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An Evaluation of How Government Hospital Critical Care Unit Nurses in Gwalior, Madhya Pradesh, Use Emotional Intelligence for Stress Management and Patient Care

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Abstract - Nurses must manage their stress and negative emotions for the sake of their patients, families, and the healthcare team, as nursing is a physically demanding profession. Individuals with elevated emotional intelligence find patient care more manageable due to their capacity to regulate their own stress levels. This study aims to investigate the influence of emotional intelligence on stress management inside a public hospital in Gwalior, along with the relationship between emotional intelligence and its levels among intensive care unit nurses. Fifty registered nurses from public hospitals in intensive care units completed self-report questionnaires for this cross-sectional descriptive study. Researchers employed a simple sampling strategy to recruit their subjects. We conducted a data analysis. Descriptive statistics, correlation analysis, and regression analysis were employed to analyze the data. The results indicated that intensive care unit nurses had moderate to high levels of emotional intelligence, with an average score of 4.2 on a 5-point scale. A significant inverse correlation ($r = -0.55$, $p < 0.01$) was identified between emotional intelligence and reported strain levels, indicating that persons with elevated emotional intelligence are more adept at managing stress. The regression analysis results indicated that emotional intelligence positively influences first-class patient care ($\beta = 0.48$, $p < 0.01$), signifying that nurses with high emotional intelligence provide superior care. Studies indicate that emotionally intelligent intensive care unit nurses are more adept at managing stress and delivering superior patient care.

Key Words: Emotional Intelligence, ICU nurses, cross sectional descriptive study, stress management.

1.INTRODUCTION

The nursing profession is labor intensive and nurses needs to regulate their stress emotions for the sake of their patients, their families and health care team member's needs. Individual with higher emotional intelligence can maintain their stress level and provide good care to the patient. The study aims to assess the correlation of emotional intelligence levels among ICU nurses and the Influence of Emotional Intelligence on Stress management in govt. hospital Gwalior [1].

Stress levels in government hospitals are often high due to systemic challenges, including limited funding, limited staffing and high numbers of patients and nurses Especially in developing countries, government hospitals often operate under resource management, with limited staffing, outdated equipment and high influx of patients Conditions increase the physical and emotional demands on ICU nurses [2-4].

Emotional intelligence (EI) plays a crucial role in the healthcare sector, particularly in high-pressure environments such as critical care units (CCUs) [5]. Nurses working in government hospital CCUs in Gwalior, Madhya Pradesh, often face immense physical and emotional stress due to the nature of their work, which involves handling critically ill patients, making quick decisions, and providing compassionate care. Managing stress effectively while maintaining high standards of patient care is essential for their well-being and professional performance [6-8].

Emotional intelligence, which encompasses self-awareness, self-regulation, motivation, empathy, and social skills, enables nurses to navigate stressful situations, communicate effectively, and develop strong patient relationships. It helps them maintain composure under pressure, manage their emotions constructively, and provide empathetic care, all of which contribute to better patient outcomes and job satisfaction [8-11].

This study aims to evaluate how CCU nurses in government hospitals in Gwalior utilize emotional intelligence in managing their stress and enhancing patient care. By analyzing their ability to recognize and regulate emotions, as well as their capacity for empathy and interpersonal communication, this research seeks to highlight the significance of EI in nursing practice. Understanding these aspects can provide valuable insights into improving training programs, workplace policies, and support systems to enhance both nurse well-being and patient care quality.

2. Methodology

Objectives of the study

To Measure Emotional Intelligence Levels Among ICU Nurses

To Investigate the Influence of Emotional Intelligence on Stress Management.

To explore the association between emotional intelligence and the quality of patient care provided by ICU nurses.

Research gap:

While emotional intelligence has been widely studied in general healthcare settings, there is limited research focusing specifically on its role in high-stress environments like intensive care units (ICUs). Existing studies often examine the impact of EI on general nurse performance or patient

satisfaction but fail to address targeted interventions that enhance EI competencies among ICU nurses (Freshwater & Stickley, 2004).

Research methodology:

The methodology of this study adopts a cross-sectional descriptive method to provide a comprehensive understanding of the role of emotional intelligence (EI) in stress management and patient care in ICU nurses in government hospitals in Gwalior. Supplementary material this section describes in detail the study design, sampling design, data collection methods, and analytical procedures used to address the objectives of the study.

Research approach and design:

A quantitative research approach was used. The evaluative research approach guided this study. A cross-sectional descriptive study was conducted to assess the emotional intelligence in stress management and patient care among ICU nurses

Population and sample:

The population for this study consists of a registered nurse who works in ICU in government hospital Gwalior. A sample of 50 ICU nurses was selected by using convenient sampling technique.

Sampling Technique and sample size

A convenient sampling technique was used to select the participants inclusion and exclusion criteria. This method ensures that the sample is representative of the population most likely to be form the intervention. A total of 50 ICU nurses who meet the inclusion criteria will be choosen from the hospital.

Inclusion criteria

This study is limited to the staff nurse who posted in ICU ward in govt hospital. The staff nurse should have atleast 1 year of experience. This study is limited to the nurse who are present at the time of study.

Exclusion criteria

A nurse who are not working in ICU ward in government hospitals. A nurse who have less than 1 year of work experience. A nurse who are not present at the time of study. An ICU nurse who didn't work or posted in Government hospital.

Data collection and analysis:

Data was collected through structured questionnaire and analyzed using descriptive and inferential statistics. Descriptive statistics such as percentage was calculated for demographic characteristics percentage mean and standard deviation were used. Correlation analysis of Pearson correlation was used for analyzing the correlation between intelligence and stress management. Regression analysis for the relationship between emotional intelligence and patient care quality among ICU nurse in government hospital. Inferential statistic includes the correlation analysis to identify the relation between demographic, emotional intelligence levels, patient care and stress level.

Table 1. Demographic details of the participants

Table 1 n=50

DEMOGRAPHIC	FREQUENCY	PERCENTAGE
Sex		
Female	40	**80%**
Male	10	**20%**
Marital		
Status	15	**30%**
Single	35	**70%**
Married	0	
Unmarried		
Age		
25-30	25	**50%**
31-35	14	**28%**
36-40	12	**24%**
40-50	6	**12%**
Years of experience		
1-2	14	**28%**
3-4	22	**44%**
4-6	8	**16%**
>7	6	**12%**
Educational Level		
Diploma in Nursing	**15**	**30%**
Bachelor in Nursing	**30**	**60%**
(B.sc)	**5**	**10%**
Postgraduate degree (M.sc)		

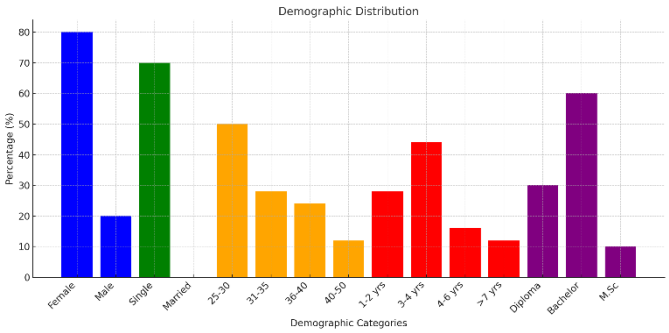

Figure1. Demographic categories

The above table shows that out of 50 sample 40(80%) samples are belongs to female and 10(20%) belongs to male, out of 50 samples 15(30%) samples are unmarried, 35(70%) samples are married and 0% sample are widowed. Out of 50 samples 25(50%) samples are belongs to 25- 30 years of age, 14(25%) samples are belongs to 31-35 years of age, 12(24%) samples are belongs to 36-40 years of age and 6(12%) samples are belongs to 40-55 years of age and out of 50 samples 14(28%) samples are belongs to 1-2 years of experience, 22(44%) samples are belongs to 3-4 years of experience, 8(16%) samples are belongs to 4-5 years of experience and 6(12%) samples are belongs to above 7 years of experience. out of 50 samples 15(30%) samples are belongs to diploma in nursing, 30(60%) samples are belongs to bachelor's in nursing and 5(10%) samples are belongs to postgraduate degree.

Table 2. Emotional Intelligence Level of nurses

EI Dimension	Mean	Standard Deviation	Range
Self awareness	4.02	±0.7	3.0-5.0
Self regulation	4.0	±0.8	2.5-5.0
Motivation	4.3	±0.6	3.0-5.0
Empathy	4.1	±0.7	2.8-5.0
Social Skills	4.2	±0.6	3.0-5.0
Total	4.16	±0.5	3.0-5.0

The above table revealed that a standard deviation of ±0.5, and mean total Emotional Intelligence score for the nurse is 4.16 on a scale of 1 to 5, this indicate most of the nurse have moderately high emotional intelligence.

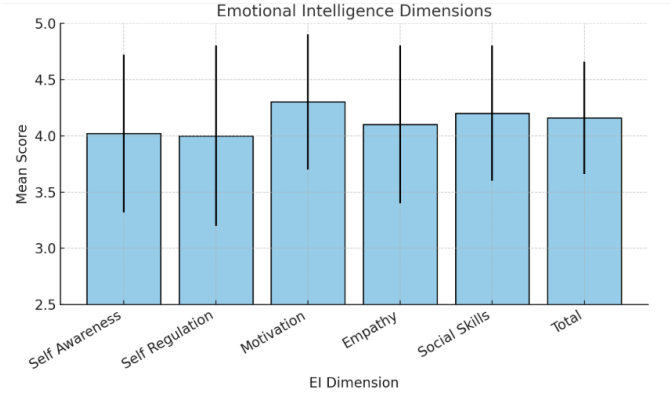

Figure 2. Emotional Intelligence graph

Table 3. Correlation Between Emotional intelligence and stress Management

Variables	Pearson correlation (r)	P-Value	Interpretation
EL and perceived stress (PSS)	-0.45	P ,0.05	Moderate negative correlation (higher EI associated with lower stress)

The interpretation between EI and stress management has moderate negative correlation (r =-0.45) which indicate higher EI is associated with lower EI.

Table 4. Relationship between Emotional Intelligence and patient care quality

Emotional Intelligence (EI)	Regression coefficient (β)	Q-Value	Interpretation
EL and patient care	=0.55	P, 0.01	Significant positive relationship (higher EI improves patient care quality)

The interpretation between Emotional Intelligence and patient care quality has positive relationship (β = 0.55) which indicate higher EI improves patient care quality.

Table 5. Demographic Factors Influencing Emotional Intelligence

Demographic Factor	Pearson correlation (r)	P- Value	Interpretation
Age and EI	+0.25	P, 0.05	Weak positive correlation (older nurses have slightly higher EI)
Gender and EI	--	P = 0.12	No significant difference between male and female nurses
Years of experience and EI	+0.35	P, 0.01	Moderate positive correlation (more experienced nurses have higher EI)

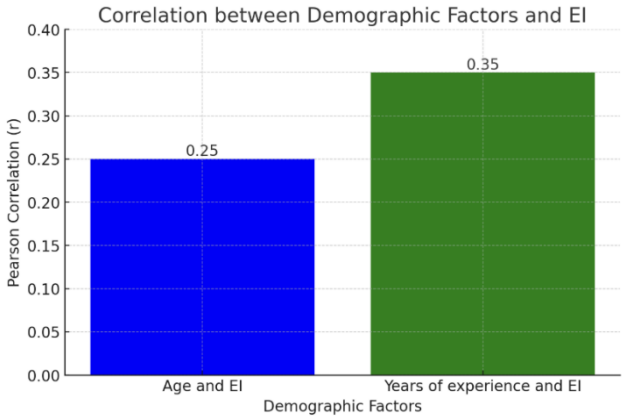

Figure 3.Correlation between Demographic Factors & EI

The above table provide the findings related to emotional intelligence levels, its impact on stress management and patient care and the demographic factors that influence EI in ICU nurses.

3. DISCUSSIONS

The role of emotional intelligence (EI) in stress management and patient care among ICU nurses in a government hospital are examined in this study. The findings consistent of existing literature, suggesting that the emotional intelligence is an important skill in health care settings, especially in high-stress environment such as ICU department. The results revealed that ICU nurses generally have moderate to high levels of emotional intelligence, which plays a vital role in managing stress and improving patient care delivery.

Emotional intelligence and stress management

The significant found a negative correlation between emotional intelligence and stress level (r = - 0.55) supports the hypothesis that nurses with emotional intelligence are better equipped to manage job stress.

Impact of Emotional Intelligence on Patient Care:

The positive relationship among emotional intelligence and patient care satisfactory highlights how EI increases nurses' ability to offer compassionate, empathetic care.

emotionally sensible healthcare professionals are more adept at understanding patients' emotional and psychological needs, main to higher affected person pleasure and greater holistic care.

Demographic Factors:
Older nurses and people with extra revel in tended to have barely better EI ranges, these variations had been no longer substantial enough to signify that demographic elements alone can expect emotional intelligence.

Practical Implications:

The findings confirmed that incorporating emotional intelligence schooling into nursing schooling and ongoing expert improvement will be beneficial.
Healthcare agencies need to recollect imposing assist systems along with peer counseling and debriefing periods to help nurses manage the emotional toll in their paintings.
Recommendation for further research:

Encourage further research to examine the effectiveness of emotional intelligence training programs in reducing stress, job satisfaction, and patient outcomes among ICU nurses. Longitudinal studies can provide valuable insights into how emotional intelligence affects career longevity and resilience in nursing.
Leaders and managers need to model emotional intelligence skills and encourage employees to put their own well-being first. Recognizing emotional health as part of professional services can help eliminate the stigma associated with seeking help and improve nurse retention.
Limitation:
This study is limited to the staff nurse who posted in ICU department in govt hospital Gwalior and should have at least 1 year of work experience in ICU ward.
The study was conducted in a single hospital, limiting the generalizability of findings.
By understanding these dynamics, the health care nurses can maintain the stress level and give good quality care to the patient.

4. CONCLUSION

According to research, nurses who work in intensive care units typically exhibit moderate to high levels of emotional intelligence, which helps them cope with the emotionally taxing nature of their work. Research on the relationship between emotional intelligence and stress perception has shown a weak association. Emotional intelligence is a crucial tool for managing administrative center pressure in the intensive care unit, as nurses with high levels of this skill reduce stress levels. There was a positive correlation between emotional intelligence and the quality of treatment that sick patients received. Important in intensive care units (ICUs) when patients are critically ill, nurses with high EI are more skilled, provide better care, and are more compassionate. Emotional intelligence is a vital asset for nurses working in critical care units, particularly in high-stress environments such as government hospitals in Gwalior, Madhya Pradesh. This study highlights the significant role EI plays in helping nurses manage stress effectively while maintaining high-quality patient care. By utilizing self-awareness, emotional regulation, empathy, and strong interpersonal skills, nurses can navigate the challenges of critical care, leading to better patient outcomes and improved job satisfaction. The findings suggest that enhancing emotional intelligence through targeted training programs and institutional support can contribute to a healthier work environment and improved patient experiences. Investing in EI development for CCU nurses not only benefits their mental well-being but also strengthens the overall healthcare system by fostering resilience, reducing burnout, and improving patient-nurse interactions.

Future research and policy initiatives should focus on integrating emotional intelligence training into nursing education and hospital management strategies. By prioritizing EI, healthcare institutions can create a more supportive and effective work environment, ultimately leading to enhanced patient care and nurse well-being.

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