

Impact Of Emotional Intelligence In Quality Of Work Life Of Female Nurses In Chennai

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ABSTRACT:

The study is intended to analyze the perception of female nursing professionals about their emotional intelligence and its influence in their work life. An individual's part of the life is invested in their work environment and most of the females are said to have mood swings in routine basis when compared to males. Emotional intelligence is said to be an ability to identify their emotional correctly and handling them wisely. Emotional intelligence is said to be an important factor to achieve success in both personal and professional life an individual. This study is implemented to identify the extent of relationship between emotional intelligence with the quality of work life of female nurses in Chennai.

KEY WORDS: EMOTIONAL INTELLIGENCE, QUALITY OF WORK LIFE AND QUALITY OF WORK LIFE OF NURSES

INTRODUCTION:

EMOTIONAL INTELLIGENCE

Emotional Intelligence is a set of qualities and competencies that captures a broad collection of individual skills and dispositions, usually referred to as soft skills or inter and intra-personal skills, that are outside the traditional areas of specific knowledge, general intelligence and technical or professional skills. Emotions are an intrinsic part of our biological makeup and every morning they march into the office with us and influence our behaviour. Emotional intelligence is said to be a unique skill and capabilities with which he/ she can control her emotions and manage relationship with others. Emotionally intelligent people will have an equal balance between their emotions and actions. Emotional intelligence is said to be an important factor to achieve success in an individual's life as they tend to deal with the other

individual in their work place, they must know how to deal with the others in their organisation as well as to manage all kinds of circumstances with an optimistic mind. Based on the previous research Emotional intelligence is said to be the other personal characteristics that an individual possesses in addition to the technical and professional abilities. In order to overcome the challenges in any environment one should have the following components of emotional intelligence including self awareness, self regulation, self motivation, and self competence. Self awareness means an awareness of emotions and accepting them, introspection, impartial attitude toward one's own internal states and knowing them, an awareness of one's weaknesses and strengths and includes emotional self awareness, self-evaluation and self confidence.

Self-regulation means self-control, management of emotions, the ability to retrieve oneself emotionally following an emotional shock, a sense of duty in one's job, flexibility with regard to changes, and an acceptance of new ideas and opinions, and includes self control, transparency, flexibility, progress innovation, and optimism. Relation control means that an individual accordingly adjusts his or her relations with others and it includes providing inspiration, penetration, development and growth of others as well as creating change, management of conflict, and team work. Social competence also signifies how individuals can organize their relationships and includes devotion service centeredness and organizational awareness. Consequently, in organization, emotional intelligence is closely related to such occupational variables as performance, success, motivation, quality of work life, etc.

QUALITY OF WORK LIFE

Quality of work life plays a key role in any organization and has an effect on the people, their work, performance and self-development as well as organization's development. It refers to relationship between the employees and the work environment in which they work. It focuses on creating a working environment where employees work co-operatively and achieve results collectively. Quality of Work Life (QWL) is more concerned with health, safety and welfare amenities provided to the employees in an organisation. The Quality of Work Life (QWL) has assumed an increasing interest and importance in all the countries of the world. It is very significant in the context of commitment to work, motivation and job performance. It means to facilitate the gratification of human needs and goal achievement. Quality of work life consists of opportunities for active involvement in group working, problem solving that are of mutual benefit to employers and employees based on labour management cooperation. Quality of work

life as a set of methods such as autonomous work groups, job enrichment and high involvement aimed at boosting the satisfaction and productivity of workers. Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility. They try to treat employees in a fair and supportive manner, open communication channels at all levels, offer employees opportunities to participate in decisions affecting them and empower them to carry on with their assignments.

QUALITY OF WORK LIFE OF NURSES

Quality of Work Life of nurses includes the total working environment of the hospital which is said to influence the overall satisfaction of the nurses. It is the favorableness or non-favorableness of the nurse's total work environment. Quality of Work Life of nurses is the extent to which nurses will be satisfied with their important personal needs (growth, opportunities, security) and organizational requirements (increased productivity, decreased turnover) through their experience in their work organization while reaching the purpose.

STATEMENT OF THE PROBLEM:

1. Notable job burnouts are the common problem in the health care sector as it affects both individuals and organizations.
2. Burnouts has a deleterious impact on the nurses as it affects their health. It also affects the organizations by increasing

job dissatisfaction among health care workers.

3. Nurses are exposed to a variety of occupational stressors, ranging from organizational factors such as heavy workloads and time pressure to interpersonal conflicts at work and patient-related factors.
4. Stressful work environment affects the nursing work life
5. Working conditions affect the nursing job satisfaction, work life and perception regarding performance

LIMITATIONS OF THE STUDY:

1. The study is limited to Chennai.
2. The study focused only on the female nurses in Chennai.
3. The study is analyzing the impact of Emotional Intelligence in the Quality of Work Life of Nurses ignoring the other influencing factors of Quality of Work Life of Nurses.

NEED FOR THE STUDY:

Health Sector is growing with a wide range of needs to provide the superior and added service through the same or reduced resources. The limited infrastructure, financial constraints, pressure, government regulations, and hospital policies create pressure among the health care workers like job insecurity, under pay, long working hours, job dissatisfaction, unsystematic working hours, responsibilities and stress. Nurses occupy the majority of the health care sector and their Quality of Work Life has to be ensured in order to satisfy and retain them in the health care sector and to continue the quality service to the public.

REVIEW OF LITERATURE:

David McClelland (1998) investigated division heads of a global food and beverage company and

found that 50% of division directors hired using standard methods left within two years, mostly due to poor performance. When the firm began selecting based upon emotional abilities like initiative, self-confidence, and leadership, only 6% left in two years. He also discovered that the divisions conducted by leaders strong in emotional intelligence competencies exceed in performance.

According to Schutte et al. (1998), Emotional Intelligence is specified as the capability to adaptively acknowledge emotion, manifest emotion, govern emotion and tackle emotions. Emotional Intelligence plays a significant role in the success of any venture of a person. Studies prove that the contribution of Emotional Intelligence is about eighty percent whereas the intelligent quotient is only about twenty percent. Scientists have validated that an employee with more Emotional Intelligence can easily adapt to new environment and will be fruitful to their organization (Ameen, Almari, & Isaac, 2019). It is well known that the strategic leaders of the organization will arise with this key character of Emotional Intelligence. Emotional Intelligence is also identified as one of the skills essential in 2020 to succeed.

P.Bhuvanewari, N.S.Suganya, K.Vishnupriya (2010), in their article titled, 'A Study on Quality of work life among employees in Neyveli Lignite Corporation Limited, Tamilnadu', examined the perception of Quality of work life among employees working in Neyveli Lignite Corporation Limited, Tamilnadu. Through this study we could conclude that the efforts of NLC in enriching the quality of work life of employees is encouraging and unique.

D. Vijayalakshmi and V. Loganayaki (2013) in the paper titled, 'A Study on Quality of Work life at Telecom Industries with Special Reference to Coimbatore', analyzed the perception of quality

of work life among employees of Telecom Industry in Coimbatore. The researchers therefore concluded that an appropriate working condition, interpersonal relationship, career growth and development, work life and relative facilities can lead to employee satisfaction which ensures the overall organization performance.

Sharma et al. (2016) in the study stated that when employees experience hard working conditions, work life balance initiatives uphold their satisfaction, particularly those who are working at health care organizations mainly hospitals.

Goodwin and Richards (2017) in their study discovered that those who are not supported by work- life balance activities recorded high level of dissatisfaction, and their determination to leave the job increased. This study states the importance of the work life balance in increasing the quality of work life of employees to increase their efficiency in their work environment.

RESEARCH METHODOLOGY

A descriptive research design was undertaken to study the impact of Emotional intelligence in the Quality of Work Life of Female Nurses in Chennai . The present study has made an attempt to investigate the Emotional Intelligence factors that mainly influences the Quality of Work Life of nurses in Chennai. The data required for the study is gathered from both primary and secondary sources.

OBJECTIVES OF THE STUDY

1. To identify the impact of Emotional Intelligence in the Quality of Work Life of Female Nurses in Chennai.
2. To analyze the influencing factors of the Emotional Intelligence.
3. To know the Quality of Work Life of Nurses in Chennai.

SCOPE OF THE STUDY

Health care sector is an area where one has to work 24/7 and it creates stress among nurses especially on the female nurses as they are working overtime and they are constantly under pressure. For that reason, the striking balance between work and family is essential to have physical and mental health. Emotional intelligence of a person will ensure to handle all the work stress among the work environment with the co workers and it also ensure to have control over the emotions of an individual analyzing the circumstances of the outburst of the emotions. This study is focuses only on the Emotional Intelligence factors that has an impact on the Quality of Work Life of Nurses working in Chennai.

SIGNIFICANCE OF THE STUDY

This research will enable the reader to understand the main factors of Emotional Intelligence that creates an impact on the Quality of Work Life of Female Nurses in Chennai. It will also empower the vision over the importance of Emotional Intelligence in the work environment and the need to enrich the quality of work life of nurses in Chennai.

RESEARCH DESIGN AND SAMPLE SIZE

Female Nurses working in Chennai was approached for the purpose of gathering primary data. Questionnaire was circulated through online mode (google form) and hard copies based on the convenience of the Nurses for the collection of data.

Data were collected from 64 nurses through a structured questionnaire. Non parametric test was used to analyze the data. SPSS software package was used for analysis.

RESEARCH HYPOTHESIS

1. **H0: There is no significance difference between the marital status of the female nurses**

and the Self-Regulatory factor of Emotional Intelligence which creates an impact on Quality of Work Life of Nurses.

2. H₀: There is no significant difference between age and Quality of work life factors of Nurses

3.H₀: There is no significance difference between the education status of the female staff nurses and the self-motivation factors of Emotional intelligence in creating an impact in the quality of work life of nurses.

DATA ANALYSIS:

MANN WHITNEY – U TEST

H₀: There is no significance difference between the marital status of the female nurses and the Self-Regulatory factor of Emotional Intelligence which creates an impact on Quality of Work Life of Nurses.

TABLE 1:

MANN WHITNEY – U test for significant difference between mean rank of married and unmarried nurses with respect to self-regulatory factor creating an impact in Quality of Work Life of Nurses.

INFLUENCING FACTOR	MEAN RANK OF MARITAL STATUS		Z VALUE	P VALUE
	MARRIED	UNMARRIED		
CAPABLE OF CONTROLLING MY EMOTIONS	40.50	24.50	4.583	.000
I RESIST TO ACT IMMEDIATELY	20.50	44.50	5.612	.000
ABLE TO CONTROL OTHERS IN STRESSFUL SITUATIONS	16.50	48.50	7.483	.000
ORGANISED AND CAREFUL IN WORK	32.50	32.50	0.000	1.000
I CAN HANDLE MULTIPLE DEMANDS AND RAPID CHANGE	28.50	36.50	1.871	.061

Interpretation: Since P value is less than 0.001 the null hypothesis is rejected at 1% level of significance. Hence there is significant difference between marital status and the self regulatory factor of Emotional Intelligence which create an impact in the Quality of work life of Nurses.

FRIEDMAN TEST

H₀: There is no significant difference between age and Quality of work life factors of Nurses

TABLE :2

Friedman test for significant difference between mean rank of married and unmarried nurses with respect to Quality of Work Life factors of female Nurses.

INFLUENCING FACTORS OF QUALITY OF WORK LIFE OF NURSES	Mean Rank	Chi-Square Value	P Value
ADEQUATE REMMUNERATION	5.38		

COMPENSATION BASED ON MY EFFORTS	5.38	569.405	0.000
SAFETY AND SECURITY MEASURES	9.88		
JOB SECURITY	8.25		
NECESSITIES	9.88		
COMMUNICATION	11.63		
RELATIONSHIP WITH SUPERIORS AND PEERS	8.25		
SUPPORT SYSTEM IN WORK PLACE	9.88		
RECOGNITION	9.88		
IMPACT IN THE LIFE OF PATIENTS	11.63		
PRIDE IN JOB	10.00		
NECESSARY SUPPLIES FOR PATIENT CARE	9.88		
CAREER DEVELOPMENT	9.88		
PROFESSIONAL GROWTH	6.75		
TRAINING AND DEVELOPMENT	8.25		

Interpretation: Since P value is less than 0.001 the null hypothesis is rejected at 1% level of significance. So there is significant difference between the marital status and the quality of work life factors of nurses.

KRUSKAL-WALLIS TEST

H0: There is no significance difference between the education status of the female staff nurses and the self-motivation factors of Emotional intelligence in creating an impact in the quality of work life of nurses.

TABLE:3

Kruskal-Wallis Test for significant difference between mean rank of Education qualification of nurses with respect to Self-Motivation factor

INFLUENCING FACTORS OF EMOTIONAL INTELLIGENCE	EDUCATIONAL QUALIFICATION OF NURSES			Chi-Square value	P Value
	DIPLOMA	GNM	B.SC		
SELF MOTIVATION					
CONTINUOUS LEARNING TO IMPROVE MYSELF	46	12	6	8.037	0.018
HIGHLY COMMITTED TO WORK	46	12	6	16.214	0.000
OPTIMISTIC TO LEARN AND DEVELOP	46	12	6	16.214	0.000

Interpretation: Since P value is less than 0.001 the null hypothesis is rejected at 1% level of significance thus the self motivation differs on the basis of the education qualification of nurses.

FINDINGS OF THE STUDY:

The major findings of the study are there is an impact of Emotional Intelligence of Female Nurses in their Quality of Work Life. Emotional Intelligent is said to be an important factor which internally induce the performance of in their work environment. Emotional quotient varies from person to person thus they tend to motivate themselves and others in their work environment. Thereby it enforces the quality work environment where they build a good relationship with their superior and peers through which they can

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develop themselves and learn from others to enrich themselves in their profession.

CONCLUSION:

As the majority of the time of individuals life is spent in their work place, they should ensure the quality work environment by maintaining relationship with superiors to get adequate support in their career development and with their peers to get support services in their work environment. Thus, an individual should possess appropriate level of Emotional intelligence to maintain healthy relationship and to have a strong emotional balance to manage all circumstances in their work environment.

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