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STUDIES**



**THE RELATIONSHIP BETWEEN EMOTIONAL  
INTELLIGENCE AND JOB STRESS AMONG TRAINEE  
NURSES IN KOLEJ SAINS KESIHATAN BERSEKUTU  
KUCHING.**

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## **Abstract**

Nursing is a very stressful profession because the job is focus on patients' well-being. It is believed that emotional intelligence protects a person from stress and help to cope with stress in nursing profession. The purposes of this research were to examine how the concept of emotional intelligence works on job stress and to conduct the study of relationship between emotional intelligence and job stress among trainee nurses. A total of 240 trainee nurses were chosen randomly as respondents. This present study has identified there was negative relationship between emotional intelligence and job stress among trainee nurses. There were other tests that had been analyzed where it shows trainee nurses perceived low level of job stress and there was high emotional intelligence on self-management possessed by trainee. In addition, there was test conducted between age and self-awareness, however, the age does not show any difference on self-awareness. Last but not least, the four dimensions of emotional intelligence are not the significant predictor on job stress.

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# CHAPTER 1

## INTRODUCTION

### 1.0. Introduction

This chapter focuses on the relationship between emotional intelligence and job stress among trainee nurses in Kolej Sains Kesihatan Bersekutu Kuching. Section 1.0 discusses about background of the study, Section 1.2 discusses the problem statement, while Section 1.3 states the research questions and Section 1.4 states the research objectives. On the other hands, Section 1.5 is the information regarding the scope of the study, Section 1.6 explains the significant of study and last section 1.7 is all about the definitions of the terms and concepts.

### 1.1. Background of the Study

The workplace had become a high stress environment in many organizations cutting across industries in Malaysia. Employees were experiencing high level of stress due to various factors such as high workload, tight deadlines, high targets, type of work, lack of job satisfaction, long working hours, pressure to perform and others. Stress can cause and disturb a person personally and sometimes it will affect their working environment especially when working in big company. Interpersonal conflicts at the workplace, such as boss-subordinate relationships and relationships among tiers, were also a source of stress.

Emotional intelligence refers to the ability to sense, understand, value and effectively apply the power and acumen of emotions as a source of human energy, information, trust, creativity and influence (Goleman, 1995). Emotional intelligence positively affects

## **CHAPTER 2 LITERATURE REVIEW**

### **2.0. Introduction**

This chapter provides a review of the literature on emotional intelligence and job stress among trainee nurses in Kolej Sains Kesihatan Bersekutu Kuching (KSKBK). Section 2.1 explains on emotional intelligence concept, Section 2.2 explains on job stress and stress and Section 2.3 discusses on promoting emotional intelligence for stress management. Apart from that, Section 2.4 provides the conceptual framework for the study. Finally, Section 2.5 is to identify the hypothesis of the study.

### **2.1. Emotional Intelligence Concept**

There were many different explanation and definitions emerged in order to explain emotional intelligence concept. Thus, emotional intelligence can be defined as a set of abilities to perceived and express emotion in thought, understand and reason with emotion and regulate emotion in oneself and others (Mayer, Salovey & Caruso, 2013). This means that emotional intelligence is the ability of a person to understand and control his or her emotions, and also how he or she manages his or her emotions within oneself or others. Besides that, it will affect the behavior of a person.

Many studies on emotional intelligence had been carried out widely by many researchers in various areas. In the study of Emotional Intelligence, Emotional Labour and Work Effectiveness in Service Organisations: A Proposed Model by Abdul Kadir Othman, Hazman Shah Abdullah and Jasmine Ahmad in the year 2008, their study