The effects of emotional labor and emotional intelligence on burnout among psychological nurses

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Abstract The objective of this study was to identify the effects of emotional intelligence and emotional labor on the burnout among psychological nurses. The subjects of this study were the psychological nurses working at 5 mental hospitals in C & D city. The self-reported questionnaires were administered to 200 psychological nurses and data were analyzed with SPSS 19.0. Results were followed: First, burnout the subjects showed significant differences according to age and job satisfaction. Second, there was a negative correlation between burnout and emotional intelligence, there was positive correlation between burnout and emotional labor. Third, significant explanatory variables of burnout were emotional intelligence, emotional labor, job satisfaction, and experience of move unit. Explanatory power of burnout was 36.5% on psychological nurses. The findings suggested that the intervention program of burnout should be developed in order to improve psychological support, manage emotional intelligence and reduce emotional labor among psychological nurses.

Keywords: Emotional intelligence, Emotional labor, Burnout

1 Introduction

Psychological nurses have much work such as counseling, therapeutic activities, and education which requires high level expertise compared to nurses in general wards. Also, psychological nurses are experienced tension and burnout because of frequent recurrence of patients, psychological emergencies such as suicide or violence [1]. Burnout is a exhausted status in which negative effect is given to individuals and the whole organization, and applies as factor to hinder nursing quality [2][3]. Burnouts are experienced when emotional labor increases [3][4][5] and emotional intelligence decreases[3][5].

A few previous researches on burnout, emotional labor, and emotional intelligence subject to nurses exist[3][5], but there are not many researches subject to psychological nurses who have more emotional labor compared to other wards. Therefore in this study, effects of emotional labor and emotional intelligence on burnout among psychological nurses were investigated to prevent burnout among psychological nurses and provide basic data for mediation programs.
2 Research Method

A survey questionnaire was conducted with 200 psychological nurses working at 5 mental hospitals in C & D city. Before the survey was conducted, the participants were informed of the purpose of the study, and their anonymity and voluntary participation. For emotional intelligence, the tool developed by Wong & Law [6] and adapted by Lim [7] was used. For emotional labor, the tool developed by Morris & Feldman [2] and adapted by Kim [8] was used. For mental burnout, the tool developed by Maslash & Jackson [9] and adapted by Choi & Jeong [10] was used. Collected data were analyzed with the SPSS 19.0 (SPSS Inc., IL, USA) program.

3 Research Results

3.1 General characteristics

Females were the majority in the 180 subjects (90%) and 40s were the majority in the 81 subjects (40.5%). 158 subjects (79.0%) were married and most were Christians with 73 subjects (36.5%). 94 subjects graduated University (47.0%) and there were 151 ordinary nurses (75.5%). 123 subjects had 51-100 patients (61.5%) and 112 subjects had 5 or less number of nurses (56.0%). 62 subjects had career of 11-20 years (31.0%), 61 subjects had career of 21-31 years (30.5%), and 151 subjects had shifts for work (75.5%). 193 subjects had 8 working hours and 106 subjects answered that they were satisfied (53.0%). 126 subjects had experience of transfer (63.0%) and 132 subjects have transferred wards (66.0%)

3.2 Emotional Intelligence, Emotional Labor, and Burnout among Psychological Nurses

Average of items of emotional intelligence was 4.9 (0.74) and emotional labor showed average of 3.0 (0.57). Burnout was shown to be 3.0 (0.83)

3.3 Difference of Burnout According to General Characteristics of Psychological Nurses

Emotional intelligence varied depending on age (F=3.73, p=.012), education (F=3.58, p=.015), working career (F=4.43, p=.005), and job satisfaction (F=5.21, p=.002). Emotional labor varied depending on age (F=7.15, p=.001), number of patients (F=5.94, p=.003), and working hours (F=6.59, p=.011).
3.4 Relation between Emotional Intelligence, Emotional Labor, and Burnout among Psychological Nurses

Burnout showed significantly negative correlation with emotional intelligence by \(-.40(<.001)\) and showed significantly positive correlation with emotional labor by \(.43(<.001)\).

<table>
<thead>
<tr>
<th>Variables</th>
<th>Psychological Burnout</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Intelligence</td>
<td>-.40(&lt;.001)</td>
</tr>
<tr>
<td>Self emotion appraisal</td>
<td>-.23(.001)</td>
</tr>
<tr>
<td>Other's emotion appraisal</td>
<td>-.30(&lt;.001)</td>
</tr>
<tr>
<td>Use of emotion</td>
<td>-.30(&lt;.001)</td>
</tr>
<tr>
<td>Regulation of emotion</td>
<td>-.37(&lt;.001)</td>
</tr>
<tr>
<td>Emotional Labor</td>
<td>.43(&lt;.001)</td>
</tr>
<tr>
<td>Frequency of emotional display</td>
<td>.21(.003)</td>
</tr>
<tr>
<td>Attentiveness to required display rules</td>
<td>.40(&lt;.001)</td>
</tr>
<tr>
<td>Emotional dissonance</td>
<td>.46(&lt;.001)</td>
</tr>
</tbody>
</table>

3.5 Factors Influencing Burnout

Emotional intelligence ($\beta=-.31, p<.001$), emotional labor($\beta=.37, p<.001$), job satisfaction($\beta=-.20, p=.003$) and experience of department transfer($\beta=-.12, p=.044$).

<table>
<thead>
<tr>
<th>Variables</th>
<th>$\beta$</th>
<th>t</th>
<th>p</th>
<th>Adj.R$^2$</th>
<th>F(p)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Intelligence</td>
<td>-.319</td>
<td>-4.853</td>
<td>&lt;.001</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emotional Labor</td>
<td>.378</td>
<td>5.914</td>
<td>&lt;.001</td>
<td>36.5</td>
<td>&lt;.001</td>
</tr>
<tr>
<td>Job satisfaction</td>
<td>.201</td>
<td>3.057</td>
<td>.003</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience of move unit</td>
<td>-.127</td>
<td>-2.026</td>
<td>.044</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4 Evaluation and conclusion

This study identifies the factors that influence burnout in psychological nurses, thereby providing fundamental data on burnout management program. As result of this study, burnout varied depending on age and job satisfaction. According to research results by Park[11], age and work stress were factors influencing burnout. Also, it was said in research by June & Byun[12] and Han[13] that negative influence is applied on job satisfaction if work stress and work intensity is high in which burnout increases. As result of this study, burnout had negative relation with emotional intelligence and positive relation with emotional labor. This is identical to the research results by Ahn, Yea & Yeum[3] and Kim et al.[14] claiming that emotional intelligence has positive influence on reduction of burnout and that emotional labor has negative influence on reduction of burnout in which work demand and emotional labor must be decreased to reduce burnout of nurses while work resources and emotional intelligence are increased. In this study, burnout reduction programs considering general characteristics suggested in this study are demanded in the psychological nurses.

References