

1 The Impact of Emotional Intelligence on Self Efficacy of Nursing 2 Staff Serving In Pakistan

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6

7 **Abstract**

8 This paper attempts to quantify the impact of emotional intelligence on self efficacy of nursing
9 staff in Pakistan. The construct of EI is in the spot light, for a decade or so, therefore its
10 importance is highlighted through various publications of world renowned management
11 scholars. The method of linear regression is used to fulfill the above significantly positive
12 relation, among the constructs considered.

13

14 **Index terms—**

15 Now we turn our focus, towards academia, where, Madhar, (2010) notes, that, the emotionally sound lecturers
16 are really a source of inspiration for the pupils, to be effective learners. The teacher should be able to tolerate
17 difficult and somewhat ambitious questions, from the students and also should be able to provide relevant
18 and satisfactory answers, to facilitate learning among the students. In the literature relevant to leadership,
19 this construct is not neglected, because of its profound role, therefore, Guillen, (2011), points, that emotional
20 intelligence plays an important role in the recognition of the leader among people, because the leader faces the
21 insulting behavior of others in the introductory stage of his or her career, thus placing a premium on EI of
22 leaders, which becomes an essential for forging through immense resistance for the leaders, Doaei, Alizadeh, &
23 Tabrizi, (2010), this team of well known scholars, made an addition, that, the emotional strength of a person
24 plays an invincible role in gaining the authority on the basis of knowledge in an organization, because a person
25 faces the challenge of, admitting a reasonable level of knowledge, so that it should not threat the people who have
26 the authority currently, another facet of emotional sensibility in leadership is, leaders' ability to avoid negative
27 thinking, biasness and they also give sacrifices and understanding others' behavior to accomplish the goals of
28 the team. These abilities are imperative for effectively successful teams. (Prati, Douglas, Ferris, Ammeter, &
29 Buckley, 2003)

30 Webb, (2011) comes, with his own version of this variable, and says, the emotionally strong top managers have
31 an imperative role in inspiring the employees, to be more productive, and increasing their job and organizational
32 attachment as well. This observation emphasizes on the decentralization of authority, job autonomy and flexible
33 timing, and it also has a clue for corporate level managers to increase, the interaction, with their subordinates, in
34 the organizations, spread across different walks of life. The role of the staff with higher level of emotional control
35 is undeniable, in increasing devotion towards the company, because they give time to the management to solve
36 job related problems, they do not get frustrated due to long hours of work and are found contented with the pay
37 level as well, thus supporting the company to prosper in the marketplace (Moradi & Ardahaey, 2011).

38 The impact of emotional control is also a crucial factor in the performance, of teams in various sorts of
39 organizations, members of successful teams are careful, in expressing their emotions and are coordinative,
40 forthcoming and supportive, are also sensitive towards, others' feelings as well. (Prati, Douglas, Ferris, Ammeter,
41 & Buckley, 2003), Lopes, Grewal, Kadis, Gall, & Salovey, (2006) also came across, the strong link between job
42 performance and emotional intelligence, but it is to be noted here that, EI also entails, the ability to demonstrate
43 an emotion, which is appropriate according to the situation, another interesting note is shared, by Jordan,
44 Ashkanasy, & Harter, ??2002), that, the staff with low EQ, is more prone to the pressures imposed by, uncertainty
45 on the job for example threat of getting fired, but their counterparts with higher EQ are less affected by this
46 situation, the former group engage themselves in negative work behavior often.

1 B) SELF EFFICACY

47 Donaldson-Feilder & Bond, (2004), mentioned a non significant relation between EI, fitness and safety of
48 the worker, such as cognitive soundness and physical health, therefore the companies should avoid, deploying
49 resources to enhance this relation and Kernbach & Schutte, (2005) report a positive relation between, the EI of
50 salesperson and buyer content with the delivery of product, whenever, the transfer of product from supplier to
51 buyer is relatively simple, this relationship enhances manifolds, but decreases slightly, if it is other way around.
52 Now this study fixes, the spot light on more relevant work, where, McQueen, (2004) suggests, that the medical
53 staff is often found to be emotionally attached with the patients under care in a medical facility, but this concept
54 is neglected, during training, on the other hand.

55 1 b) Self Efficacy

56 Juárez & Contreras, (2008), define self efficacy as one's determination to face various challenges, difficulties and
57 conditions in life. On the other side, (Gist & Mitcell), (1992), mentioned it as, one's belief, to get the things
58 right regarding a particular job, this concept depends upon the various other factors, such as the qualification,
59 competency, ability and experience of an individual under consideration. The important facet identified here is
60 self confidence of an individual to overcome a certain challenges or obstacles.

61 The factors, which cause, the self efficacy of an individual to flourish are, 1) Mastery Experiences, which entail,
62 a person's exposure to the situation, in which he or she was able to learn a peculiar skill or task, proficiently
63 and as well as quickly. 2) Vicarious Experiences come from noticing others, with similar personality dimensions,
64 succeeding in a certain field. 3) Social Persuasion, it refers to the peers, friends and colleagues' collective effort to
65 convince, an individual, that he or she has an adequate potential, to perform these tasks. (Bandura, Self Efficacy
66 in Changing Societies, 1995)

67 Now, we study, the concept of self efficacy, in relation to other constructs, such as, there is a significantly
68 positive link, discovered between the belief of a person, that he could resolve a particular interpersonal dispute
69 and his actions to pursue the matter proactively, thus attempting to uproot the cause of the disturbance, to
70 nullify the possibility of serious ramifications. (Eizen & Desivilya, 2005), this concept under consideration, has
71 a close relation with entrepreneurship, because, often successful entrepreneurs, tend to be uncomfortable with
72 their work in some organization and them, therefore search for greater challenges in their lives. The major
73 motivating factor is their self belief, that they could run their own business more successfully. Thus this vary
74 belief compels them to start a new venture. (Wong, Lee, & Leung, 2006) Freudenberg, Cameron, & Brimble,
75 (2010), identify the role of self perception in enhancing the ability of graduate students to enhance, their academic
76 achievements, teachers and administration in academia, should work and support, students to increase their self
77 belief and confidence, because these factors, have an immense impact on their performance. (Saleem & Shah),
78 2011, believe, that, self confidence has an impact of reducing the work related tension in teaching practices,
79 because in this case the individual takes pride in his or her work and readily willing to manage, the physical and
80 as well as mental pressures associated with the profession. Bandura, Barbaranelli, Caprara, & Pastorelli, (2001),
81 observe, that self concept plays an imperative role, when individuals choose their occupational paths and the
82 academic performance becomes somewhat irrelevant in this regard, because adolescents do not consider this factor
83 while making an occupational choice. There is a strong connection between, the level of efficacy and the will to
84 quit unhealthy and non hygienic practices (Strecher, DeVellis, Becker, & Rosenstock, 1986), so it is imperative for
85 rehabilitation physicians, to increase, the efficacy content, in the patient to facilitate recovery, the other study on
86 the topic of managing, work stress, depicts, that, an individual should recuperate from the psychological stress
87 caused by the failure at the office, as soon as possible, this could be accomplished, through emotional self efficacy
88 and emotional sensibility (Sonnenstag & Kruel, 2006), these traits, would facilitate, the employee, to cope with
89 upcoming problems, at another point of time, the medical staff, going through training, with heightened self
90 motivation and belief, are found to be performing adequately well in their objective structured clinical exams.
91 ??Mavis, 2001) Now on, the spot light is focused, on the area of interest that is, the degree of interaction among
92 emotional intelligence and self efficacy in Pakistani general nursing staff, one research in this domain points out,
93 the significantly direct relationship, among the self belief and emotional control of nursing staff working in mental
94 hospitals, and the intensity of self efficacy and emotional intelligence rose, with the rise in age and exposure to
95 frequent challenging tasks (Bryan, 2007), Another relevant study, reported, that the candidates in nursing school
96 entry test, with greater degree of professional self-reliance, are believed, to have better probability of getting
97 good to excellent scores in the exam mentioned above (McLaughlin, Moutray, & Muldoon, 2007).

98 As the above review of the studies, advocates, for the significantly positive relation, between EI and other
99 relevant constructs, such as job performance, time management and so on. Similar relations, with self efficacy
100 are observed, throughout the previous section, for example, choice of conflict management strategies and
101 entrepreneurship and so forth.

102 The notification of a positive relation between emotional intelligence and self efficacy, made by (Bryan, 2007),
103 is serving as a base for this study, because there is a gap in the literature of nursing studies in Pakistan, regarding
104 the interaction of emotional intelligence and self efficacy amongst, nursing staff in Pakistani nurses, so in the light
105 of the above argument it is wise to generate, the following hypotheses H o : There is a significantly direct relation,
106 between emotional intelligence and self efficacy, of, Pakistani nursing staff between emotional intelligence and
107 self efficacy, of Pakistani nursing staff II.

108 **2 Research Model**

109 The model of this study is as follows a) Dimensions of Emotional Intelligence

110 The questionnaire was fabricated, by Rahim and Psenicka, in the study named "A model of emotional
111 intelligence and conflict management strategies A study in Seven Countries" to measure emotional intelligence,
112 is used as an instrument for the similar purpose in this study as well.

113 This instrument, quantifies, the degree of emotional intelligence, in an individual, through analyzing different
114 aspects of, this construct, identified, by (Goleman, Boyatzis, & McKee, 2002), which are self awareness, self
115 regulation, motivation, empathy and social skills, brief descriptions of these aspects are, as follows Self awareness
116 which is one's ability to evaluate him or herself in the light, of their current emotional state, and should also
117 know the reason/ reasons of particular feelings (Rahim & Psenicka, 2002), thus this is the inborn ability of
118 oneself to appraise, his/her own emotions. Self regulation which is concerned with the individual's tendency
119 to emotionally discipline him or herself according to culturally and organizationally acceptable rules and norms
120 (Rahim & Psenicka, 2002), so that others in the same setting would be more conducive, towards a particular
121 individual, therefore readily supportive towards the beliefs of the individual under consideration. Motivation
122 which is the ability of an individual to pursue him or herself as well others to perform a certain act or set of
123 actions ??Rahim & Psenicka, 2002), this is the vary factor, which causes a person to attain great things in
124 life, but if it is farfetched, it could result in the failure of an idea, cause loneliness in life, of the person who
125 was motivated to achieve an unrealistic goal. Empathy which refers to the art of standing in somebody else's
126 place and evaluates the situation through other people's angle as well ??Rahim & Psenicka, 2002), this feature
127 is massively critical to the success of leaders and change agents, that without it the concept of leader becomes
128 blurred, because this entity had to see things with everyone's perspective and show, relevant and important
129 reward for everyone, attached with, the change. Social skills which is the ability to build long term and short
130 term relations with others (Rahim & Psenicka, 2002), this skill is necessary for managers, senior doctors and
131 medical staff in a hospital or clinic, because it helps them to sneak in life of others working with them, and
132 identify the problems and difficulties, they are facing in work and family life therefore in the process highlights
133 the manager's role to solve them.

134 **3 b) Dimensions of Self Efficacy**

135 In this study, to quantify, the self efficacy of the respondents, instrument developed, by (Schwarzer & Jerusalem),
136 1995, is deployed. The dimensions, which were used, are following: Problem Solving that refers, to the, belief of a
137 person, to overcome, the difficult, vague and crucial job related issues (Schwarzer & Jerusalem, 1995) Dedication
138 of Effort and Time, this points out, towards, the will of a person, to devote, an ample amount of time and
139 energy, for pinning down, the solution, for the problem at hand (Schwarzer & Jerusalem, 1995), but in the case
140 of medical science, often time is scarce and stakes are high Facing the Opposition, this dimension, refers, to the
141 ability and confidence of a person, to withstand criticism, back beating and possibility of regretful ramifications
142 of the actions taken to solve a professional

143 **4 Emotional Intelligence Self Efficacy**

144 H 1 : There is no significant relation observed, problem (Schwarzer & Jerusalem, 1995), under this dimension,
145 tendency to persuade others and turn opposition into supporters, matters a lot. Overcome the Unknown, this
146 identifies, the tendency to be prepared for the unexpected (Schwarzer & Jerusalem, 1995), during the course of
147 the job and calls upon, to utilize, past exposure to the similar or somewhat related conditions, to hammer out a
148 solution to the difficulty Prioritization, this means, the ability to plan contingencies, for two, or three most likely
149 outcomes of a situation (Schwarzer & Jerusalem, 1995), for instance, if the patient is going to a cardiac arrest,
150 these people will take the necessary action.

151 **5 III.**

152 **6 Research Methodology**

153 This research is conducted, through distribution of the questionnaire, amongst nursing staff of various hospitals
154 in Pakistan. We gave away 150 questionnaires, out of which we received 134 completely filled questionnaires.

155 The internal reliability of the instruments used in the research, as reported, by Cronbach alpha is as follows
156 ? For the emotional intelligence instrument, the alpha is 0.705, and for the self efficacy part, the reliability is
157 0.779, which are more than 0.70, therefore acceptable ? When both of the scales are combined the alpha rose to
158 0.844, which certifies, these scales as highly reliable source of extracting relevant information IV.

159 **7 Analysis And Results**

160 We did a linear regression analysis, which brought us to the following results.

161 8 Discussion

162 This research effort supported, the findings of (Bryan, 2007), who mentioned the similar result few years back,
163 so it is imperative for the medical facilities in Pakistan, to foster the sense of efficacy in the serving nursing staff.
164 Although the nurses are found to be confident regarding their profession, but this attribute could be further
165 boosted, if the training nurses, go through the assimilations involving highly sophisticated artificial robots playing
166 the role of patients, this technique is applied in various developed nations and proved to be very effective. This
167 methodology could really help medical personnel, to exercise emotional intelligence and control when necessary.
Another point which is important to mention, is the ^{1 2 3}



Figure 1:

¹Global Journal of Management and Business Research Volume XII Issue XI Version I

²© 2012 Global Journals Inc. (US) July mentioned task, the results of this peculiar study, highlight a

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