

A Study to Assess the level of emotional intelligence among secretaries in a selected tertiary care hospital

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I. INTRODUCTION

Humans are by far dependent on one another. They like living in social groups rather than being alone and isolated. Being in a social group means that certain societal norms are to be followed. The success of an individual is considered to be dependent on the so-called intelligence quotient (IQ). But it would be very wrong to underestimate the emotions. Emotional intelligence quotient (EQ) is also rightly important in one's life to be successful. Similarly, emotional intelligence is a factor that contributes to organizational success (Goleman, 1998). Organizations in earlier times had taken EI as a stumbling block to development and success.

II. STATEMENT OF THE PROBLEM

“A study to assess the level of emotional intelligence among secretaries in selected tertiary hospital”

III. OBJECTIVES OF THE STUDY

1. To assess the level of emotional intelligence among secretaries.
2. To find out the correlation between the level of emotional intelligence and selected socio-demographic variables.
3. To find the association between the level of emotional intelligence and selected socio demographic variables.

IV. MATERIALS AND METHODS

- Research approach –In this study Quantitative approach was used.

- Research design-The research design adopted for this study was descriptive cross-sectional research design.
- Sample technique –In this study Convenience sampling was used
- Sample: The sample size for this study was 52.

Tools:-

Tool 1- Demographic Performa.

Tool 2 – Daniel Goleman modified emotional intelligence scale was used to assess the level of emotional intelligence among secretaries.

Poor emotional intelligence - <50%

Moderate emotional intelligence - 50-75%

High emotional intelligence - >75%

V. DATA COLLECTION PROCESS

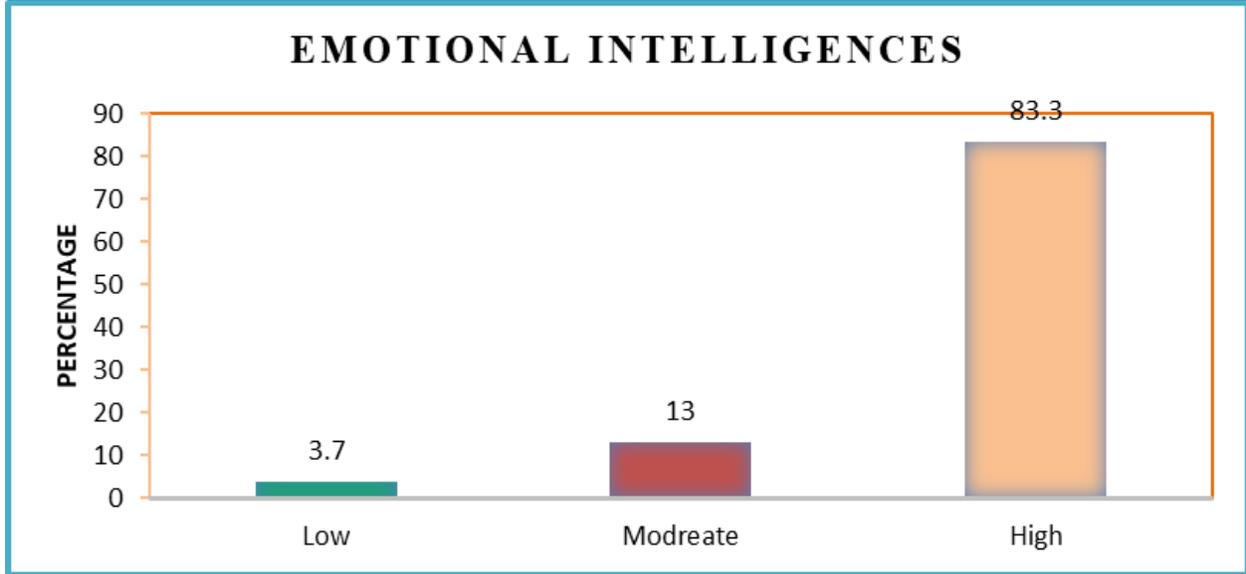
The main study data collection for the study was conducted from 18.09.2023 to 25.09.2023. A prior Formal administrative permission was obtained from the Director Principal, IRB, IEC, Medical Superintendent, Nursing Superintendent, Principal College of Nursing, PIMS and concerned authorities at the time of data collection. Informed consent was obtained from the participants after explaining the nature and purpose of the study. The convenience sampling method was selected based on the inclusion criteria. Written Informed consent was taken from the participant before collecting data. The investigator spent 15-20 minutes for each participant to assess the level of emotional intelligence by using a Standardized emotional intelligence tool.

VI. RESULT

Demographic variables distribution of participants based on age 29(53.7%) were in the age group of more than 35 years. With regard to gender 28(51.9%) are male. With regard to religion, 51(94.4%) are Hindus.

All of them have graduated. With regard to monthly income 42(77.8%) had income less than or equal to 30,000 rupees. With regard to family 30(55.6%) belong to a joint family. With regard to marital status 48 (88.9%) are married.

n=54



VII. LEVEL OF EMOTIONAL INTELLIGENCE AMONG SECRETARIES

The study shows that among 54 secretaries, 3.7 % have a low level of emotional intelligence, 13.0 % have a moderate level of emotional intelligence and 83.3 % have a high level of emotional intelligence. Fisher’s exact test is used to identify the mean and standard deviation. The mean and standard deviation of the emotional intelligence among secretaries is 84.48+13.29. there is no significant association between the level of emotional intelligence and socio-demographic variables like age, gender, religion, income, family, and marital status.

REFERENCE

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VIII. CONCLUSION

The overall findings of the study revealed that Emotional intelligence is important at work it helps to perceive, reason with, understand, and manage the emotions of yourself and others. Being able to handle emotions gives you the ability to guide and help people, and it can help you be happier and more successful.