

A Study on Impact of Emotional Intelligence with Job Performance of Nurses in Coimbatore

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ABSTRACT

Emotional Intelligence becomes a more important factor and ability needed by nurses to confront with the hospital environment. As nurses are well known to the patient's strengths and weaknesses thoroughly, they can be good guides and counsellors for the patients in hospitals. Such nurses can visualize the pros and cons of any situation and are able to initiate change with courage and confidence. Nurses with high self-awareness are fully aware of their feelings, emotions, when they interact with the patients to assess their problems exactly. They take efforts to learn new areas and show interest to update them. Now Emotional intelligence is considered to have a greater impact on the performance of nurses and groups as measured against traditional intelligence. Emotionally intelligent nurses in the organization result in better overall organisational performance. Emotional intelligence may help the nurses to come over the negative situation and they also identify their own emotions. The present study aims to understand the relationship between emotional intelligence and performance of nurses as well as the impact of emotional intelligence on job satisfaction of nurses.

KEYWORDS: Emotional intelligence, Perception, Stress, Satisfaction, Performance.

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