

Chapter 9

The Correlation Between Emotional Intelligence and Job Satisfaction Among Hospital Nurses

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ABSTRACT

This study aimed to investigate the association between the job satisfaction experienced by hospital nurses in Jaipur and their level of emotional intelligence. The triumphs and accomplishments of a person are directly proportional to their level of intelligence. In Jaipur, a correlational research study was carried out. For the study, one hundred registered general nurses were recruited from three private hospitals in Jaipur (50 females and 50 males). Both emotional intelligence and work contentment were evaluated using the Schutte self-report emotional intelligence inventory and the job contentment survey. Both of these surveys were administered online. The research showed a significant positive association between nurses' emotional intelligence and job satisfaction. In addition, the findings did not point to any substantial gender disparities in terms of emotional intelligence or happiness with one's place of employment.

1. INTRODUCTION

Employees are an integral part of the organization and their satisfaction along with engagement helps in organizational performance (Amir et al; 2011; Anarfi et al., 2010; Adeyemo et al, 2011; Adeyemo, 2007;Bhardwaj and Kalia,2021; Bhardwaj et al., 2023). Various forms of intelligence such as General intelligence, Social intelligence, cultural intelligence (Bhardwaj, 2022) and emotional intelligence play a role in Employee's job performance (Bradberry and Greaves, 2005; Cekmecelioglu et al., 2012; Cekmecelioglu, 2014). It is just as essential to recognize, evaluate, and react appropriately to other people's feelings as it is to be able to regulate and communicate one's feelings. For example, imagine living in a

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community where you cannot understand your close friend's anguish or frustration your colleague felt. This skill is referred to as emotional intelligence by psychologists, and others believe that having high levels of emotional intelligence is more crucial.

Several key emotional intelligence indications and examples include:

- i. The ability to detect and express others' feelings.
- ii. Realizing one's capabilities and limitations
- iii. Confidence in oneself and acceptance of oneself
- iv. The ability to overlook mistakes
- v. The ability to tolerate and welcome change
- vi. great interest, particularly about other individuals; and
- vii. compassion and empathetic concern for others
- viii. Sensitivity to the feelings of others
- ix. Accepting responsibility for mistakes

1.1 Emotional Intelligence Components

Studies have shown that emotional intelligence may be broken down into four distinct subdomains: the capacity to perceive emotions, the ability to use emotions as a tool for thinking, the ability to comprehend emotions, and the ability to manage emotions.

- i. Perception of emotional states: Accurate emotion perception is the initial step in comprehending feelings. The ability to read nonverbal cues such as body language and facial expressions is often required for this task.
- ii. Emotional reasoning: The next step involves using feelings to boost one's intellect and cognitive function. What we prioritize regarding what we concentrate on and how we react is greatly influenced by our emotional responses to things that catch our attention.

There is a wide range of possible interpretations associated with the feelings that we go through. The observer is responsible for determining the cause of the person's anger and what it may signify if the individual is exhibiting angry feelings. For example, if your boss is acting angry, it may be a sign that they are dissatisfied with your performance, that they received a speeding ticket on their way to work that morning, or that they have been arguing with their partner. On the other hand, your boss's anger may indicate their dissatisfaction with your performance.

The capacity to keep one's emotions under control is considered to be the hallmark of the most highly developed levels of emotional intelligence. Emotional management includes regulating one's feelings, acting acceptably whenever those feelings emerge and reacting appropriately to the feelings of others.

The limbs of this model are structured hierarchically, with the less complicated operations located at the lower levels and the more intricate ones found at the upper levels. At the lowest levels, for instance, feeling and expressing emotions is a part of the process, but at higher levels, when a more conscious effort is required, managing emotions is a part of the process.

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