



EFFECTIVENESS OF SELF INSTRUCTIONAL MODULE ON KNOWLEDGE REGARDING EMOTIONAL INTELLIGENCE AMONG STAFF NURSES WORKING IN COVID-19 UNIT IN SELECTED HOSPITALS OF THE CITY: A PRE EXPERIMENTAL STUDY.

253

Aishwarya Dhote¹, Sushma Manwatkar², Siddheshwari Barbatkar³
Suman azad⁴

1.M.Sc Nursing Student, Mental Health Nursing Department, VSPM MDINE, Nagpur
(aishdhote7197@gmail.com)

2. Associate professor, Mental Health Nursing Department, pooja nursing college, Bhandara
(manwatkar27@gmail.com)

3 .HOD , LECTURER, Mental Health Nursing Department, VSPM MDINE , Nagpur
(siddhubarbatkar@gmail.com)

4. LECTURER, Mental health nursing department, VSPM MDINE, Nagpur
(sumanatulazad@gmail.com)

Abstract :

Emotional Intelligence is an individual's ability to understand, use, and manage their own emotions in a positive way to relieve stress. The Staff Nurses has to possess the necessary skills in dealing with such stressful situations and to manage their emotions when in contact with patients especially in critical situations. **Background** -Researcher Goleman explains that for success in a workplace, it is important for an individual to be emotionally intelligent rather than possessing intelligence quotient. Emotional Intelligence is very much required in the workplace, Emotional Intelligence can very well be taught in a lecture class and developed through an active listening, engagement, and participation. **Objectives:** 1) To Assess the Effectiveness of self-Instructional module on knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city. 2) To assess the pre-test knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city. 3). To assess the post-test knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city 4) To associate the post-test knowledge score with selected demographic variables.

Methodology :A pre-experimental one group pre- test post-test design used for the study. It was conducted over 60 staff nurses by using non probability convenient sampling technique. **Result** : Assessment was done by Semi Structured questionnaire on demographic variable and self structured questionnaire on knowledge regarding Emotional Intelligence, Analysis reveals that s mean pre test knowledge score was 12.23 and mean post test knowledge score was 20.50. The calculated 't' value is 26.04 is greater than table value 2.00 at 0.05 level of significance. Hence it is statistically interpreted that self-instructional module on knowledge regarding emotional intelligence among staff nurses working in COVID-19 unit in selected hospitals was effective .The study also reveals that there is association post test knowledge score with age (in years) and educational qualification.

Conclusion It is statistically interpreted that self instructional module regarding emotional intelligence among staff nurses working in COVID- 19 unit in selected hospitals was effective, based on the above findings it was concluded that self instructional module helped the staff nurses to understand emotional intelligence also they increased their knowledge with self instructional module.

Keywords : Emotional intelligence, self instructional module, COVID-19

DOI Number: 10.48047/NQ.2022.20.20.NQ109028

NeuroQuantology2022;20(20): 253-261



I. INTRODUCTION

Emotions are significant in the growth of our personal and professional lives, The lack of intolerance over one's emotions directly affects our personal and professional lives. So that they are crucial than even our actual measure of intelligence. While tools and technology assist us to gather and master information, nothing can exchange our ability to learn, manage and master emotions of ourselves and others.¹

Nowadays people are being judged not only by their intelligence, but also the way they handle their self and their relationship with other people. if an intelligence dawns from the mind, emotional intelligence dawns from the heart. Many organizations are recognizing the significance of emotional intelligence at their workplaces in order to build a better workplace environment as well as to yield better work outcomes.

Emotional Intelligence is an individual's ability to understand, use, and manage their own emotions in positive ways to relieve stress. Effective communication empathize with others helps to overcome challenges and defuse conflict.

Nurses are very important frontline health care professionals as they spend more time with patients than other professionals. This is even more so at this critical time of the COVID-19 pandemic. The nursing profession is facing great challenges in coping with the pandemic as they are more vulnerable to exposure and infection with the disease. COVID-19 is highly transmissible and deadly, it poses a huge health risk to nurses and has a huge impact on their cognitive, emotional, behavioural and physical dimensions.²

Nurses are expected to possess the ability of knowing their own and others' emotions and act without emotional fluctuations or outbursts. This establishes that the nurses

who possess this ability and understand others' view-point can cope with inevitable interactions.

This research study focuses on knowledge regarding emotional Intelligence considering dimensions of the same such as Self Awareness, Self-Management, Social Awareness and Relationship Management among staff nurses in a systematic manner.

II. BACKGROUND

Researcher Goleman explains that for success in a workplace, it is important for an individual to be emotionally intelligent rather than possessing intelligence quotient. Emotional Intelligence is very much required in the workplace. Several studies have been conducted in an organization to exhibit the significance of emotional intelligence such as its relationship to leadership effectiveness, individual performance, work attitudes, emotional labour, organizational commitment, principal leadership performance, job satisfaction and financial success of an organization.

The survey conducted during the COVID-19 outbreak, which showed that the outbreak of COVID 19 caused great distress to medical workers, and the incidence of anxiety, depression and stress was higher than 25%. At the same time, the effects are not temporary and are likely to persist. Previously, some scholars reassessed the psychological stress of medical staffs one year after the outbreak of SARS and found that the levels of stress, anxiety and depression among medical staffs were still high This indicates that the negative emotions of front-line nurses under the epidemic need our attention. The exploration of this problem will be conducive to maintaining the physical and mental health of medical staff, increasing the nursing staff's work investment.³



III. NEED OF THE STUDY

Emotional intelligence has moved from “Nice To Have” to “Need To Have”, Improvement in patient safety requires health care professionals to evolve from emotional unawareness to emotional intelligence, this will not only benefit the professionals, the healthcare team, and the wider organization but most importantly has the potential to improve patient safety.⁵

The nursing profession is facing great challenges in coping with the pandemic as they are more vulnerable to exposure and infection with the disease, COVID-19 is highly transmissible and deadly, it poses a huge health risk to nurses and has a huge impact on their cognitive, emotional, behavioural and physical dimensions. So, the researcher felt that knowledge regarding emotional intelligence was beneficial for nurses in a highly stressful environment. Higher emotional intelligence means that they have strong emotional management ability and skilled emotional adjustment skills, and they can effectively identify and improve their ability to manage the pandemic.

B. OBJECTIVES OF THE STUDY

➤ Primary objectives

1.To Assess the Effectiveness of self-Instructional module on knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city.

➤ Secondary objectives

1. To assess the pre-test knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city.

2. To assess the post-test knowledge regarding emotional intelligence among staff nurses working in COVID -19 unit in selected hospitals of the city.

3. To evaluate the effectiveness of self-instructional module on knowledge regarding emotional intelligence among staff nurses working in COVID-19 unit in selected hospitals of the city.

4. To associate the post-test knowledge score with selected demographic variables

E. DELIMITATION

This study is delimited to the staff nurses who are working in the COVID-19 care units.

G. REVIEW OF LITERATURE

1. Literature related to emotional intelligence.
2. Literature related to emotional intelligence among Nursing personnel.
3. Literature related effect of emotional intelligence training

H. CONCEPTUAL FRAMEWORK

The Conceptual framework for the present study is developed from “general open system model”

IV. METHODOLOGY

In this study quantitative approach was used. Study, The design used was pre experimental one group pre -test and post- test research design with the objective of assessing the effectiveness of self instructional module on knowledge regarding emotional intelligence among staff nurses, The present study was conducted in selected hospitals of the city. The independent variable in this study was Self-instructional module on knowledge regarding Emotional intelligence. The dependent variable in this study was knowledge regarding emotional intelligence among staff nurses. the demographic variables are age, gender, educational qualification, marital status, monthly family income, total working experience and present working area. population in the study was the staff nurses. target population comprised of



all the staff nurses working in covid -19 care units in the selected hospitals of the city. The accessible population selected for the study comprises of staff nurses working in COVID - 19 care unit in selected hospitals of the city and are available at the time of data collection and who were fulfilling the inclusion criteria. In this study, sample consisted of 60 Registered staff nurses working COVID – 19 care unit in selected hospitals of the city. In the present study non probability convenient sampling technique was used.

DESCRIPTION OF TOOL

Self - Administered questionnaire consists of two sections i.e Section A and Section B and C
SECTION – A It consists of demographic profile of the staff nurses i. e. Age, Gender , Educational Qualification, marital status, total year of experience, present working area. Semi-structured questionnaire on demographic variable.

SECTION – B The questionnaire consisted of 30 questions on knowledge regarding Emotional intelligence. Score 1 was given for each correct answer for every questionnaire give

SECTION - C Development of self instructional module regarding knowledge of emotional intelligence

VALIDITY

The content and construct validity of the tool was determine by 20 experts; including mental health nursing speciality, MD psychiatrist , statistician etc. Out of 26 tools 20 were received back. • The experts include Mental health (psychiatric)Nursing experts -

- 13 • Statistician -1 • MD psychiatrist — 1 • Social worker – 1

RELIABILTY

The reliability for the questionnaire was calculated by the By using Parallel form method of reliability, it is found to be 0.949 and hence tool is reliable and valid

PILOT STUDY

A sample of 6 staff nurses was selected from the selected areas of hospitals of the city. the collected data was coded, tabulated and analysed by using descriptive and inferential statistics. The pilot study was feasible in terms of time money material and resources.

DATA COLLECTION

Main study was conducted from 23/12/2021 to 15/01/2022 sample was selected from selected hospitals of the city by convenient sampling from selected hospitals. After selection consent was taken and self administered questionnaire was given and their knowledge was assessed, the response were noted down and each correct answer was given 1 score while 0 scoring was given for the wrong answer out of 30 questionnaires

V. RESULTS

SECTION – I Description of staff nurses working in COVID-19 unit with regards to their demographic variables.

TABLE 1: Table showing Frequency and Percentage wise distribution of Staff Nurses according to their demographic characteristics.

Demographic Variables	Frequency(f)	Percentage(%)
Age(years)		
21-30 years	28	46.7



31-40 years	17	28.3
41-50 years	10	16.7
≥51 years	5	8.3
Gender		
Male	14	23.3
Female	46	76.7
Educational qualification		
GNM/RGNM	34	56.7
BSc/B BSc Nursing	19	31.7
PC BSc/PB BSc Nursing	7	11.7
Marital Status		
Married	28	46.7
Unmarried	25	41.7
Divorced	2	3.3
Separated	0	0
Widow/Widower	5	8.3
Monthly family Income(Rs)		
Below 10000 Rs	2	3.3
10001-15000 Rs	14	23.3
15001-20000 Rs	11	18.3
>20000 Rs	33	55.0
Total Experience(years)		
<1 year	3	5.0
1-5 years	29	48.3
6-10 years	9	15.0
>10 years	19	31.7
Present working area		
Casualty	26	43.3
ICU	34	56.7

SECTION – II - Description On Pre-Test Knowledge Of Staff Nurses Working In Covid -19 Unit Regarding Emotional Intelligence.

Table 2: Table Showing Frequency And Percentage Wise Distribution Of Pre Test Knowledge Scores Regarding Emotional Intelligence Among Staff Nurses

n= 60

Pre test knowledge grading	Score Range	Pre test Knowledge Score	
		Frequency (f)	Percentage (%)
Poor	0-20%(0-6)	3	5



Average	21-40%(7-12)	24	40
Good	41-60%(13-18)	32	53.33
Very Good	61-80%(19-24)	1	1.67
Excellent	81-100%(25-30)	0	0
Minimum score		6	
Maximum score		20	
Mean knowledge score		12.25 ± 3.20	
Mean % Knowledge Score		40.83 ± 10.69	

SECTION III - Description On Post-Test Knowledge Regarding Emotional Intelligence Among Staff Nurses Working In Covid -19 Unit In Selected Hospitals.

Table 3: Table showing frequency and percentage wise distribution of post test knowledge scores regarding emotional intelligence among staff nurse

n =60

Post test knowledge grading	Score Range	Post test Knowledge Score	
		Frequency (f)	Percentage (%)
Poor	0-20%(0-6)	0	0
Average	21-40%(7-12)	0	0
Good	41-60%(13-18)	11	18.33
Very Good	61-80%(19-24)	44	73.33
Excellent	81-100%(25-30)	5	8.33
Minimum score		15	
Maximum score		26	
Mean knowledge score		20.50 ± 2.44	
Mean % Knowledge Score		68.33 ± 8.15	

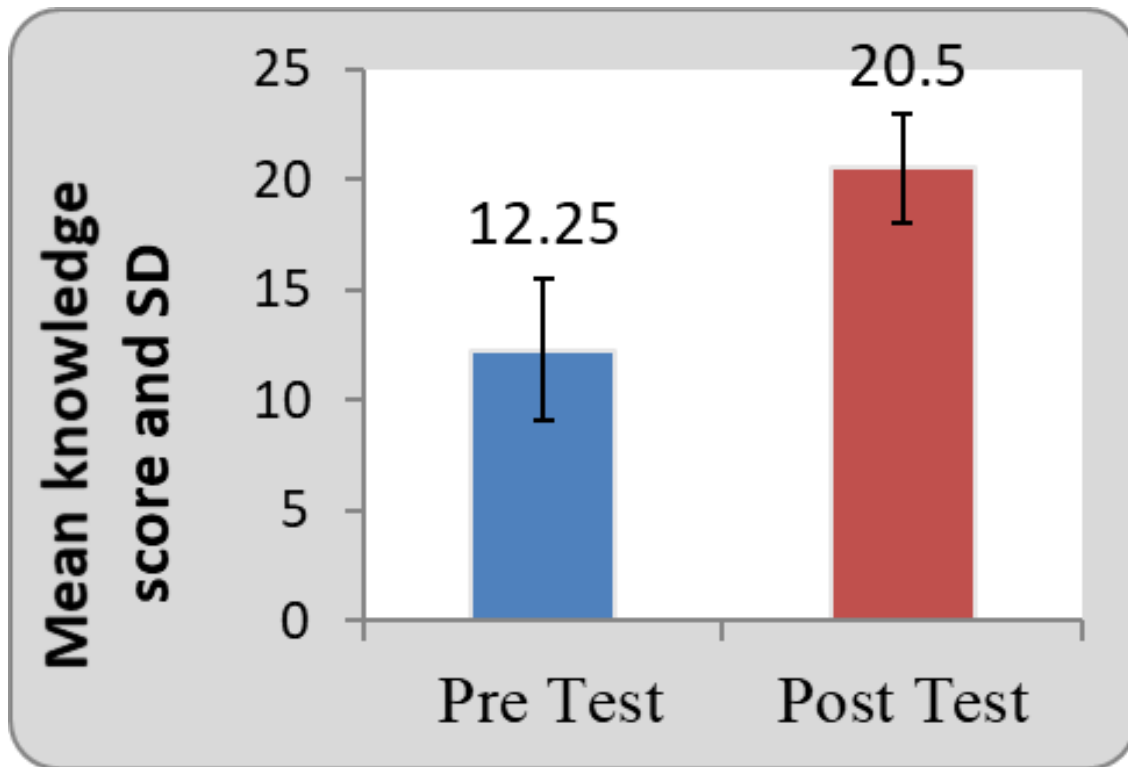
SECTION IV - Description On The Effectiveness Of Self Instructional Module On Knowledge Regarding Emotional Intelligence Among Staff Nurses Working In Covid-19 Unit In Selected Hospitals.

Table 4 – Table Showing Effectiveness Of Self Instructional Module On Knowledge Score Of Pre Test And Post Test Of Staff Nurses Working In COVID – 19 Unit Regarding Emotional Intelligence

Test	Mean	SD	Mean Difference	Calculated t-value	DF	Table value	p-value	Significance
Pre Test	12.25	3.20	8.25±2.45	26.04	59	2.00	0.008	S
Post Test	20.50	2.44						



Diagram 1 : Bar diagram representing effectiveness of self instructional module on mean



SECTION V - Description

On Association Of Knowledge Score Regarding Emotional Intelligence Among Staff Nurses Working In Covid-19 Unit With Their Selected Demographic Variables.

DEMOGRAPHIC VARIABLES	CALCULATED VALUE			DF	TABLE VALUE	LEVEL OF SIGNIFICANCE P< 0.05	SIGNIFICANCE
	T-VALUE	F-VALUE	P-VALUE				
AGE		4.26	0.009	3,56	2.76	<0.05	S
GENDER	0.62		0.53	58	2.00	>0.05	NS
EDUCATIONAL QUALIFICATION		17.01	0.0001	2,57	3.15	<0.05	S
MARITAL STATUS		1.29	0.28	3,56	2.76	>0.05	NS
MONTHLY FAMILY INCOME		1.71	0.17	3,56	2.76	>0.05	NS
TOTAL EXPERIENCE		1.16	0.33	3,56	2.76	>0.05	NS
PRESENT WORKING AREA	1.61		0.11	58	2.00	>0.05	NS

Key : S- significant NS: not significant

Table shows that there is association of knowledge score with age (in years), and educational qualification. No association was

found with gender, marital status, monthly family income, total years of experience and present working area.



DISCUSSION

A research study conducted in the year 2019. It was a quasi experimental study to examine the effect of self structured emotional intelligence module on emotional intelligence and self compassion of 1st year GNM students. The students were randomly selected from private nursing schools of Bhubaneshwar, then 62 students were selected according to inclusion criteria by using purposive sampling method, 27 students selected for experimental group and 35 from control group, tools used were modified genos emotional intelligence inventory and neff 's self compassion scale, self structured emotional intelligence module was delivered to the experimental group for 7 days in 2 session, the result showed that there were significant difference between pre test and post test of scores of emotional intelligence (124.96 ± 19.20 to 177.07 ± 29.92 , $t = 16.61$ and $p < 0.001$), and there is no statistically significant relation was found between emotional intelligence and self compassion ($r = -0.036, p = 0.77$), in the given study it was concluded that self structured emotional intelligence module was effective in improving emotional intelligence and self compassion of nursing students.⁴

A research study conducted in the year 2016 to evaluate the effect of emotional intelligence training for nurses to improve critical thinking and emotional competence so as to include emotional intelligence in nursing curriculum. A meta-analysis was done wide ranging of EI related nursing abilities and traits such as leadership, health, reflection, ethical behaviour, nursing student performance, and job 22 retention/satisfaction. The meta-analysis contained 395 EI studies with approximately 65,300 participants that utilized over 25 separate EI testing instruments. These instruments used for the study were EI traits,

leadership ability, health, ethics, job satisfaction, retention, reflection, nursing student performance, caring and critical thinking. Every study used in the meta analysis reported a positive correlation between EI and the traits and abilities tested ranging from weak to moderate to strong. There was a significant indication that EI training and education improves the critical thinking skills and Emotional Competency of nursing students.⁵

In the present study, the knowledge regarding emotional intelligence was assessed by taking pre test among staff nurses, followed by self instructional module. On knowledge regarding emotional intelligence again post test was taken. The analysis reveals that overall mean knowledge score of pre test and post test which reveals that post test mean knowledge score was higher 20.50 with SD of 2.44 when compared with the pre test mean knowledge score which was 12.25 with SD of 3.20. The calculated 't' value 26.04 is greater than table value 2.00 at 0.05 level of significance. The analysis also reveals that association of knowledge score with age in years of staff nurses from selected hospitals of the city, association of knowledge score with educational level of staff nurses from selected hospitals of the city, none of the other demographic variables were associated with knowledge scores.

CONCLUSION

After the detailed analysis, the study leads to following conclusion: The study reveals mean pre test knowledge score was 12.23 and mean post test knowledge score was 20.50. The calculated 't' value is 26.04 is greater than table value 2.00 at 0.05 level of significance. Hence it is statistically interpreted that self-instructional module on knowledge regarding emotional intelligence among staff nurses working in COVID-19 unit in selected hospitals



was effective. Thus H1 is accepted and H0 is rejected. The analysis also reveals that there is association post test knowledge score with age(in years) and educational qualification while none of the other demographic variables were associated with knowledge score.

REFERENCES

1. Kooker BM, Shoultz J, Codier EE (2007), "Identifying emotional intelligence in professional nursing practice", *Journal Professional Nursing*, 23(1):30-6
2. Taghaddom, S, Alrashidi, H., Mohamed, H. and Johnson, M. (2020) The Impact of Coronavirus on Staff Nurses' Feeling While Giving Direct Care to COVID-19 Patients in Various COVID Facilities. *Open Journal of Nursing*, 10, 873-889. Doi: 10.4236/ojn.2020.10906
3. Available from <https://onlinelibrary.wiley.com/doi/10.1111/jocn.15548> cited on 01/07/2021 at 5pm
4. Dixit S, Jayakrishnan K, Joseph NM, Effect of self structured emotional intelligence module on emotional intelligence and self compassion among nursing students of selected nursing schools in Bhubaneswar. *International journal of psychiatric nursing*.2019;5(1) :60
5. Lori M. The overall impact of emotional intelligence on nursing students and nursing. *Asia Pacific Journal of Oncology Nursing*. AprJun 2015; 2 (2) 118-124. DOI: 10.4103/2347- 5625.157596 accessed on 30th Nov 2016. [Downloaded free from <http://www.apjon.org> on Wednesday, November 30, 2016
6. Available From <https://www.123helpme.com/essay/Importance-Of-emotional-Intelligence-In-Restorative-Justice>
7. <https://www.google.com/search?q=emotional.intelligence+meaning> cited on 06/08/2021 at 11. Pm
8. <https://www.google.com/search?q=definition+of+covid19+according+to+who> cited on 06/08/2021 9 pm
9. <https://www.google.com/search?q=unit+in+medical+terms> cited on 6/08/2021 at 9 pm
10. Ahi dinkar P, A study to assess the effectiveness of structured teaching programme regarding knowledge and level of emotional intelligence among basic B.SC. nursing students of selected college at Bangalore. *International journal of creative research thoughts*. 2020;8(9):2505-1.
11. Erkayiran O and Demirkiran F. The Impact of Improving Emotional Intelligence Skills Training on Nursing Students' Interpersonal Relationship Styles: A Quasi-experimental Study. *International Journal of Caring Sciences*. 2018; 11 (3): 1901- 1912
12. [Internet]. *Ijemr.net*. [cited 2022 Jan 2]. Available from: [https://www.ijemr.net/DOC/AComprehensiveStudyOfEmotionalIntelligencePracticeForAnEffectiveOrganization\(405-RaiA,RaoKV.Acomprehensivestudyofemotionalintelligencepracticeforaneffectiveorganization411\)](https://www.ijemr.net/DOC/AComprehensiveStudyOfEmotionalIntelligencePracticeForAnEffectiveOrganization(405-RaiA,RaoKV.Acomprehensivestudyofemotionalintelligencepracticeforaneffectiveorganization411))

