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The Impact of Emotional Intelligence on Occupational Stress
(A diversity based study with special reference government hospital nurses in Sri Lanka)

This dissertation is submitted as a partial fulfillment of the degree of Bachelor of Business Management in Entrepreneurship and Management

Index number: UWU/EX/12/0207

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Year 2016

ABSTRACT

Occupational stress has been identified as one of the critical problem in health care industry in Sri Lanka. According to the current context of health care industry in Sri Lanka, minimizing the level of occupational stress is considered as one of the major issues since, the health care industry's performance effectively affect the state population health situation and economic development.in order to minimize the level of occupational stress in health care industry, emotional intelligence has been identified as one of the important factors. Accordingly, the purpose of the study is to investigate the relationship between occupational stress and emotional intelligence of government hospital nurses in Sri Lanka. Further, study also aimed to identify the variation of occupational stress and emotional intelligence based on the age, gender and marital status of nurses. Besides, this study focused on two types of emotional namely personal competencies and social competencies. The stratified random sampling method was used to collect data from 150 nurses in Colombo District Government Hospitals. Hence, the self-administrated questionnaire was used to collect primary data. Descriptive analysis, Pearson correlation, Hierarchical regression and one way ANOVA method were used to analyze the data. The result of correlation analysis revealed that there is a strong negative relationship between personal competencies and occupational stress while there is a strong negative relationship between social competencies and occupational stress. Further one way ANOVA test and hierarchical multiple regression analysis investigation shown that there is a significant differences in emotional intelligence and occupational stress of nurses in term of age, gender and marital status. Finally study suggested to management that paying more attention on nurses emotional intelligence will help to change the level of occupational stress.

Key word – *Occupational stress, Emotional intelligence, Personal competencies, Social competencies*