



APPENDICES

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APPENDIX A

Data Sheet for Staff Nurses or Volunteers (English Version)

Information Sheet for Study Participants

Research Title: **Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China**

Researcher: **Ma Wei Li**

Institute: **Emergency Department, the Affiliated Hospital of Dali University, the People's Republic of China**

Research Funding: **No**

You are being invited to take part in this study because you **are a nurse who practice at the People's Hospitals of Dali**. The **308** participants who qualities and characteristics have needed for this study will be selected from **the First People's Hospital of Dali and the Second People's Hospital of Dali**.

Prior to making a decision whether to participate in this study, please take time on reading this information sheet to make sure that you understand what you will be asked to participate in this study. If you have any questions regarding this study, please ask the investigator or consult with someone who is a close relationship to you. Again, your decision making to participate this study **is voluntary. (Frame 1)** If you decide not to be in this study, your rights and benefits will not be affected.

Frame 1 Participation of this study is voluntary

- You are **able to refuse** to participate in this study
- You are **able to withdraw** from this study at any time

Information related to this study

Of all the occupations, nurses are one of the most at risk for work-related stress. Nurses encounter various stressors, including the general nature of nursing, work environment, and organizational factors. These factors lead to a shortage of nurses and an increased turnover rate, and as a result of threatening patient safety. Work-related stress is highly related to nurses' psychological distress, health hazards, job dissatisfaction, and poor work performance. Therefore, assessment, prevention and tackling of work-related stress of nurses is widely recognized as one of the major challenge for nursing administrators to improve the quality of nursing care, as well as alleviating high turnover rate.

Emotional intelligence could be used as a framework which the individual could learn how to cope with and how to control strong emotions. Emotional intelligence significantly contributes to reducing work-related stress by that person with high level of emotional intelligence will be better identifying feeling of frustration and stress, then, he/she can regulate his/her emotion which will enable a more rapid recovery from psychosocial distress. Therefore, improve the emotional intelligence of nurses will decrease the degree of burnout and reduce the turnover rate, so that nurses can better engage in providing high quality of nursing care.

The objectives of this study are to explore the emotional intelligence and work-related stress and to examine the relationship between emotional intelligence and work-related stress of nurses in the People's Hospitals of Dali, the People's Republic of China.

Frame 2 Study design

The descriptive correlational design will be used in this study.

Duration of this study will be one year, from August, 2016 to August, 2017, including two months collecting data from nurses in First People's Hospital of Dali and the Second People's Hospital of Dali.

If you agree to take part in this study, you will be asked to do by the investigator as the study plan in **Frame 3**.

Frame 3 Study plan

You will be asked to complete a consent form and questionnaire consisted of Demographic Data Form, Wong and Law Emotional Intelligence Scale and HSE Management Standards Work-related Stress Indicator Tool. This questionnaire will take about 20-30 minutes to complete. We hope that you will be comfortable answering all questions openly and honestly in a relax environment.

After completing questionnaire, please put questionnaire and consent form into envelops respectively, return and place them into the research boxes which will be kept in the office room of your unit for collecting questionnaires within two weeks. The information sheet will be kept by yourself.

Duration of this study will be from August, 2016 to August, 2017.

The investigator summarizes risks and benefits to study participants in **Frame 4**

Frame 4 Anticipated risks and benefits to study participants

Risks and means to minimize or avoid risks	Benefits
<ul style="list-style-type: none"> - Risks: There is a minimal risk that answering questionnaires may disturb subjects' time. - Means to minimize or avoid risks: In order to avoid the risk of disturbing subjects' time, the questionnaires will be left to subjects for two weeks. 	<ul style="list-style-type: none"> - Direct/indirect benefits: There may be no direct benefits to subjects from this study. However, the knowledge gained from this study may be useful to provide basic information for nursing administrators to master the level of emotional intelligence and the level perception of work-related stress of nurses and will also use as the baseline data to develop future research among nurses in Dali, the People's Republic of China.

The investigator summarizes the practical guideline or the care of various situations that may happen during the study in **Frame 5**

Frame 5 Situations may happen during the study	
Situations	Practical guideline
If you want to withdraw consent during the study, it will not effect to your performance evaluation.	<i>Please inform the investigator or do not return the questionnaire.</i>
When have a new and significant information which are possible effects to your decision making.	The researcher will inform you soon and you are able to decide whether to continue or discontinue participating in this study.

Your information related to this study will be kept confidentially by not identifying the name and separate placement questionnaire and consent form. Information provided by participants will be used only for the purpose of this study. The results of study will be used in general. Research consent form will be given to the participants. The presentation of the study findings in any conference or publication will not use your name. However, the Research Ethics Committee, the persons who have the authority to control the study, and the personnel from Thai FDA will be able to access your information to review information and research process.

If you have any questions before or during participating in this study, you can contact the person in **Frame 6**

Frame 6 Research contact person (s) for further information
<p>1. Ma Wei Li Emergency Department, the Affiliated Hospital of Dali University. No. 32, Jiashibo Road, Dali, Yunnan Province, the People's Republic of China. Phone number: 18887262647</p> <p>2. Assistant Professor Dr. Treeyaphan Supamanee Faculty of Nursing, Chiang Mai University (FON, CMU) Chiang Mai, Thailand, 50200. Phone number: 66-53-945048 / 945012. Fax: 66-53-225425</p>

If you have any questions about your rights before or during participating in this study, please contact the Research Ethics Committee, Faculty of Nursing, Chiang Mai University. Tel. 66-53-936080 (Office hours) or Fax. 66-53-894170.



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APPENDIX B

Data Sheet for Staff Nurses or Volunteers (Chinese Version)

研究参与知情告知书

研究课题: 中国大理人民医院护士的情绪智力和工作相关压力

研究者: 马维莉

工作单位: 中国云南大理大学附属医院急诊科

科研基金: -

由于您是大理人民医院的护士, 所以您被邀请参加这项科研课题。本研究需要的 308 名参与者的质量和特征将选自大理第一人民医院和大理第二人民医院。

在决定是否参与本研究之前, 请花时间阅读本信息表, 以确保您了解您将被要求参与本研究。如果您对本研究有任何疑问, 请咨询研究者。您参与本研究的决定是自愿的。**(框架 1)** 如果您决定不参加本研究, 您对医疗或现有服务的权利不会受到影响。

框架 1 参与本研究的决定是自愿的

- 您有权拒绝参与该项研究
- 您可以随时退出该项研究

该研究的相关信息

在所有职业中, 护士是与工作相关的压力最大的风险之一。护士遇到各种压力, 包括护理的一般性质, 工作环境和组织因素。这些因素导致护士短缺和更高的辞职率, 并且威胁到患者的安全。工作压力与护士的心理困扰, 健康危害, 工作不满意和工作绩效差有很大关系。因此, 护士工作压力的评估, 预防和解决被广泛认为是护理管理者改善护理质量, 以及减少辞职率的主要挑战之一。

情绪智力可以用作一个框架, 个人可以学习如何应对和如何控制强烈的情绪。情绪智力有助于减少工作相关的压力, 具有高水平的情绪智力的人将更好地识别挫折和压力的感觉, 然后, 他/她可以调节他/她的情绪, 将使得更快的恢复从心理社会困扰。因此, 提高护士的情绪智力会降低倦怠程度, 降低辞职率, 使护士能更好地提供高质量的护理服务。

研究人员将需要 308 名参与者，他们是在大理人民医院工作超过一年的临床护士。本研究将使用自我报告问卷，包括：1) 个人基本信息表；2) 黄氏和罗氏情绪智力量表；和 3) 卫生安全局工作相关压力的指示工具。请用您的私人时间填写问卷，并将完成的问卷放回研究员的箱子，该箱子在两个星期内固定在每个科室的办公室。您所提供的信息将被严格保密。任何有关您的信息将有一个数字，而不是你的名字，并分开放置同意书和问卷。只有研究人员将能够看到它。在本研究中，将使用统计软件包进行描述性和推理统计来分析数据。

这项研究的目的是探讨情绪智力和工作相关的压力，并调查中国大理人民医院护士的情绪智力和工作相关压力之间的关系。

框架 2 研究设计

这项描述性相关设计将用于探讨情绪智力和工作相关的压力，并调查中国大理人民医院护士的情绪智力和工作相关压力之间的关系。

这项研究的时间为 2016 年 8 月至 2017 年 8 月，为期一年，从大理第一人民医院和大理第二人民医院收集护士的数据的时间包括两个月。

如果您同意参加这项研究，您将被研究者要求做**框架 3**中的研究计划。

框架 3 研究计划

您将被要求填写一份同意书和调查问卷，其中包括个人基本信息表，黄氏和罗氏情绪智力量表，卫生安全局工作相关压力的指示工具。此问卷需要大约 20-30 分钟才能完成。我们希望您在舒适的环境中，能够坦诚地回答所有问题。

完成问卷调查后，请将调查问卷和同意书分别放入信封中，并在两周内放入研究箱中，该研究箱放置在您科室的办公室内。信息表将由您自己保存。

本研究期间为 2016 年 8 月至 2017 年 8 月。

研究者总结了**框架 4**中研究参与者的风险和利益。

框架 4 研究参与者的风险和利益	
减少或避免风险的风险和方法	利益
<ul style="list-style-type: none"> 风险: 有一个最小的风险就是回答问卷会打扰参与者的时间。 	<ul style="list-style-type: none"> 直接/间接的利益: 这项研究对参与者没有直接的利益。然而，从这项研究中获得的知识

<p>- 减少或避免风险的风险和方法:</p> <p>为了避免打扰参与者时间的风险, 参与者可以保留该问卷两周, 选择在合适的时间完成。</p>	<p>可以为护理管理者提供基本信息, 让护理管理者掌握护士的情绪智力的水平和工作相关压力的水平, 也将为未来中国大理护理科研的研究提供数字依据。</p>
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研究者总结了**框架 5**中研究期间可能发生的各种情况的实用指南

框架 5 研究期间可能发生的各种情况	
各种情况	实用指南
如果你想在研究期间撤回同意, 将不会影响你的绩效评估。	<i>请通知研究者或不返回调查问卷。</i>
当有新的和重要的信息, 可能影响你的决策。	研究者很快就会通知您, 您可以决定是继续还是停止参与本研究。

您所提供的参与该研究的所有信息将被保密, 该知情同意书将与调查问卷分开收回。参与者提供的信息将仅用于本研究。研究结果将一般使用。研究同意书将给予参与者。在任何会议或出版物中介绍研究结果都不会使用您的姓名。然而, 清迈大学护理学院伦理委员会, 有权控制研究的人员和来自泰国 FDA 的人员将能查看您的信息以审查信息和研究过程。

如果您在参加本研究之前或期间有任何问题, 您可以与**框架 6**中的人联系

<p>框架 6 研究者及相关人员的信息</p> <p>1. 马维莉 大理大学附属医院急诊科。中国云南大理嘉士伯大道 32 号。联系电话: 18887262647。</p> <p>2. 助理教授 Treeyaphan Supamanee 博士。清迈大学护理学院。泰国清迈, 邮编: 50200。联系电话: 66-53-945048 / 945012。传真: 66-53-225425。</p>
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在研究开始前或者研究期间, 您有任何问题可以联系清迈大学护理学院伦理委员会。联系电话: 66-53-936080 (请在工作时间拨打)。传真: 66-53-894170。

APPENDIX C

The Inform Consent of the Research Participants/Volunteers (English Version)

Volunteer Research Agreement Form	
<p>I have already read the above information thoroughly and have been given an opportunity to have any questions about the research answered to my satisfaction. I agree to participate in this study by signing my signature in this form as an evidence of my decision making (However, this signature does not mean that I waive any right provided by law)</p> <p>_____</p> <p>Name of study participant</p> <p>_____</p> <p>Signature of study participant</p> <p>_____</p> <p style="text-align: center;">Day/Month/Year</p> <p>_____</p> <p>Signature of lawful representative</p> <p>_____</p> <p style="text-align: center;">Day/Month/Year</p>	<p>I certify that the study participant has been given an opportunity to have any questions and has been received answers clearly. The study participant voluntarily agrees to participate in this study.</p> <p>_____</p> <p>Name of a person who requests agreement from study participants (or the investigator)</p> <p>_____</p> <p>Signature of a person who requests agreement from study participants (or the investigator)</p> <p>_____</p> <p style="text-align: center;">Day/Month/Year</p>

APPENDIX D

The Inform Consent of the Research Participants/Volunteers (Chinese Version)

知情同意书	
<p>我已经彻底阅读了上述信息，我有机会对研究提出任何问题，并且所问的问题得到了满意的回答。我同意参加该研究，签署我的签名作为我作出决定的证据（但是，这个签名并不意味着我放弃法律规定的任何权利）。</p>	<p>我证明研究参与者有机会提出任何问题，并已收到清楚的答案。研究参与者自愿同意参与本研究。</p>
<p>参与者的姓名</p>	<p>研究者的姓名</p>
<p>参与者的签名</p>	<p>研究者签名</p>
<p>日/月/年</p>	<p>日 /月/年</p>

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APPENDIX E

Demographic Data Form (English Version)

Please fill in the blank or putting a mark (✓) in front of the relevant answer number for each item.

1. Gender: ☐ male ☐ female
2. Age: _____ years
3. Marital Status:
☐ Never married ☐ Married
☐ Divorced ☐ Separation ☐ Widowed
4. Education level:
☐ Diploma ☐ Associate Degree
☐ Bachelor Degree ☐ Master Degree ☐ Doctor Degree
5. Years of working as a nurse: _____ years
6. Working Department:
☐ Surgical Department ☐ Medical Department ☐ Pediatric Department
☐ Obstetrics and Gynecology ☐ Emergency Room ☐ Operation Room
☐ Out Patient Department ☐ Intensive Care Unit
7. Work Hospital:
☐ First People's Hospital of Dali ☐ Second People's Hospital of Dali
8. Training program about emotional intelligence:
☐ Never been trained ☐ One time ☐ More than one time: _____ times

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APPENDIX F

Demographic Data Form (Chinese Version)

请根据您的个人情况回答问题或者在相应的选项前面打钩。您的参与将会对本项研究很重要，希望您能真实的表达出专业护士的思想。

1. 性别：☐男 ☐女
2. 年龄：_____ 岁
3. 婚姻状况：
☐未婚 ☐已婚
☐离婚 ☐分居 ☐丧偶
4. 学历：
☐中专 ☐大专
☐本科 ☐硕士 ☐博士
5. 从事护士工作：_____ 年
6. 您工作的科室：
☐外科 ☐内科 ☐儿科
☐妇产科 ☐急诊科 ☐手术室
☐门诊 ☐重症监护室
7. 您所工作的医院名称：☐大理市第一人民医院 ☐大理市第二人民医院
8. 参加情绪智力的培训次数：
☐从未 ☐培训过一次 ☐培训过多次：_____ 次

APPENDIX G

Wong and Law Emotional Intelligence Scale (English Version)

This questionnaire will explore the level of your emotional intelligence. Please read each item carefully and check✓ in the box. Then choose the point which you agree with.

1=strongly disagree 2=Disagree 3=Somewhat disagree
4=Neither agree or disagree 5=Somewhat agree 6=Agree
7=Strongly agree

Item	1	2	3	4	5	6	7
Self-emotion appraisal (SEA)							
1. I have a good sense of why I have certain feelings most of the time.							
2. I have good understanding of my own emotions.							
3. I really understand what I feel.							
4. I always know whether or not I am happy.							
Others' emotion appraisal (OEA)							
5. I always know my friends' emotions from their behavior.							
6. I am a good observer of others' emotions.							
7. I am sensitive to the feelings and emotions of others.							
8. I have good understanding of the emotions of people around me.							
Use of emotion (UOE)							
9. I always set goals for myself and then try my best to achieve them.							

Item	1	2	3	4	5	6	7
10. I always tell myself I am a competent person.							
11. I am a self-motivated person.							
12. I would always encourage myself to try my best.							
Regulation of emotion (ROE)							
13. I am able to control my temper and handle difficulties rationally.							
14. I am quite capable of controlling my own emotions.							
15. I can always calm down quickly when I am very angry.							
16. I have good control of my own emotions.							

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APPENDIX H

Wong and Law Emotional Intelligence Scale (Chinese Version)

以下项目是想要了解有关您个人情绪智力的水平，请您根据自己的实际感受和态度进行判断，在符合情况的陈述后面打钩。此问卷采用 Likert 七分制计分，由极不同意到极同意分别给予 1 到 7 分：

1=极不同意 2=不同意 3=有点不同意 4=还可以
5=有点同意 6=同意 7=极同意

条目	1	2	3	4	5	6	7
对自我情绪的评估							
1. 我通常能知道自己为什么会有此感受。							
2. 我很了解自己的情绪。							
3. 我真的能明白自己的感受。							
4. 我通常知道自己是否开心。							
对别人情绪的评估							
5. 我通常能从朋友的行为感受到他们的情绪。							
6. 我很善于观察别人的情绪。							
7. 我能敏锐地洞悉别人的感受和情绪。							
8. 我很了解身边的人的情绪。							
使用情绪							
9. 我经常会为自己设定目标并尽最大努力去完成。							
10. 我经常告诉自己是一个有能力的人。							

条目	1	2	3	4	5	6	7
11. 我是一个自我激励的人。							
12. 我经常鼓励自己做到最好。							
调节情绪							
13. 遇到困难时我能控制自己的脾气并能够理智的解决问题。							
14. 我能很好的控制自己的情绪。							
15. 当我愤怒时我能在很短的时间内冷静下来。							
16. 我对自己的情绪有很强的控制能力。							

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APPENDIX I

HSE Management Standards Work-related Stress Indicator Tool (English Version)

It is recognized that working conditions affect worker well-being. Please read each item carefully and check✓ in the box. Your responses to the questions below will help us determine our working conditions now, and enable us to monitor future improvements. In order for us to compare the current situation with past or future situations, it is important that your responses reflect your work in the last six months.

Item	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5
1. I am clear what is expected of me at work.					
2. I can decide when to take a break.					
3. Different groups at work demand things from me that are hard to combine.					
4. I know how to go about getting my job done.					
5. I am subject to personal harassment in the form of unkind words or behavior.					
6. I have unachievable deadlines.					
7. If work gets difficult, my colleagues will help me.					

Item	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5
8. I am given supportive feedback on the work I do.					
9. I have to work very intensively.					
10. I have a say in my own work speed.					
11. I am clear what my duties and responsibilities are.					
12. I have to neglect some tasks because I have too much to do.					
13. I am clear about the goals and objectives for my department.					
14. There is friction or anger between colleagues.					
15. I have a choice in deciding how I do my work.					
16. I am unable to take sufficient breaks.					
17. I understand how my work fits into the overall aim of the organization.					
18. I am pressured to work long hours.					
19. I have a choice in deciding what I do at work					

Item	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5
20. I have to work very fast.					
21. I am subject to bullying at work.					
22. I have unrealistic time pressures.					
23. I can rely on my line manager to help me out with a work problem.					
24. I get help and support I need from colleagues.					
25. I have some say over the way I work.					
26. I have sufficient opportunities to question managers about change at work.					
27. I receive the respect at work I deserve from my colleagues.					
28. Staff is always consulted about change at work.					
29. I can talk to my line manager about something that has upset or annoyed me about work.					
30. My working time can be flexible.					

Item	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5
31. My colleagues are willing to listen to my work-related problems.					
32. When changes are made at work, I am clear how they will work out in practice.					
33. I am supported through emotionally demanding work.					
34. Relationships at work are strained.					
35. My line manager encourages me at work.					

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APPENDIX J

HSE Management Standards Work-related Stress Indicator Tool (Chinese Version)

这是是公认的影响工人的健康工作条件。请您根据自己的实际感受和态度进行判断，在符合情况的陈述后面打钩。你的回答下面的问题将帮助我们确定我们当前的工作环境，并使我们监控未来的改进。为了比较当前形势与过去或未来的情况下，重要的是，你的反应反映你的工作在过去的六个月。

条目	从不如此 1	很少如此 2	有时如此 3	经常如此 4	一向如此 5
1. 我在工作的地方很清楚自己要做的工作。					
2. 我可以决定在何时小息。					
3. 我在工作地方为应付不同组别的要求令我吃不消。					
4. 我知道怎样把我的工作完成。					
5. 我遭到刻薄语言或不体谅行为之类的个人骚扰。					
6. 我要承担难以在最终期限前完成的工作。					
7. 如果工作困难，我的同事会帮我。					
8. 我干的工作得到有支持性的回馈。					
9. 我的工作非常紧迫。					
10. 对于我自己的工作速度，我有权决定。					

条目	从不如此 1	很少如此 2	有时如此 3	经常如此 4	一向如此 5
11. 我很清楚我自己的本分和责任。					
12. 由于我的工作太多。有的工作漏做了。					
13. 我很清楚我工作部门的目标和宗旨。					
14. 各同事之间发生摩擦或激怒。					
15. 我可以决定怎样进行我的工作。					
16. 我不能够充分地休息。					
17. 我明白我的工作怎样配合这个组织的全面目标。					
18. 我被迫要求长时间工作。					
19. 我可以选择在工作的地方做什么工作。					
20. 我要迅速的工作。					
21. 我在工作地方受人欺负。					
22. 我要应付不切实际的时间压力。					
23. 当遇到困难，我可以依赖我的直接主管帮助解决。					
24. 我的同事给予我需要的帮助和支持。					
25. 对于我进行工作的方式，我有一点决定权。					

	从不如此	很少如此	有时如此	经常如此	一向如此
条目	1	2	3	4	5
26. 我有充分机会向主管询问有关在工作地方的更改。					
27. 我在工作地方得到同事们给予应有的尊重。					
28. 每当在工作地方有改进，一定征询职工的意见。					
29. 如果在工作地方遇到令我不愉快或恼怒的事件，我可以跟我的直接主管谈论。					
30. 我的工作时间可采用弹性制度。					
31. 我的同事愿意聆听我提出有关工作的问题。					
32. 每当在工作地方进行更改，我很清楚这些更改实际上如何实行。					
33. 当我做情绪方面有苛求的工作，会得到支援。					
34. 在工作地方的人际关系很紧张。					
35. 我在工作地方得到直接主管的鼓励。					

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APPENDIX K

Certificate of Ethical Clearance (Chiang Mai University)



Research Ethics Office
Faculty of Nursing, Chiang Mai University

AF 04-021



No. 022/2017

Certificate of Approval

Name of Committee : Research Ethics Committee, Faculty of Nursing, Chiang Mai University	
Address of Committee : 110 Intavaroros Rd., Amphoe Muang, Chiang Mai, Thailand 50200	
Principal Investigator : Ms. Ma Wei Li Master of Nursing Science Program (International Program) Faculty of Nursing Chiang Mai University	
Protocol title : Emotional Intelligence and Work - related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China	
Study Code : EXP-009- 2017; Research ID: 010-2017	
Sponsor : -	
Documents filed	Document reference
Research protocol	Version 1 Date January 10, 2017
Informed consent documents	Version 2 Date January 27, 2017
Patient information sheet	Version 1 Date January 10, 2017
Instrument	Version 2 Date January 27, 2017
Principal Investigator Curriculum vitae	Version 1 Date January 10, 2017
Advertisements : (if any)	-

Opinion of the Ethics Committee/Institutional Review Board: Expedited Review on January 2017

The Ethics Committee has reviewed the protocol and documents above and give the favorable opinion

Date of Approval : January 31, 2017 **Expiration Date :** January 30, 2018



Progress report is required to be submitted to the Ethics Committee for continuing review

- ☐ at 3 month interval
☐ at 6 month interval
☒ annually (in this case please submit at least 60 days prior to expiration date)

This Ethics Committee is organized and operates according to GCPs and relevant international ethical guidelines, the applicable laws and regulations.

Signed : 
(Professor Emerita Dr. Wichit Srisuphan)

Chairperson, Faculty of Nursing, Chiang Mai University

Signed : 
(Professor Dr. Wipada Kunaviktikul)

Dean, Faculty of Nursing, Chiang Mai University

GENERAL CONDITION OF APPROVAL:

1. Research Ethics Committee approval is required before implementing any changes in the consent documents or protocol unless those changes are required urgently for the safety of subjects.
2. Any event or new information that may affect the benefit/risk ratio of the study must be reported to the REC promptly.
3. Any protocol deviation/violation must be reported to the REC.
4. Review of close study report is required to be submitted to the REC.
5. Review of progress report to the REC before expiration date at 2 months.

APPENDIX L

Permission of the First Hospital of Dali

Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. ๒๙๓(๗)/๙๓๔

Mr. Li Jun,
Director of Hospital
The First People's Hospital of Dali,
the People's Republic of China

February ๔, 2017

Dear Mr. Li Jun,

Regarding Miss. Ma Wei Li, Code 581235803, a student in the Master program at the Faculty of Nursing, Chiang Mai University, her thesis on "Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China" has been approved. Assistant Professor Dr. Treeyaphan Supamane and Assistant Professor Dr. Bunpitcha Chitpakdee are her thesis advisors. She would like to collect data from nurses in the First People's Hospital of Dali for 20 cases in February 2017 by using Demographic Data Form, Wong and Law Emotional Intelligence Scale and HSE Management Standards Indicator Tool. The result from this process will be used to test the quality of the instruments.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to collect data for testing quality of the instruments in order to be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.



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尊敬的大理市第一人民医院李军院长：

您好！

我叫马维莉，现在泰国清迈大学护理学院攻读护理管理硕士学位。作为研究生课程内容的一部分，目前我正在进行关于“中国大理市人民医院护士的情绪智力和工作相关压力”的课题研究。该课题需要在贵院的内科，外科，妇产科，儿科，重症监护室，急诊科，手术室和门诊的护士间收集资料。将用个人基本情况、黄氏和罗氏情绪智力量表、工作相关压力的指示工具三部分问卷进行调查。用随机抽样的方法在贵院共抽取 20 名护士进行三部分量表的信度调查。该问卷需要护士利用业余时间 10-20 分钟，在轻松舒适和无压力的环境中完成。时间为 2017 年 2 月。

本研究遵循科学研究的伦理原则。研究结果仅用于本次研究，绝不作为其他任何途径。本研究不会损害医院及护士的任何利益，也不会侵犯任何个人的隐私权。

恳请贵院准许为盼！

马维莉 收集资料
2017.2.27

研究者：马维莉
泰国清迈大学护理学院
2017 年 2 月 23 日

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Faculty of Nursing
Chiang Mai University

Ref.No. ๕๙๓(๗)/๙๔๘



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Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

Allowed
Li Jun
2017.2.27

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研究者：马维莉

泰国清迈大学护理学院

2017 年 2 月 23 日

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Faculty of Nursing

Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 6593(7)/937

Mrs. Li Ru Tian,
Director of Nursing Department
The First People's Hospital of Dali,
the People's Republic of China

February ๘, 2017

Dear Mrs. Li Ru Tian,

Regarding Miss. Ma Wei Li, Code 581235803, a student in the Master program at the Faculty of Nursing, Chiang Mai University, her thesis on "Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China" has been approved. Assistant Professor Dr. Treeyaphan Supamane and Assistant Professor Dr. Bunpitcha Chitpakdee are her thesis advisors. She would like to collect data from nurses in the First People's Hospital of Dali for 20 cases in February 2017 by using Demographic Data Form, Wong and Law Emotional Intelligence Scale and HSE Management Standards Indicator Tool. The result from this process will be used to test the quality of the instruments.

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Yours sincerely,

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Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

Allowed
Li Ru Tian



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尊敬的大理市第一人民医院护理部李如钿主任：

您好！

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研究者：马维莉

泰国清迈大学护理学院

2017 年 2 月 23 日

同意收集资料

护理部 李如钿

2017.2.27

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Faculty of Nursing
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Ref. No. 6593(7)/944



Mrs. Li Ru Tian,
Director of Nursing Department
The First People's Hospital of Dali,
the People's Republic of China

คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

February 8, 2017

Dear Mrs. Li Ru Tian,

Regarding Miss. Ma Wei Li, Code 581235803, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China" has been approved. Assistant Professor Dr. Treeyaphan Supamane and Assistant Professor Dr. Bunpitcha Chitpakdee are her thesis advisors. She would like to collect data from nurses in the First People's Hospital of Dali for 218 cases during February to March, 2017 by using Demographic Data Form, Wong and Law Emotional Intelligence Scale and HSE Management Standards Indicator Tool as her structural questionnaires. The data will be used for the thesis as aforementioned.

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Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

Allowed
Li Ru Tian
2017年2月27日

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研究者：马维莉
泰国清迈大学护理学院
2017 年 2 月 23 日

同意收集资料。
李如钿
大理市第一人民医院
护理部
2017.2.27

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Faculty of Nursing
Chiang Mai University

Ref.No. ๕๙๓(๗)/๙๔๔



Mr. Chen Kang Wen,
Director of Hospital
The Second People's Hospital of Dali,
the People's Republic of China

February ๔ , 2017

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มหาวิทยาลัยเชียงใหม่

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马维莉



研究者：马维莉

泰国清迈大学护理学院

2017 年 2 月 23 日

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Faculty of Nursing

Chiang Mai University

Ref.No. 6593(7)/942



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February ๙, 2017

Dear Mrs. Liu Yong Fen,

Regarding Miss. Ma Wei Li, Code 581235803, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China" has been approved. Assistant Professor Dr. Treeyaphan Supamane and Assistant Professor Dr. Bunpitcha Chitpakdee are her thesis advisors. She would like to collect data from nurses in the Second People's Hospital of Dali for 90 cases during February to March, 2017 by using Demographic Data Form, Wong and Law Emotional Intelligence Scale and HSE Management Standards Indicator Tool as her structural questionnaires. The data will be used for the thesis as aforementioned.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to inform you regarding the data collection from this place for this thesis and it will be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.



๒๐๑๗๐๒๒๙

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护理研究资料收集申请书

尊敬的大理市第二人民医院护理部刘永芬主任：

您好！

我叫马维莉，现在泰国清迈大学护理学院攻读护理管理硕士学位。作为研究生课程内容的一部分，目前我正在进行关于“中国大理市人民医院护士的情绪智力和工作相关压力”的课题研究。该课题需要在贵院的内科，外科，妇产科，儿科，重症监护室，急诊科，手术室和门诊的护士间收集资料。将用个人基本信息、黄氏和罗氏情绪智力量表、工作相关压力的指示工具三部分问卷进行调查。用随机抽样的方法在贵院共抽取 90 名工作满一年的临床护士。该问卷需要护士利用业余时间 10-20 分钟，在轻松舒适和无压力的环境中完成，两个星期内收回，时间为 2017 年 2 月到 3 月。

本研究遵循科学研究的伦理原则。研究结果仅用于本次研究，绝不作为其他任何途径。本研究不会损害医院及护士的任何利益，也不会侵犯任何个人的隐私权。

恳请贵院准许为盼！

同意收集资料

刘永芬
2017年2月24日

研究者：马维莉

泰国清迈大学护理学院

2017 年 2 月 23 日

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APPENDIX M

Permission Letter of Experts

Faculty of Nursing

Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 693(7)/940

International Coordinator
Faculty of Nursing
Chiang Mai University

February 8, 2017

Dear Ms. Marisa

Regarding Miss Ma Wei Li, Code 581235803, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Emotional Intelligence and Work-related Stress of Nurses in the People's Hospitals of Dali, the People's Republic of China" has been approved. Assistant Professor Dr. Treeyaphan Supamanee and Assistant Professor Dr. Bunpitcha Chitpakdee are her thesis advisors. She would like to invite you to be the expert to compare the equivalent of instruments (translated English version and original English version).

The Faculty of Nursing, Chiang Mai University would like to invite you as the expert to compare the equivalent of instruments (translated English version and original English version) in order to be beneficial for the student's research.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

I accept the invitation to compare research instrument

Address

110 Inthavaroros Road, Sriphum, Muang, Chiang Mai, 50200, Thailand
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APPENDIX N

Permission to Use Instrument (WLEIS) and Permission to Use Instrument (HSE Management Standard Indicator Tool)

Permission to Use Instrument (WLEIS)

From: Wong Chi Sum (wongcs@cuhk.edu.hk)

To: Ma Wei Li (maweili0932@gmail.com)

Date: Mon, Aug 15, 2016 at 8:26

Dear Wei Li,

Sure. So far as you are using the scale for non-profit making research projects, feel free to use it. In case you do not have the references, attached are the papers reporting its development and validation. Items are reported in the appendix of the papers. Good luck to your study.

Regards,

C.S. Wong

Dept. of Management

The Chinese University of Hong Kong

-----Original Message-----

From: Ma Wei Li (maweili0932@gmail.com)

To: Wong Chi Sum (wongcs@cuhk.edu.hk)

Date: Sun, Aug 14, 2016 at 7:36 PM

Subject: Ask for permission to use Wong and Law Emotional Intelligence Scale

Dear Professor Wong Chi Sum:

I am the graduate student who study in the Faculty of Nursing, Chiang Mai University. I want to study the relationship between emotional intelligence and job performance among nurses in tertiary hospital, Dali as my master thesis. So I want to use your instrument (Wong and Law Emotional Intelligence Scale) to analysis the level of emotional intelligence among nurses. Could I get your permission?

Ma Wei Li

**Permission to Use Instrument
(HSE Management Standard Indicator Tool)**

From: Simon Webster (Simon.Webster@hse.gov.uk)

To: Ma Wei Li (maweili0932@gmail.com)

Date: Tue, Nov 1, 2016 at 4:19 PM

Good morning

I can respond on behalf of HSE. Our indicator tools are free for anyone to use and are available at the following link on the Health and Safety Executive website:

<http://www.hse.gov.uk/stress/standards/downloads.htm>

Best wishes

Simon Webster

Senior Statistician

Health and Safety Executive

-----Original Message-----

From: Ma Wei Li (maweili0932@gmail.com)

To: simon.webster@hse.gov.uk

Date: Tue, Nov 1, 2016 at 12:20 AM

Subject: ask for permission to use HSE Management Standard Work-related Stress Indicator Tool

Dear Professor,

I am a graduate student study in the Faculty of Nursing, Chiang Mai University. I am a nurse from Chinese hospital. And now I am conducting the graduate thesis named “emotional intelligence and work-related stress among nurses in Dali, Yunnan province, the People’s Republic of China”. I would like use the HSE Management Standards Indicator Tool to measure the work-related stress among nurses, but I don’t know how to connect with HSE for getting the permission for using the instrument. Thank you very much.

Ma Wei Li

APPENDIX O

Mean and SD of Each Item of EI

Each item of EI	Mean	SD
<i>Self-emotion appraisal (SEA)</i>		
1. I have a good sense of why I have certain feelings most of the time.	4.98	1.74
2. I have good understanding of my own emotions.	5.06	1.70
3. I really understand what I feel.	5.04	1.68
4. I always know whether or not I am happy.	5.33	1.72
<i>Others' emotion appraisal (OEA)</i>		
5. I always know my friends' emotions from their behavior.	4.61	1.64
6. I am a good observer of others' emotions.	4.42	1.66
7. I am sensitive to the feelings and emotions of others.	4.26	1.65
8. I have good understanding of the emotions of people around me.	4.15	1.57
<i>Use of emotion (UOE)</i>		
9. I always set goals for myself and then try my best to achieve them.	4.49	1.67
10. I always tell myself I am a competent person.	4.19	1.70
11. I am a self-motivated person.	4.44	1.69
12. I would always encourage myself to try my best.	4.71	1.71
<i>Regulation of emotion (ROE)</i>		
13. I am able to control my temper and handle difficulties rationally.	4.42	1.72
14. I am quite capable of controlling my own emotions.	4.33	1.68
15. I can always calm down quickly when I am very angry.	4.22	1.67
16. I have good control of my own emotions.	4.11	1.67

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APPENDIX P

Mean and SD of Each Item of WRS

Each item of WRS	Mean	SD
<i>Demands</i>		
3. Different groups at work demand things from me that are hard to combine.	3.31	1.17
6. I have unachievable deadlines.	3.27	1.28
9. I have to work very intensively.	2.44	1.45
12. I have to neglect some tasks because I have too much to do.	3.37	1.12
16. I am unable to take sufficient breaks.	2.86	1.31
18. I am pressured to work long hours.	3.36	1.36
20. I have to work very fast.	2.14	1.66
22. I have unrealistic time pressures.	3.23	1.30
<i>Control</i>		
2. I can decide when to take a break.	3.10	1.32
10. I have a say in my own work speed.	3.64	1.25
15. I have a choice in deciding how I do my work.	3.55	1.30
19. I have a choice in deciding what I do at work.	2.57	1.46
25. I have some say over the way I work.	3.52	1.07
30. My working time can be flexible.	3.32	1.20
<i>Managerial support</i>		
8. I am given supportive feedback on the work I do.	3.62	1.05
23. I can rely on my line manager to help me out with a work problem.	3.08	1.28
29. I can talk to my line manager about something that has upset or annoyed me about work.	3.53	1.03
33. I am supported through emotionally demanding work.	3.47	1.07
35. My line manager encourages me at work.	3.57	0.99

Each item of WRS	Mean	SD
<i>Peer support</i>		
7. If work gets difficult, my colleagues will help me.	3.93	1.03
24. I get help and support I need from colleagues.	3.92	0.90
27. I receive the respect at work I deserve from my colleagues.	3.99	0.89
31. My colleagues are willing to listen to my work-related problems.	3.82	0.96
<i>Relationships</i>		
5. I am subject to personal harassment in the form of unkind words or behavior.	3.46	1.22
14. There is friction or anger between colleagues.	3.67	1.21
21. I am subject to bullying at work.	3.95	1.32
34. Relationships at work are strained.	3.36	1.24
<i>Role</i>		
1. I am clear what is expected of me at work.	4.52	0.90
4. I know how to go about getting my job done.	4.37	0.90
11. I am clear what my duties and responsibilities are.	4.34	0.99
13. I am clear about the goals and objectives for my department.	4.25	0.98
17. I understand how my work fits into the overall aim of the organization.	4.01	1.04
<i>Change</i>		
26. I have sufficient opportunities to question managers about change at work.	3.54	1.10
28. Staff is always consulted about change at work.	3.67	0.98
32. When changes are made at work, I am clear how they will work out in practice.	3.71	0.95

APPENDIX Q

Number of Population and Sample Size in each Department of People's Hospitals of Dali

Department	First People's Hospital of Dali		Second People's Hospital of Dali		Total sample
	Population	Sample	Population	Sample	
Medical	153	67	45	18	85
Surgical	118	52	68	28	80
OB-GYN	46	20	22	9	29
Pediatric	49	21	17	7	28
ICU	14	6	8	3	9
ER	28	12	14	6	18
OR	31	14	15	6	20
OPD	58	26	33	13	39
Total	497	218	222	90	308

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CURRICULUM VITAE

Name Ms. Ma Wei Li

Date of Birth August 30, 1989

Educational Background

2008-2013 Bachelor Degree in Nursing Science
Kunming Medical University, Yunnan,
China

Professional Experiences

July 2014-2015 Junior Nurse in Emergency Department
of the First Affiliated Hospital of Dali University,
China



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