

A STUDY ON FACTORS AFFECTING EMOTIONAL INTELLIGENCE & ORGANISATIONAL CITIZENSHIP BEHAVIOUR AMONG NURSES

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ABSTRACT: This paper focuses on the Emotional Intelligence Competency among nurses and its relationship with Organizational Citizenship Behaviour. Nurses play a major role in healthcare industry, therefore identifying their Emotional Quotient and Citizenship behaviour helps hospitals to enhance effective healthcare delivery. A pilot study was conducted and statistical analysis was done to analyse the reliability of the research instrument. Data was collected from nurses working in a corporate multispecialty hospital in Chennai. 100 nurses were involved in the study.

KEYWORDS: Emotional Intelligence(EI), Organisational Citizenship Behaviour(OCB), Reliability, Correlation

1. INTRODUCTION

Level of intelligence one exhibits determines the interpersonal relationship in workplace thus avoiding conflicts. Nurses play a significant role in healthcare delivery. This study helps to identify the level of Emotional Intelligence among nurses and also identifies the level of Organisational Citizenship behavior exhibited by them. It also tries to relate Emotional Intelligence and Organisational Citizenship behavior with an assumption that an individual who is emotionally intelligent will also possess citizenship behavior.

2. LITERATURE REVIEW

In the year 1990, the term emotional intelligence defined by Mayer and Salovey's scientific literature states it as a subgroup of social intelligence including study of the feelings and emotions to distinguish them, and use of this information in guiding actions and reasoning (1). Emotional Intelligence Model based on Schutte et al. (1998) states four dimensions of emotions, of which three dimensions are taken for this study, the first dimension is Perception of emotions - this indicates the ability of an individual to understand emotions based on the situation, the second dimension is Managing own emotions - this indicates ability to have control over emotions before expressing, the third dimension is Managing others emotions - this indicates helping others to manage their emotions by making them happy and comfortable. The term organizational citizenship behavior is defined as off-duty activities of employees that enhances the efficiency of the organization (2). Formal definition of OCB was given by Organ in 1988 states OCB as an individual behaviour which is discretionary and not directly or explicitly recognized by the formal reward system and that in the aggregate promotes the effective functioning of the organization". From among the dimensions of OCB given by Organ (1988), Borman & Motowidlo (1993), three dimensions are considered for this study. The first dimension is Altruism - this exhibits a behavior of helping others in organizational tasks. The second dimension is Conscientiousness - this exhibits an individual's characteristic of performing tasks beyond requirements or norms. The third dimension is Civic Virtue - this refers to an individual's interest towards political participation in an organization.

3. OBJECTIVES OF THE STUDY

- To assess the demographic profile of respondents.
- To find out the relationship between the dimensions of EI and the dimensions of OCB.

4. RESEARCH METHODOLOGY

Descriptive research design was used for the study. Respondents involved in the study are the nurses working in a NABH accredited multi-specialty Hospital in Chennai, India. Both Primary and secondary methods of data collection was involved. Structured Questionnaire was used for Primary data collection and information from websites and Journals were used as secondary data. Random sampling techniques was used to collect data from 100 nurses for the study. The collected sample was analyzed with the help of SPSS software package. Statistical techniques like descriptive analysis, correlation, reliability analysis were used for analyzing the data.

5. RESULTS AND DISCUSSIONS

5.1. Profile of the respondents

Table 1 shows the demographic profile of nurses involved in the study. Out of 100 nurses, 10% are Male and 90% are Female. 34% are below 25 years of Age, 36% are between 25 & 30 years of age and 30% are above 30 year of age. 80% of the nurses are Diploma holders and 20% are graduates. 80% are from urban background and 20 from rural. 46% are single and 54% are married. 38% live as joint family and 62% as Nuclear Family. 70% live with the Family and 30% away from family. 24% earn below 7500 INR per month, 48% earn between 7500 INR & 10000 INR per month 28% and the rest earn above 10000 INR per month.

Table 1. Profile of the Respondents (n=100)

S.No	Characteristics	Categories	Number of respondents	Percentage (%)
1	Sex	Male	10	10
		Female	90	90
2	Age in years	Below 25	34	34
		25-30	36	36
		Above 30	30	30
3	Education	Diploma	80	80
		Graduate	20	20
4	Locality	Urban	80	80
		Rural	20	20
5	Marital status	Single	46	46
		Married	54	54
6	Type of family	Joint	38	38
		Nuclear	62	62
7	Status of residence	With family	70	70
		Away from family	30	30
8	Monthly income	Below 7500	24	24
		7500-10000	48	48
		Above 10000	28	28

5.2. Construct reliability and validity analysis for dimensions of EI and OCB

When using Likert- types scales in the Questionnaire, it is necessary to calculate the Cronbach's alpha coefficient for reliability and consistency (Joseph et al., 2003). Table 2 shows that Cronbach's alpha for all the dimensions of EI & OCB are above 0.70 (George and Mallery, 2003: 231) which indicates a high level of internal consistency for the scale. The Cronbach's alpha values are 0.724, 0.738, 0.702, 0.861, 0.798 and 0.719 for Perception of Emotions (POE), Managing Own Emotions (MOE), Managing Others Emotions (MOtE), Consciousness, Altruism and Civic Virtue respectively.

Table 2. Result of reliability analysis for EI & OCB dimensions

Factors of EI & OCB	Number of samples	Number of items	Cronbach's Alpha
Perception of Emotions (POE)	30	8	0.724
Managing Own Emotions (MOE)		9	0.738
Managing Others Emotions (MOtE)		6	0.702
Conscientiousness		7	0.861
Altruism		3	0.798
Civic Virtue		11	0.719

5.3. Correlation Coefficient between factors of Emotional Intelligence & Organisational Citizenship Behaviour

From Table 3 it is interpreted that the correlation coefficient between Perception of Emotions (POE) and Managing Own Emotions (MOE) is 0.662, which indicates positive relationship between Perception of Emotions (POE) and Managing Own Emotions (MOE) and is significant at 1% level. The correlation coefficient between Perception of Emotions (POE) and Managing Others Emotions (MOtE) is 0.364, which indicates 36.4 percentage positive relationship between Perception of Emotions (POE) and Managing Others Emotions (MOtE) and is significant at 1% level. The correlation coefficient between Managing Own Emotions (MOE) and Managing Others Emotions (MOtE) is 0.532, which indicates 53.2 percentage positive relationship between Managing Own Emotions (MOE) and Managing Others Emotions (MOtE) and is significant at 1% level. The correlation coefficient between Conscientiousness and Sportsmanship is 0.562, which indicates 56.2 percentage positive relationship between Conscientiousness and Sportsmanship and is significant at 1% level. The correlation coefficient between Conscientiousness and Civic Virtue is 0.655, which indicates 65.5 percentage positive relationship between Conscientiousness and Civic Virtue and is significant at 1% level. The correlation coefficient between Sportsmanship and Civic Virtue is 0.629, which indicates 62.9 percentage positive relationship between Sportsmanship and Civic Virtue and is significant at 1% level. The correlation coefficient between Perception of Emotions and Conscientiousness is 0.168, which indicates 16.8 percentage positive relationship between Perception of Emotions and Conscientiousness and is significant at 1% level. The correlation coefficient between Perception of Emotions and Sportsmanship is 0.268, which indicates 26.8 percentage positive relationship between Perception of Emotions and Sportsmanship and is significant at 1% level. The correlation coefficient between Perception of Emotions and Civic Virtue is 0.422, which indicates 42.2 percentage positive relationship between Perception of Emotions and Civic Virtue and is significant at 1% level. The correlation coefficient between Managing Own Emotions and Conscientiousness is 0.514, which indicates 51.4 percentage positive relationship between Managing Own Emotions and Conscientiousness and is significant at 1% level. The correlation coefficient between Managing Own Emotions and Sportsmanship is 0.487, which indicates 48.7 percentage positive relationship between Managing Own Emotions and Sportsmanship and is significant at 1% level. The correlation coefficient between Managing Own Emotions and Civic Virtue is 0.591, which indicates 59.1 percentage positive relationship between Managing Own Emotions and Civic Virtue and is significant at 1% level. The correlation coefficient between Managing Others Emotions and Conscientiousness is 0.499, which indicates 49.9 percentage positive relationship between Managing Others Emotions and Conscientiousness and is significant at 1% level. The correlation coefficient between Managing Others Emotions and Sportsmanship is 0.328, which indicates 32.8 percentage positive relationship between Managing Others Emotions and Sportsmanship and is significant at 1% level. The correlation coefficient between Managing Others Emotions and Civic Virtue is 0.506, which indicates 50.6 percentage positive relationship between Managing Others Emotions and Sportsmanship and is significant at 1% level.

Table 3. Pearson Correlation Coefficient between factors of Emotional Intelligence and Organisational Citizenship Behaviour

Factors of Emotional Intelligence and Organisational Citizenship Behavior	Perception of Emotions (POE)	Managing Own Emotions (MOE)	Managing Others Emotions (MOtE)	Conscientiousness	Sportsmanship	Civic Virtue
Perception of Emotions (POE)	1.000	0.662**	0.364**	0.168**	0.268**	0.422**
Managing Own Emotions (MOE)	-	1.000	0.532**	0.514**	0.487**	0.591**
Managing Others Emotions (MOtE)	-	-	1.000	0.449**	0.328**	0.506**
Conscientiousness	-	-	-	1.000	0.562**	0.655**
Sportsmanship	-	-	-	-	1.000	0.629**
Civic Virtue	-	-	-	-	-	1.000

** Correlation is significant at the 0.01 level (2-tailed).

6. CONCLUSION

This study analysed the factors of Emotional Intelligence and the Factors of Organisational Citizenship Behaviour among nurses. The analysis of the collected data shows statistical significance. It was understood that there is relationship between the three factors of Emotional Intelligence and the three factors of Organisational Citizenship Behaviour that was considered for this study.

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