ROLE OF EMOTIONAL INTELLIGENCE ON WORK LIFE BALANCE AMONG FEMALE NURSES IN THOOTHUKUDI DISTRICT

Dr. G.KAMALASELVI

ASST.PROF.OF COMMERCE GOVINDAMMAL ADITANAR COLLEGE FOR WOMEN

TIRUCHENDUR

ABSTRACT

Women are taking the role of men to lead a happy and comfortable life in future. They are playing two roles in the working place and at home. Most of the times, women employees are not able to adjust their work between office and home. They suffered physically and mentally. It leads to stress. People who have mastered the art of effective Emotional Intelligence management think positively and spread the essence of positive feelings to others, by 'respecting others' emotions and coping with problems without giving room for conflicts. They stay unperturbed even when they face stressful situations. Hence the present study was undertaken on the title "Role of Emotional Intelligence on work life balance among female Nurses in Thoothukudi District".

KEY WORDS: *Emotional Intelligence, Work Life Balance, Perception*

I. INTRODUCTION

Emotions constitute an important part of the human psyche and they are the inevitable part of human communication. "Emotional Intelligence is the ability to perceive emotions in oneself and in others. It's also the ability to control and handle frustration and other emotions", says another definition which means, emotional intelligence is not only the control of one's own emotions but the emotional control of the counterparts too. Western and eastern philosophy believed that success and happiness comes in life if people handle their emotions and other's emotions too. The term 'Emotional intelligence' was popularized as a result Daniel Goleman's work. Although traditional understanding of intelligence is important for success in life, emotional intelligence is a key to relating well to others and achieving goals, because the human world is all about relationships.

EI is a major indicator of each achievement. It explains why individuals with similar intelligence can reach vastly different levels of success in their professional and personal lives. On the other hand people who have mastered the art of effective EI management think positively and spread the essence of positive feelings to others, by 'respecting others' emotions and coping with problems without giving room for conflicts. They stay unperturbed even when they face stressful situations. Their ability to think would be active and they achieve their goals. Hence the present study was undertaken on the title " Role of Emotional Intelligence on work life balance among female Nurses in Thoothukudi District".

II. OBJECTIVES OF THE STUDY

The objectives of the study are,

i. To find out the socio – economic profile of the sample respondents.
ii. To evaluate the relationship between the demographic profile of female nurses and their quality of work life balance
iii. To measure the level of perception of female nurses towards the emotional intelligence at the work balance on various dimensions.

iv.   To offer suitable suggestions to improve the emotional intelligence on work life balance among female nurses serving in multi speciality hospitals.

III. METHODOLOGY

This study is compiled with the help of both primary and secondary data. The primary data was collected from the sample respondents with the help of questionnaire. The secondary data has been collected from published records, journals, magazines, text books and websites etc. The questionnaire was developed with the help of the factors and dimensions developed by Professor T. Ravikumar Adarsh.

IV. SAMPLING DESIGN

12 multispeciality hospitals were selected in Thoothukudi District. From each hospital, 10 nurses were selected at random in order to collect the information regarding their emotional intelligence on work life balance. Hence the sample size is 120.

V. HYPOTHESES TO BE TESTED

The following hypotheses were formulated

i)   Ho: There exists no significant relationship between demographic profile of female nurses such as age, number of family members, educational qualification and their level of perception towards the quality of work life.
ii) The level of perception of the sample respondents do not differ significantly towards the emotional intelligence at the work place on various dimensions.

VI. TOOLS APPLIED

The collected data are analysed with the help of percentage, 'F' test and 'T' test.

VII. ANALYSIS AND INTERPRETATION OF DATA

A) DEMOGRAPFIC PROFILE OF THE SAMPLE RESPONDENTS

The major findings of demographic profile of female nurses are

- 38 percent of the respondents belonged to the age group of 26 – 30 years.
- 55 percent of the sample respondents were married.
- 53 percent of the sample respondents were from joint family.
- 52 percent of the sample respondents were in the category of the family members of 4 – 6 members.
- 33 percent of the sample respondents have completed B.Sc Nursing
- 29 percent of the sample respondents were earned salary from Rs.20,000 – Rs.25,000.

B. RELATIONSHIP BETWEEN DEMOGRAPHIC PROFILE OF THE SAMPLE RESPONDENTS AND THEIR LEVEL OF PERCEPTION TOWARDS QUALITY OF WORK LIFE

An analysis is made to find out the relationship between demographic profile of the sample respondents like age, number of family members, educational qualification and their level of perception towards the quality of work life balance among female nurses working in multispeciality hospitals with the help of 'F' test. The consolidated results of 'F' – Test are given in Table 1

Table 1: CONSOLIDATED RESULTS OF 'F' TEST

S. No	Demographic Factors	Calculated Value	Table Value	Result
1.	Age	4.4	4.46	NS
		3.6	3.84	
2.	Number of family members	2.6	6.94	NS
		6.7	6.94	
3.	Educational Qualification	8.9	4.46	S
		29.4	3.84	

Hence it was inferred from table 1 that, there is no significant relationship with personal profile of sample respondents such as age, number of family members and their level of perception towards the quality of work life. It was also proved that there is significant relationship with the personal profile of the sample respondents such as educational qualification and their level of perception of the sample respondents towards the quality of work life.

C. LEVEL OF PERCEPTION TOWARDS THE EMOTIONAL INTELLIGENCE AT THE WORK PLACE ON VARIOUS DIMENSIONS

An attempt is made to analyse the level of perception of the sample respondents towards Emotional Intelligence at the work place on different dimensions with the help of 't' test. To analyse this, mean, standard deviation, co-efficient of variation and 't' value are calculated. The dimensions considered for the present study are self awareness, self – regulation, self motivation and social competence. The null hypothesis framed for this purpose is "The level of perception of the sample respondents does not differ significantly towards Emotional Intelligence at the work place" on various dimensions. It is presented in Table 2.

Table 2: RESULTS OF 't' TEST

S. No	Dimensions	Mean	S.D	Co – efficient variation	T – value	Rank
I.	**Self – Awareness**					
1.	I always know which emotions I am feeling and why	4.02	0.96	23.88	11.63	II
2.	I recognize how my feelings affect my performance	4.15	0.91	21.93	13.80	I
3.	Bad moods overwhelm me	3.93	1.01	25.70	10.08	IV
4.	I am aware of my strengths and weaknesses	3.97	1.05	26.45	10.12	V

5.	I am reflective and try to learn from experience	3.7	1.1	29.75	6.97	VI
6.	I am a self motivated person	4	0.98	24.5	11.17	III
	Self – Regulation					
1.	I am quite capable of controlling my own emotions	3.9	1.08	27.69	9.13	VI
2.	I resist the impulse to act immediately	3.98	0.97	24.37	11.06	II
3	I am able to calm others in stressful situations	3.95	0.90	22.78	11.56	I
4	I smoothy handle multiple demands, shifting, priorities and rapid change	3.93	1.09	27.74	9.34	VII
5	I am flexible in how I see events	3.92	0.98	24.49	10.28	III
6	People don't have to tell me what they feel I can sense it	3.82	1.32	34.6	6.80	IX
7	I seek out fresh ideas from a wide variety of sources	3.98	1.05	26.38	10.32	V
8	I generate new ideas	3.83	1.13	29.5	8.04	VIII
9	I can soothe or contain distressing feelings so they don't keep me from doing things I need to do	3.85	0.98	25.45	9.50	IV
III.	**Self Motivation**					
1.	I am result oriented, with a high drive to meet my objective and standards	4.08	1.27	31.13	9.31	VII
2.	I am highly committed to my work	4.13	0.97	23.49	12.76	II
3.	I am able to keep myself busy all the time	3.97	0.90	22.67	11.80	I
4.	I will work beyond the scheduled time (working hours)	3.98	1.00	25.13	10.73	V
5.	I act from hope of success rather them fear of failure	4.1	0.99	24.15	12.17	III
6.	I see obstacles as opportunities	3.82	1.22	31.94	7.36	VI

	to learn and develop					
7.	I face bravely handling conflict and emotional upsets in relationships	4.05	1.01	24.94	11.38	IV
IV.	**Social Competence**					
1.	I am good at reading key power relationship accurately	4.07	1.15	28.26	10.19	III
2.	I can sense the pulse of a group or a relationship and state up spoken feelings	3.97	0.98	24.69	10.84	I
3.	I can influence people and motivate them easily	3.9	1.08	27.69	9.13	II
4.	I lead and manage my team very well	3.7	1.22	32.97	6.28	V
5.	I promote a friendly, co – operative climate.	3.6	1.17	32.5	5.62	IV
6.	Takes personal responsibility for resolving customers and client problems undefensively	3.4	1.14	33.53	3.84	VI

The results of 't' test proved that, among the different dimensions of emotional intelligence at the workplace, "Self awareness" got the most perceived dimension. Hence it was concluded that the female nurses working in multispeciality hospitals are aware of their emotions, their strengths and weaknesses and how their feelings affects their performance and the like. Hence it was proved that they are emotionally good and balanced at the workplace.

VIII. SUGGESTIONS
1. In order to ensure good nursing care, qualified nurses has to be recruited and higher education options has provided by the hospitals to ensure high quality in nursing care.
2. Unit of work demands varies according to the units they work. Some units like operation theatre, oncology department etc demands high emotional intelligence and the work in. Such units may result in exhausted nursing professionals In order to solve this issues, proper break should be provided and timely refreshments and flexibility in work has to be provided.
3. The organisation should avoid long working hours and increase the number of shifts and arrange flexible working hours etc. So that nurses can be rejuvenated and encourage them to be efficient in their work. This will help them to have more time at their personal life, which in turn will result in a good work life balance.
4. The study reveals that the nursing professionals are not receiving a fair salary according to the work they are doing. This creates a negative impact on the commitment of the nursing professionals to their job which results in poor emotional intelligence and work life balance. This can be avoided by the organization by providing fair wages to the nurses, providing bonus, food and accommodation facilities etc.

5. The female nurses should give adequate relaxation to body and mind to maintain a good emotional intelligence. Practising yoga, meditation and daily exercise like jogging and walking which gives freshness to mind and body.

6. The female nurses should drop activities that snap their time with family, leave the work on time and avoid over stressing themselves.

7. The government should implement measures to avoid long working hours inorder to protect nurses from long working hours, stress and tensions.

IX. CONCLUSION

The present study revealed that the sample respondents are balancing their work life with their family life. Eventhough, they struggle in work life and family life, they are taking efforts by using their emotional intelligence to balance it. The results proved that though they suffered to balance between work and family life, they are bold enough to face it with smile.

REFERENCES

1. Arunmozhi, M. (2019) An easy guide to understand Research Methodology, A simplified approach of Research Methods and Techniques, *Institute of Management Development and Research*

2. Broady LR and Hall JA, (1993) "Gender, Emotion and Expression" **Hand Book of Emotions**, Guilford Press, Vol.5, PP.87-98.

3. Downey AL, (2011), "Work Place Culture Emotional Intelligence and Trust in the Prediction of Work Place", **International Journal of Business Science and Applied Management**, Vol.6, No.1, PP.68-71.

4. Panda Y (2008), "Emotional Intelligence and Perceived Stress", **The Journal of Organisational Behaviour**, Vol.7, No.3, PP.142-148.

5. P. Ramesh, (2017) "Emotional Intelligence and Perceived Stress Among Scientists in Agricultural Research Service" **The IUP Journal of Organizational Behaviour**, Vol.XVI, No.2, PP.28-34.