CHAPTER 5

Conclusions, Implicstions and Recommendations

In this chapter, the conclusion of the study is presented first, followed by recommendations for nursing administration and further research.

Conclusion

The purpose of this descriptive correlation research was to explore the level of emotional intelligence and work-related stress, and to investigate their relationship of nurses in the People's Hospitals of Dali, the People's Republic of China. Data was collected in March, 2017 at two People's Hospitals of Dali. The subjects were 273 nurses from two People's Hospitals. The instrument used for data collection was a questionnaire including: Demographic Data Form, the Wong and Law Emotional Intelligence Scale, and the HSE Management Standards Work-related Stress Indicator Tool. The Cronbach's alpha coefficient of Wong and Law Emotional Intelligence Scale was 0.91 and HSE Management Standards Work-related Stress Indicator Tool was 0.80. Data were analyzed using descriptive statistics and Spearman's rank-order correlation. The results are presented as follows:

1. The overall emotional intelligence of nurses was at a moderate level ($\overline{x}$ = 4.55, SD = 1.44). Regarding each dimension, self-emotion appraisal was at a high level ($\overline{x}$ = 5.10, SD = 1.60). Others' emotion appraisal, regulation of emotion, and use of emotion were at a moderate level ($\overline{x}$ = 4.36, 4.27, 4.46; SD = 1.53, 1.59, 1.56 respectively).

2. The overall work-related stress of nurses was at a moderate level ($\overline{x}$ = 3.60, SD = 0.45). Regarding each dimension, five dimensions of demands, control, managerial support, relationships and change were at a moderate level ($\overline{x}$ = 3.00, 3.29, 3.46, 3.67, 3.64; SD = 0.94, 0.97, 0.87, 1.08, 0.89 respectively). The dimensions of peer support and role were at a low level ($\overline{x}$ = 3.91, 4.30; SD = 0.83, 0.82 respectively).

3.   There was a weak negative correlation between nurses' emotional intelligence and work-related stress (r = -0.13, p < 0.01).

Implications

The results of this study provide informations about emotional intelligence and work-related stress of nurses in the People's Hospitals of Dali, the People's Republic of China. The implications of this study for nursing administrators as follow:

1. Nurse administrators could use the results of this study as baseline information to develop and conduct training program of emotional intelligence to enhance nurses' emotional intelligence that help nurses reduce work-related stress in the nursing organization.

2. Nursing administrators could use the results of this study as baseline information to provide more managerial support and encourage nurses participant in hospital's organization change, which could help nurses decrease work-related stress.

Recommendations

The recommendations for further research are as follows:

1.   Nurses' work-related stress needs to be studied with related factors, such as age, gender, and educational level in the further research.

2. Conduct the study to identify if emotional intelligence can be a predicting factor of work-related stress among nurses.

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