability to understand and relate to people (**Mikulic, 2018**).

About social intelligence (**Hall, Wrench & Wilson, 2016**) gave a broader definition of social intelligence as the "ability to get along with people in general, or ease in society, knowledge of social matters, capability to stimuli from other members of a group, as well as insight into the underlying personality traits of strangers.

Moreover (**Abraham & Scaria, 2017**), defined intelligence as a person's ability to understand and analyze a particular problem or situation, have received considerable attention.

Emotion defined as "an integrated feeling state involving physiological changes, cognitions about action, coordinating responses to changes in the environment involving and appraising the ongoing situation for changes **(Mayer, 2015)**

So that there are many definitions of emotional intelligence

As identified by peter salovey and john mayer, 1990 defined emotional intelligence as a subset of social intelligence that involves the ability to monitor one's own and others feelings and emotions to discriminate among them and to use this information to guide ones thinking and actions, This was the first definition of EI, then they redefined it in 1997 as "the ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion and regulate emotion in self and others **(Dhani & Sharma, 2016).**

Then goleman, 1995 defined EI as the capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions effectively in ourselves and others **(Nourizade & Mohseni, 2014).**

Moreover, Emotional intelligence defined as a multi factorial array of interrelated emotional and social competencies, skills, and facilitators that influence one's ability to recognize, understand, and manage emotions, to relate with others to adapt, change and solve problems of a

personal and interpersonal nature and to efficiently cope with daily demands, challenges, and pressures (**Meng & Qi, 2018**).

Components of Emotional Intelligence:

There are two major components of EI which include personal competence or intrapersonal skills and social competence or interpersonal skills. Personal competence that consists of self-awareness, self-regulation, and motivation while Social competence consists of empathy and social skills (**Asiegbu, 2016**).

