

## Dimensions of Emotional Intelligence and its impact on Occupational Stress and Job Commitment

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**Abstract:** Occupational stress is a major threat for many workers. Due to increased workloads, reduction in manpower, excess work time, unsuited work environments, and unscheduled work timings are few of the many causes for stressful working conditions. These are some of the causes of workplace stress and need solutions to alter. In job psychology - job commitment is the individual's psychological attachment to the organization. The groundwork behind many of these studies was to focus on the ways to progress the views of the employees about their work so as they would remain more loyal in their commitment to their organizations. Job commitment discovers work related areas like turnover, job citizenship behaviour, and job performance. Few of these items like role stress, exercising authority, job uncertainty, employability, and division of leadership have shown that combines to a worker's understanding of job commitment. The current study focuses on Corporate Hospitals and their impact on health care at domestic and international levels are massive. Medical care is an enormous business with private sector being most dominant in this industry. The various aspects of health problems have been continuously paid attention and focused on the betterment of human beings as human resources are precious for any country. It is seen from day to day that those who are involved in medical care services themselves are the victim of the stressed-out situation and burnout syndrome. Sufficient care has not been taken to sustain their development and maintain their emotional intelligence level for their benefit as well as for the patients, which will also add to the patient satisfaction and early cure. The study examines the various dimensions of Emotional Intelligence and its impact on occupational stress and job commitment.

**Keywords:** Emotional Intelligence, Job Commitment, Job Uncertainty, Employability, Job Performance, Occupational Stress

### 1.0 Introduction:

“Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence or the purely cognitive capacities measured by IQ” (Goleman, 1998). “Emotional intelligence is the potential to imagine and reveal emotions, to find out and generate a feeling of emotions so as to support thought process, attempt to categorize emotions and emotional knowledge and to intelligently manage emotions so as to give confidence for emotional and scholarly development” (Mayer and Salovey, 1997). Emotional Intelligence shows image of person's capability to handle regular living style and helps to foresee person's fulfilment in life as well as working and personal (Bar-On, 1997). “Emotional intelligence is a way through which we recognize, understand, and choose how we think, feel, and act.

It also shapes our interaction with others and understanding of self. It defines how and what we learn, it allows us to set priorities, determines the majority of our daily actions” (Freedman, 2007). The idea of measuring intelligence was enthralled in the early 20th century and resultant was the emerging idea of the intelligence quotient, which spaces person on a bell-shaped curve with the regular intelligence at hundred. As Cary Cherniss opines in his article, “Emotional Intelligence- What it is and why it should Matter,” the early scope of intelligence quotient tests implicit that “non-intellectual” abilities both are equally significant for judging person's success in life as at par with general intelligence. David Wechsler in his writing in the early 1940's made known that in addition to intellectuality there happen to be non-intellective aspect which establishes intelligent conduct and we cannot think of measuring complete intelligence until our tests contain some of the measures of the non-intellective aspects (Cherniss, 2000). IQ test is considered as a measure of mathematical and verbal

capabilities. Howard Gardner in his book, *Frames of Mind: The Theory of Multiple Intelligences* published in 1983 expressed out about various intelligences, which mainly combines intrapersonal and interpersonal and together become main part of Emotional Intelligence for the purpose of evaluation.

Emotional Intelligence in the later on part of the 20th century, the social and emotional part of intelligence gained more awareness among researcher scholars. One clinical psychologist, Reuven Bar-On paid attention on his research by asking about “Why do some persons become successful in having better emotions and well-being than others people? Why are some people are better in succeeding in their life than others?” Bar-On carried out a methodical review of different capabilities; quality to perform better and skill-set that are usually decide success in gaining and maintaining affirmative emotional health. In his research it was revealed that IQ fundamental knowledge-based intelligence is not always the sole interpreter of success. Bar-On brought out the Emotional Quotient Inventory (EQ-I) emphasizing Emotional Intelligence as an range of non-cognitive abilities, skill set that influence person’s capacity to be thriving in coping with need-based demands and forces (Bar-On, 1998).

Peter Salovey and John Mayer received the recognition for defining the term “Emotional Intelligence,” were carrying out their research on alike concept and it was Daniel Goleman, who

brought the concept in his publication *Emotional Intelligence: Why It Can Matter More than IQ* in 1995, to a major extent bringing out popular curiosity of people in Emotional Intelligence. Goleman emphasized that emotions has significant part in our thinking processes, making decision and is an important aspect to our success. He also brought out that Emotional Intelligence is a set of skills which controls one’s impulse, self-motivation, care for others and social skill in one-to-one relationships in society.

**1.1 Background of the Study:**

The main cause for evaluating Emotional Intelligence in many of the field is that individual can learn the ways as to how they overcome their own existing skills and inherent competency on not only for improving their own records but how they can be achieving their targets and goals in the workplace. In making of Emotional intelligent world is focused to gain understanding which will encourage a person as to how our own required level of Emotional Intelligence affect every day exposure to life, action and reaction, exchanges and fulfilment of their life. The outline of Emotional Intelligence provides a framework on available models and research which includes Bar-On, Goleman, Freedman, Salovey and Meyer, Cooper and Sawaf especially in providing solutions at work place behavioural conduct which adds in achievement factor in the organization.

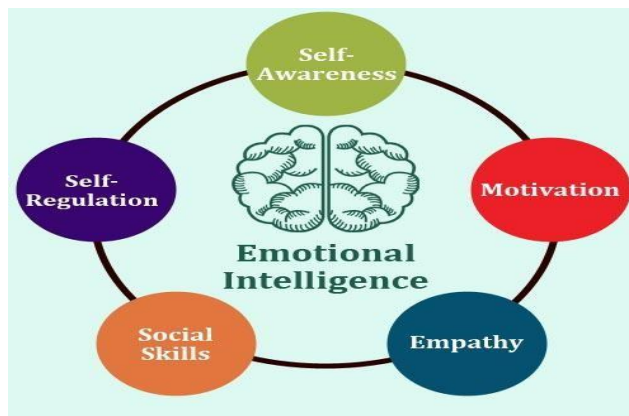


Figure: 1:1 Characteristics of Emotional Intelligence

Source: Eng. Ray Kanno, Founder and CEO at Centuria Projects Africa, June 5, 2017

"Emotional Intelligence - Why It Can Matter More Than IQ"

## 1.1 A Structure of five essentials of emotional intelligence:

**Self-Awareness** – People with more emotional intelligence are usually aware of self-capacity. They know their emotions and do not allow their feelings to overtake them. They are sure and trust their insight and do not permit their emotions go out of their influence of control. They are ready to take a honest look at them. They know what they can do with their ability and if they happened to lag on any of the aspect, they can take care of those weak areas so that they can work towards improvement of that.

**Self-Regulation** – It is a quality of person to manage emotions and urge. Who can regulate self normally do not allow to lose their cool and feel envious, do not make careless and hasty decisions. They think even before they could act. The specialty of self-regulation are control of thoughts, can changeover easily over situation, righteous and have a quality as to where to say no and how.

**Motivation** – A person who has a high level of emotional intelligence is generally known as motivated. Usually, these types of people do not go for any instant results but can think of for a long-term gain. They are highly productive, dare to take challenge and create an impact in their daily work.

**Empathy** – It is an ability to classify and know our desire, needs and our standings of those with whom we move. Person who posses empathy well at recognizing the feelings of others even it may not be shown in gesture. So, empathetic people are exceptionally expert in managing relations, giving cool hearing and remain connected to others. They normally keep away in judging too quickly and live their lives in openly with free mind and honest way.

**Social Skills** – People with good social skills we find generally easy to talk to them. It is one more sign of high emotional intelligence. They are normally good team players than focusing on their own success. They help out others in their development and help them to excel. They can overcome confusion, communicate well, exceptional in building and keeping up the relationships.

## Dimensions of Emotional Intelligence:

- Self-awareness is being aware of self
- Empathy is understanding the other person
- Self-motivation is being motivated within
- Emotional stability is to stay calm in all situations
- Managing relations is to handle relationship with others
- Integrity is understanding of one's weakness, strengths and beliefs
- Value orientation is to sustain ethical standards
- Commitment is to keep promises

## Need for the Study:

The Corporate Hospitals and its impact on the health care at domestic and international level are massive. Medical care is an enormous business with private sector being most dominant in this industry. The various aspect of health problems have been continuous paid attention and focused for the betterment of the human beings as human resources are the precious for any country. It is seen from day to day happening that who are involved in medical care services they themselves are the victim of the stressed-out situation and burnout syndrome. Sufficient care has not been taken for sustaining their development and maintaining their emotional intelligence level for their benefit as well as for the patients which will also add to the patient satisfaction and early cure.

## 2.0 Literature Review:

Zaid Al – Hamdan et al. (2017) it was found that there is no association between gender and job performance scores. Single nurse has higher score than married nurse. EI ability correlates with performance level in nurse and retention and burn out prevention. It is emphasised on integrating EI ability into nursing education and integration of EI ability into performance criteria for nurses in clinical practice.

Mohsen Golparvar et al. (2012) It explored the impact of job stress on emotional and sentimental condition with negative and positive behavioural consequential at workplaces. It was found that employees who are more under work related stress are more emotionally exhausted with their work and

may show unfocused behaviours. It was revealed that employees who happened to be more under work stress and emotional exhaustion are less likely to remain associated in workplace citizenship behaviour and creativity but employees who have sense of feeling of energy are less likely to involve in distracted conduct and reciprocally they are more likely to involve in resourcefulness. The study has been limited to industrial work place in Esfahan, Iran and drawing may not be appropriate to all other organizations in Iran. Future research may consider for bigger sample. Present study needs to be enlarged for including extra variables which may influence the averaging effects of job stress on emotion behaviour results.

Abdolreza Hatamzadeh et al. (2012) The aim was to investigate the effect of psycho educational group training of emotional intelligence on improving scores of alexithymia and general health in Iranian students. Results showed a significant change in reporting anxiety and depression in the Training group as compared to the Information and the Waiting groups.

Golman T et al. (2012) The purpose was to establish the relation with job stress inducer and emotional intelligence of nurses and maintain balance in emergency and in patient centres. The results Favors that there is an imperative relationship with components affecting stress and emotional intelligence of nurses in emergency care departments, though there is not such a relationship in the inpatient center. All organizations, especially medical therapy units, should all the measures to conduct training courses in emotional intelligence and job stress to improve at large and encourage emotional intelligence and reduce stress job. Different variety of solutions should be presented to decrease the stress in dealing with a colleague or a doctor and appropriate steps should be taken to generate an appropriate working environment. Samuel O. SALAMI (2010) It was found that the relation with occupational stress and psychological welfare was motivated by the levels of pessimistic; attribute EI, self- interest, adjusting strategies and social support. Teachers who had high occupational stress and high negative affect had inferior psychological well-being. In this aspect only correlation study could be done as no contributory

relationship could be made out from the study. Further research could be carried out to gain environmental evaluation of the workers' stress related factors to have conduct-based appraisal of the participant's life at work and the stresses that they are likely to be subjected.

Hassan Jorfi et al. (2011) There was a need to expand an combination model showing the relations amongst job satisfaction, motivation, communication efficiency, EI and other demographic variables. It was revealed that emotional intelligence is one of the most important factors that helps maintain efficiency in communication and job contentment in present environments but unluckily the studies on this subject is very less. The decision-making power and capabilities to connect with the unexpected situations. There is requirement to undertake research with regard to outer parameter which has impact on the employee conduct and emotional intelligence. Area wise research can be carried out to find out the emotional intelligence level of workers in diverse vocations.

Manvi, Monalisha Roy Shodh Kosh (2024) opined that Organizational stress has become one of the growing concerns in the current complex and competitive working environment. Recurring workplace demands, expectations, and stress create high levels of burnout and anxiety along with a number of health ailments. Long-term stress results in severe fatigue and decreased work performance, migraines, heart diseases, and poor sleep, respectively, the wellbeing of employees. Thus, the current paper aims to describe the various indicators and consequences of workplace stress and its threats to employees and organizations. The research indicates the demand for multipronged stress management approaches at the personal and Workplace levels. Stress is alleviated by such practices as drinking adequate water, doing some physical exercises, and consulting a counsellor. On the other hand, Employee Assistance Programs (EAPs) and workplace mental health services provide all the support and equipment that will enable the employees to deal with stress within the Workplace, thus improving the health of workers in that organization. It also looks at the issue of what policies the organization has on managing stress,

prevention of stress, and encouraging a mental health-friendly corporate culture through stress management and offering mental health support programs. Employers can initiate well-defined mental health strategies, leading to increased job satisfaction, high production, and reduced staff turnover rates. Moreover, Mental health helpline numbers and counselling services like NIMHANS, Sneha, and Fortis stress helpline finalized in India are valuable to support stressed employees, resulting in the necessity of mental health-related services. The idea of the self-actualization of the worker is not only a measure of a better life but also of, the better work of the organization. Employers who take employees' mental health and wellbeing seriously have a higher chance of keeping their best workers, creating higher levels of productivity and culture. This paper, therefore, calls for effort to adopt practice and policy changes in responding to workplace stress better through focused prevention, social support, and increased nationwide public awareness. Adiba Msw, Ravichandran Nair (2021) The job stress is common among all the professions. The nursing profession is combined with stressful work environments and heavy workload that are leading to work life imbalance. Stress has been a routine and accepted as part of the nursing profession and there is lack of research on occupational stress in south India. The aim of this study is to find out the factors of occupational stress and its impact on work and work life balance of nursing professionals in a large private hospital in south India. There are many reasons that affect work life balance of nursing professionals. The study is focused on more on factors that leads to occupational stress. The universe of the study was nursing professionals in a large private hospital in South India. For this study purpose the researcher is used quantitative study method and descriptive research design. The hospital is having more than one thousand bed capacity and consists of 600 nursing professional including permanent and contractual nature of employment. The study sample consists of 60respondents (permanent nurses) including both male and female nursing professional are selected. Simple random sampling method is used and collected primary data. The data is collected by using self-administered questionnaire. The questionnaires were distributed among in all the

wards/units of the hospital. The data analysis was done through Microsoft Excel and the inferences were drawn and presented. The findings of the study reveal that the heavy workload, long working hours and insufficient staff are the main factors that lead to occupational stress. The stress really affected on their work life balance and nursing professionals were not able to concentrate on their work which will also lead to other health related problem.

### 3.0 Statement of the Problem:

Health care Profession demands long and unscheduled working hours, Survival challenge in the professional career and management of self as well as others' emotions while at work. The challenges with new technological development and coping with new emerging health concerns. The research study is all about the impact of emotional intelligence on occupational stress and job commitment in selected corporate hospitals.

### 3.1 Objectives of the Study:

- To explore the factors, which influence the dimensions of emotional intelligence on occupational stress and job commitment
- To examine the importance of various emotional intelligence practices used by the corporate hospitals and its impact on occupational stress and job commitment.

### Hypothesis of the Study:

- There is no significant difference between the selected independent variables and selected dependent variables like Job Commitment, Emotional Intelligence and stress of medical practitioners in selected corporate hospitals.

### 3.2 Methodology of Research:

A predesigned close-ended questionnaire was employed for collecting the primary data through the survey method. The questionnaire was on various emotional intelligence practices that were prevalent in corporate hospitals. The questionnaire was meant for the surgeon, physician and

nurse in the selected corporate hospitals located in Bengaluru city for obtaining their valuable inputs, views, and perceptions on the impact of emotional intelligence adopted by the corporate hospitals

**Sampling Design:**

Probability sampling technique and simple random sampling method has been adopted for Collecting the data from various higher education institutions.

**Sampling Size:**

The sample of 200 has been collected from surgeon, physician and nurse of various corporate hospitals.

**Tools used:**

Tools used for data analysis is ANOVA Analysis

**4.0 Data Analysis and Interpretation:**

In analysing with medical practitioners“ Impact of emotional intelligence on Occupational Stress and Job commitment, the researcher had selected nine dependent variables which are examined for emotional intelligence practices of corporate hospitals medical practitioners. These nine variables are grouped by number of different statements and these are self-awareness (5 statements), Self-Regulation (9 statements), Motivation (3 statements), Empathy (4 statements), Stress (8 statements), Level of Stress (10 statements), Job Commitment (11 statements), Level of Job Involvement (6 statements), work culture (4 statements), All the statements are having Likert’s five point scaling method. The respected dependent variables are categorized into three viz., low, medium and high based on its mean and standard

**ANOVA ANALYSIS:**

**Impact of Emotional Intelligence Practices:**

The impact of emotional intelligence practices among the medical practitioners of corporate hospitals was measured by the selected variables of level of stress. The responses were scored by Likert five-point scaling technique.

**Job Commitment and Level of Stress:**

The distribution of sample respondents according to the Job commitment and level of stress variables like Adjusting to the demands of the duty, Stress will affect to act independently, Stress affects innovative & Creative, Level of Job Commitment, Commitment to duty reduces due to stressful situations, Thinking capability is blurred, Committed to mistakes when stressed, Not able to think freely & with open mind, Feeling of changing the job, Prior work experience helps in coping well with current job which always helps the medical practitioners to control the level of stress and also to increase the emotional intelligence practices in a diverse groups of workplace which increases the organizational employee efficiency and organizational productivity are shown below In order to find out the relationship between job commitment and level of stress a hypothesis was framed and analysed with the help of ANOVA test. The results of the ANOVA test is shown in the following table.

**Null Hypothesis:** There is no significant difference between the factors influencing the level of stress with independent variable job commitment

**Table: 4.1 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					RSquare Change	F Change	df 1	df2	Sig.F Change
1	.649a	.422	.420	.509	.422	290.108	1	398	.000

a. Predictors: (Constant), Job Commitment

**Table: 4.2 ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
	Regression	75.019	1	75.019	290.108	.000 <sup>b</sup>
1	Residual	102.919	398	.259		
	Total	177.938	399			

a. Dependent Variable: Level of Stress

b. Predictors: (Constant), Job Commitment



It is observed from the above analysis that there is a significant difference between the independent variable which is considered as job commitment and dependent variable level of stress. Therefore all the predictor variables like Adjusting to the demands of the duty, Stress will affect to act independently, Stress affects innovative & Creative, Level of Job Commitment, Commitment to duty reduces due to stressful situations, Thinking capability is blurred, Committed to mistakes when stressed, Not able to think freely & with open mind, Feeling of changing the job, Prior work experience helps in coping well with current job is not related with independent variable job commitment. Here when the level of job commitment of medical practitioners at work place if it is more means then they have a proper control on stress. Therefore, the level of stress to be handled is mainly depend on how the medical practitioners get committed in their work by themselves in the working environment. Hence if the level of job commitment at work place is less means, then the handling of stress will be more and vice versa which always holds good. When the medical practitioners handles the level the stress properly and have the control on emotional intelligences then their efficiency also will be increased and corporate hospitals productivity also can be increased. Hence,

the null hypothesis, level of job commitment and level of stress is rejected".

**Job Involvement and Level of Stress:**

The distribution of sample respondents according to the Job Involvement and level of stress variables like Adjusting to the demands of the duty, Stress will affect to act independently, Stress affects innovative & Creative, Level of Job Commitment, Commitment to duty reduces due to stressful situations, Thinking capability is blurred, Committed to mistakes when stressed, Not able to think freely & with open mind, Feeling of changing the job, Prior work experience helps in coping well with current job which always helps the medical practitioners to control the level of stress and also to increase the emotional intelligence practices in a diverse groups of workplace which increases the organizational employee efficiency and organizational productivity are shown below In order to find out the relationship between job involvement and level of stress a hypothesis was framed and analysed with the help of ANOVA test. The results of the ANOVA test is shown in the following table.

**Null Hypothesis:** There is no significant difference between the factors influencing the level of stress with independent variable job involvement

**Table: 4.3 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df 1	df 2	Sig.F Change
	.213a	.046	.043	.653	.046	19.005	1	398	.000

a. Predictors: (Constant), Level of Job Involvement

**Table: 4.32 ANOVA<sup>a</sup>**

Model	Sum of Squares	Df	Mean Square	F	Sig.	
	Regression	8.110	1	8.110	19.005	.000 <sup>b</sup>
1	Residual	169.828	398	.427		
	Total	177.938	399			

a. Dependent Variable: Level of Stress

b. Predictors: (Constant), Level of Job Involvement

It is observed from the above analysis that there is a significant difference between the independent variable which is considered as level of job

involvement and dependent variable level of stress. Therefore all the predictor variables like Adjusting to the demands of the duty, Stress will affect to act independently, Stress affects innovative & Creative,

Level of Job Commitment, Commitment to duty reduces due to stressful situations, Thinking capability is blurred, Committed to mistakes when stressed, Not able to think freely & with open mind, Feeling of changing the job, Prior work experience helps in coping well with current job is not related with independent variable job involvement. Here when the level of job involvement of medical practitioners at work place if it is more means then they have a proper control on stress. Therefore, the level of stress to be handled is mainly depend on how the medical practitioners get involved by themselves in the work environment. Hence if the level of job involvement at work place is less means, then the handling of stress will be more and vice versa which always holds good. When the medical practitioners. Handles the level the stress properly and have the control on emotional intelligences then their efficiency also increased and corporate hospitals productivity also can be increased. Hence, the null hypothesis, level of job involvement and level of stress is rejected”.

## 5.0 Results and Discussion:

When the level of job involvement of medical practitioners at work place is more means they have a proper control on stress. Therefore, the level of stress to be handled is mainly depend on how the medical practitioners get involved by themselves in the work environment.

If the level of job involvement at work place is less means, then the handling of stress will be more and vice versa. when the level of job commitment of medical practitioners at work place if it is more means then they have a proper control on stress.

When medical practitioners shows high commitment to their job means they can handle the occupational stress properly and also can practice emotional intelligences effectively. Therefore, when they show high level of job commitment their efficiency at work place can be increased and corporate hospitals productivity also increases.

Therefore, the level of stress to be handled is mainly depend on how the medical practitioners get committed in their work by themselves in the working environment. Hence if the level of job

commitment at work place is less means, then the handling of stress will be more and vice versa.

## 6.0 Conclusion:

The study concludes that job involvement and job commitment play a significant role in determining how effectively medical practitioners manage occupational stress. Higher levels of job involvement enable practitioners to maintain better control over stress, as they are more engaged and focused in their work environment. Similarly, strong job commitment enhances their ability to cope with stress, while also fostering the effective use of emotional intelligence in professional settings.

On the other hand, lower levels of involvement and commitment are associated with increased difficulty in handling stress, which may negatively impact both individual performance and overall workplace efficiency. Therefore, it is evident that as job involvement and commitment increase, stress levels become more manageable, leading to improved efficiency of medical practitioners and enhanced productivity in corporate hospitals.

In summary, fostering greater job involvement and commitment among medical practitioners is essential for effective stress management, improved emotional intelligence, and better organizational outcomes.

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