ORIGINAL ARTICLE
ROLE OF STRESS, EMOTIONAL INTELLIGENCE AND RESILIENCE IN WELL-BEING OF STAFF NURSES

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Background: Nurses constitute the biggest group of healthcare specialists and also have an intriguing position in healthcare system. The purpose of this study is to investigate the relationship among Stress, Emotional Intelligence, Resilience and Well-being of Staff Nurses. **Methods:** Data was collected from different private and government hospitals of Lahore and Islamabad within the time frame of three months (Dec 2018 to Feb 2019). Through Non-probability purposive sampling, sample of 200 was recruited. Sample size was devised through G-power analysis. Urdu translations of The Nurse Stress Index (NSI), Schutte Emotional Intelligence Scale (SEIS), Connor-Davidson, Resilience Scale (CD- RISC), BBC Well-Being Scale were used as tools to collect data. Data analysis was done with SPSS-21. Pearson Product Moment Correlation was used to find correlation between variables while Linear Regression Analysis was used to predict patterns of these conducted variables. **Results:** Significant positive correlation between emotional intelligence and well-being [$r(200)=0.499^{**}$, $p<0.01$] and also between resilience and well-being [$r(200)=0.499^{**}$, $p<0.01$] and a significant negative correlation between stress and well-being [$r(200)= -0.253^{**}$, $p<0.01$] was found among staff nurses. Results also indicated that the predictors (Stress, Emotional Intelligence, and Resilience) account for 34% of variance in outcome variable (Well-Being). **Conclusion:** The analysis of present study indicated significant correlations between variables. Study findings also revealed that demographic variables such as age, years of experience and hospital type are significantly related with the study variables.

Keywords: Stress, Emotional Intelligence, Resilience, Well-being, Staff Nurses, Pakistan

INTRODUCTION

Nursing as a profession constitutes the greatest gathering of healthcare specialists. Nurses possess an intriguing position with regards to health care framework and assume a crucial job in the arrangement and provision of human health services. Nursing as a profession is inevitably exhaustive and distressing as it requires adapting to high emotional, psychological and physical requests.[1]

Stress experienced by nurses, working in hospitals has been acknowledged increasingly. Stress has genuine consequences for both the physical and mental wellbeing of employees.[2] Various constituents contribute to the experience of stress among nurses such as staff shortages, unusual state of duty, dealing with patients fighting battle between life and death, managing relatives of the patients, accommodating among duties of workplace and family life etc. It is expected from nurses to perform under a great deal of pressure, duties that are related to nursing and non-nursing work.

Emotional intelligence is an idea that blends the fields of Emotions with Intelligence.[3,4] Research shows a connection between emotional intelligence, individual prosperity and well-being at a workplace. Nurses despite being compassionate care givers and humane guardians cope with adversity of environment and workplace stressors, a lot of these stressors affect their exhibition of effective emotional responses.[5]

One way of radicalizing nursing profession is by introducing formal Emotional Intelligence awareness and its utilization as an apparatus to decrease pressure and work stress among staff nurses working in clinical settings. Health care authorities must join hands with nursing administrators to incorporate changes by paying special attention into health care practice.[6]

Inside the setting of the current healthcare framework it is significant for nurses to foster resilience in them as well as in their patient.[7] Resilience is a complex, multidimensional idea which is defined as a positive result coming about because of the experience of adversities.[8] Resilience draws attention regarding the pathways to health and wellbeing.[9] Nurses who are resilient showcase characteristics, such as insightfulness, fearlessness, intelligence, self-confidence, flexibility and adaptability which help them in troublesome workplaces. The certain of fact[10] that it is possible to utilize existing work environment procedures to foster resilience in nurses. Closed clinical supervision and regular reflective practices, have been recommended as two amazing methods for adapting to work stress and troublesome relational connections between colleagues.[11]

Well-being is potentially relevant for health care workers. Psychological well-being is more than the absence of psychological pathology. The researchers in the fields of positive psychology therefore argue that mental health should be conceptualized as the presence of wellness rather than the absence of disease.[12] Nurses

with high wellbeing are more focused on nursing and are more committed to their profession. Therefore; a community must consider well-being of individuals as meaningful and fruitful outcome. In addition it is important for the executives to improve nurses' wellbeing as significant priority since society can't work viably without nurses.[13]

MATERIAL AND METHODS

Correlational research design was used to conduct the present study. Non-Probability Purposive sampling strategy was used to recruit sample of 200 female nurses. Sample size was calculated through G-power analysis.

Female participant who were qualified nurses, doing a full time job within the age range of 20–40 years, having minimum job experience of 3 months (probation period) were included in the study. Nurses having history of drug abuse, any serious chronic disease, physical or psychological disorder were excluded from the study. Participants with relationship status as divorced, widow or separated were not included in the study, also participants with incomplete forms or not properly filled questionnaires were excluded from the study.

Tools used in the study are The Nurse Stress Index (NSI)[14] which has thirty items, and six sub-scales. The Cronbach's alpha reliability of original scale was reported to be 0.90 which is considered to be high. The scale is Likert type with scoring range of 1 to 5. Schutte Emotional Intelligence Scale[15] (SEIS) consists of 33 items with four sub-scales. It has 5-point Likert-type scoring. The Cronbach's alpha coefficient for this scale has range of 0.70 to 0.85, reflecting high reliability. Connor-Davidson Resilience Scale[16] (CD-RISC) has three forms: The original version has 25 item and other two versions are relatively shorter having 10 and 2 items respectively. 10-item version (score ranging from 0 to 4) has been used in the study. BBC Well-Being Scale comprising of 25 items which includes three subscales. The scoring is 4 point Likert type. The Cronbach's alpha coefficient for this Instrument is 0.93.[17]

RESULTS

The statistics in Table-1 shows that the no. of participants in age range of 20–40 was considerably higher (68.5%). The demographic statistics also show that, majority of participants were married (61%). According to sample statistics, larger number of nurses belonged to government hospitals (58%) the rest belonged to private hospitals (42%). However, there was a slight difference in years of their experience. Participants having 1–5 years' experience were 86 (43%), participants with 6–10 years' experience were 71 (35.5%), participants with 11–15 years' experience were 26 (13%) and lastly participants with 15–20 years' experience were 17 (8.5%).

Table-1: Demographic characteristics of the subjects (n=200)

Variables	Females	Percentage (%)
Age		
20–30	137	68.5
30–40	63	31.5
Marital Status		
Single	78	39
Married	122	61
Hospital Type		
Government	116	58
Private	84	42
Years of Experience		
1–5 years	86	43
6–10 years	71	35.5
11–15 years	26	13
15–20 years	17	8.5

Table-2: Pearson product moment correlation among study variable (n=200)

Variables	1	2	3	4
Stress	---	0.095	-0.119**	-0.253**
EI	---	---	0.618**	0.499**
Resilience	---	---	---	0.499**
WB	---	---	---	---

EI=Emotional Intelligence; WB=Well-Being, **$p<0.01$

Table-3: Linear multiple regression analysis for independent and dependent variables (n=200)

Variables	Well-Being		
	B	β	p
Stress	0.109	0.190	0.001
EI	0.207	0.301	0.000
Resilience	0.512	0.291	0.000

$p \leq 0.05$, R=0.586, R^2=0.344, ΔR^2=0.334

DISCUSSION

Analysis of present study results showed the significant positive correlation between Emotional Intelligence, and Well-Being [r(200)=0.499**, $p<0.01$] of Staff Nurses. The results are consistent with the prior studies. A similar study was conducted on 'Emotional Intelligence and wellbeing in health students'.[18] This examination aimed to analyze the role of emotional intelligence as an indicator of wellbeing in health students (i.e., burnout and life satisfaction) over a period of time. The study results supported the positive correlation between Emotional intelligence and wellbeing.

Present study results showed significant positive correlation between resilience and well-being [r(200)=0.499**, $p<0.01$]. A previous study[19] also examined the relationship between Resilience and Well-Being and had similar results which support our findings.

The results also showed significant negative correlation between Stress and Well-Being [r(200)= -0.253**, $p<0.01$] of Staff Nurses. These results are in accordance with a study[20] conducted among medical-surgical and home care nurses to assess Job stress and general well-being. The results supported the hypothesis that nurses who experience high job stress will report lower well-being in the form of

negative affect. The study also hypothesized that 'Stress, Emotional Intelligence and Resilience are likely to predict Well-Being among Staff Nurses'. Results indicated that 34% variance in the well-being was caused by stress, emotional intelligence and resilience. The value of β in the linear regression model illustrates that 34% change has been brought by stress, emotional intelligence and resilience in well-being. The overall model was statistically significant as F=3,196=34.21), $p<0.001$, $R^2=0.34$ which proves our hypothesis.

CONCLUSION

The present study revealed significant positive correlation between emotional intelligence and well-being also between resilience and well-being among staff nurses. Results also showed significant negative correlation between stress and well-being among staff nurses. It can be assumed that Stress, Emotional Intelligence and Resilience are well predictors of Well-Being among Staff Nurses.

STRENGTHS AND LIMITATIONS OF THE STUDY

The combination of variables with current sample has not been studied before indigenously. This study highlights the current challenges in healthcare framework and can be useful in generating solutions. Due to small sample size findings could not be generalized authentically beyond this specific population. Scales used in study were not indigenously developed which might have affected the validity of the research.

RECOMMENDATIONS

This investigation creates numerous roads for further investigations in this field with a bigger sample to serve generalizations of the findings to similar groups.

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