

# Emotional Intelligence, Social Support And Psychological Well-Being Among Nurses In Guilin Medical University: Basis For Health And Wellness Program

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*Abstract* — This study aimed to explore the extent of emotional intelligence, social support, and psychological well-being among nurses in Guilin Medical University, with the objective of providing a basis for the development of a comprehensive health and wellness program tailored to their specific needs. This correlational quantitative research utilized a structured questionnaire to collect data from a sample of nurses working in various departments of the medical university.

The results revealed that the nurses exhibited fair levels of emotional intelligence, while their psychological well-being and peer support were rated as fair. Furthermore, the study examined the influence of various demographic factors on the nurses' well-being. The analysis indicated that age, gender, and civil status did not exhibit any significant relationships with psychological, emotional, or social support. However, civil status demonstrated a significant association with emotional and social support. Moreover, educational attainment exhibited a significant relationship with psychological, emotional, and social support. Additionally, years of experience displayed a significant association with emotional intelligence, but not with psychological well-being or social support. Importantly, the findings highlight a prevalent issue within the nursing profession, as the majority of nurses reported facing challenges due to an unsupportive working environment, leading to decreased performance and job satisfaction. These results underscore the need for interventions and support systems targeting emotional intelligence enhancement, as well as addressing the work environment to promote the well-being and job satisfaction of nurses.

Based on the study's findings, a health and wellness program specifically designed for nurses in Guilin Medical University is proposed. The program integrates strategies to enhance emotional intelligence, foster a supportive work environment, and promote overall psychological well-being. By implementing the proposed health and wellness program, Guilin Medical University can support and nurture its nursing staff, ultimately enhancing their job satisfaction and overall quality of care provided to patients.

*Keywords* — *Extent Of Emotional Intelligence; Social Support; Psychological Well-Being*

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## I. Introduction

In China, depression is among the most prevalent mental illnesses, and it can have a significant negative influence on a person's ability to function and their overall quality of life. Nursing professionals are considered to be among the occupational groups with the highest risk of acquiring depression because of the specific working conditions they face. As a result of the inadequate availability of Nursing resources in China (Xie, et al., 2020).

During the years 2017 and 2016, there were a total of 46 occurrences of nurses killing themselves that were documented or published. The number of females who committed suicide accounts for 98% of these 46 occurrences. The majority of suicidal acts were committed by nurses between the ages of 18 and 50. The act of jumping from a structure became the most prevailing way of suicide. Hospitals reported greater ratio of nurse suicide than other types of hospitals (Zeng, et al., 2018).

Due to the fact that there had been relatively little research done on nurses, the researcher decided to investigate the Emotional Intelligence, perceived support from society, and mental health of nurses attending Guilin Medical University. To find out whether or not there is a significant connection among the levels of emotional intelligence, or the sense of social support, and the mental health of Nursing staff and to acquire deeper awareness of the impact of interpersonal skills on the mental health of nurses while they are at work. This is essential as a deeper comprehension of the factors that influence could allow the development of techniques, and it could offer significant information to the management of this organization regarding the management of their employees, particularly in the area of human resources management.

It specifically sought to address the following questions:

1. How is the level of emotional intelligence of the nurses described?
2. How is the level of the nurses' perceived social support described?
3. How is the level of psychological well-being of the nurses described?
4. Are there a significant relationship between and among the profile of the nurses and their levels of emotional intelligence, their perceived social support and their psychological well-being?
5. What are the problems encountered by the nurses?
6. What health and wellness program may be proposed based on the findings?
7. What is the implication of the study to the Nursing practice?

## **Literature Review**

### **Emotional Intelligence**

According to Perloff (2022), emotional intelligence (EI) is a collection of skills that describe the range of individual thoughts and feelings and their knowledge. In addition, emotional intelligence (EI) can be described as having the ability for acquiring and transferring feelings merging emotions with thoughts in logic, understanding, and logic, and also having self-control over how one feels.

The concept of emotional intelligence emerged in the 1990's as a result of research into concepts, feelings, and capabilities. Its conceptualization has evolved significantly in the last twenty years. Nevertheless, its meaning and application remain obscure, regardless of the fact that it has been an extensively regarded idea in fields such as business, teaching, and administration (Abdi et al., 2021). In addition, emotional intelligence describes an individual's ability to control and regulate one's own feelings as well as interact with other people. Madsen & Harris (2021) first introduced the concept of EI and incorporated it into their influential theory referred to as social intelligence. An individual's ability to deal with wise relationships between other people was hypothesized to be a component of their level of social intelligence.

### **Perceived Social Support**

The concept of receiving care from other people and possessing a trustworthy community to whom one can turn when necessary is referred to as peer support. This concept can apply to both everyday life and emergency situations. It comes from a variety of sources, including friends, relatives, and influential people in the community. According to Teoman (2015), social support is defined as the frequency of supportive actions provided by other people. As a result, it is possible to understand social assistance as an individual's perception of being assisted. In addition, there are many different kinds of support, including mental, physical, evaluative, and instructional help.

According to Cahuas, et al., (2022), social support is an important factor to be examined since it can act as a buffer against life stressors and promote health and wellness. The assessment of resources obtained in a given scenario and their felt suitability and satisfaction is referred to as perceived social support. It is the sensation of being regarded, trusted, cared about, and cherished by others in one's life. These circumstances may result in a decrease in psychological wellbeing. On the other hand, social support has been linked to general happiness in social interactions and health.

### **Psychological Wellbeing**

In plain terminology, wellbeing could be defined as evaluating life in a positive way and feeling positive; wellbeing refers to "the extent to which the individual experiences a healthy mind and body"; and wellbeing is concerned with an individual's positive feeling, life point of view, and life satisfaction (Landa et al. 2015).

A study was conducted by Malinauskas (2020), according to the findings of this study, a part of the continuous association between EI and well-being is influenced by one's perception of the support that they receive from others. To be more precise, perceived stress does not act as a moderator of the longitudinal connection involving EI and well-being.

Various researchers will benefit from the findings of this study since they will serve as a foundation for future research. This study will be used by academics to evaluate the emotional intelligence and psychological wellbeing of nurses. It will provide empirical evidence for the

researchers to employ in their research. By bridging the gaps in the nurses' wellbeing research in general, the study will add to the corpus of knowledge in the Nursing discipline. It will be extremely useful to both the hospital under investigation and other medical institutions.

## II. Methodology

This study was carried out using a quantitative descriptive correlational design. Correlational study aims to establish correlations among multiple variables that are part of a single sample, or multiple variables that are the same yet belong to two separate groups (Leedy & Ormrod, 2015).

According to Fraenkel and Wallen (2016), this approach tries to examine and characterize existing correlations between variables.

The researcher used random sampling design to draw the required nurses of the study using Cochran formula sample size determination. In measuring the number of samples in this study, the researcher calculated the sample's size using the Raosoft® Sample Size Analyzer. Nwachukwu (2015) acknowledged Raosoft®'s proficiency in determining the number of samples because it takes into account the margin of error, the level of confidence, and the response spread. This program also displayed the margin of error for different sample sizes. The investigator considered a 5% margin of error and a 95% level of confidence. Only 260 of the 900 registered nurses at Guilin Medical University took part in this study.

## III. Results and Discussion

### 1. Level of Emotional Intelligence of the Nurses

**Table 1 shows the level of the Emotional Intelligence of Nurses.**

**Table 1**

**Level Emotional Intelligence of Nurses**

Situation/s	Mean	Verbal Description
When I am faced with a challenge, I give up because I believe I will fail.	3.32	Satisfactory
I find it hard to understand the non-verbal messages of other people.	3.22	Satisfactory
It is difficult for me to understand why people feel the way they do.	3.09	Satisfactory
I know what other people are feeling just by looking at them.	2.97	Satisfactory
I arrange events others enjoy.	2.81	Satisfactory
When another person tells me about an important event in his or her life, I almost feel as though I have experienced this event myself.	2.50	Satisfactory
Other people find it easy to confide in me.	2.49	Fair
I am aware of the non-verbal messages I send to others.	2.43	Fair
I have control over my emotions.	2.42	Fair
When my mood changes, I see new possibilities.	2.39	Fair

I like to share my emotions with others.	2.38	Fair
I know when to speak about my personal problems to others.	2.37	Fair
Emotions are one of the things that make my life worth living.	2.37	Fair
I help other people feel better when they are down.	2.37	Fair
When I feel a change in emotions, I tend to come up with new ideas.	2.36	Fair
Some of the major events of my life have led me to re-evaluate what is important and not important.	2.28	Fair
I am aware of the non-verbal messages other people send.	2.28	Fair
I can tell how people are feeling by listening to the tone of their voice.	2.27	Fair
When I am faced with obstacles, I remember the times I faced similar obstacles and overcame them.	2.26	Fair
When I am in a positive mood, I am able to come up with new ideas.	2.26	Fair
By looking at their facial expressions, I recognize the emotions people are experiencing.	2.24	Fair
I use good moods to help myself keep trying in the face of obstacles.	2.24	Fair
When I experience a positive emotion, I know how to make it last.	2.22	Fair
I present myself in a way that makes a good impression on others.	2.22	Fair
I motivate myself by imagining a good outcome to tasks I take on.	2.22	Fair
When I am in a positive mood, solving problems is easy for me.	2.18	Fair
I know why my emotions change.	2.16	Fair
I easily recognize my emotions as I experience them.	2.16	Fair
I am aware of my emotions as I experience them.	2.14	Fair
I expect that I will do well on most things I try.	2.09	Fair
I seek out activities that make me happy.	2.06	Fair
I compliment others when they have done something well.	1.95	Fair
I expect good things to happen.	1.74	Fair
Overall Mean	2.38	Fair

Legend: 4.50 - 5.00 *Outstanding*, 3.50 - 4.49 *Very Satisfactory*, 2.50 - 3.49 *Satisfactory*, 1.50 - 2.49 *Fair*, 1.00 - 1.49 *Poor*

Table 1 exhibits that the level of the Emotional Intelligence of the nurses gained a grand mean of 2.38 with a verbal description of “Fair”. Based on the result, the statement that when the nurses are facing a challenge, they give up because they believe they will fail got the highest mean of 3.32 with a verbal description as “Satisfactory”.

## 2. Level of Psychological Well-being of the Nurses

Table 2 shows the level of psychological well-being of the nurses.

**Table 2 Level of Psychological Well-Being of The Nurses**

Situation	Mean	Verbal Description
"Maintaining close relationships has been difficult and frustrating for me."	3.47	Satisfactory
"I live life one day at a time and don't really think about the future."	3.46	Satisfactory
"I have not experienced many warm and trusting relationships with others."	3.46	Satisfactory
"In many ways I feel disappointed about my achievements in life."	3.42	Satisfactory
"The demands of everyday life often get me down."	3.25	Satisfactory
"I sometimes feel as if I've done all there is to do in life."	3.22	Satisfactory
"I gave up trying to make big improvements or changes in my life a long time ago"	3.07	Satisfactory
"I tend to be influenced by people with strong opinions"	2.89	Satisfactory
"In general, I feel I am in charge of the situation in which I live."	2.70	Satisfactory
"I have confidence in my own opinions, even if they are different from the way most other people think."	2.56	Satisfactory
"When I look at the story of my life, I am pleased with how things have turned out so far."	2.43	Fair
"Some people wander aimlessly through life, but I am not one of them."	2.36	Fair
"I am good at managing the responsibilities of daily life."	2.33	Fair
"I judge myself by what I think is important, not by the values of what others think is important."	2.33	Fair
"People would describe me as a giving person, willing to share my time with others."	2.32	Fair
"I like most parts of my personality."	2.11	Fair
"I think it is important to have new experiences that challenge how I think about myself and the world."	1.96	Fair
"For me, life has been a continuous process of learning, changing, and growth."	1.92	Fair
Overall Mean	2.74	Satisfactory

Legend: 4.50 - 5.00 Outstanding, 3.50 - 4.49 Very Satisfactory, 2.50 - 3.49 Satisfactory, 1.50 - 2.49 Fair, 1.00 - 1.49 Poor.

Table 2 exhibits that the level of the psychological well-being of the nurses gained a grand mean of 2.74 with a verbal description of "Satisfactory". Based on the result, the statement that the maintaining close relationships has been difficult and frustrating for the got the highest mean of 3.47 with a verbal description as "Satisfactory".

### 3.Levels of the Nurses’ Perceived Social Support

Table 3 shows the level of the perceived social support of nurses.

**Table 3 Perceived Social Support of Nurses**

Situation	Mean	Verbal Description
People hang in my room or apartment during the day or in the evening.	3.53	Very Satisfactory
I know someone who would loan me money so I could go away for the weekend.	3.49	Satisfactory
I hang out in a friend’s room or apartment quite a lot.	3.36	Satisfactory
I know someone who would loan me money to help pay my expenses.	3.31	Satisfactory
I have friends who would comfort me by showing some physical affection.	3.00	Satisfactory
I can get a date who I enjoy spending time with whenever I want.	2.93	Satisfactory
I usually spend two evenings on the weekend doing something with others.	2.90	Satisfactory
If I decided at dinner time to take a break and go to a movie, I could easily find someone to go with me.	2.85	Satisfactory
There are people at my workplace or in town who I regularly run with, exercise with, or play sports with.	2.65	Satisfactory
I am often get invited to do things with other people.	2.65	Satisfactory
Lately, if I feel lonely, like to have someone to reach out to.	2.63	Satisfactory
If I need it, my family will provide me with an allowance.	2.62	Satisfactory
I know someone at my workplace or in town who would bring my meals to my room or apartment if I were sick.	2.60	Satisfactory
I know someone who I see or talk to often with whom I would feel perfectly comfortable talking to about problems I might have budgeted my time between work and my social life.	2.59	Satisfactory
I belong to a group at my workplace or in town that meets regularly or does thing together regularly.	2.54	Satisfactory
I talk to a member of my family at least once a week.	2.52	Satisfactory
I know someone who I see or talk to often with whom I would feel perfectly comfortable talking to about any problems I might have adjusted to work life.	2.51	Satisfactory
I know someone who I see or talk to often with whom I would feel perfectly comfortable talking to about any problems I might have meeting people.	2.49	Fair
I know anyone who would loan money to pay a doctor's bill.	2.46	Fair
Overall Mean	2.82	Satisfactory

Legend: 4.50 - 5.00 Outstanding, 3.50 - 4.49 Very Satisfactory, 2.50 - 3.49 Satisfactory, 1.50 - 2.49 Fair, 1.00 - 1.49 Poor

Table 3 exhibits that the perceived social support of the nurses gained a grand mean of 2.82 with a verbal description of “Satisfactory”. Based on the result, the statement that people hang in their room or apartment during the day or in the evening got the highest mean of 3.53 with a verbal description as “Very Satisfactory”.

#### 4. Correlation between the profile of the nurses and their levels of emotional intelligence, perceive social support and psychological well-being of nurses

Table 4 shows the correlation between age and aspects of well-being of nurses.

**Table 4**  
**Correlation between Age and Aspects of Well-Being of Nurses**

Variables	Pearson <i>r</i>	<i>p</i> -value	Decision	Result
Psychological Well-being	-0.068	0.250	Accept H <sub>0</sub>	Not Significant
Emotional Intelligence	-0.094	0.110	Accept H <sub>0</sub>	Not Significant
Perceived Social Support	-0.087	0.139	Accept H <sub>0</sub>	Not Significant

The data shows that there was no significant relationship found between the age and aspects of well-being of the nurses in terms of psychological, emotional, and social support.

Table 5 shows the correlation between gender and aspects of well-being of nurses.

**Table 5**  
**Correlation between Gender and Aspects of Well-Being of Nurses**

Variables	Pearson <i>r</i>	<i>p</i> -value	Decision	Result
Psychological Well-being	0.052	0.382	Accept H <sub>0</sub>	Not Significant
Emotional Intelligence	-0.054	0.365	Accept H <sub>0</sub>	Not Significant
Perceived Social Support	-0.035	0.558	Accept H <sub>0</sub>	Not Significant

The data shows that there was no significant relationship found between the gender and aspects of well-being of the nurses in terms of psychological, emotional, and social support.

Table 6 shows the correlation between civil status and aspects of well-being of nurses.

**Table 6**  
**Correlation between Civil Status and Aspects of Well-Being of Nurses**

Variables	Pearson <i>r</i>	<i>p</i> -value	Decision	Result
Psychological Well-being	-0.101	0.086	Accept H <sub>0</sub>	Not Significant
Emotional Intelligence	-0.148	0.012	Reject H <sub>0</sub>	Significant
Perceived Social Support	-0.131	0.026	Reject H <sub>0</sub>	Significant

The data shows that there was a significant relationship found between the civil status and aspects of well-being of the nurses in terms of emotional, and social support. On the other hand, there was no significant relationship found between the civil status and aspects of well-being of the nurses in terms of psychological wellbeing.

**Table 7 shows the correlation between years of experience and aspects of well-being of nurses.**

**Table 7 Correlation between Years of Experience and Aspects of Well-Being of Nurses**

Variables	Pearson $r$	$p$ -value	Decision	Result
Psychological Well-being	-0.079	0.183	Accept $H_0$	Not Significant
Emotional Intelligence	-0.117	0.047	Reject $H_0$	Significant
Perceived Social Support	-0.029	0.625	Accept $H_0$	Not Significant

The data shows that there was no significant relationship found between the years of experience and aspects of well-being of the nurses in terms of psychological wellbeing and social support. On the other hand, there was a significant relationship between their years of experience and emotional intelligence.

**Table 8 shows the correlation between educational attainment and aspects of well-being of respondents.**

**Table 8  
Correlation between Educational Attainment and Aspects of Well-Being of Respondents**

Variables	Pearson $r$	$p$ -value	Decision	Result
Psychological Well-being	-0.137	0.020	Reject $H_0$	Significant
Emotional Intelligence	-0.147	0.013	Reject $H_0$	Significant
Perceived Social Support	-0.173	0.003	Reject $H_0$	Significant

The data shows that there was a significant relationship found between the educational attainment and aspects of well-being of the nurses in terms of psychological, emotional, and social support.

## 5. Problems Encountered by the Nurses

**Table 8 shows the Problems Encountered by the nurses.**

**Table 9**

**Problems Encountered by the Nurses**

Situation	F	%
Working environment does not support high performance and job satisfaction	231	80.21
Communication problems with patients or family members	214	74.31
Work performance pressures are evident	204	70.83
Excessive workloads and understaffing	203	70.49
Unsafe or poor physical working conditions	121	42.01
Lack of control over job design or workload	117	40.63
There is a poor relationship problem with the senior staff nurses or top managers	76	26.39
Poor relationship with other members of the healthcare team	76	26.39
Presence of I stigma and discrimination in the workplace	66	22.92
Long, unsocial or inflexible work hours	65	22.57

Based on the findings, majority 231 or 80.21% of the nurses encountered problems because their working environment does not support high performance and job satisfaction.

## Discussion

### Level of Emotional Intelligence of the Nurses

Based on the results, nurses have a fair level of emotional intelligence. It is important to note that owing to the nature of the work that nurses do, it is often necessary for them to possess a certain level of emotional intelligence. This is a requirement of the nursing profession.

It was determined by Codier et al. (2017) that nurses only have average or neutral levels of emotional intelligence. These findings were presented in their study. In this study, the emotional intelligence levels of oncology nurses were analyzed. According to the findings, cancer nurses exhibited a variety of typical emotional intelligence abilities, such as self-awareness, self-regulation, motivation, empathy, and social skills. The findings also suggested that oncology nurses had an above-average level of emotional intelligence.

The findings are further supported by Bahrami, et al., (2016) who noted that an individual's emotional intelligence can be influenced by a wide variety of factors, including personal experiences, upbringing, education, and individual personality features. This finding provides additional support for the findings. Although some nurses may have average or even low levels of

emotional intelligence, there are likely many more who have above average or even exceptional levels of this trait.

In addition, Bahrami et al. (2016) investigated the level of emotional intelligence present in the nursing workforce. The findings demonstrated that nurses, on the whole, have scores that are about average when it comes to emotional intelligence, which suggests that developing one's emotional intelligence is an important component of nursing education and practice. These studies demonstrate that nurses' levels of emotional intelligence can vary, with some demonstrating high levels of emotional intelligence and others demonstrating ordinary levels of emotional intelligence. Emotional intelligence is a skill that can be acquired and advanced via education, training, and personal growth; it is not only restricted by one's career. It is vital to note that emotional intelligence is a skill that can be developed and enhanced through these means.

### **Level of Psychological Well-being of the Nurses**

Based on the results, nurses have a satisfactory level of psychological well-being. This is apparent due to the fact that the nurses disclosed that they are dissatisfied with how things have turned out in their life, that they are not good at managing the obligations of everyday life, that they judge themselves, that they are not a generous person, and that they are not eager to spend their time with other people. In addition to this, they dislike the majority of aspects of their personality, and they are resistant to new experiences, new learning, changes in their lives, and overall development.

Aiken et al. (2022) looked into the connection between the number of nurses on staff and a variety of outcomes, including nurse burnout and discontent with their jobs. It sheds light on how insufficient staffing can contribute to higher levels of stress and lower levels of psychological well-being among nurses.

Moreover, Valenti and Faraci (2021) stated that trauma is something that nurses frequently see and feel firsthand, and this can include the pain and anguish of patients, as well as other traumatic events and even the passing of patients. Having to persistently manage these emotional experiences can have an effect on a person's psychological well-being.

According to Zeidner (2017), nursing can be a tough and stressful career at times due to the nature of the work environment. Nurses typically put in long hours, deal with large patient loads, navigate difficult medical circumstances, and are required to cope with a range of difficult emotions. These variables can lead to heightened levels of stress, which may have an effect on their psychological well-being.

It is essential to note that although this body of research highlights the difficulties encountered by nurses, which have an impact on their psychological well-being, it also places an emphasis on the resiliency and coping methods utilized by a large number of nurses. In addition,

treatments and support systems are being put into place to enhance the physical and mental health of nurses.

### **Levels of the Nurses' Perceived Social Support**

Based on the results, nurses have a satisfactory level of peer support. The finding that nurses have just an average amount of social support is a generalization, and it is possible that this conclusion may not apply to all nurses. It is possible for individuals in any career, including nursing, to have varying levels of social support.

This was further corroborated by the findings of Adyani, et al. (2019), who claimed that nursing is a demanding career that frequently requires long hours, high workloads, and exposure to emotionally taxing situations. These pressures have the potential to negatively impact nurses' well-being and reduce their capacity to participate in social contacts outside of the workplace, leaving nurses with the impression that they have limited access to peer support.

Emotional toll may also affect a person's social support. Talebinejad (2017) found that nurses are constantly exposed to emotionally taxing situations, such as providing care for patients who are terminally sick or nearing the end of their lives. The persistent presence of upsetting circumstances might have a negative impact on their emotional well-being and make it more difficult for them to seek out or keep social support.

Aydin et al. (2017) came to the conclusion that organizational characteristics have the potential to have an effect on the amount of social support that is readily available inside the workplace. It is possible that certain healthcare facilities will not place a high priority on the establishment of a positive working environment or the execution of initiatives designed to foster social support among nurses. It is important to point out that many nurses do have excellent support systems, both personally and professionally, despite the fact that these characteristics may contribute to nurses' perceptions of having a neutral or average level of social support.

According to Ahida et al. (2015), nurses routinely work schedules that can involve working nights, weekends, and even holidays. Because of their erratic schedules, they may find it difficult to participate in social activities or to keep constant relationships, both of which might result in a diminished capacity for social support. In addition, because of the mental and physical demands of their jobs, registered nurses are at an increased risk of experiencing burnout. A state of burnout can result in emotional tiredness and a diminished capacity to maintain social interactions or look for help from others in the community.

#### IV. Conclusion

The following were the conclusions drawn from the study:

1. The level of the emotional intelligence of the nurses was fair.
2. The level of the psychological well-being of the nurses was satisfactory
3. The perceived social support of the nurses was satisfactory.
4. The study found out that there is a significant relationship between certain aspects of the nurses' profiles and their levels of emotional intelligence, perceived social support, and psychological well-being among nurses.
5. Nurses face a multitude of challenges in their professional environment. These challenges include a lack of support for high performance and job satisfaction, communication problems with patients or their family members, work performance pressures, excessive workloads, and understaffing.
6. By implementing a comprehensive Health and Wellness program specifically designed for nurses, healthcare organizations can address the challenges and support their nursing staff.
7. The study of the emotional intelligence perceived social support, and psychological well-being of nurses has significant implications for the practice of nursing. It boosts teamwork and collaboration, decreases burnout, promotes patient safety, and adds to the professional growth of nurses as well as their leadership abilities.

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