Brief Report

Investigating the relationship of emotional intelligence with job satisfaction and burnout in nurses

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Abstract

Introduction: Considering the importance of burnout and job satisfaction in health care workers and the role of emotional intelligence in promoting these two issues, the present study aimed to investigate the relationship between emotional intelligence and job burnout in nurses.

Materials and Methods: The statistical population of this study concluded all nurses who working in educational hospitals in Khorramabad city, Iran. Amongst them, 467 nurses were selected using the multi stage cluster sampling method. The instruments used in this study were Demographic Information, Bradbury and Graves' Emotional Intelligence Questionnaire, Maslach Burnout Inventory (MBI), and Visoki and Chrome's Job Satisfaction Questionnaire. Data were analyzed using descriptive and inferential statistics including Pearson correlation coefficient.

Results: The findings showed that there was no significant relationship between emotional intelligence and job satisfaction, but there was a significant relationship between emotional intelligence and burnout.

Conclusion: It seems that that nurses who have higher emotional intelligence will be less likely to burn out.

Keywords: Burnout, Emotional intelligence, Job satisfaction, Nurses.

Introduction

Burnout psychological syndrome includes emotional characteristics, personality, and decreased personal performance (1). Burnout is a psychological syndrome, including emotional exhaustion, depersonalization, and decreased personal performance. This phenomenon is more common in careers involving long hours of connection with humans. For example, research shows that nurses are more likely to suffer from burnout than other occupations (2). Another great point about burnout is its direct and indirect costs, leading employees to be absent from work, reduce the quality of work, interpersonal conflicts with colleagues, physical-psychological problems, change of the

job and finally leaving the service, entailing a considerable amount of costs for organizations and institutions (3,4). Since burnout affects the quality of patient care, it will be helpful to identify more factors affecting it in improving the quality of services provided in the field of health care (5). One of the most important factors that can predict the occurrence of burnout is emotional intelligence (6). Emotional intelligence reduces the adverse effects of job pressures by maintaining employees' emotions and feelings and facilitating the exchange of positive emotions, making them resistant to premature burnout (7). The results of a study on 253 nurses showed that there was a significant and inverse (negative) relationship between burnout and emotional intelligence of nurses who were at the beginning of nursing work (initial 6 to 18 months of work) (8). Another vital challenge for the resources of health care organizations is job satisfaction (9). According to the studies, one of the influential factors in leaving the nursing profession is job dissatisfaction (10,11). Job satisfaction is a measure of positive feelings and attitudes that people have towards their job. If this satisfaction diminishes, the person may leave his/her job (9). Job satisfaction can affect the nurse's quality of life, reduce burnout, work pressure, and stress, increase the quality of care and satisfaction of hospitalized patients (12). The findings of the conducted studies indicated a significant relationship between job satisfaction and emotional intelligence. Accordingly, people having high emotional intelligence have higher job satisfaction and organizational commitment than other individuals (11,13) and suffer less burnout in the workplace (14).

Since burnout and job satisfaction plays a significant role in health care workers, and emotional intelligence is of utmost importance in promoting these two issues, the present study was carried out to investigate if emotional intelligence has any relationship with job satisfaction and burnout in nurses.

Materials and Methods

All nurses working in educational hospitals of Khorramabad city, Iran in 2016 constitute the statistical population. The sampling method was multi-stage cluster sampling. In the first stage, educational hospitals are considered as a class, and then the wards are considered as a subclass. Then the incomings are considered as a cluster. Finally, 467 people are selected using the following formula: samples were selected by simple random sampling. Then the researcher went to the hospitals, and after obtaining consent, the questionnaires were distributed among nurses.

Research instrument

A) Demographic Questionnaire: It includes information such as gender, marital status, and workplace.

B) Bradbury and Graves Emotional Intelligence Questionnaire: This questionnaire was developed by Bradbury and Graves (2004) and translated and edited by Ganji (2005). Its Cronbach's alpha is 0.88. The test consists of 28 items that are scored on a 6-point Likert scale. It measures the four components of self-management, self-awareness, social awareness, and relationship management and gives an overall emotional intelligence score. A score above 80 indicates high emotional intelligence, and below 60 indicates low emotional intelligence (15,16).

C) Maslach Burnout Inventory (MBI): It developed by Maslash and Jackson (1981) and includes 22 items that measure the three aspects of burnout (emotional fatigue, personal success, and depersonalization). The questions 1, 2, 3, 6, 8, 13, 14, 16, and 20 are related to the emotional fatigue subscale. The questions 5, 10, 11, 15, and 22 are also related to the depersonalization subscale. Also, the questions 4, 7, 9, 12, 17, 18, 19, and 21 are related to the subscale of personal success. The scoring of the items in this questionnaire is based on a 7-point Likert scale. The scoring options for this test are as follows: never (0), very low (1), low (2), average (3), averages above (4), high (5), and very high (6). The questions 1, 2, 3, 5, 6, 8, 10, 11, 13, 14, 15, 16, 20, and 22 scored reversely, while the questions 4, 7, 9, 12, 17, 18, 19, and 21 are calculated directly (16). Maslash and Jackson assessed the reliability and validity of this questionnaire using Cronbach's alpha to the internal consistency for the frequency and intensity equal to 0.83 and 0.84, respectively. Also, the reliability coefficient of the whole questionnaire was calculated at 0.82 for frequency and 0.53 for intensity. Iranian researchers used this questionnaire and reported its psychometric properties as acceptable in Iranian population (16,17).

D) Visoki and Chrome's Job Satisfaction Questionnaire: This questionnaire was

developed in 1991, and includes 39 items in five components: job component (10 items), supervisor (8 items), a colleague (10 items), promotion (5 items), and payment (6 items) in a five-point Likert scale (1 to 5). The reliability of this questionnaire in Iran, assessed by Pourghaz et al. Its Cronbach's alpha has been reported 0.77. The minimum score is 39, and

the maximum is 195. The higher score indicates the higher job satisfaction (18).

Results

In this study, 467 nurses were assessed. The findings showed that 38.5% of the subjects were male, and 64.2% were female. Also, 50.3% of the subjects were single, and 50% were married.

Table 1. Correlation of emotional intelligence with job satisfaction and burnout in employed nurses

	Emotional intelligence	Job satisfaction	Burnout
Emotional intelligence	1	0.054	**0.003
P	0	0.248	0.000
Job satisfaction	0.054	1	-
P	0.248	0	-
Burnout	**0.003	-	1
P	0.000	-	0

**Correlation at the level of 0.01 is meaningful, $P \leq 0.01$

The results of Table 1 showed that the correlation between emotional intelligence and job satisfaction is not significant, but there is a significant relationship between emotional

intelligence and burnout in nurses ($P= 0.000$). between sleep quality and all demographic variables was significant exceptionally gender.

Table 2. The summary of regression models' results for predicting burnout and job satisfaction based on emotional intelligence components

Criterion variable	Predictive variable	R	R^2	F	P	B	Beta	t
Emotional intelligence	Burnout	0.300	0.088	45.826	0.000	0.354	0.300	6.770
Relationship management	Job satisfaction	0.789	0.622	768.801	0.000	0.339	0.789	27.727

Table 3. Correlation of emotional intelligence components with job satisfaction and burnout

Emotional intelligence	Relationship management	Social awareness	Self-management	Self-awareness
Job satisfaction	*0.109	0.006	0.063	-0.059
Burnout	**0.358	**0.208	**0.152	**0.150

*$P \leq 0.05$ **$P \leq 0.01$

The results of Table 1 showed that the correlation between emotional intelligence and job satisfaction is not significant, but there is a significant relationship between emotional intelligence and burnout in nurses ($P= 0.000$). Regarding the prediction of burnout, all components of emotional intelligence have entered the regression equation. In this regard, the F ratio is estimated to be 45.826, which is meaningful at the level ($P< 0.05$). In addition, based on R-squared (R2), it was found that emotional intelligence predicted 0.08% of burnout variance. Also, concerning the prediction of job satisfaction, among the components of emotional intelligence, only relationship management has entered the

regression equation. In this regard, the F ratio is estimated to be 768.801, which is meaningful at the level of 0.05 ($P< 0.05$). Additionally, based on R-squared (R2), it was found that relationship management predicted 0.62% of the variance of job satisfaction. The results of Table 3 show that the calculated correlation coefficients between the components of emotional intelligence with job satisfaction are significant only about relationship management. In other words, the relationship between job satisfaction and relationship management (0.109) is significant at the level of 0.05 ($P \leq 0.05$). On the other hand, it is also observed that the calculated correlation coefficients between all components of

emotional intelligence with burnout are significant. In other words, the relationship between burnout and self-awareness 0.150, self-management 0.152, social awareness 0.006, and relationship management 0.109 is significant at the level of 0.01 ($P \leq 0.01$).

Discussion

The present study investigated the relationship between emotional intelligence with job satisfaction and burnout. Regarding the effect of emotional intelligence on burnout, the results showed that emotional intelligence has a positive and significant relationship with burnout. Therefore, it can be said that nurses with higher emotional intelligence will be less likely to suffer from burnout. The results of this study are consistent with the findings of Rezaei Dizgah et al., showed that emotional intelligence predicts burnout and job satisfaction of employees (19). Also, the results of this study are consistent with the findings of Haresabadi et al. study, indicated a significant relationship between emotional intelligence and burnout (20). Furthermore, Moradi et al. examined the effect of emotional intelligence on the components of burnout. They concluded that emotional intelligence has a positive and significant effect on individual performance, meaning that the higher emotional intelligence, improve the performance and success, and reduce as a result, burnout is lower (21). Regarding the relationship between emotional intelligence and job satisfaction, the results showed that job satisfaction is only related to the relationship management component as one of the components of emotional intelligence, and no significant relationship was observed with other components. The present study results are consistent with the findings of Mandip et al.,entitled emotional intelligence as a predictor of job satisfaction in the faculty

members of the Central Indian Institute of Indore. They examined the relationship between emotional intelligence and job satisfaction.
Findings showed no significant relationship between emotional intelligence and job satisfaction (22).

Farmer also investigated the relationship of emotional intelligence with burnout and job satisfaction among nurses. The findings of this study indicated that no meaningful relationship was observed between emotional intelligence and job satisfaction (8).

One of the limitations of the present study is that this research has a correlational method, and the causal relationship cannot be inferred from it. The researchers recommend that this study conducted on nurses of different hospital wards; also they suggested that human resource managers use emotional intelligence criteria in selecting employees. Given that many employees are already employed by organizations and considering that emotional intelligence can be nurtured and promoted, it is recommended to hold training courses related to emotional intelligence for the employees of the organizations.

Conclusion

The results of this study showed a significant relationship between emotional intelligence and job burnout in nurses. Therefore, considering the importance of burnout in promoting quality of nursing services, it is suggested to promote emotional intelligence in nurses through holding emotional intelligence training courses.

Acknowledgment

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