Relationship between Emotional Intelligence and Job Stress among Nurses in Abbassia Mental Hospital

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Abstract

Background: Emotional intelligence is an essential factor that responsible for shaping interaction between nurses and job stress **Aim**: this study aimed to assess relationship between emotional intelligence and job stress among nurses in Abbassia mental hospital. **Design:** A descriptive correlational design was utilized in this study. **Setting:** The study was carried out at inpatients departments of El-abbassia Mental Hospital located in Cairo **Subjects:** The study was conducted on 220 of nurses working in El-Abbassia mental hospital **Tools of data collection** Socio-demographic Sheet, Emotional intelligence scale and psychiatric Nurses Job Stress Scale. **Results:** The highest percentage of the studied sample were able to appraisal and regulation of own emotion, and three quarter of them had high level of emotional intelligence with significant difference between level of emotional intelligence and their gender, income, professional experience and qualification Regarding to job stress the highest percentage of nurses had ability to provide psychiatric nursing care toward psychiatric patient and the most of them suffering from moderate level of job stress with significant difference between level of job stress and their sex, experience and qualification **Conclusion:** The result of the current study concluded that there was a negative relationship between emotional intelligence and job stress **Recommendations:** Establish a psycho-educational program for psychiatric nurses to learn them how to cope positively with their job stressors and conduct intervention program concerning emotional intelligence among newly graduated nurses in order to managing their stress and improving job performance.

Key words: Emotional intelligence – job stress

Introduction

Psychiatric nursing is the most stressful occupation in the world; nurses face several stressors in their daily work continuously including poor working relationships between nurses and doctors and other health care professionals, demanding communication and relationships with patients and relatives, emergency cases in which patients may be extremely aggressive, violent, and unpredictable and dangerous to themselves or others, high workload, understaffing and lack of support or positive feedback from senior nursing staff **(Coker & Omoluabi, 2018).**

Experiencing long term of job stress in the workplace leads to declining job satisfaction, inefficient job performance, reduced motivation and morale of nurses, physical and mental health disorders, burnout and job fatigue, repeated absence, delay in attending work, striking depression, anxiety, lack of trust and even job quality **(Ahanchian, 2015).**

One way to cope with stress at work is e motional intelligence, which is commonly understood as one's ability to recognize own emotions and the emotions of others, and to use this understanding to successfully navigate important interactions **(Musa, Azmi, Abdullah, & Sedek, 2018).**

Konstantinou, Efstathiou, Charalambous, Kaitelidou and Jelastopulu (2017) added that emotional intelligence (EI) plays an important role in a profession that requires not only technical expertise but mainly depend on the psychological and physical care of human beings in the stressful environment of the hospital. It is necessary that emotional skills to be developed not only to improve the health care provided, but also to protect nurses from stress and its subsequent negative health effects **(Rashid, Bajwa & Batool, 2016).**

Significance of the Study:

According to **Nazari, Jariani, Beiranvand, Saki & Aghajeri (2016),** Job stress among nurses can ultimately rob nurses of their spirit and passion for the job, as well as diminish initiative, decrease interest in working, increase high absenteeism, result in poor performance, reduce efficiency and quality control and decrease mental and physical wellbeing.

Emotional intelligence can help nurses to solve their occupational problems and develop faithful nurses; additionally emotional intelligence skills help nurses to get familiar with their emotions, behaviour and reactions **Smith & Cummings, (2017).** For that emotional intelligence is shown for nurses as a protective factor against stress and a facilitative factor to their health.

So, it is important to assess the relationship between emotional intillegence and job stress among nurses working in mental hospitals for maintaining their psychological wellbeing, and helping them to deal positively with their stressors, and achieving their role.

Aim of the work:

To assess relationship between emotional intelligence and job stress among nurses in Abbassia Mental Hospital.

Subjects and Methods
The aim of this study has been achieved through answering the following

research questions:
1.What is the level of emotional intelligence among nurses in El-Abbassia Mental Hospital?
2.What are the job stressors and level of stress among nurses in El-Abbassia Mental Hospital?
3.What is the relationship between emotional intelligence and job stress among nurses in El-Abbassia Mental Hospital?
The study was portrayed under four main designs as follows:
I. Technical design
II. Operational design
III. Administrative design
IV. Statistical design
I. Technical Design:
The technical design for this study includes the research design, the research setting, subjects of the study, and tools of data collection:
A- Research Design: A descriptive correlational design has been utilized in this study.
B-Research Setting: The study was conducted at The El-Abbassia Mental Health Hospital, based in Cairo, which serves a catchment area of about the third of the majority of the inpatients treatment is free.

C-Subjects of the study:-
Sample size
The study subjects include a representative sample of the total nurses who were working in a department of El-Abbassia Mental Health Hospital 2018. Their total number is 750. Based on the sample size equation, 220 nurses will participate in the study. So, the sample size was calculated by adjusting the power of the test to 80% and the confidence interval to 95% with margin of error accepted adjusted to 5% and a known total population of 220 nurses using the following equation:

$X = Z(^{c/}_{100})^2 r(100-r)$
$N = Nx/((N-1)E^2+x)$
$E = Sqrt [^{(N-n)x}/_{n(N-1)}]$

Where N is the population size, r is the fraction of responses that you are interested in, and Z(c/100) is the critical value for the confidence level **Chow, Shao & Wang, (2007).**
The subjects of this study included 220 psychiatric/mental health nurses working in the previously mentioned setting working in

morning and afternoon shift and who were available at the time of study, fulfilling the following:

Inclusion criteria:
- Age: 20 –more than 30 years
- Sex: both sexes (male and female)
- Qualifications: Diploma of nursing school& diploma of technical nursing institute
- Years of experience: working for at least one year
- Free from any medical disorders
- Agree to participate in this study

Exclusion criteria: Nurses having administrative work

➢ **D-Tools of data collection:**
Tools used for data collection were the following:
1- Socio Demographic sheet
2- Emotional Intelligence scale
3- Psychiatric Nurses Job Stress Scale" (PNJSS)

1- Socio Demographic tool:
It was designed by the researcher, to assess socio demographic data of nurses. It included data regarding to sex, age, marital status, residence place, income, qualifications and years of experience.

2- Emotional intelligence scale:
It was originally developed by **Schutte, (1998)** and adapted by the researcher for assessing general emotional intelligence of the nurses.
The scale consists of (30) items divided into six main different categories:

(a)Assessment of own emotions: 4 items

(b) Assessment of others' emotions: 6 items

(c) Regulation of emotions: 5 items

(d) Social skills: 5 items

(e) Utilization of emotions: 6 items

(f) Optimism: 4 items

Scoring System
Each item was rated on three-point Likert Scale ranged from (1:3) as follows: "Disagree" =1, "Neutral" =2, "Agree"=3. Reverse score for items numbers7, 8, and 28.Each item is graded and then added together to give the total score. Score

can range from 30-90 with the highest scale indicating high characteristics of emotional intelligence.

Emotional intelligence level	Scored percent search
Low level of emotional intelligence(31-67)	less than 75%
High level of emotional intelligence(68-90)	More than 75%

3- "Psychiatric Nurses Job Stress Scale" (PNJSS) "Appendix III":

It was originally developed by **Yada, (2011)**, and adapted by the researcher to assess stressors facing nurses in El-Abbassia Mental Hospital. It consists of 39 items, divided into seven factors:

Psychiatric Nursing Abilities items	7
Attitude of nurses toward Patients items	7
Attitude of nurses toward Nursing items	6
Communication skills items, and add these factors to original tool	6
work load items	3
Physical environment items	4
Lack of support items	6

Scoring System:
Each item can be answered on three-point Likert scale, from (1:3) as follows: 'never'=1, 'sometimes' =2, 'always'=3.Each subtest is graded and then added together to give the total score. Score can range from 39 -117 classified as follows:

Job stress among nurses	Scored percent search
Mild <35	Less than30%
Moderate36–69	31-59%
Severe 70– 117	More than 60%

Working Definition: Emotional intelligence in this study is limited to six factors (appraisal of own emotions, appraisal of others'

emotions, regulation of won emotions, utilization of emotions, optimism and social skills).

II. Operational Design:

The operational design included preparatory phase, content validity and reliability, pilot study, field work and ethical considerations.

This study was conducted from July 2018 to the end of September 2018, in Cairo, Egypt.

Preparatory phase:

It included reviewing current, past, local and international related literature and theoretical knowledge of various aspects of the study using books, articles, internet, periodicals and magazines to develop tools for data collection.

Prior to engaging in the study, a translation of **Emotional intelligence scale** and **Psychiatric Nurses Job Stress Scale" (PNJSS)** into Arabic was done by a translator with excellent proficiency in English. Then, the Arabic version was back-translated by another professional translator. Then both translations were compared and they were almost similar. Next, the interview questionnaire was developed by the researcher under supervision of the research supervisors.

Validation of the Scales

To achieve the criteria of trust worthiness of the tools of data collection in this study, the tools were tested and evaluated for their face and content validity, and reliability by a jury group consisting of (7) experts at Faculty of Nursing of Ain Shams University in the field of nursing including Psychiatric/Mental Health Nursing and Administration Nursing. To ascertain relevance, clarity, and completeness of the tools, experts elicited responses were either "agree or disagree" for the face validity and for content reliability, "important, or not important", and comments. The required corrections and modifications were done and the researcher revised each tool and modified some statements under the supervision of the researcher supervisors. The items on which most of the experts have agreed were included in the proposed tool. The required corrections and modifications were done .

Reliability of the Scales

The reliability of the tools was assessed using the developed questionnaires and reassessment was done after (7) days on the same subjects. The results were the same each time. The subjects who participated in there liability test were excluded from the actual study subjects to test and evaluate the clarity, feasibility and applicability of research tools, and in order to estimate the time needed to fill in the study tools.

Reliability of the emotional intelligence and job stress scale:

Tool	Reliability		Validity	
	Reliability Coefficient	Cronbach's Alpha	Self-validity	Content validity
Emotional intelligence Scale (EIS)	0.647	0.797	0.675	0.756
Job stress among psychiatric nurses	0.728	0.876	0.792	0.808
Total questionnaire	0.688	0.837	0.734	0.782

Pilot Study:

The pilot study was carried out in June2018 before data collection on a group of 10% psychiatric nurses (later excluded from the actual study subjects) to test and evaluate the clarity, feasibility and applicability of the research tools, in order to estimate the time needed to collect data. According to the pilot study results, the necessary modifications were done, such as increasing the number of years of experience to more than 10 years, and the font and format of tables were reprinted in clear forms. The necessary modifications were done; some questions were restated in the Arabic language translation.

Field Work:

⁻ Once permission was granted to proceed with the study, data collection of this study was carried out.

⁻ The purpose of the study was simply explained to the nurses who agreed to participate in the study prior to any data collection.

⁻ Voluntary participation and confidentiality were assured by the researcher for each nurse through clarifying to them that all information will be used for scientific research only.

⁻ The sample was selected according to the inclusion and exclusion criteria.

⁻ The researcher collected data for four days per week, on the selected two days(Saturday-Monday) attended at El-Abbassia Mental Hospital for collecting from female sections, and two days (Wednesday-Thursday)from male sections.

⁻ Data was collected during the morning and afternoon shift at the break time of the nurses affiliated to El-Abbassia Mental Health Hospital (8.00AMto 2 PM).

⁻ The researcher started the interview with each nurse individually using the data collection tools.

⁻ The questionnaire was explained, and choices were recorded by the researcher. The time consumed to fill out the questionnaire sheet ranged from 20 to 30 minutes, so the collection of the data ranged from 20-30 nurses weekly.

⁻ Data collection lasted for three months, from July 2018 to the end of September 2018.

Ethical Considerations:

In order to obtain an approval to conduct the research study, the researcher received official permissions from the following authorities:

▪ **Faculty of Nursing, Ain Shams University:**

The chairperson and the council members of Psychiatric/Mental Health Nursing department, the Ethical Committee, and official letters from the Dean of the Faculty to responsible authorities in El-Abbassia Psychiatric Hospital.

▪ **El-Abbassia Psychiatric Hospital:**

Responsible authorities at the General Secretariat for Mental Health, affiliated to the Ministry of Health, the Ethical Committee of the General Secretariat for Mental Health request the English and Arabic protocol of the study, the tool which will be used in the study English and Arabic and the scoring system of them to approve the letter, finally, the chairpersons of the nursing departments, and the head nurses and nursing staff in the males and females wards.

▪ **After securing official requirements for carrying out this study:**

The subjects were informed about choosing to participate or not and about their right to withdraw at any time without giving a reason. Data were anonymous, and only used for the purpose of the study. The researcher explained the aim and nature of this study to the nurses with reassurance about confidentiality of the information given and that it will be used for scientific research only.

III. **Administrative Design:**

The researcher in order to obtain an approval to conduct the research study, the researcher received official permissions from the following authorities: an official permission from the dean of Faculty of Nursing, Ain Shams University and responsible authorities at the General Secretariat for Mental Health, affiliated to the Ministry of Health; and the chairpersons of the nursing departments (males and females) in El-Abbassia Psychiatric Hospital. An official letter was issued from Faculty of Nursing, Ain Shams University. An informed consent was obtained to El-abbassia hospital director and oral consent was obtained from every participant to conduct the study.

IV. **Statistical design:**

The statistical analysis of data was done by using the Statistical Package for Social Science (SPSS) program, version 22. The first part of data was descriptive data which was revised, coded, tabulated and statistically analysed using percentage, arithmetic mean(x) and standard deviation (SD). The following tests were used to test relations for significance: For quantitative data by Chi-Square test -correlation by Pearson correlation.

Degree of significance results were:
⁻ P. Value > 0.05 (Not Significant)
⁻ P. Value ≤ 0.0 (significant)
⁻ P. Value ≤ 0.001 (Highly Significant)

Results

The findings of the current study are presented in the following parts:

Part I: Socio-demographic characteristics of nurses in Abbassia Mental Hospital

Table (1): Shows that (53.2%) of the studied sample were males, (36.8%) of age group were between 25-30 years old with mean 30.79±8.32, and (66.4%) of the sample were married. Regarding residence, the highest percentage of the sample lived in urban areas (73.2%), and more than half of the sample (59.5%) didn't have enough monthly income. Concerning their qualifications, the majority of them (52.7%) graduated from a nursing technical institute. As regards the years of experience, (44%) of the sample had more than 10 years of experience.

Part II. Distribution of the total Emotional Intelligence

Figure (1): As observed from the table that the highest mean were observed in regulation of own emotions and appraisal of own emotions (69.5%), (69.1%) respectively.

Part III. Levels of emotional intelligence

It is clear from **figure (2)** that (75.9%) of nurses have a high level of emotional intelligence.

Part IV. Relation between emotional intelligence and socio-demographic characteristics

Table (2) clarifies that there are statistically significant differences between the level of emotional intelligence among nurses and their gender, income, professional experience and qualifications, in which **x2** 6.690, 6.545, 9.6, 8.036 at P value 0.010, 0.012, 0.017 and 0.015 respectively.

Part V. Distribution of the Total Job Stress among Nurses

Figure (3): shows that the highest percentage of nurses (72.7%) has psychiatric nursing ability toward psychiatric patients and there is a significant relation to all aspects of job stress.

Part VI. Level of job stress

Figure (4) illustrate that (61.8%) of the nurses have moderate level of job stress.

Part VII. Relation between the Level of Job Stress and Socio-Demographic Characteristics

As clear from table (3), there are statistically significant differences between the level of job stress among the studied nurses and their gender, experience and qualifications, in which the means are 12.22, 22.007 and 14.777 respectively at P value 0.005.

Part VIII. Correlation between job stress and components of emotional intelligence

Table (4) shows that there is a negative significant correlation between job stress and emotional intelligence among nurses.

Table (1): Socio-demographic characteristics of nurses under study (N=220)

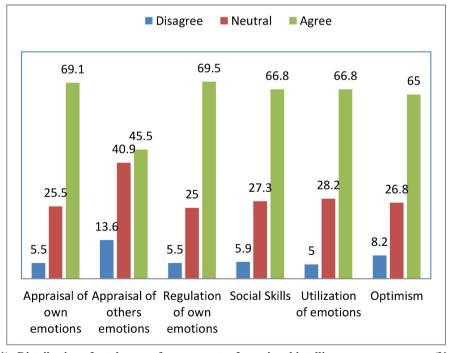| Demographic characteristics	No.	%
Gender		
Male	117	53.2
Female	103	46.8
Age (years)		
20- <25 years	43	19.4
25- <30 years	81	36.8
30- <35 years	26	12.0
≥35 years	70	31.8
Mean±SD	30.79±8.32	
Marital status		
Single	65	29.5
Married	146	66.4
Divorced	6	2.7
Widowed	3	1.4
Residence		
Rural	59	26.8
Urban	161	73.2
Income		
Enough = adequate	10	4.5
Enough to some extent	79	36.0
Not enough = inadequate	131	59.5
Experience		
1- <3 years	35	15.9
3- <5 years	27	12.3
5- <7 years	20	9.1
7- <10 years	40	18.2
≥10 years	98	44.5
Mean±SD	7.89±3.76	
Qualifications		
Nursing Diploma	104	47.3
Technical Institute Diploma	116	52.7

Figure (1): Distribution of total score of components of emotional intelligence among nurses (N=220)
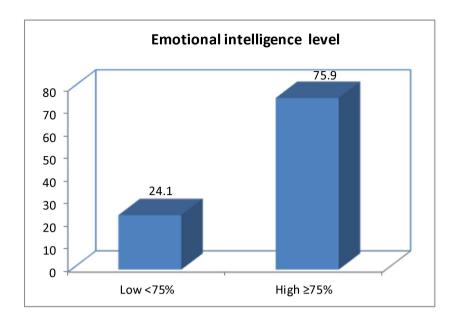
Figure (2): Levels of emotional intelligence among nurses (N=220)

Table (2): Relation between emotional intelligence and socio-demographic characteristics among nurses (N=220)

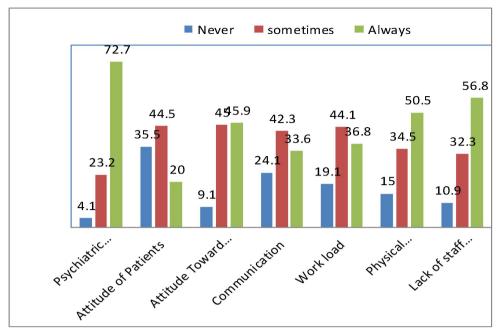| Demographic characteristics	Emotional intelligence				Chi-square test	
	Low <75% (N=53)		High ≥75% (N=167)			
	No.	%	No.	%	x2	p-value
Gender						0.010*
Male	20	37.7	97	58.1	6.690	
Female	33	62.3	70	41.9		*S*
Age (years)						0.655
20- <25 years	11	20.8	36	19.2		
25- <30 years	16	30.2	65	38.9	1.621	
30- <35 years	8	15.1	18	10.8		*NS*
≥35 years	18	34.0	52	31.1		
Marital status						0.488
Single	15	28.3	50	29.9		
Married	34	64.2	112	67.1	2.431	
Absolute	3	5.7	3	1.8		*NS*
Widowed	1	1.9	2	1.2		
Residence						0.253
Rural	11	20.8	48	28.7	1.308	
Urban	42	79.2	119	71.3		*NS*
Income						
Enough =adequate	1	1.9	9	5.4		0.012*
Enough to some extent	6	11.3	73	43.7	6.545	
Not enough=inadequate	46	86.8	85	50.9		*S*
Experience						
1- <3 years	16	30.2	19	11.4		
3- <5 years	8	15.1	19	11.4		0.017*
5- <7 years	4	7.5	16	9.6	9.6	
7- <10 years	13	24.5	27	16.2		*S*
≥10 years	12	22.6	86	51.5		
Qualifications						0.015*
Nursing Diploma	20	60.4	72	37.7		
Technical Institute Diploma	33	39.6	95	55.7	8.036	*S*

Figure (3): Distribution of the Total Score of Components of Job Stress among nurses:
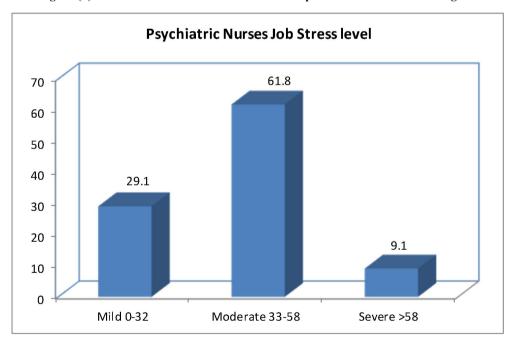

Fig. (4): Level of job stress among Abbassia Mental Health nurses (N=250)

Table (3): Relation between job stress and socio-demographic characteristics among nurses (N=220)

Demographic characteristics	Psychiatric Nurses Job Stress level						Chi-square test	
	Mild (N=64)		Moderate (N=136)		Severe (N=20)			
	No.	%	No.	%	No.	%	x2	p-value
Gender								0.005
Male	37	57.8	73	53.7	7	35.0	12.22	*S*
Female	27	42.2	63	46.3	13	65.0		
Age (years)								0.158
20- <25 years	17	26.6	20	14.7	6	30.0		
25- <30 years	17	26.6	59	43.4	5	25.0	9.293	*NS*
30- <35 years	9	14.1	14	10.3	3	15.0		
≥35 years	21	32.8	43	31.6	6	30.0		
Marital status								0.648
Single	20	31.3	36	26.5	9	45.0		
Married	42	65.6	93	68.4	11	55.0	4.209	*NS*
Divorced	1	1.6	5	3.7	0	0.0		
Widowed	1	1.6	2	1.5	0	0.0		
Residence								0.361
Rural	14	21.9	41	30.1	4	20.0	2.038	*NS*
Urban	42	78.1	95	69.9	16	80.0		
Income								0.076
Enough =adequate	4	6.3	6	4.4	0	0.0		
Enough to some extent	31	48.4	41	30.1	7	35.0	8.454	*NS*
Not enough=inadequate	29	45.3	89	65.4	13	65.0		
Experience								0.005*
1- <3 years	14	21.9	13	9.6	8	40.0		
3- <5 years	11	17.2	14	10.3	2	10.0		
5- <7 years	3	4.7	17	12.5	0	0.0	22.007	*S*
7- <10 years	8	12.5	30	22.1	2	10.0		
≥10 years	28	43.8	62	45.6	8	40.0		
Qualifications								0.005*
Nursing Diploma	31	48.5	64	47	8	40.0		
	33	51.6	72	53	12	60.0	14.777	*S*
Technical Institute Diploma		41						

Table (4): Correlation between job stress and components of emotional intelligence among nurses (N=220)

Emotional intelligence	Job Stress	
	R	p-value
Appraisal of own emotions	0.486	0.027*
Appraisal of others' emotions	-0.580	0.002*
Regulation of own emotions	-0.632	0.031*
Social Skills	-0.544	0.003*
Utilization of emotions	-0.453	0.047*
Optimism	-0.419	0.031*
Total	-0.680	<0.001**

Spearman's rank correlation coefficient (rs)

Discussion

Nursing is a stressful occupation and nurses face several stressors in their work environment daily and continuously and one of the ways to cope with job stress is emotional intelligence which contribute to nurses with emotional self managements, enhance professional knowledge to increase their compatibility with difficult situations in working environment and facilitation of positive feeling

exchange among them so that emotional intelligence is considered as a supportive factor against job pressures, protect nurses from stress and its subsequent negative health effects.

The purpose of this study was to assess relationship between emotional intelligence and job stress among nurses in Abbassia Mental Hospital.

The discussion of the study findings deal with the following parts:

✓ Socio-demographic characteristics of nurses in abbassia mental hospital.
✓ Emotional intelligence of nurses working in abbassia mental health hospital.
✓ Job stress of nurses working in abbassia mental health hospital.
✓ Relationship between emotional intelligence and job stress

Socio-demographic characteristics of nurses in Abbasia Mental Hospital

The result of current study revealed that more than half of the study sample was male and aged between 25-30years old, more than two third of the sample were married, this result was in agreement with **Aggarwal, (2017)** in his study about assessing the role of emotional intelligence as a buffer that protects the employees from stress, who reported that more than half of the study sample was male and aged between 26-40years old.

Concerned to qualifications and number of years of experience the result of this study showed that the majority of sample study had graduated from Technical nursing Institution, Also the most of the sample were having experience more than 10years,this may be due to the most of nurses working in abbassia mental hospital have been graduated from abbassia nursing school and recruit obligatory in abbassia mental health hospital This result was at the same line to a study carried out by **Mahajan & Kaur, (2017)** in their study about assessing the effect of emotional intelligence on job performance among staff nurses, who reported that near to half of the subjects had experience above 10 years.

Regarding to total score of emotional intelligence elements among nurses working in abbassia mental health hospital, the result of current study illustrated that the highest percentage of nurses had ability to regulate their emotion. This reflect that the most of nurses gain self awareness from work experience and interacting with medical team, also reflected that the most of nurses use effective skills in coping with work and life circumstance

The result of this study is parallel to **Kim & Han,(2015)** who investigate the relationship between the emotional intelligences and coping strategies in nursing students, who found that regulation of owns' emotions assist in adapting effectively when dealing with problems and enable them to recover rapidly from psychological distress

About levels of emotional intelligence the result of this study denoted that the most of nurses had high level of emotional intelligence This may be due to they had professional development through their therapeutic interaction with patient, attending workshop and sharing experience with their collogues and feedback from health team
This result was supported to a study carried out by **Rohini &Nithya,(2018)** in their study who analysis the emotional intelligence and its impact on stress management among nurses in private hospitals, who noticed that the highest percentage of staff nurses had high level of emotional intelligence Whereas this is contradict with **Srinivasan & Samuel,(2016)** in their study to assess emotional intelligence of staff nurses working in villipuram district. As they reported that more than half the staff nurses recognized low level regarding to level of Emotional Intelligence.

Relationship between emotional intelligence and socio-demographic characteristics among abbassia mental health nurses.

The current study results revealed that there was a highly significant relationship between emotional intelligence and socio-demographic characteristics regarding to gender of studied sample ,As men had high level of

emotional intelligence than women This may be due to that male nurses have adaptive habitual coping behaviour than female nurses.

This study result was matched with **Vahidi, Areshtanab & Bostanabad, (2016)** in their study to assess the relationship between emotional intelligence and perception of job performance among nurses. In which who stated that there was significant association between emotional intelligence regarding to gender

While this result contradicting with **Tofighi, Tirgari, Rasouli & Jalali, (2015)** in their study to analysis the relationship between emotional intelligence and organizational citizenship behavior in critical and emergency nurses in south east of Iran, who revealed that there was no significant relation between emotional intelligence and nurses' sex, These results remind us that emotional intelligence can be learned and developed at any gender.

Regarding to years of work experience the current study cleared that there was statistically significant relation between nurses emotional intelligence and their years of experience and this result reminded that the most of nurses with more than ten years of experience had a better ability to recognize and express their feelings and better management over their emotions,   This may be due to that years of work experience enhanced and improved their communication skills with psychiatric patient as well as enhance their personal abilities of emotional intelligence such as self awareness, regulation of emotion and social skills

In the same line this result is identical with **Tomar, (2016)** studied in which he examined the effect of types of hospitals and length of service on emotional intelligence of nurses, The study reported that the level of emotional intelligence in the nurses who are working above nine years have significantly higher level of emotional intelligence as compared to other

While, This result contradict to study carried by **Wilson, (2015)**, who studied the awareness of emotional intelligence by nurses

and support workers in an acute hospital setting, asserted that there was no significant differences between nurse's emotional intelligence and years of job experience and reported ,Also that people's emotional intelligence does not seem to increase as their work experience increases.

The current study results illustrated that there was no significant difference between emotional intelligence and marital status**,** this may be due to that all nurses were overwhelmed to daily life requirement additionally all nurses work under the same work environment.

These result was agree with **Bibi, Chaudhry & Awan, (2015)** in their study about influence of marital status on emotional intelligence, As they mentioned that the result of study found no significant relationship between marital status and emotional intelligence, besides this study was disagreement with **Konstantinou, Efstathiou, Charalambous, Kaitelidou & Jelastopulu, (2017)** in their study to examine emotional intelligence and its impact on the emotional factors among nurses, who found that there was significant difference between (EI) and marital status.

Concerning to the total of job stress, the result of this study reported that the highest percentage of nurses had psychiatric nursing ability toward psychiatric patient, because nurses identify their role well as a nurse and had the capability to understand the patients. As well nurses should providing care to the patients as the case required.

This result at the same line to a study carried out by **Dawood, Mitsu & Monica (2017)** to assess the extent of job stress among registered psychiatric nurses working in different psychiatric units, they summarized that although psychiatric nurses were suffering from job stress, the most of the nurses had a positive thought that they can provide nursing care as the case requires and had psychiatric nursing abilities and knowledge in providing nursing intervention to psychiatric patient.

Level of Job Stress Among Abbassia Mental Health Nurses

The current study result observed that three fifth of nurses had moderate level of job stress. This may be due to that psychiatric nurses have been adapt to work condition, had harmony relation with their colleagues and had stable work condition This result was supported to a study carried out by **Vernekar & Shah, (2018)** to determine the levels of work related stress in nurses and identify various sources of stress among nurses, reported that the most of the nurses experienced moderate level of stress

Also this result congruent to study carried out by **Hasan, (2017)** who studied the stress level among nurses working in mental health hospital in Port-Said City.

The result of this study showed that the majority of the respondents had moderate level of stress perceived in the psychiatric setting Moreover this result agreed with **Yoshizawa, Sugawara, Yasui-Furukori, & Furukori, (2016)** in their study to examine the occupational stress among psychiatric nurses in Japan mentioned that half of the participants had moderate level of job stress.

Relation Between Level Of Job Stress And Socio-Demographic Characteristics Among Abbassia Mental Health Nurses

Concerned to socio-demographic characteristics of nurses, the result of the study asserted that there was significant difference between abbassia mental health nurses' job stress and sex, This result may be due to lack of autonomy, long working hours, poor relationship with co-worker and factors outside work environment such as family life, marriage, parents and community relation,

This result parallel with **Gadirzadeh, Adib-Hajbaghery&Abadi, (2017)** in their study to investigate job stress and job satisfaction among nurses working in psychiatric wards in Kashan Shahid-Beheshti Hospital, where they mentioned that there are significant correlation with occupational stress and sex and the mean job stress score was significantly higher in female nurses than male ones.

Regarding to **experience** the result of study revealed that there was statistically significant difference between abbassia mental health nurse's job stress and experience and the most of the nurses with more than ten year of experience had moderate level of job stress. This may be related to using their experience of life to overcame their obstacles and managing work stressors as it increase the knowledge of nurses about how to face different stressors in their work.

This result congruent to **Shih, Hou, Hsiao, Chou & Yang, (2016)** who explained that nurses with more than 11 years' experience have lower level of job stress than nurses with 6-10 years' of experience. But this result was contradict to **Lucero, (2017)** who studied the relationship between work attitude and job stress encountered by clinical instructors and hospital nurses, confirmed that the length of stay of an individual in organization did not affect on one's ability to dealing with their stressors between work, thus this denote that no significant difference in the level of job stress of hospital nurses and clinical instructor as regarded to their length of service in their institution

Correlation between emotional intelligence and job stress

The result of current study showed that there was negative correlation between emotional intelligence and job stress among abbassia mental health nurses, this may be due to that the most of nurses had high level of emotional intelligence with moderate level of job stress, this may be due to different factors such as nurses staff follow administrative line of authority in solving work problem, job promotion depending on years of experience not on their personnel creativity or qualities and lack of opportunity to share in administrative affairs which lead to hospital role conflict with team member,

Additionally professional work problems usually attribute to nursing staff only as well as the most of nurses had ability to appraise and regulate their emotion with adapting to demanding of job and had social skills to interact with other and use proper method of

communication .This result was congruent to **Rakhshani, Motlagh, Beigi, Rahimkhanli, & Rashki, (2018)** who studied the relationship between emotional intelligence and job stress among nurses in Shiraz, Iran revealed that that there was a negative correlation ship between emotional intelligence and job stress**.**

Also this result was matched with **Samaei, Khosravi, Heravizadeh & Ahangar, (2017)** who studied the effect of emotional Intelligence and job stress on burnout. In which they noticed that there was a negative and meaningful relationship between emotional intelligence and job stress due to high degree of emotional intelligence results in decreasing job stress.

Likewise high levels of emotional intelligence among nurses reflect their capability to manage and control of their negative emotions and increase abilities to deal with physical and psychological stressors at work,

This result was correspond with **Mohamed & Nagy, (2017)** who studied relationship between emotional intelligence and job stress among academic members at faculty of nursing, the result of their study revealed that, staff member who had high emotional intelligence were able to manage their stressful situations effectively, while others who were unable to control their emotions were more easily stressed with any problems and further vulnerable to develop high level of stress.

Furthermore the result of this study was at the same line with **Rashid, Bajwa, & Batool, (2016)** in their study to measure the emotional intelligence effect on job stress, job satisfaction and organizational commitment of employees, Their result denotes that employees with high level of emotional intelligence are better able to handle psychological and physiological stress situations and leads to low occupational stress level.

In additional to that nurses with high emotional intelligence when confronted with stressful situations, They able to use logical and rational analysis of the situations and problems .Also tolerate and adapt to stressful situations, using past experiences, and hope of improving the situation So that increased emotional intelligence led to decreased job stress,

This result was at the same line with **El-Sayed & El-Zeiny, (2014)** in their study to assess relationship between occupational stress, emotional intelligence, and self-efficacy among the faculty members working in Faculty of Nursing in Zagazig University, assert that increased emotional intelligence led to decreased job stress, As the results of their study indicated that individuals with high emotional intelligence had self-awareness, self control, self-motivation, empathy, and social skills, which led them to be more capable in controlling and managing stress,

Also the result of this study was in agreement to **Goswami & Talukdar (2013)** in their study to exploring the relation between emotional intelligence and job stress among engineer at public sector organization, who mentioned that people with high level of emotional intelligence lead to less stress and better performance, because people with high level of EI can recognize negative feeling and source of it, so in turn he can take appropriate action to deal with it.

Conclusion:

Based on the results of the current study, it has been concluded that:

The highest percentage of the studied sample had been able to make appraisal and regulation of own emotions, and three quarters of them had a high level of emotional intelligence with a significant difference between the level of emotional intelligence and their gender, income, professional experience and qualifications. Concerning job stress, the highest percentage of the studied sample had the ability to provide psychiatric nursing care toward psychiatric patients, and most of them suffered from a moderate level of job stress with a significant difference between the level of job stress and their sex, experience and qualifications. Finally, there

was a negative relationship between emotional intelligence and job stress.

Recommendations:

❖ In the light of these findings it was recommended that:

Clinically:

❖ Establish a psycho-educational program for psychiatric nurses to learn them how to cope positively with their job stressors

❖ Conduct intervention program concerning emotional intelligence among newly graduated nurses in order to managing their stress and improving job performance.

Research:

❖ Conduct studies about relationship between emotional intelligence and stress management for psychiatric nurses.

Education:

❖ Adding emotional intelligence on curricula of nursing students to enhance mange stress to different situations in live and job.

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