Research Article

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A Comparative Study to Assess the Emotional Quotient of Staff Nurses Working in a Private and a Government Hospital of New Delhi

Abstract

Introduction: A comparative study to assess the emotional quotient (EQ) of staff nurses working in a private and a government hospital of New Delhi. The objectives of the study were: To assess the emotional quotient of staff nurses working in a government hospital; to assess the emotional quotient of staff nurses working in a private hospital and To compare the emotional quotient of staff nurses working in government and private hospitals.

Method: A quantitative approach with a descriptive comparative survey design was adopted for the study. The study was conducted in Safdarjung Hospital, New Delhi, and HAHC Hospital, New Delhi. The population of the study consisted of staff nurses working in a government hospital and a private hospital. 50 samples were selected from the private hospital and 50 from the government hospital by using convenient sampling technique to assess the emotional quotient. The tool used for data collection was rating scale to assess the emotional quotient.

Results: The finding showed that the mean score of private hospital staff nurses was (63.34%) which was higher than mean score (55.94%) of government hospital staff nurses. The findings also revealed that in government hospital majority of staff nurses had average emotional quotient, i.e., 21(42%) while, 18(36%) had low emotional quotient and 11(22%) belonged to high emotional quotient category. Same were the findings in private hospital which showed that a majority of staff nurses had average emotional quotient, i.e., 23(46%), 18(36%) had high emotional quotient and 9(18%) had low emotional quotient.

Conclusion: The finding of the present study suggested that emotional quotient was high in private hospital staff nurses as compared to government hospital staff nurses and majority of staff nurses in both the hospitals had average emotional quotient.

Keywords: Emotional quotient, Staff nurse, Private hospital, Government hospital.

Introduction

Emotions are what people feel. In terms of evolution; they are very ancient and can be seen in all mammals. Emotions are caused by a complex mixture of hormones and the unconscious mind. Only with great difficulty can we control our emotions by conscious effort. They cause mammals to change behavior according to changes in their situation.[1]

Emotions are complex. According to some theories, they are a state of feeling that results in physical and psychological changes that influence our behavior. The physiology of emotion is closely linked to arousal of the nervous system with various states and strengths of arousal relating, apparently, to a particular emotion.[2]

Extroverts are more likely to be social and express their emotions, while introverts are more likely to be more socially withdrawn and conceal their emotions. Emotions involve different components, such as subjective experience, cognitive processes, expressive behavior, psychophysiological changes and instrumental behavior.[3]

Emotional quotient (EQ) often referred also as emotional intelligence (EI) is the capacity of individuals to recognize their own, and other people's emotions, to discriminate between different feelings and label them appropriately, and to use emotional information to guide thinking and behavior.[4]

Goleman,[5] an American psychologist, developed a framework of five elements that define emotional intelligence. These are as follows:

1. Self-Awareness – This is the ability to understand one's own emotions, because of which, they do not let their feelings rule them.
2. Self-Regulation – This is the ability to control emotions and impulses.
3. Motivation – People with a high degree of EI are usually motivated.
4. Empathy – Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you.
5. Social Skills – People with good social skills are easy to talk to.

IQ and EQ exist in tandem and are most effective when they both are elevated and building off one another. An individual's success depends on his ability to read and react appropriately to other people's signals. Therefore, each one of us must develop the mature emotional intelligence skills required to better understand, empathize and negotiate with other people.[6]

The nursing profession demands that the nurse have a continuous interaction with the patient. This nurse-patient interaction is the pulse of nursing practice. This interaction is not just conversation. It is a complex process that involves the nurse's perception, understanding of patient emotions and utilization of the perceptions to manage patient situations towards the goal of effective patient care. This involves emotional quotient. The concept of emotional intelligence has grown in popularity over the last two decades, generating interest both at a social and a professional level.[7]

Materials and Methods

The research approach selected for the study was quantitative approach with a descriptive survey design to assess the emotional quotient of staff nurses working in private and government hospital. The study was conducted in government hospital (Safdarjung Hospital (SJH), New Delhi) and private hospital (Hakeem Abdul Hameed Centenary Hospital (HAHC), New Delhi). Population comprised of staff nurses working in wards, ICU, OPD and emergency.

Sample was selected using convenience sampling technique. The tool used for data collection was rating scale. It consisted of 2 sections. Section 1 comprised of 6 questions related to demographic profile and section 2 was rating scale consisting of items to assess the emotional quotient of staff nurses. The rating scale was divided into 4 sections that is Self-awareness, Self-management, Social awareness and Relationship management. There were 40 statements in all, out of which 27 were positive statements and 13 were negative statements. The data collection was done in 10 days. Formal administrative approval was obtained from the concerned authorities of the hospitals to conduct final study. The staff nurses (50 from SJH and 50 from HAHC hospital) were selected using convenience sampling technique. The purpose of the study was explained to the samples and verbal consent was taken. The participants were ensured confidentiality of information and the tool was administered to subjects.

Results

Analysis and interpretation of data was done in accordance with the objectives of the study.

The objectives of the study were:

1. To assess the emotional quotient of staff nurses working in a government hospital
2. To assess the emotional quotient of staff nurses working in a private hospital
3. To compare the emotional quotient of staff nurses working in government and private hospitals

Table 1.Frequency and Percentage Distribution of staff Nurses from Government and Private Hospital as per Their Demographic Characteristics

	Sample Demographic Characteristics	Staff Nurses from Government Hospital (n_1=50)		Staff Nurses from Private Hospital (n_2=50)	
		Frequency	%	Frequency	%
1.	**Age group (in years)**				
	a. 20–30	26	52	37	74
	b. 31–40	12	24	10	20
	c. 41 and above	12	24	3	6
2.	**Gender**				
	a. Male	5	10	10	20
	b. Female	45	90	40	80
3.	**Professional qualification**				
	a. GNM	33	66	31	62
	b. B.Sc. Nursing	13	26	13	26
	c. Post B.Sc.	3	6	5	10
	d. M.Sc.	1	2	1	2
4.	**Marital status**				
	a. Married	31	62	18	36
	b. Unmarried	19	38	32	64
	c. Divorcee	0	0	0	0
	d. Widow/Widower	0	0	0	0
5.	**Clinical experience (in years)**				
	a. 3–6	19	38	37	74
	b. 7–10	10	20	5	10
	c. 11–15	7	14	5	10
	d. 16 and above	14	28	3	6
6.	**Area of work**				
	a. Ward	34	68	33	66
	b. OPD	5	10	2	4
	c. ICU	6	12	8	16
	d. Emergency Department	5	10	7	14

$n_1 + n_2 = 100$

The data given in Table 1 encapsulates the frequency and percentage distribution of the staff nurses by their age, gender, professional qualification, marital status, clinical experience, area of work, and in-service education attended.

By looking at the demographic data of staff nurses working in government hospital, we can see that majority of staff nurses were in the age group 20–30 years (52%). Samples comprised mainly of female, i.e., 90% and 66% of them were diploma holders.The marital status of the staff nurses revealed that 62% were married and 38% were unmarried. The clinical experience revealed that 38% of staff nurses had experience between 3 and 6years, 20% had experience between 6 and 10years, 14% had experience between 11 and 15 years and 28% had experience of 15 years and above. Of the total number of staff nurses, 68% worked in wards, 10% in OPD, 12% in ICU and 10% in emergency.

On the other hand, data from private hospital depicts that 74% nurses were in the age group of 20–30years and again majority of them, i.e., 80% were female. Here also majority of staff nurses were diploma holders. 64% were unmarried and rest 36% was married. 74% of staff nurses had experience between 3 and 6years, 10% between 6 and 10years,10% between 11 and 15 years and rest 6% 15 years and above. Here also majority of samples were working in wards.

Table 2.Frequency and Percentage Distribution of Staff Nurses from Government and Private Hospital as per the Level of Emotional Quotient

S. No.	EQ Score	Level of Emotional Quotient	Government Hospital(n_1=50)		Private Hospital (n_2=50)	
			F	%	F	%
1	68–81	High emotional quotient	11	22	18	36
2	54–67	Average emotional quotient	21	42	23	46
3	39–53	Low emotional quotient	18	36	9	18

n_1+n_2=100

The data in Table 2 presents that majority of staff nurses in both government and private hospitals had average emotional quotient that is 42% and 46% respectively.
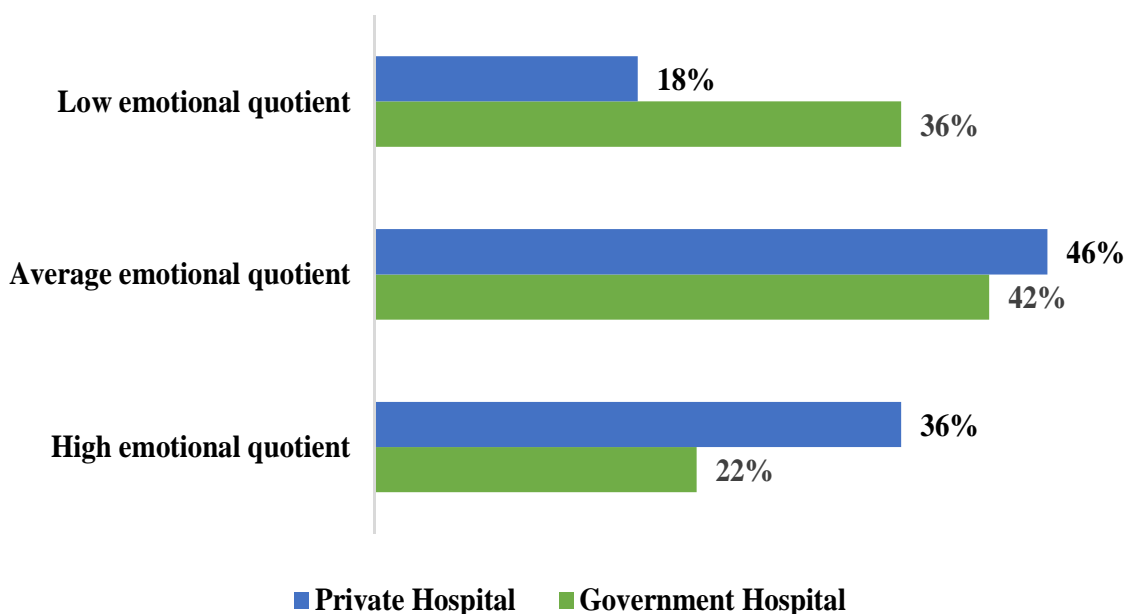
Percentage Distribution of EQ

Figure 1.Bar Diagram Representing the Percentage Distribution of Emotional Quotient Score of Staff Nurses Working in Government and Private Hospitals

Table 3.Mean, Median, Mode and Standard Deviation of Emotional Quotient of Nurses in Government and Private Hospitals

S No.	Group	Mean	Median	Mode	Standard Deviation±Standard Error
1.	Government hospital	55.94	58	50	10.15±1.43
2.	Private hospital	63.34	60	77	11.33±1.60

n_1+n_2=100

The data in Table 3 shows that the mean EQ score of staff nurses working in private sector is higher (63.34) than staff nurses working in government sector (55.94). The standard deviation of EQ score of staff nurses working in private sector is (11.33) which is higher than staff nurses working in government sector that is (10.15). This indicates that staff nurses in private sector have better emotional quotient than staff nurses working in government sector.

Discussion

Main findings related to emotional quotient of staff nurses working in private and government hospitals were:

1. In government hospital the majority of staff nurses had average emotional quotient 21(42%), 18(36%) had low emotional quotient and 11(22%) had high emotional quotient.

2. In private hospital also the majority of staff nurses had average emotional quotient 23(46%), 18(36%) had high emotional quotient and 9(18%) had low emotional quotient.
3. The mean EQ score of staff nurses working in private hospital was higher (63.34) as compared to the staff nurses working in government hospital (55.94).

Saeed et al.[8] conducted a similar study to compare and assess emotional intelligence of nurses in general and intensive care units in military hospitals of the city of Tehran, in 2011. This descriptive sectional analytic study was conducted on 212 participants who were randomly selected from individuals employed in the specialized and general units. In order to assess the emotional intelligence, Bradberi and Greaves (2005) Emotional Intelligence Questionnaire was used. The results showed that the average emotional intelligence score for nurses was 79.4 (±7.3).

The average relative frequency of emotional intelligence scores were categorized in five levels: Excellent (10.4%), Good (38.2%), Required Assistance (42.5%), Requires Work (8.5%) and Warning (0.5%). The highest frequency of emotional intelligence among the nurses employed in general units was observed in good level (46.1%). The highest frequency of the level of emotional intelligence among the nurses employed in intensive care units was observed in the area of Requires Assistance level (47.2%). This difference between general and intensive care units was statistically significant (p=0.02). Thus, the results obtained from this study revealed that the majority of the nurses require assistance in order to increase their emotional intelligence. Negligence towards the existing low levels of emotional intelligence among nurses of the Intensive Care Units, who are continuously encountered with various challenges, will have negative effects on the quality of their care giving and health. This fact needs to be addressed and considered by the managers of healthcare organizations.

Does emotional intelligence affect our work performance? It was affirmed in the study conducted by Bakr and Safaan[9] to examine the relationship between emotional intelligence and job performance among the nurses at Shebin El Kom University Hospital. A total of 143 staff nurses and total number of nurse managers (20) were recruited from Shebin El Kom University Hospital working in different units and departments, at least having two years of experience. Two tools were used: first tool, structured questionnaire sheet developed by the researchers to assess nurses' emotional intelligence and second tool, job performance questionnaire to determine their level of job performance. The main findings of this study revealed that: there was a statistically significant difference between overall score of job performance and emotional intelligence.

The total scores of the emotional intelligence of studied nurses were low level, with a mean of 115.2 ranging 64–178. While the total score of job performance of studied nurses was in moderate level with a mean of 145.8 ranging between 69 and 199. It was concluded that there was a positive correlation between overall score of job performance and emotional intelligence. It was recommended that emotional intelligence-based training program must be held with focus on up to date knowledge, relevant skills and good moral values for nurses and nurse mangers. Educational preparation of nurses by incorporating emotional intelligence lessons into the nursing curricula for graduate and undergraduate is a need.

Another study was carried out by Ezzatabadi et al.[10] to determine the nurses' emotional intelligence impact on the delivered services quality. This descriptive-applied study was carried out through a cross-sectional method in 2010. The research had 2 populations comprising of patients admitted to three academic hospitals of Yazd and the hospital nurses. The results of study indicated that nurses' emotional intelligence had a direct effect on the hospital services quality. The study also revealed that nurses' job satisfaction and communication skills have an intermediate role in the emotional intelligence and service quality relation.

Tomar[11] conducted a study to examine the effect of types of hospitals and length of service on emotional intelligence of nurses. Emotional Intelligence Scale (constructed by Anukool Hyde, Sanjyot Pethe and Upinder Dhar) was used to collect data. Data was collected by random sample of 150 nurses (75 nurses from the government hospital and 75 nurses from the private hospital), from different hospitals of Meerut and J.P. Nagar districts. The data was analyzed through Mean and ANOVA. The result indicated that types of hospitals and length of service positively and significantly affect the emotional intelligence. The nurses of private hospitals have better emotional intelligence than the nurses of government hospitals. The length of service of the nurses has also been found an influencing factor of emotional intelligence. Findings of this study are similar to the present study.

Conclusion

The result of the present study shows that staff nurses working in private hospitals had better emotional quotient then those working in government hospitals. It was also found that most of them had average emotional quotient which needed to be addressed because nursing is a profession where they constantly encounter situations which can be stressful and may challenge their emotional quotient. Hence, there is a need to include components of emotional intelligence in the curriculum so that nurses with better EQ are prepared to work in the stressful environment of hospitals and improve the quality of care rendered to patient.

It should be considered that since the study was conducted in a small sample and only two hospitals were included, it can be replicated on larger sample including more hospitals. This would give a more significant result.

Acknowledgment

Conflict of Interest: None

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