

## Evaluation of Emotional Intelligence among Students of Nursing College, Nagpur

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### ABSTRACT

**Context:** Development of Nation depends upon the healthy society and the health of the society is in the hands of the health care professionals. Nursing is one of the health care professions which is focused on the care of not only the individuals but their families and communities also. It is the hardest and most emotionally drained profession which requires good physical and mental health. For this, they should be well equipped with soft skills also. Emotional Intelligence is one of the most important soft skills they should be equipped with. **Aim:** To evaluate the Emotional Intelligence among students of Nursing College, Nagpur. **Setting and Design:** A cross sectional study was designed. **Methods and Material:** The total sample size was 260 from VSPM college of Nursing. The tool used to measure the Emotional Intelligence was Emotional Intelligence Inventory, EII-MM by Dr S K Mangal and Mrs. Shubhra Mangal. **Statistical Analysis used:** Scoring was done with the help of the provide key. The data was calculated using MS –excel and analysis was done. **Results:** The overall Emotional Intelligence of the nursing students was average to poor. **Conclusion:** As the sample selected was budding nurses, they should have very Good Emotional intelligence. So training should be provided to improve it. In the selection criteria for admission to nursing profession, non cognitive skills should also be given importance with academic scoring.

**Keywords:** Emotional Intelligence, Healthcare Providers

### Emotion

This word is derived from the Latin word ‘*Emovere*’ which means ‘to stir up’ or ‘to excite’. Thus emotion can be understood as an agitated or excited state of our mind & body.<sup>1</sup> Many psychologists have defined emotion in their own way. As per McDougall (1949), emotion is

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an affective experience that one undergoes during an instinctive excitement.<sup>2</sup> The emotions are the product of individual perceptions and feeling is the core of an emotion. Emotion is often intertwined with mood, temperament, personality, disposition, and motivation.<sup>3</sup> Emotions are complex. According to some theories, they are a state of feeling that results in physical and psychological changes that influence our behavior. Our emotions play an important role in guiding & directing our behavior<sup>1</sup>. Every person is born with some innate emotions which is liable to be developed or damaged as a result of one's experience.

### *Emotional Intelligence*

The concept of emotional intelligence has its origins in the work of Thorndyke<sup>4</sup> who identified that it was discrete from academic intelligence and was a necessity in order to be successful in the practicalities of life. Two types of emotional intelligence were distinguished by Gardner<sup>5</sup>. These are 'interpersonal', which is the capability to have an understanding and insight into others, and to work well in co-operation with them, and 'intrapersonal', which is concerned with self-awareness and the ability to recognize personal emotions and how these affect others. Goleman<sup>6</sup> advocated that having these skills, facilitates social success as they enable people to form relationships with others easily and read their emotions and responses accurately. These results in them are able to lead and manage others and to handle disputes effectively. These views are echoed by McQueen<sup>7</sup> who described emotional intelligence as discrete from academic abilities and involving a number of aspects including, individual self-awareness, ability to recognize and manage emotions and having insight into how to relate to others.

The term Emotional Intelligence is defined by many psychologists but the most accepted and scientific definition is given by Dr John Mayer and Dr Peter Salovey (1995), “ **Emotional Intelligence** may be defined as the capacity to reason with emotion in four areas: to perceive emotion, to integrate it in thought, to understand it and to manage it”<sup>8</sup>. For further explanation of the term Emotional Intelligence & Emotionally Intelligent person, Yetta Lautenschlager (1997) writes, “To be Emotionally Intelligent one must be proficient in Four A's of Emotional Intelligence i.e Awareness, Acceptance, Attitude and Action<sup>9</sup>. Awareness means knowing what you are feeling when you are feeling it. Acceptance means being able to feel emotions without judging it. Attitudes are beliefs that are attached to emotions and action is the behaviour you take based on Emotion and Attitude.

### *The Components of Emotional Intelligence*

The important components of Emotional Intelligence are as follows<sup>10</sup>

- 1. Self-awareness:** It is the ability to recognize and understand personal moods and emotions and drives, as well as their effect on others. It is the accurate self-assessment i.e Knowing one's strengths and limits. It also includes self-confidence i.e Sureness about one's self-worth and capabilities.
- 2. Self Regulation:** It is the self control i.e to control or redirect disruptive impulses and moods, Trustworthiness i.e to maintain the standards of honesty and integrity, Conscientiousness i.e taking responsibility for personal performance, Adaptability i.e

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flexibility in handling change and Innovativeness i.e being comfortable with and open to novel ideas and new information.

3. **Internal Motivation:** It is a passion to work for internal reasons that go beyond money and status such as an inner vision of what is important in life, a joy in doing something, curiosity in learning. It is a propensity to pursue goals with energy and persistence.
4. **Empathy:** It is the ability to understand the emotional makeup of other people and the skill in treating people according to their emotional reactions. It includes expertise in building and retaining talent, cross-cultural sensitivity, and service to clients and customers.
5. **Social Skills:** It is the proficiency in managing relationships and building networks, and an ability to find common ground and build rapport. Social skills include effectiveness in leading change, persuasiveness, and expertise building and leading teams.

### Why is Emotional Intelligence Important?

Emotional intelligence is still not completely understood, but emotions play a very critical role in the overall quality of our personal and professional lives, more critical even than our actual measure of brain intelligence. While tools and technology can help us to learn and master information, nothing can replace our ability to learn, manage, and master our emotions and the emotions of those around us.

Emotional Intelligence helps in improving not only the mental but also the physical well being of an individual. It has an impact on the following factors related to the well being of an individual<sup>11</sup>.

- **Physical Health** – The ability to take care of our body and especially to manage our stress, which has an incredible impact on our overall wellness, is heavily tied to our emotional intelligence. Only by being aware of our emotional state and our reactions to stress in our lives we can manage to control the stress and maintain good health.
- **Mental Well-Being** – Emotional intelligence affects our attitude and outlook towards life. It can also help to alleviate anxiety and avoid depression and mood swings. A high level of emotional intelligence directly correlates to a positive attitude and happier outlook towards life.
- **Relationships** – By better understanding and managing our emotions, we are better able to communicate our feelings in a more constructive way. We are also better able to understand and relate to those with who we are in relationships. Understanding the needs, feelings, and responses of those we care about leads to stronger and more fulfilling relationships.
- **Conflict Resolution** – When we communicate with people in assertive manner, empathize them with their perspective, it's much easier to resolve conflicts or possibly avoid them before they start. We are also better at negotiation due to the very nature of our ability to understand the needs and desires of others. It's easier to give people what they want if we can perceive what it is.

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- **Success** – Higher emotional intelligence helps us to be stronger internal motivators, which can reduce procrastination, increase self-confidence, and improve our ability to focus on a goal. It also allows us to create better network of support, overcome setbacks, and persevere with a more resilient outlook. Our ability to delay gratification and see the long-term directly affects our ability to succeed.
- **Leadership** – Persons with higher emotional intelligence have ability to understand other people and also understands what motivates them. They relate with them in a positive manner, and builds stronger bonds with them. This results in increased work satisfaction and ultimately affects the success of the organization. An emotionally savvy and intelligent leader is also able to build stronger teams by strategically utilizing the emotional diversity of their team members to benefit the team as a whole.

### *Health Care Services and Health Care Providers*

Health care services are the services which improves the health status of the population. The goals of health care services to be achieved have been fixed in terms of mortality and morbidity reduction, increase in expectation of life, decrease in population growth rate, improvements in nutritional status, provision of basic sanitation, health manpower requirements and resources development<sup>12</sup>.

A health professional or healthcare provider is an individual who provides preventive, curative, promotional or rehabilitative health care services in a systematic way to people, families or communities. It could be a General Doctor, a specialist Doctor, registered/licensed Nurse or a licensed pharmacist.

### *Nursing as Health Care Providing Service*

It's one of the hardest and most emotionally drained health care services. Trained nurses not only treat the patients who are sick and injured, but also offer advice and emotional support to patients and their families, take care of paper work, help doctors diagnose patients and provide advice and follow-up care. They are working throughout the day and night. They have to communicate with administrative staff, doctors, colleagues, patients and their relatives. And it is most important for them to maintain their physical as well as mental health. And for this, they should be well equipped with soft skills also.

### *Health Care Providers and Emotional Intelligence*

Emotional Intelligence is of great significance to health care provider as it helps them to understand their patients in a better way. The five components of Emotional Intelligence are **Self Awareness, Self Regulation, Internal Motivation, Empathy & Social skills**. Each of these components directly or indirectly affects the relationship with the patient.

In health care sector, emotional intelligence actually impacts patient outcome. The empathy & compassion of the health care provider improves patient satisfaction and adherence to treatment. Emotional Quotient has been shown to positively contribute to the physician-

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patient relationship, increased empathy, team work, communication, physician and nurse career satisfaction and effective leadership.

In the health profession, the ultimate goal is to improve the health of the community. The health professionals are responsible not only to improve the health of the community but also the community should be proud of them for approaching them, for serving them in a proper manner. These healthcare providers well equipped with morals & values, when start serving the community, there will be a definite improvement & progress of not only the health but also overall progress of the community.

The appreciation by the community will definitely make a change in the status of the hospital. Even the staff will become more motivated. And once this practice is set, it will be continued further with improvements as & when required.

### ***Emotional Intelligence and Nursing***

Many studies have been conducted on the relationship between Emotional Intelligence and Nursing. Emotional intelligence is a feature that has been identified as being essential in nursing. Cadmen and Brewer<sup>13</sup> contend that the ability of any healthcare worker to manage their own emotions while interpreting and responding to those of others is a prerequisite of anyone working in the caring professions. Whyte<sup>14</sup> wrote that the nurse who is emotionally intelligent is one who can work in harmony with both their thoughts and their feelings, and Smith<sup>15</sup> strongly supports this view stating that student nurses need to understand the emotional nature of nursing, have emotional skills in order to deliver competent nursing care and develop emotional intelligence in order to deal with chaotic working environments. The current Chief Nursing Officer for England produced a vision and strategy for nursing, midwifery and care staff in 2012 that identifies six values and behaviours, which should be at the heart of nursing and healthcare<sup>16</sup>. These qualities and behaviours are identified as being present in those who are emotionally intelligent<sup>5,6,17</sup>. All the studies show that there is a definite impact of Emotional Intelligence on the nursing practice.

Development of Nation depends upon the healthy society and the health of the society is in the hands of the health care providers who are the pillars of health care system. It is the moral responsibility of the academicians to develop the curriculum which includes soft skill training with the existing hard skills. So the future health care providers will be well equipped with all the skills required to maintain a sound relationship with the patients.

### ***Aim of the study***

- To evaluate the Emotional Intelligence of the students of VSPM college of Nursing, Nagpur.

### ***Objectives***

1. To evaluate the emotional Intelligence among the Nursing students.
2. To propose the necessary measures in the curriculum of nursing.

3. To propose the necessary training to improve Communication skills, Interpersonal relationship, Empathy, Self awareness, Self regulation and Motivation.

## **RESEARCH METHODOLOGY**

### ***Sample Selection***

A cross sectional study was designed. The study was approved by the institutional ethical committee. Written consent was taken from all the subjects before they were given the questionnaire. The total sample size was 260. The samples were students from VSPM college of Nursing. The students were of B.Sc Nursing as well as students of GNM (General Nursing Midwifery). The students who didn't wish to participate in the study were the only exclusion criterion for the sample selection.

### ***Tool used for Data Collection***

The tool used was Emotional Intelligence Inventory, EII-MM (Hindi Version) by Dr S K Mangal and Mrs Shubhra Mangal<sup>18</sup>. It has been designed for use with Hindi and English knowing 16+ years age of school, college & university students for the measurement of their emotional intelligence (total as well as separately) in respect of four areas or aspects of emotional intelligence namely, intra personal awareness (knowing about one's own emotions), inter personal awareness (knowing about other's emotions), intra personal management (managing one's emotions) and inter personal management (managing others emotions) respectively.

It has 100 items 25 each from the four areas to be answered. For answering two options were provided to each question, Yes and No. The validity for the inventory has been established by adopting two different approaches namely factorial and criterion related approach.

For adopting factorial approach inter-correlations among the four areas of the inventory vary from .437 to .716

As far as criterion related validity is concerned, with emotional maturity scale the validity coefficients was found to be -.613.

### ***Procedure used for data collection***

For data collection, I had to visit VSPM College of Nursing, Nagpur. I explained the students about the purpose of the study and assured them about the confidentiality. After taking their consent, I administered the test to them.

I told them that they have to read the questions carefully and then mark (√) in the column provided in the separate answer sheet. Although the given alternatives are yes/no, there is no right/ wrong answer as such. There is no time limit but the students should finish it in 35-40 minutes.

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### *Statistical Analysis*

Scoring was done with the help of the provide key. One mark was given to the response indicating presence of emotional intelligence and zero mark was given to the absence of it. The data was calculated using MS –excel and analysis was done. Average emotional intelligence in each of the four areas was calculated. The correlation was also calculated among the areas.

Emotions are personal experiences that arise from complex interplay among physiological, cognitive and situational variables. The ability to express and control our own emotions is important, but so is our ability to understand, interpret, and respond to the emotions of others. In simple words emotional intelligence means ‘the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions in ourselves and in our relationships’.

Emotional Intelligence is of great significance to health care provider as it helps them to understand their patients in a better way. The five components of Emotional Intelligence are **Self Awareness, Self Regulation, Internal Motivation, Empathy & Social skills**. Each of these components directly or indirectly affects the relationship with the patient.

The objective of the present study was to evaluate Emotional intelligence of the nursing students. The tool used was Mangal’s Emotional Intelligence Inventory which covers mainly four areas or aspects of emotional intelligence namely, intra personal awareness (knowing about one's own emotions), inter personal awareness (knowing about other's emotions), intra personal management (managing one's emotions) and inter personal management (managing others emotions) respectively.

As per the norms provided by Mangal’s EII-MM, the rough estimation and quick interpretation of emotional intelligence can be assessed as follows.

**Table 6.1 Classification of Emotional Intelligence in terms of Categories**

Categories	Description	Range of scores
A	Very Good	88 & Above
B	Good	75-87
C	Average	61-74
D	Poor	48-60
E	Very Poor	47 & Below

**Table 6.1(a) In the present study, following is the interpretation of Emotional Intelligence based on total score of all the four areas**

Categories	Description	No. of Students
A	Very Good	01
B	Good	32
C	Average	107
D	Poor	99
E	Very Poor	21

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### ***Intrapersonal awareness***

It means knowing what drives, angers, motivates, frustrates, inspires you, knowing your own strengths and limitations, self confidence, persistence and perseverance in challenging situations, resilience and ability to bounce back from setbacks.

In this area there were 25 questions with Yes/ No option. One mark was awarded to correct answer and zero to wrong answer. So the total scoring was out of 25 marks.

**Table 6.2 Classification of Emotional Intelligence in terms of categories in the area of Intrapersonal Awareness**

Area	Categories	Description	Range of scores
Intra Personal Awareness	A	Very Good	24 & Above
	B	Good	20-23
	C	Average	14-19
	D	Poor	10-13
	E	Very Poor	9 & Below

**Table 6.2(a) In the present study, as per the scores in the area of Intrapersonal Awareness, following is the interpretation**

Area	Categories	Description	No. of students
Intra Personal Awareness	A	Very Good	00
	B	Good	20
	C	Average	115
	D	Poor	101
	E	Very Poor	24

### ***Intrapersonal Management***

It is nothing but managing one's own emotions. The scoring is done as per the scoring of Intrapersonal Awareness.

**Table 6.3 Classification of Emotional Intelligence in terms of categories in the area of Intrapersonal Management**

Area	Categories	Description	Range of scores
Intra Personal Management	A	Very Good	25 & Above
	B	Good	21-24
	C	Average	16-20
	D	Poor	12-15
	E	Very Poor	11 & Below

**Table 6.3(a) In the present study, as per the scores in the area of Intrapersonal management, following is the interpretation**

Area	Categories	Description	No. of students
Intra Personal Management	A	Very Good	01
	B	Good	12
	C	Average	78
	D	Poor	114
	E	Very Poor	55

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### *Interpersonal Awareness*

It means ability to show a true understanding of others. In this area also there were 25 questions with Yes/ No option. One mark was awarded to correct answer and so the total scoring was out of 25 marks.

**Table 6.4 Classification of Emotional Intelligence in terms of categories in the area of Interpersonal Awareness**

Area	Categories	Description	Range of scores
Inter Personal Awareness	A	Very Good	25 & Above
	B	Good	20-24
	C	Average	14-19
	D	Poor	10-13
	E	Very Poor	9 & Below

**Table 6.4(a) In the present study, as per the scores in the area of Interpersonal Awareness, following is the interpretation**

Area	Categories	Description	No. of students
Inter Personal Awareness	A	Very Good	00
	B	Good	78
	C	Average	147
	D	Poor	31
	E	Very Poor	04

### *Interpersonal Management*

It means managing the emotions of others. The scoring is done as per the scoring of Interpersonal Awareness.

**Table 6.5 Classification of Emotional Intelligence in terms of categories in the area of Interpersonal Management**

Area	Categories	Description	Range of scores
Inter Personal Management	A	Very Good	25 & Above
	B	Good	21-24
	C	Average	16-20
	D	Poor	12-15
	E	Very Poor	11 & Below

**Table 6.5(a) In the present study, as per the scores in the area of Interpersonal management, following is the interpretation**

Area	Categories	Description	No. of students
Inter Personal Management	A	Very Good	00
	B	Good	23
	C	Average	137
	D	Poor	83
	E	Very Poor	16

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From the collected data, a raw score which included all the four areas of Emotional Intelligence was calculated for all the 260 students. From this raw score one can make a rough interpretation of Emotional Intelligence. As per the norms provided in the tool (Table 6.1), the rough interpretation of Emotional Intelligence of the sample subjects in my study was made. It is given in Table 6.1(a). As per this table, 107 nursing students have Average emotional intelligence. And almost 120 nursing students fall under poor/ very poor category. Only 32 students have good Emotional intelligence with only one student having very good EI.

This shows that overall Emotional Intelligence is not good. Students are not aware of themselves, their emotions, their strengths and weaknesses.

The questionnaire was divided into four parts which are four aspects of Intelligence. So the scoring was carried out separately for each of this aspect.

Intrapersonal awareness is knowing one self. It is the ability to recognize and understand own moods and emotions, as well as their effect on others. It is the accurate self-assessment i.e knowing one's strengths and limits. It also includes self-confidence. With self awareness we are able to make changes in the thoughts and interpretations we make in your mind. Changing interpretations allow changing our emotions. If we are aware of our emotions it allows us to control them. For Nurses, Intrapersonal awareness will guide their behaviour which is genuine and authentic to create a healing interpersonal environment. In the present study, the Intrapersonal awareness of the nursing students is average; on the contrary 125 students are not aware of their emotions.

Intrapersonal Management is managing our own emotions, which is the most difficult task. Although one of the factors which influences intrapersonal management is to know our emotions well, knowing our own emotions may or may not help controlling them. In the present study, the nursing students show very low intrapersonal management. This may affect the patient-nurse relationship. It will also affect the patient care.

Interpersonal Awareness is to know other person. Health care involves working in unit which is formed by doctors, assistants, nurses, the other staff and the patients. To get the good results each of the team members should be aware of the other. For nurses, it is the humanistic quality required to form and maintain the therapeutic relationship. It helps in reaching the goal in collaboration with other persons in context of a helping relationship. In the present study, although 147 students lie in the category of average, still a good number of students scored well in this area.

Interpersonal management is to manage the emotions of others. For nurses it helps in interacting with patients, fulfilling their expectations. As earlier said, treatment of the patients not only includes physical aspect but also psychological aspect. To manage these emotions and provide patient centered care is the core of the nurse's responsibilities. This study shows

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good interpersonal management skills by the nursing students. It is comparatively more than Intrapersonal management. It is said that it is easy to manage other's emotions than your own.

### DISCUSSION

A health professional or healthcare provider is an individual who provides preventive, curative, promotional or rehabilitative health care services in a systematic way to people, families or communities. It could be a General Doctor, a specialist Doctor, registered/licensed Nurse or a licensed pharmacist.

In the health profession, the ultimate goal is to improve the health of the community. The health professionals are responsible not only to improve the health of the community but also the community should be proud of them for approaching them, for serving them in a proper manner.

To reach to the ultimate goal, the health care providers should be well equipped with not only the knowledge and technical skills but the soft skills play a major role in their life.

As per **Yvonne F Birks**<sup>19</sup>, today, health care practices have become patient centered. Many health care systems around the world are emphasizing a need for more patient centered care. Patient centered care is not just providing new care delivery models but it is about relationships and interactions between the providers and patients and among the administrators, physicians, nurses and the staff. With this realization, health care is exploring the concept of Emotional Intelligence. Various studies have been conducted on the importance of Emotional Intelligence in Health care sector.

Emotional Intelligence is one of the most important soft skills one should be equipped with. When it comes to Nursing profession, it becomes still more important. The nurses have to interact with the administrative staff, the doctors, the patients and the colleagues. The "Nurse-Patient Interaction" is the pulse of the nursing practice. It is not just communication between them. It is a complex process that involves nurse perception, understanding of the patient emotions and utilization of the perceptions to manage patient situations towards the goal of effective patient care<sup>20</sup>. Patient care cannot be confined to the physical ailment but also the psychological and spiritual needs to be addressed. That is why the role of Emotional Intelligence in the nursing profession is important.

Analysis of the literature by Anne C.H. McQueen, 2004<sup>7</sup>, suggests that the modern demands of nursing draw on the skills of emotional intelligence to meet the needs of direct patient care and co-operative negotiations with the multidisciplinary team.

As per C. Cadman & J. Brewer, 2003<sup>13</sup>, the role of the qualified nurse is evolving continually and 'portable' skills are the key qualities demanded by a health care system under pressure to compete. These include the ability to work effectively in teams, the ability to recognize and

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respond appropriately to one's own and others' feelings and the ability to motivate one self and others. They are collectively termed 'emotional intelligence'.

Dr Maya Dalaya et al, 2015<sup>21</sup>, stated that in today's world of education, concentration has been given on teaching activities and academic knowledge. We are taught to improve our clinical skills but not the soft skills. Soft skills refer to the cluster of personality traits, social graces, and personal habits, facility with language, friendliness and personal habits that mark people to varying degrees<sup>8</sup>.

Soft Skills are interpersonal, psychological, self-promoted and non-technical qualities for every health care provider and academician, whereas hard skills are new tools or equipment and professional knowledge. Hence, more and more clinicians now days consider soft skills as important criteria. Soft Skills are very important and useful in personal and professional life.

So, keeping the importance of emotional intelligence in health care profession in mind, I tried to evaluate the emotional intelligence of the nursing students who are the future nurses. For evaluation of emotional intelligence the tool used was Mangal's Emotional Intelligence Inventory (EII-MM). The four aspects of emotional intelligence studied were intra personal awareness (knowing about one's own emotions), intra personal management (managing one's emotions), inter personal awareness (knowing about other's emotions), and inter personal management (managing others emotions) respectively.

As per the raw score which includes all the four aspects of emotional intelligence, the overall EI was found to be average in the present study. That shows we need to concentrate on developing the emotional intelligence of the nursing students. But which aspect of the emotional intelligence to be focused is determined by the individual scores of each of the four aspects. Accordingly, the training is planned.

**Intrapersonal awareness** is the ability to recognize and understand personal moods and emotions and drives, as well as their effect on others. It is the accurate self-assessment i.e Knowing one's strengths and limits. It also includes self-confidence i.e Sureness about one's self-worth and capabilities. Decades ago, Eskin noted the concept of self awareness (understanding the self in terms of beliefs, attitudes, norms, and values) as an essential and fundamental quality for a physician to act as a change agent and related lack of these qualities as detrimental to the physician's ability to serve in that capacity<sup>22</sup>.

Understanding how one personally feels may help one to effectively support oneself and then be able to support others through difficult times. It is a clear perception of your personality, thoughts, beliefs, motivation and emotions. As we develop self awareness we are able to make changes in the thoughts and interpretations we make in our mind. Changing interpretations allows to change our emotions. If we are aware of our emotions, it allows us to

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control them. For Nurses, Intrapersonal awareness will guide their behavior which is genuine and authentic to create a healing interpersonal environment.

In this study, the intrapersonal awareness among the students is average to poor. Only 20 students are good in knowing their own emotions. Without self awareness one cannot lead effectively. It is only with self awareness that one can journey closer to a state of self congruence. Building self awareness is a long lasting process. But it can be developed. So it is necessary to develop self awareness program which will also help in building the self confidence. Unless and until one is aware of his strengths and weaknesses, he will not be able to progress in his life. Even without knowing about one's emotions, one cannot control it. So to manage your emotions you need to be equipped with Self awareness of emotional intelligence. This is specifically true for the health care provider.

**Intrapersonal management** includes various components such as self control, trustworthiness, conscientiousness, adaptability and innovativeness. Basically, one should be able to control his own emotions. He should be able to take the responsibility for personal performance, must be flexible in handling change and should be comfortable with and open to novel ideas and new information. The nurses should be able to keep their own emotions apart if they are interfering with the patient care. This may lead to dissonance between what they genuinely feel and what they display. It is the quality of a good nurse to balance these emotions.

In my study, the number of students who scored poor on this scale has increased. That shows these students are not capable of managing their emotions. Although self awareness helps in managing own emotions, but it is a common finding that it is difficult to control and manage our emotions. With experience, training and exposure to certain situations will help developing this aspect.

**Interpersonal Awareness** means ability to show a true understanding of others. It is an important part in social and emotional learning. In case of nursing, to have a better understanding with the doctors, administrators, colleagues and the patients, the nurses should be well aware of their emotions. In my study the Interpersonal awareness found to be average to good. The number of students with good score has increased. One of the reasons to have good interpersonal awareness is that since childhood every one of us is taught on how to behave in the society, how to interact with others. Also the mannerism is taught to us and imbibed on us. So it is becomes easy to understand the others.

**Interpersonal management means** managing the emotions of others. The nurses should be able to understand the emotional makeup of other people including patients which will help in treating them according to their emotional reactions. In the present study, the interpersonal management factor found to be average to good. If you know the person well, it becomes easier to manage or control him. It is easier to control the emotions of others than ours. And

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so the interpersonal management score is usually higher than the intrapersonal management score.

Also in the present study, the nursing students were from 1<sup>st</sup> to 4<sup>th</sup> year. First and second year nursing students are not exposed to clinical set up. They do not interact with the patients. But 3<sup>rd</sup> and 4<sup>th</sup> year students actually take care of the patients. The clinical skills are taught to 3<sup>rd</sup> and 4<sup>th</sup> year students. Also they have Psychology and Psychiatry as subjects in their curriculum. Although the soft skill training is not provided to them but observation and experience might have taught them how to deal with the patients effectively. That may be the reason why the Interpersonal awareness and interpersonal management is good.

It should be recognized that emotional competencies are not mere innate talents, but learned capabilities which must be developed to achieve outstanding performance. Empathy, the ability to perceive and reason, as well as the capacity to interact is the core characteristics of a nurse which help to build relationship with the ill<sup>23</sup>.

Dawn Freshwater and Theodore Stickley (2004)<sup>18</sup> suggest that emotional intelligence should be more realistically and appropriately integrated into the nursing profession by a model of transformatory learning for nursing education. Today, emotional intelligence is probed as an important characteristic for building successful nursing leadership (Vitello-Ciccio, 2002)<sup>24</sup>, enhancing nursing performance and reducing nurse burnout.

### CONCLUSION

The overall Emotional Intelligence of the nursing students is average to poor. The students scored less on Intrapersonal awareness as well as Intrapersonal management. But the scores of Interpersonal awareness and Interpersonal management are comparatively good. The sample selected is budding nurses. So they should have very Good Emotional intelligence. The result of the present study depicts that Emotional Intelligence is not adequate.

### Suggestions

1. Admission to nursing is strictly based on academic scores which lacks in soft skills. Non cognitive skills should also be given importance in the selection criteria.
2. In the syllabus of Nursing, with Psychology and Psychiatry, other subjects related to non cognitive skills should be include
3. In case of less Emotional Intelligence, Training should be provided.

*The training should include various modules,*

1. 1<sup>st</sup> module will be based on communication skills, listening skills, Empathizing & Counselling skills, use of words.
2. 2<sup>nd</sup> module involves SWOT analysis, Interpersonal awareness & Interpersonal management of emotions
3. 3<sup>rd</sup> module will be based on Transactional analysis which covers understanding & managing others emotions & Interaction with others as well.

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4. 4<sup>th</sup> module will include Role modelling & actual interaction with the client. Also team building exercises will be covered in this module

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