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The Impact of Emotional Intelligence on Self Efficacy of Nursing Staff Serving In Pakistan

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THE IMPACT OF EMOTIONAL INTELLIGENCE ON SELF EFFICACY OF NURSING STAFF SERVING IN PAKISTAN

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The Impact of Emotional Intelligence on Self Efficacy of Nursing Staff Serving In Pakistan

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Abstract - This paper attempts to quantify the impact of emotional intelligence on self efficacy of nursing staff in Pakistan. The construct of EI is in the spot light, for a decade or so, therefore its importance is highlighted through various publications of world renowned management scholars. The method of linear regression is used to fulfill the above mentioned task, the results of this peculiar study, highlight a significantly positive relation, among the constructs considered.

1. LITERATURE REVIEW

The brief review of the existing literature is as follows

a) Emotional Intelligence

Emotional intelligence is often defined as, one's tendency to recognize, evaluate and handle emotional state of his own and others' as well, therefore be able to use this information to accomplish certain objectives. (Choudary, 2010), another basic definition of this important construct in human resource management, referred to, EI as the designated ability to utilize the emotional condition of an individual, group or own-self to achieve a certain goal or a set of goals or objectives (Fox & Spector, 2000). This concept could be pointed out, as the ability to appreciate the emotions and identify the likely outcomes of them and finally via this knowledge, the individual or a group control others and attain goals (Prati, Douglas, Ferris, Ammeter, & Buckley, 2003)

There are a number of studies conducted all over the world featuring emotional intelligence, Kavousy, Ardahaey, & Chivaei, (2007) observe, a direct relation between degree of emotional control and sensibility towards utilizing time in an individual. This relationship is also significant with other dimensions of emotional intelligence such as self monitoring and regulation. In another similar work, the feminine functional managers are found to be more emotionally stable, in comparison with their masculine counterparts. The exposure to the business environment, norms and values also facilitate an individual to develop this particular ability. (Kaifi & Noori, 2010)

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Now we turn our focus, towards academia, where, Madhar, (2010) notes, that, the emotionally sound lecturers are really a source of inspiration for the pupils, to be effective learners. The teacher should be able to tolerate difficult and somewhat ambitious questions, from the students and also should be able to provide relevant and satisfactory answers, to facilitate learning among the students. In the literature relevant to leadership, this construct is not neglected, because of its profound role, therefore, Guillen, (2011), points, that emotional intelligence plays an important role in the recognition of the leader among people, because the leader faces the insulting behavior of others in the introductory stage of his or her career, thus placing a premium on EI of leaders, which becomes an essential for forging through immense resistance for the leaders, Doaei, Alizadeh, & Tabrizi, (2010), this team of well known scholars, made an addition, that, the emotional strength of a person plays an invincible role in gaining the authority on the basis of knowledge in an organization, because a person faces the challenge of, admitting a reasonable level of knowledge, so that it should not threat the people who have the authority currently, another facet of emotional sensibility in leadership is, leaders' ability to avoid negative thinking, biasness and they also give sacrifices and understanding others' behavior to accomplish the goals of the team. These abilities are imperative for effectively successful teams. (Prati, Douglas, Ferris, Ammeter, & Buckley, 2003)

Webb, (2011) comes, with his own version of this variable, and says, the emotionally strong top managers have an imperative role in inspiring the employees, to be more productive, and increasing their job and organizational attachment as well. This observation emphasizes on the decentralization of authority, job autonomy and flexible timing, and it also has a clue for corporate level managers to increase, the interaction, with their subordinates, in the organizations, spread across different walks of life. The role of the staff with higher level of emotional control is undeniable, in increasing devotion towards the company, because they give time to the management to solve job related problems, they do not get frustrated due to long hours of work and are found contented with the pay level as well, thus supporting the company to prosper in the marketplace (Moradi & Ardahaey, 2011).

The impact of emotional control is also a crucial factor in the performance, of teams in various sorts of organizations, members of successful teams are careful, in expressing their emotions and are coordinative, forthcoming and supportive, are also sensitive towards, others' feelings as well. (Prati, Douglas, Ferris, Ammeter, & Buckley, 2003), Lopes, Grewal, Kadis, Gall, & Salovey, (2006) also came across, the strong link between job performance and emotional intelligence, but it is to be noted here that, EI also entails, the ability to demonstrate an emotion, which is appropriate according to the situation, another interesting note is shared, by Jordan, Ashkanasy, & Harter, (2002), that, the staff with low EQ, is more prone to the pressures imposed by, uncertainty on the job for example threat of getting fired, but their counterparts with higher EQ are less affected by this situation, the former group engage themselves in negative work behavior often.

Donaldson-Feilder & Bond, (2004), mentioned a non significant relation between EI, fitness and safety of the worker, such as cognitive soundness and physical health, therefore the companies should avoid, deploying resources to enhance this relation and Kernbach & Schutte, (2005) report a positive relation between, the EI of salesperson and buyer content with the delivery of product, whenever, the transfer of product from supplier to buyer is relatively simple, this relationship enhances manifolds, but decreases slightly, if it is other way around.

Now this study fixes, the spot light on more relevant work, where, McQueen, (2004) suggests, that the medical staff is often found to be emotionally attached with the patients under care in a medical facility, but this concept is neglected, during training, on the other hand.

b) *Self Efficacy*

Juárez & Contreras, (2008), define self efficacy as one's determination to face various challenges, difficulties and conditions in life. On the other side, (Gist & Mitcell), (1992), mentioned it as, one's belief, to get the things right regarding a particular job, this concept depends upon the various other factors, such as the qualification, competency, ability and experience of an individual under consideration. The important facet identified here is self confidence of an individual to overcome a certain challenges or obstacles.

The factors, which cause, the self efficacy of an individual to flourish are, 1) Mastery Experiences, which entail, a person's exposure to the situation, in which he or she was able to learn a peculiar skill or task, proficiently and as well as quickly. 2) Vicarious Experiences come from noticing others, with similar personality dimensions, succeeding in a certain field. 3) Social Persuasion, it refers to the peers,

friends and colleagues' collective effort to convince, an individual, that he or she has an adequate potential, to perform these tasks. (Bandura, Self Efficacy in Changing Societies, 1995)

Now, we study, the concept of self efficacy, in relation to other constructs, such as, there is a significantly positive link, discovered between the belief of a person, that he could resolve a particular interpersonal dispute and his actions to pursue the matter proactively, thus attempting to uproot the cause of the disturbance, to nullify the possibility of serious ramifications. (Eizen & Desivilya, 2005), this concept under consideration, has a close relation with entrepreneurship, because, often successful entrepreneurs, tend to be uncomfortable with their work in some organization and them, therefore search for greater challenges in their lives. The major motivating factor is their self belief, that they could run their own business more successfully. Thus this vary belief compels them to start a new venture. (Wong, Lee, & Leung, 2006)

Freudenberg, Cameron, & Brimble, (2010), identify the role of self perception in enhancing the ability of graduate students to enhance, their academic achievements, teachers and administration in academia, should work and support, students to increase their self belief and confidence, because these factors, have an immense impact on their performance. (Saleem & Shah), 2011, believe, that, self confidence has an impact of reducing the work related tension in teaching practices, because in this case the individual takes pride in his or her work and readily willing to manage, the physical and as well as mental pressures associated with the profession. Bandura, Barbaranelli, Caprara, & Pastorelli, (2001), observe, that self concept plays an imperative role, when individuals choose their occupational paths and the academic performance becomes somewhat irrelevant in this regard, because adolescents do not consider this factor while making an occupational choice. There is a strong connection between, the level of efficacy and the will to quit unhealthy and non hygienic practices (Strecher, DeVellis, Becker, & Rosenstock, 1986), so it is imperative for rehabilitation physicians, to increase, the efficacy content, in the patient to facilitate recovery, the other study on the topic of managing, work stress, depicts, that, an individual should recuperate from the psychological stress caused by the failure at the office, as soon as possible, this could be accomplished, through emotional self efficacy and emotional sensibility (Sonntag & Krueger, 2006), these traits, would facilitate, the employee, to cope with upcoming problems, at another point of time, the medical staff, going through training, with heightened self motivation and belief, are found to be performing adequately well in their objective structured clinical exams. (Mavis, 2001)

Now on, the spot light is focused, on the area of interest that is, the degree of interaction among emotional intelligence and self efficacy in Pakistani general nursing staff, one research in this domain points out, the significantly direct relationship, among the self belief and emotional control of nursing staff working in mental hospitals, and the intensity of self efficacy and emotional intelligence rose, with the rise in age and exposure to frequent challenging tasks (Bryan, 2007), Another relevant study, reported, that the candidates in nursing school entry test, with greater degree of professional self-reliance, are believed, to have better probability of getting good to excellent scores in the exam mentioned above (McLaughlin, Moutray, & Muldoon, 2007).

As the above review of the studies, advocates, for the significantly positive relation, between EI and other relevant constructs, such as job performance, time management and so on. Similar relations, with self efficacy are observed, throughout the previous section, for example, choice of conflict management strategies and entrepreneurship and so forth.

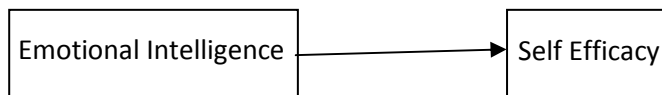
The notification of a positive relation between emotional intelligence and self efficacy, made by (Bryan, 2007), is serving as a base for this study, because there is a gap in the literature of nursing studies in Pakistan, regarding the interaction of emotional intelligence and self efficacy amongst, nursing staff in Pakistani nurses, so in the light of the above argument it is wise to generate, the following hypotheses

H₀: There is a significantly direct relation, between emotional intelligence and self efficacy, of, Pakistani nursing staff

H₁: There is no significant relation observed, between emotional intelligence and self efficacy, of Pakistani nursing staff

II. RESEARCH MODEL

The model of this study is as follows



a) Dimensions of Emotional Intelligence

The questionnaire was fabricated, by Rahim and Psenicka, in the study named "A model of emotional intelligence and conflict management strategies A study in Seven Countries" to measure emotional intelligence, is used as an instrument for the similar purpose in this study as well.

This instrument, quantifies, the degree of emotional intelligence, in an individual, through analyzing different aspects of, this construct, identified, by (Goleman, Boyatzis, & Mckee, 2002), which are self awareness, self regulation, motivation, empathy and social skills, brief descriptions of these aspects are, as follows

Self awareness which is one's ability to evaluate him or herself in the light, of their current emotional state, and should also know the reason/ reasons of particular feelings (Rahim & Psenicka, 2002), thus this is the inborn ability of oneself to appraise, his/her own emotions.

Self regulation which is concerned with the individual's tendency to emotionally discipline him or herself according to culturally and organizationally acceptable rules and norms (Rahim & Psenicka, 2002), so that others in the same setting would be more conducive, towards a particular individual, therefore readily supportive towards the beliefs of the individual under consideration.

Motivation which is the ability of an individual to pursue him or herself as well others to perform a certain act or set of actions (Rahim & Psenicka, 2002), this is the vary factor, which causes a person to attain great things in life, but if it is farfetched, it could result in the failure of an idea, cause loneliness in life, of the person who was motivated to achieve an unrealistic goal.

Empathy which refers to the art of standing in somebody else's place and evaluates the situation through other people's angle as well (Rahim & Psenicka, 2002), this feature is massively critical to the success of leaders and change agents, that without it the concept of leader becomes blurred, because this entity had to see things with everyone's perspective and show, relevant and important reward for everyone, attached with, the change.

Social skills which is the ability to build long term and short term relations with others (Rahim & Psenicka, 2002), this skill is necessary for managers, senior doctors and medical staff in a hospital or clinic, because it helps them to sneak in life of others working with them, and identify the problems and difficulties, they are facing in work and family life therefore in the process highlights the manager's role to solve them.

b) Dimensions of Self Efficacy

In this study, to quantify, the self efficacy of the respondents, instrument developed, by (Schwarzer & Jerusalem), 1995, is deployed. The dimensions, which were used, are following:

Problem Solving that refers, to the, belief of a person, to overcome, the difficult, vague and crucial job related issues (Schwarzer & Jerusalem, 1995)

Dedication of Effort and Time, this points out, towards, the will of a person, to devote, an ample amount of time and energy, for pinning down, the solution, for the problem at hand (Schwarzer & Jerusalem, 1995), but in the case of medical science, often time is scarce and stakes are high

Facing the Opposition, this dimension, refers, to the ability and confidence of a person, to withstand criticism, back beating and possibility of regretful ramifications of the actions taken to solve a professional

problem (Schwarzer & Jerusalem, 1995), under this dimension, tendency to persuade others and turn opposition into supporters, matters a lot.

Overcome the Unknown, this identifies, the tendency to be prepared for the unexpected (Schwarzer & Jerusalem, 1995), during the course of the job and calls upon, to utilize, past exposure to the similar or somewhat related conditions, to hammer out a solution to the difficulty

Prioritization, this means, the ability to plan contingencies, for two, or three most likely outcomes of a situation (Schwarzer & Jerusalem, 1995), for instance, if the patient is going to a cardiac arrest, these people will take the necessary action.

III. RESEARCH METHODOLOGY

This research is conducted, through distribution of the questionnaire, amongst nursing staff of various hospitals in Pakistan. We gave away 150 questionnaires,

out of which we received 134 completely filled questionnaires.

The internal reliability of the instruments used in the research, as reported, by Cronbach alpha is as follows

- For the emotional intelligence instrument, the alpha is 0.705, and for the self efficacy part, the reliability is 0.779, which are more than 0.70, therefore acceptable
- When both of the scales are combined the alpha rose to 0.844, which certifies, these scales as highly reliable source of extracting relevant information

IV. ANALYSIS AND RESULTS

We did a linear regression analysis, which brought us to the following results.

Coefficients

Model	Un-standardized Coefficients		Standardized Coefficients	Sig.	95% Confidence Interval for B		
	B	Std. Error	Beta		Lower Bound	Upper Bound	
	1 (Constant)	.726	.279			2.607	.010
EI	.743	.097	.556	7.685	.000	.551	.934

a. Dependent Variable: Self Efficacy

As by noticing the un-standardized coefficient column, we could easily create a regression equation, which is

$$\text{Self Efficacy} = 0.726 + 0.743(\text{EI})$$

It is thereby safe to assume a presence of statistically significant positive relation in the Self Efficacy and Emotional Intelligence in nursing staff in Pakistan.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.881	1	11.881	59.060	.000 ^a
	Residual	26.553	132	.201		
	Total	38.434	133			

a. Predictors: (Constant), meanei

b. Dependent Variable: meanse

V. DISCUSSION

This research effort supported, the findings of (Bryan, 2007), who mentioned the similar result few years back, so it is imperative for the medical facilities in Pakistan, to foster the sense of efficacy in the serving nursing staff. Although the nurses are found to be confident regarding their profession, but this attribute

could be further boosted, if the training nurses, go through the assimilations involving highly sophisticated artificial robots playing the role of patients, this technique is applied in various developed nations and proved to be very effective. This methodology could really help medical personnel, to exercise emotional intelligence and control when necessary. Another point which is important to mention, is the

degree of role conflict, through which these employees go through, because in Pakistani culture, the responsibilities of taking care of homes and nurturing the children come in the respective domain of the females, so despite of the heightened self confidence, these females could not translate it in the excellent job performance, so in the light of this argument, we suggest the management of hospitals in Pakistan to open up day care centers near the hospitals, to facilitate the nurses, concerning their young.

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