

The Effect of the Emotional Intelligence on Job Satisfaction

Emine SENER^a Özlem DEMIREL^a and Kader SARLAK^a

^a Mugla University Fethiye, Turkey

Abstract People with high emotional and social capacity, people who can take them under control, understand and manage emotions of others expertly are more advantageous both in their private and professional lives. Under this scope, in order to investigate the effect of the emotional intelligence of nurses and midwives, who consist an important manpower in the health system, to their job satisfaction, an investigation has been conducted in Fethiye State Hospital with 80 individuals. Of the workers investigated, 36.3% were in 21-30 age group, 62.5% were 2 years-college graduated, 98.8% were clinical nurses, 36.3% worked since 6-10 years. It was found that total emotional intelligence of the workers was low ($X=22.54$, $SS=5.14$), and average job satisfaction levels were middle level ($X=15.62$, $SS=3.27$). A positive association was found between the emotional intelligence and job satisfaction. As a conclusion, the relationships between the demographic variables and emotional intelligence and job satisfaction were evaluated in the study.

Keywords: Emotional Intelligence, Job Satisfaction, Nurse, Organizational Behaviour

Introduction

Nursing has an important place in the concept of giving health services by teams (Tener, 2002). The nurses, who have an important place in presentation of the health services, naturally develops some kind of attitudes toward hospital organization and the profession of nursing. The attitudes toward work and work environment are generally called job satisfaction (Erdoğan, 1994).

Chambers and his friends' "medical workers' job satisfaction and dealing with stress" named study, submit that job satisfaction can be affected by varieties about personality too. (Chambers, 1996; Tener, 2002) Mayer, Di Paolo and Salovey in 1990, suggested the concept emotional intelligence and defined "as the subset of social intelligence that includes the abilities of individual's monitoring his and others' feelings, allocating between them and using this information in thought and actions.

People with developed emotional and social abilities are happier and more creative in life, and who can't control their feelings are struggling and interior fight that prevents them from concentrating on their job and thinking clearly. As a result the idea that both job satisfaction and general life satisfactions real need is to help to develop people's emotional intelligences and emotional abilities, comes into question. (Canbulat, 2007).

Under the cover of this information, studying the effect of nurses, who are an important work force, and obstetricians emotional intelligence levels, on job satisfaction levels is the main purpose of this study.

Materials and Methods

This study has a descriptive composition and a sectional field study. In the study to measure the nurses' emotional intelligences; developed by Hall "Emotional Intelligence Evaluation Scale", to measure job satisfaction levels; Job Satisfaction Scale prepared by Tahin and Batgün to measure the satisfaction taken from job and personal information form to determine the nurses' socio-demographic features. Study system is consisted of all nurses and obstetricians (180 person) working in Fethiye

Public Hospital. In the study no extra sample was chosen and only nurses included. But because the study was done in summer only 80 of the nurses accepted to participate in the study.

Findings

In the end of the study it is found that of the workers investigated, 36.3% were in 21-30 age group, 62.5% were 2 years-college graduated, 98.8% were clinical nurses, 36.3% worked since 6-10 years. When participants Job satisfaction lower size averages examined; these are determined administration policies size ($X=3.04$ $SS=.76$), individual factors size bireysel ($X=2.85$ $SS=.78$), physical conditions size ($X=2.87$ $SS=.82$), control/autonomy size ($X=2.84$ $SS=.89$), wage size ($X=3.54$ $SS=.1.14$), personal relationships size ($X=2.80$ $SS=.79$). When Job satisfaction total average point is examined it is seen that workers has mid-level ($X=15.62$ $SS=.3.27$) job satisfaction. When participators emotional intelligence low sizes averages are examined; the sizes of difference of emotions ($X=23.53$ $SS=.5,36$), the averages of six variable enters the first dimension of emotional intelligence (inquiry question) determined as 23.53. It is seen that workers need to be developed to be aware of their feelings. Workers controlling relationship calculated minimum 20.06, maximum average 23.53 being aware of feelings sizes. The second lower average of managing own feelings and anticipation dimensions has to be developed.

A positive meaningful relation ($r=.71$, $p<0.01$) was found between motivating himself/herself and administration policies. In the study of emotional intelligence and organizational commitment done on nurses by Güleriyüz and her Friends (2008), a positive meaningful relation ($r=0.236$, $p<0.01$) ($r=0.229$, $p<0.01$) was found.

Conclusion

It was found that total emotional intelligence of the workers was low and average job satisfaction levels were middle level. A positive association was found between the emotional intelligence and job satisfaction. As a result of the study Educational programmes should be prepared in accordance with organizational purposes in order to increase the emotional intelligences of the participants who have low emotional intelligence and motivating workers in accordance with organization's purposes.

References

- CANBULAT S. Duygusal Zekâ'nın Çalıřanlar Üzerindeki Etkisinin Arařtırılması. [dissertation]. Gazi Üniversitesi; 2007.
- CHAMBER R, WALL D, CAMPBELL I. Coping Mechanisms and Job Satisfaction in General Practitioner Registrars. *British Journal of General Practice*. 1996;46 :343 –348
- ERDO AN. /İletmelerde Davranış. Beta yay. 4 th ed./istanbul; 1994.
- GÜLERİYÜZ G, GÜNEY S, AYDIN EM, AĞAN O. The mediating effect of job satisfaction between emotional intelligence and organisational commitment of nurses: A questionnaire survey. *Int J Nurs Stud*. 2008 Apr 2.
- SENER T. Hemşirelerin İş Doyum Düzeyleri ile Genel Yaşam Doyumları Düzeyleri Arasındaki (Ankara Atatürk Göğüs Hastalıkları ve Göğüs Cerrahisi Etilim ve Arařtırma Hastanesi Örneği). [dissertation]. Ankara Üniversitesi; 2002.

Email Address for Correspondence: eminesener@gmail.com