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EMOTIONAL INTELLIGENCE AND ITS IMPACT ON STRESS MANAGEMENT AMONG WOMAN NURSES IN HOSPITALS IN SALEM

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ABSTRACT

More profound and extensive changes are taking place in the globe today than at any time since the dawn of the modern era. The healthcare industry is renowned for its massive and swift development. The nursing industry is challenging. At times, it is exhausting on a physical, mental, and emotional level. Nurses working in private hospitals may encounter issues such as night shifts, critical patient care, lengthy shifts and fatigue, workload difficulties, etc. Individuals might quickly become stressed out by such demanding and stressful job schedules. This may result in a disrupted emotional state of mind, which ultimately has an impact on the output's effectiveness and caliber. Stress may be effectively managed in the workplace when emotional intelligence is applied correctly. We examine the elements how they affect how female nurses who work in multiple Salem private hospitals handle their stress. A combined qualitative and quantitative investigation was carried out in Salem's healthcare organizations. A sample of 100 female nurses was chosen, and they completed a standardized questionnaire. Non-Probability Sampling was used, and the snowball sampling method. The data were analyzed using statistical approaches that were both descriptive and inferential. The findings indicate that it's vital to consider all four elements of emotional intelligence. Emotional intelligence is more influenced by the use of emotion than by the other three of the four factors put together. Stress management is significantly influenced by emotional intelligence. In order to improve job performance and efficiently manage occupational stress, it is advised that management of healthcare organizations concentrate their efforts on raising the emotional intelligence of their staff.

Keywords: Emotional intelligence, self-awareness of emotions, empathy for others, control over emotions, effective use of emotions, and stress management.

1. Introduction

Every day, the workplace is undergoing fast change. Employees are now expected to be far more emotionally and psychologically invested in their work in order to perform at their best particularly service-based firms, constantly pressure their workers to perform the advantage. This strain is particularly noticeable in the atmosphere of private hospitals where there is a great deal of demand for high-quality service provision, patient care, etc. Due to the increasing complexity of both business and human behavior, it is necessary to hire individuals who have both high EQs and IQs. The capacities to motivate, influences, and comprehend the emotions of others as well as one's own and theirs is known as emotional intelligence. A person's actions are influenced by how they feel, and how they behave in turn impacts not just their own performance but also that of those around them. In the workplace and in job results is being recognized by many organizations. In the field of human services, stress can be felt throughout service jobs due to intrinsic tension and emotions. The fast paced lifestyle of today is unavoidably stressful. Employees in the workplace experience it as a result of the work they do. An individual's aptitude, focus, and performance all suffer significantly as stress levels rise. Stress has a serious detrimental effect on a person's performance and health. Therefore, managing stress is essential to both lowering stress levels and improving performance. The fast rise of the Indian healthcare sector is being fueled by the increase of services and investment by both public and private organizations. One area where emotional intelligence may be strengthened is in the

healthcare sector to enhance stress management and team and individual performance. The examines the elements and how female nurses managing stress in Salem's private hospitals.

2. **Indian Healthcare**

Indian healthcare has adapted Western scientific and technical advancements in the multicultural nation. The healthcare industry is growing quickly in terms of jobs and income. With a Compound Annual Growth Rate (CAGR) of 12 percentage, it is anticipated to increase from INR669,500 crore in 2015 to INR1,230,800 crore by 2020. In the 25 years leading up to 2016, India's population increased by 450 million. A "dual disease burden" has emerged during this time of increasing wealth, with communicable illness rates growing steadily while non-communicable or "lifestyle" diseases have surged. Non-communicable diseases now account for half of all deaths worldwide, up from 42% in 2001–2003. Nevertheless, despite this expansion, India's healthcare industry still has a lot of work to do in order to successfully care for its 1.3 billion citizens. In FY 2017–18, it is predicted that corporate healthcare revenue in India would increase by 15%. The medical tourism business is predicted to increase by 22–25% in India rose by more than 40 percentages to 200,000 in 2016 from 130,000 in 2015. India has been a hub for operations for multinational corporations since clinical research there is relatively inexpensive.

3. **Statement of the Problem**

More profound and extensive changes are taking place in the globe today than at any time since the dawn of the modern era. The changes do signify a transition from the old paradigm of conventional intelligence is known for its tremendous and accelerating transformation. The nursing industry is challenging. At times, it is exhausting on a physical, mental, and emotional level. Having a steady emotional state depends heavily on mental pleasure. This may result in a disrupted emotional state of mind, which ultimately has an impact on the output's effectiveness and caliber. Due to these circumstances, it is becoming more and more important resolve conflicts amicably and adequately handle stress and anxiety at work. Employees require emotional intelligence as well as technical intelligence to meet these problems, according to Goleman (1998). Emotional intelligence (EI) is a personal and social skill that enhances a person's high level of problems. Every research endeavor begins with a problem, which serves as the fundamental building block for turning concepts into actual research procedures. A problem is a mental stimulation that calls for a scientific research-based solution. At order to manage stress, the current study aims to describe and evaluate the levels of working nurses at Salem's private hospitals.

4. **Objectives of the Study**

The questions that the research will attempt to address are referred to as the Objectives. They explain what the researcher hopes to learn from the investigation. This study's goals include an analysis of emotional intelligence's constituent parts.

5. **Significance of the Study**

Every business aspires to operate at maximum productivity. A skilled and competent workforce is unquestionably one of the most crucial components that aid organizations in achieving their objectives, since the workforce has a significant impact on productivity levels. Healthcare organization management is increasingly interested in learning how to recruit, retain, and inspire its workforce. Healthcare management must provide workable, long-lasting solutions to these intricate issues in a system that priorities both affordability and quality. Organizations and academics are becoming more interested in the subject of emotional intelligence. The majority of individuals in organizations nowadays experience movements of diminishing loyalty and commitment, influenced by significant professional stress, startling uncertainty, suppressed creativity, alienation between managers and coworkers, and eroding trust. Employees who work in stressful environments suffer from mental anguish as a result of the work they do. Organizations either don't know about these signs or, more often than not, don't want to recognize them because it would mean taking action. In order to give their staff a comfortable, stress-free work environment and to gain better job

performance from them, managers of healthcare organizations (hospitals) might benefit more from knowing the emotional intelligence of its nurses. The study examined the connection between nurses' emotional intelligence and their capacity for stress management in a private hospital setting. The study's significance lies in two areas: its effect on stress reduction and emotional intelligence level.

6. **Scope of the study**

The scope of the inquiry includes a list of the study's broad goals. The present study's analysis, findings, recommendations, and conclusion will be extremely helpful for hospitals and healthcare organizations as well as healthcare workers in India and other countries. This study will also be more helpful to future researchers who conduct studies of a similar nature. The perspective of female nurses working at private hospitals in Salem is the only topic covered in this study. The Salem district is the only area is covered. It makes suggestions for changes to the present hospital work environment that would enhance nurse productivity and stress management.

7. **Review of Literature**

Nina Ogniska (2005) revealed that emotional intelligence has a crucial, albeit not particularly powerful, role in detecting occupational stress and shielding human services workers from adverse health effects. Employees that are able to control their emotions and emotional information at work are better equipped to handle stress at work. It should be developed as a result of training in stress management. Montes-Berges et al., (2007) They investigated the relationship between nursing students' mental health and the Trait Meta-Mood Scale, stress management measures, and the number and quality of social support. According to the research, there is a direct link between social support and mental health, as well as between clarity and social support and recovery. According to a hierarchy regression study, mental health is mostly predicted by emotional repair, and social support is primarily predicted by emotional and clarity repair. These results underline the significance of perceived emotional intelligence (PEI) in stress management for nurses. Saddam Hussain Rahim (2008) revealed that emotional intelligence skills significantly impact stress and employees' psychological problems, and they search for solutions in the context of how significantly and favorably these competencies impact stress. Teachers' emotional intelligence is a key factor in predicting their health, and there is a strong correlation between emotional intelligence and occupational stress. Singh and Singh (2008) explored the connection between emotional intelligence and how medical professionals perceive role stress in their professional life. The study's sample of 312 medical professionals included 174 male and 138 female doctors who worked for privately managed professional healthcare organizations. The study's findings revealed that emotional intelligence and perceived organizational role stress did not differ significantly by gender for either gender or for medical professionals as a whole, but that emotional intelligence and organizational role stress did significantly negatively correlate with one another. Ismail, Suh-Suh, Ajis and Dollah (2009) The study's conclusions show a strong relationship between emotional intelligence and job stress and work performance. The statistical results of the investigation confirmed the idea that emotional intelligence dampened the influence on everything.

8. **Emotional Intelligence**

John Mayer and Peter Salovey, who have had the largest influence on the field's growth as a science, coined the term "emotional intelligence" in the early 1990s. One aspect of emotional intelligence, according to Salovey and Mayer (1990), is the ability to observe one's own thoughts and feelings as well as those of others, to recognize the differences between them, and to use this information to guide one's thinking and actions. Daniel Goleman's 1995 article Why It Can Matter More Than IQ is credited with sparking the current, pervasive interest in the topic. The concept of emotional intelligence is based on the capacity to understand and manage one's own emotions as well as those of others (Mayer & Salovey, 1997). It became a term used to describe clever actions. It can be able to recognize, regulate, and accept their own emotions as well as those of others, but they will also be able to manage their stress and emotional disturbances, which will greatly improve their performance at work.

9. **Stress Management**

A group of physiological reactions brought on by internal or external stressors are referred to as stress. As a result of the work they conduct, employees who work in stressful circumstances experience mental agony. When stress levels are too high, workers encounter a variety of symptoms that can have a detrimental influence on their productivity of work. The performance and overall productivity of an employee can be significantly impacted by stress. Others opt for an avoidance strategy, which involves participating in escapism. The company should take action to lessen employee stress by providing them with thorough training and previous information about the tasks they must do. The connection between bosses and subordinates should be appropriate. Maintaining a positive work atmosphere is important. Every company should make every effort to minimize employee stress since it affects their capacity to do tasks that are crucial to the success of the company. The management of stress would follow from the management of emotional intelligence.

10. **Research Methodology**

From a functional point of view, this study is both descriptive and analytical since we examine how emotional intelligence is perceived in relation to stress management. This research is both qualitative and quantitative from the perspective of data nature. The needed data was gathered using a survey design. In this study, nurses employed by various healthcare organizations make up the population. Only Salem's private healthcare institutions were included in the study. For this study, the Salem district, which consists of North Salem, Central Salem, and South Salem, was chosen. Utilizing the survey, in-person interview, and observation procedures, primary data on the numerous elements were acquired. Theoretical notions and the profile of the healthcare industry was also the subject of secondary data collection. 100 people made up the total sample size for this investigation. Data from the respondents were gathered using the Non-Probability Sampling approach known as snowball sampling. The information was gathered throughout the months of April, May, and June of 2017. Numerous statistical methods, such as correlation, multiple regression, independent sample 't' test, percentage analysis, mean analysis, and mean were calculated.

11. **Data Analysis and Discussion**

Data must then be handled and analyzed in accordance with the standards specified while developing the study plan after collection. To understand the results in connection to the objectives and assumptions, many statistical approaches have been utilized for analysis.

Table - 1

Demographic and Job

Variables	Options	Frequencies	(%)
Marital Status	Married Unmarried	52 48	52.00 48.00
Age	19 – 40 Years 41 - 52 Years	Open ended Question (Scale Variable)	68.00 32.00
Qualification	School Level/Diploma UG / PG	59 41	59.00 41.00
Monthly Income (INR)	Up to Rs.10,000 Rs.10,001 – Rs.20,000 Above Rs.20,000	47 36 17	47.00 36.00 17.00
Job Experience	1 – 5 Years 6 – 10 Years	Open ended Question (Scale Variable)	72.00 18.00

	11 – 18 Years		10.00
Working Shift	General / Day shift	36	36.00
	Night shift	45	45.00
	Rotating Shift	19	19.00

Source: Primary Data

According to the above statistics, married respondents were (54%). In terms of age, 68% of the respondents are between the ages of 19 and 40. 41% of them are undergrads or postgraduates, while 59% have a school diploma or equivalent education. 47% of respondents reported monthly earnings of up to Rs. 10,000. 72% of respondents have work experience. A whopping 45% of them work nights.

Table - 2
Components of Emotional Intelligence

Variables	N	Mean	SD
Appraisal of Self-Emotion	100	9.76	4.352
Appraisal of Other's Emotion	100	9.12	4.611
Regulation of Emotion	100	10.89	3.822
Usage of Emotion	100	11.28	3.561
Overall Ei Score	100	41.05	4.653

Source: Primary Data

The questionnaire had 12 items, three for each of the four components of emotional intelligence that were done here. The perception of nurses towards these factors is assessed using descriptive statistics. According to the following data, employees perceive using emotion more than others and evaluating others' emotional state less than others (M = 11.28). The fact that all Mean values are above 9 (60%) out of 15 suggests that nurses' perceptions of four components of emotional intelligence are above average. The nurses' perception of emotional intelligence in private hospitals is given an overall mean score of 41.05%. This is greater than 68% (41.05/60x100 = 68.42%). This shows that at private hospitals, nurses perceive emotional intelligence to be higher than 68%.

Table - 3
Marital Status

Variables	Marital status						t - value	p - value
	Married			unmarried				
	N	Mean	SD	N	Mean	SD		
Appraisal of Self-Emotion	54	10.22	3.615	46	9.26	3.984	4.598	0.000**
Appraisal of Other's Emotion	54	9.58	4.269	46	10.22	3.412	3.245	0.018*
Regulation of Emotion	54	11.27	3.387	46	10.49	4.324	3.536	0.010*
Usage of Emotion	54	12.46	2.534	46	11.20	3.233	3.936	0.002**
overall EI score	54	43.53	5.647	46	41.17	6.238	4.133	0.000**

Source: Primary Data

(** 1% Level of Significance) (* 5% Level of Significance)

The differences in the various components of emotional intelligence between married and unmarried people were compared using an independent-samples t-test. According to the mean results, married respondents' overall mean emotional quotient is higher than the unmarried respondents. This suggests the different elements of the single respondents. When compared to other aspects of emotional intelligence, the positive impression of using emotions are seen. As a result, it can be said that there is a statistically significant difference in emotional intelligence between married and single individuals.

12. **Correlation Analysis**

H_0: The emotional intelligence of nurses does not significantly correlate. The association between nurses' ratings of their own and others' emotions, their ability to control their own emotions

and those of others, and their emotional intelligence was examined using a Pearson product-moment correlation.

Table - 4
EI Components – Emotional Intelligence

variables	N	'r' value	p - value	relationship	Remarks	
					significant	result
Appraisal of Self-Emotion – Emotional Intelligence	100	0.561**	0.000	Positive	Significant	Rejected
Appraisal of Other's Emotion – Emotional Intelligence	100	0.502**	0.000	Positive	Significant	Rejected
Regulation of Emotion – Emotional Intelligence	100	0.636**	0.000	Positive	Significant	Rejected
Usage of Emotion – Emotional Intelligence	100	0.752**	0.000	Positive	Significant	Rejected

**. Correlation is significant at the 0.01 level (2-tailed).

The null hypotheses are disproved in all of the aforementioned instances since the P value is smaller than the Sig. Value (0.01). There are moderate to significant positive relationships between nurses' ratings of their own and others' emotions, their ability to control their own emotions and how they use their emotions. The use of emotion is implied to have a significant impact on nurses' emotional intelligence. As a result, there is a strong relationship between nurses' emotional intelligence and the emotional intelligence's constituent parts. The link between nurses' assessments of their own and others' emotions, their control over their own emotions, their use of emotions, and their ability to manage stress was examined using a Pearson product-moment correlation.

Table - 5
Stress Management

variables	n	'r' value	p - value	relationship	remarks	
					significant	result
Appraisal of Self-Emotion – Stress Management	100	0.667**	0.000	Positive	Significant	rejected
Appraisal of Other's Emotion – Stress Management	100	0.502**	0.000	Positive	Significant	rejected
Regulation of Emotion – Stress Management	100	0.713**	0.000	Positive	Significant	rejected
Usage of Emotion – Stress Management	100	0.811**	0.000	Positive	Significant	rejected

**. Correlation is significant at the 0.01 level (2-tailed).

The null hypotheses are disproved in all of the aforementioned instances since the P value is smaller than the Sig. Value (0.01). There are moderate to significant positive relationships between nurses' ratings of their own and others' emotions, their control over their own emotions, their use of emotions, and their ability to manage stress. The association between the uses of the strongest of the four EI components is used. It is implied that using emotions has a significant influence on nurses' ability to manage their stress. It suggests that people who regulate their emotions well may efficiently deal with stress. As a result, there is a considerable connection between nurses' ability to manage their

stress and their ability. H_0: The levels of emotional intelligence and nurses' ability to manage stress have no real link.

Table - 6
Level of Emotional Intelligence in Stress Management

Variables	n	'r' value	p - value	relationship	remarks	
					significant	result
Emotional Intelligence – Stress Management	100	0.816**	0.000	Positive	Significant	Rejected

**. Correlation is significant at the 0.01 level (2-tailed).

The null hypothesis is rejected in the situation above because the value is smaller than the Sig. Value (0.01). The relationship between nurses' emotional intelligence and stress management is quite favorable (r = 0.816).

13. **Multiple Regression**

Regression is the study of a statistical relationship between two or more variables. Multiple regression analysis is used to assess the strength of the linear correlation. Multiple regression was used to identify the best linear combination of Self-Emotion Appraisal, Other-Emotion Appraisal, Emotion Regulation, and Emotion Usage for predicting Emotional Intelligence of Nurses in Private Hospitals.

Table - 7
Regression Analysis - Emotional Intelligence

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.813	.554		2.392	.154
	Appraisal of Self-Emotion	.224	.032	.437	8.487	.000
	Appraisal of Other's Emotion	.251	.029	.382	7.249	.000
	Regulation of Emotion	.412	.022	.511	10.152	.000
	Usage of Emotion	.538	.018	.612	12.444	.000

Preliminary experiments were conducted to ensure that the assumptions of normality and linearity were not broken. The correlations, means, and standard deviations may be found. The dependent variable, emotional intelligence, is substantially predicted by the combination of all four factors.

Out of the four independent components, use of emotion (0.612) had the greatest predictive power. The beta weights show that only 61% (0.612) of the variance in the prediction of emotional intelligence can be attributed to the use of emotion. Emotional Intelligence (0.382) is more negatively impacted by the evaluation of others' emotions than other factors.

14. **LIMITATIONS AND DIRECTION FOR FUTURE STUDIES**

100 female nurses working in private hospitals will make up the sample. Therefore, this study cannot be regarded as "full-proof". This survey only includes selected female nurses who work in Salem's several private hospitals. Academics and researchers need to establish in order to foresee human behavior in a variety of contexts. There may be some recommendations for more research based on this study. The study's focus is on nurses who work in Salem private hospitals. Given this information, future research may select participants from various categories, such as workers from various places and the comparison studies may be conducted.

15. **Suggestions for Improvement**

In general, the term "emotional intelligence" refers to a collection of skills that can be learnt, are flexible, and evolve through time. Workers will be more able to adapt to their workplace and create positive working connections as a result of this course of action, which will increase output and job performance. The findings of this study may help the human resources department of the healthcare industry better comprehend the needs and views of employees. According to the study, the demographic factor of marital status affects the nurses' emotional intelligence. According to the study, married people scored emotionally intelligently higher than single people. Additionally, the study revealed that 68% of respondents were between the ages of 19 and 40 and that 46% of them were single. Managers in healthcare organizations should develop appropriate policies to help the young nurses who make up a large portion of their staff increase their emotional intelligence. The results of the study showed a strong connection between stress management and nurses' emotional intelligence. The management of healthcare companies may use this information to support and aid their staff in coping with demands and obstacles encountered both at work and in their personal lives, as well as to help establish a positive work environment. Through its organizational policies the management should foster a positive work environment that influences workers' wellbeing in a variety of ways. The healthcare firms could be able to sustain or raise staff performance in this way. The study found that, among the four components of emotional intelligence, using emotions had the greatest influence on nurses' emotional intelligence and stress management. Therefore, healthcare organizations should create and offer such training to nurses so that they can use their emotions to effectively and efficiently reduce/manage their stress. Regular physical activity, meditation, yoga, and other soft skill exercises can help healthcare workers feel more emotionally balanced and less stressed.

16. Conclusion

Any healthcare practitioner can understand their emotions with the relationship and the satisfaction. With increased emotional intelligence skills, a person's capacity to identify and manage their own and other people's emotions will increase, which will lead to the provision of high-quality services. In order to effectively manage their workers' stress, managers in the healthcare sector must attempt to establish a relationship between emotional intelligence and this practice. A better work environment may be created, enhanced, and integrated using emotional intelligence. The study's findings support the notion that the four components of emotional intelligence appraisal of one's own and other people's emotions, control of one's own emotions, and use of one's own emotions all work together. The use of emotion has a bigger influence on emotional intelligence than the other three of the four variables combined. Emotional intelligence has a big influence on stress management. In order to improve job performance and efficiently manage occupational stress, it is advised that management of healthcare organizations concentrate their efforts on raising the emotional intelligence of their staff.

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