

“A Study on Emotional Intelligence and Work Life Balance among Female Nurses in Kerala”

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ABSTRACT

“How are you feeling?” those are four deceptively simple words that we always ask each other. But we don't mean “How are you?” or even “how are you doing?” because the rote responses to these questions to these questions are usually some version of “Fine.” What mean is, “how are you really feeling?” although our emotional state profoundly influences our work life balance, many of us aren't aware of how we're feeling at any given moment or what is the impact may be. Most of you don't give emotions much attention either, preferring that we discard them in the morning so that they don't get in the way during the workday. This article discusses about the emotional intelligence and work life balance among female nurses in Kerala, and the factors affecting the work life balance. It also helps identifying the emotions that are affecting the work life balance of nurses.

1. INTRODUCTION

What makes some individuals more prospering in their work and life than others? IQ (Intelligence Quotient) and work ethics are necessary; however they don't tell the whole story. Here comes the role of our emotional intelligence- (the way we tend to manage emotions, both our own and those of others), in determining our happiness and success. In particular to the nursing profession Emotional Intelligence has become an inevitable component. As “Nurse- Patient Interaction” is the pulse of the nursing practice, nurses have to interact with the patients, the medical fraternity and the health care workers constantly. Interaction is a complex process that involves nurse perception, understanding of the patient's emotions and use of the perceptions to manage patient situations towards the goal of effective patient care (American Society of Registered Nurses, 2007).

The concept of work life balance has stemmed from the fact that an individual's work life and personal life may give conflicting demands on each other and the demands from both the domains are equally vital. Women's involvement in the workforce has been increasing all around the world that led to changes in the roles of women in society. The changing trend is raising a question of balancing Work and family responsibilities, for women due to the type of roles they play at home and the spill over of personal life over work life.

2. REVIEW OF LITERATURE

Jyothi Sree V and Jyothi P (2011) The study focuses on the relationship between role efficiency and emotional intelligence as related to work- life balance of Career women. Sample consists of 63 career women working in Andhra Pradesh, India. The results show that there is a significant impact of factors affecting Role efficacy on Emotional Intelligence

Rajagopal (2010) inspected the relationship between emotional intelligence and burnout within the pharmaceutical industry in India. Empirical analysis proved that emotional intelligence is closely linked with burnout. Emotional competency and emotional maturity are the two aspects of emotional intelligence that help the employees to perform the job well. Emotionally sensitive employees are always headed for burnout problems. According to the author, organizations must take special interest to identify these employees and transform them to be more emotionally competent and matured.

Deepak D Rangreji (2010) with a sample consisting of 355 IT employees from Bangalore city, both male and female, conducted study on emotional intelligence and work life balance in IT sector. The correlation analysis of data reveals that there was significant positive relation between emotional intelligence and work – life balance. It suggests that IT organizations should take up the initiative of improving and enhancing the emotional intelligence of their employees. Emotional intelligence will help an employee experience better work – life balance. This study confirms that both emotional intelligence and work – life balance together create organizational success and develop competitive advantage for IT organizations.

Zakkariya K A (2008) In his study has found a strong positive relationship between emotional intelligence and performance of the sales executives, which is of great value to the field of salesforce management. The locus of control-internal and self-esteem are also proved to be two strong personality factors that influence the performance of the sales executives.

Hill et.al (2001) examined the perceived influence of job flexibility viz timing location of work and on work family balance. The authors found that job flexibility was related to positive outcome of work family balance, which allows the employee in flexibly managing the time spent on work and family, while meeting the demands of both.

Frone et al. (1992) in a study of randomly drawn sample of 631 employed adults (278 men and 353 women) also found that work to family conflict is more prevalent than family to work conflict, suggesting that family boundaries are more permeable to work demands than are work boundaries to family demands

Gutek et al. (1991) conducted a study using two separate samples of employed people with families, a systematically selected sample of psychologists and a volunteer sample of managers. The findings indicated that the two types of perceived work family conflict (work interference with family and family interference with work) were clearly separable and relatively independent of each other. The people perceived less family interference with work than work interference with family.

3. OBJECTIVES OF THE STUDY.

3.1 PRIMARY OBJECTIVES

1. To study the impact of emotional intelligence on work life balance among female nursing professionals.
2. To study the relationship between emotional intelligence and work life balance.
3. To examine the imperative factors that affects the work life balance of female nurses.

3.2 SECONDARY OBJECTIVES

1. To find out the relationship between emotional intelligence of female nurses and the demographic variables. (Age, qualification, experience, marital status, type of family, number of family members and number of children)
2. To find out the relationship between work life balance and the demographic variables. (Age, qualification, experience, marital status, type of family, number of family members and number of children).

4. RESEARCH METHODOLOGY

4.1 Sampling Technique

The sample is selected on convenience sampling method among female nurses working in Multispecialty Hospitals at Ernakulam district.

4.2 Sample Size

A sample size of 308 respondents was drawn from a population of 1500 female nurses working in different Multispecialty hospitals in Ernakulam district.

4.3 Data Collection Tools

A self administered questionnaire was adopted for primary data collection. Secondary data was collected from journals and articles and previous research thesis.

4.4 Analysis Tools

- Percentage analysis
- Correlation
- Regression
- ANOVA

5. ANALYSIS AND INTERPRETATION

TABLE 1- AGE OF RESPONDENTS

	Frequency	Percent
Below 25	195	63.1%
26 - 30	96	31.1%
31 - 35	15	4.9%
36 - 40	2	0.6%
Above 40	1	0.3%

The above table shows that around 195 (63.1%) respondents among the 308 are below the age of 25 and only two (0.6%) respondents are their between the range of 36-40 age. It shows that highest range of respondents are in the age group below and a 96(31.1%) are in the range of 26-30 age.

TABLE-2 AVERAGE HOURS OF WORKING A WEEK

	Frequency	Percent
Below 40	80	25.9%
41 - 45	151	48.9%
46 - 50	59	19.1%
51 - 55	19	6.1%
Above 55	0	0.0%

The above table shows that 151 (49%) of the respondents work for an average of 41-45 hours a week. Those working in the range of 51-55 hours are 19(6.1%) and 80 of them are working below 40 hours per week which accounts to 25.9%.

TABLE -3 SALARIES OF THE RESPONDENTS.

	Frequency	Percent
Below Rs. 10,000	80	25.9%
Rs. 10,001 - 15,000	207	67.0%
Rs. 15,001 - 20,000	22	7.1%
Rs. 20,001 - 25,000	0	0.0%
Above Rs. 25,000	0	0.0%

The frequency distribution of Salary of the respondents shows that 207(67%) respondents earn a salary in the range of 10,001-15,000. 80 (25.9%) respondents earn salary below 10,000 and 22 respondents are earning in the range of 15,001-20,000 which accounts to 7.1% of the total respondents.

TABLE 5- ASSOCIATION BETWEEN EMOTIONAL INTELLIGENCE AND AGE (ANOVA)

	Mean	SD	F - value	df	p - value
Below 25	98.79	32.56	0.180 ^{NS}	4 & 304	0.949
26 - 30	96.27	21.09			
31 - 35	96.60	11.23			
36 - 40	91.00	0.000			
Above 40	90.00	--			

Association between emotional intelligence and age was checked using analysis of variance (ANOVA). Here the p-value is greater than the significance level 0.05; the association between emotional intelligence and age is not significant. The table shows that emotional intelligence score is almost same irrespective of the age groups.

TABLE 5- CORRELATION BETWEEN EMOTIONAL INTELLIGENCE AND WORK LIFE BALANCE

	Mean	SD	Correlation	p - value
Emotional Intelligence	97.82	28.50	0.636**	0.000
Work Life Balance	100.0	24.83		

** Correlation is significant at 0.01 level.

This table shows that the correlation between emotional intelligence and work life balance. Here the p-value is less than the significance level 0.01; the correlation between emotional intelligence and work life balance is significant. The positive correlation means, emotional intelligence will increase the work life balance and work life balance will decrease with decrease in emotional intelligence

TABLE 6- REGRESSION ANALYSIS

	Unstandardized Coefficients		Standardized Beta	t - value	p - value
	Beta	SE			
Constant	24.807**	5.210		4.762	0.000
Work Life Balance	0.730**	0.051	0.636	14.439	0.000

This table shows that the regression analysis to find the impact of emotional intelligence on work life balance. Here the p-value is less than the significance level 0.01; the beta coefficient is significantly higher than zero. That is, work life balance is significantly depending on emotional intelligence. The regression equation relating emotional intelligence and work life balance is,

$$E = (0.730 * W) + 24.807$$

Where, E is the emotional intelligence and W is the work life balance.

6. FINDINGS AND SUGGESTIONS

This study states that there is a positive relation between Emotional Intelligence and work life balance. As the emotional intelligence increases work life balance also increases. Those nurses with high emotional intelligence are found to have high work life balance.

In order to have a better emotional intelligence we should be able to identify how we are feeling and name the emotions existing with us in a particular moment. Naming our emotions tends to diffuse their charge and lessen the burden they create. The psychologist Dan Siegel refers to this Practice as “Name it to tame it”. It’s also true that we can’t change what we don’t notice. Denying or avoiding feelings doesn’t make them go away, nor does it lessen their impact on us, even if it’s unconscious. Noticing and naming emotions gives us the chance to take a step back and choose what to do with them. Another way of understanding and managing our emotions and others emotions are developing

empathy and self respect and self esteem. Our emotions and work life can be balanced by having healthy activities in our daily routine, having healthy relationships with family members, colleagues, friends, society etc. practicing healthy exercise habits like yoga, walking, jogging etc also reduces the stress in an individual and helps in developing a positive attitude and a positive day which in turn results in a good emotional intelligence and hence a better work life balance.

7. CONCLUSION

Work life balance is a pertinent issue that we all face daily in our life. In the changing and fast growing era women's entering into the professional field is very common, achieving work life is not an easy task as it sounds especially for working women. A good Emotional Intelligence gives a good work life balance. This study shows the importance of emotional intelligence on the work life balance of the most emotional balance demanding job, NURSING.

“Never let your emotions over power your intelligence, learn to master your emotions for a better life.”

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