O R I G I N A L   P A P E R

A study of the emotional intelligence of employees at a District Hospital of Greece

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Abstract

Background: The role of emotional intelligence is one of the main issues in modern management. Contemporary terms with semiotic meaning that target emotions, such as 'leading with the heart', 'the art of influence', 'team mind' and 'team intelligence quotient', are now quite frequent in Greek and International literature.
The **objective** of this study was the investigation of the level of emotional intelligence in three professional groups of employees in a district hospital.
Methods: The population of the study consisted of 132 employees of a General Regional Hospital (doctors, nurses, administrative employees). The "Emotional Competence Inventory (ECI)", which was developed in 1999 by Goleman, Boyatzis and Rhee and is applied in organizational environments after relevant permission, was used for data collection. Chi-square test and Takey test (ANOVA / POST –HOC) were used in the statistical analysis of the data, which was performed with SPSS and Microsoft Office Excel.
Results: Chi-square test was used to investigate the relationship between the answers of every professional group, the relationship between males and females of the population of the study, as well as the relationship between the education level of the study's population. Important differences were found. The values of the answers were summed up (Likert-scale – additive model) and were converted to z-scores. According to the study's model, nurses of the hospital in question are first in self-awareness, social awareness and cognitive thought; whereas self-management was found in doctors and relationship management was found in administrative employees.
Conclusions: The analysis of the results indicates differences between the professional groups and distinctively points out the qualitative characteristic elements of each profession which relate with the subfactors that investigate emotional intelligence. The difference between professionals in how they manage their tasks with emotional intelligence affects the qualitative characteristics of the services that they produce and offer.

Key words: Emotional Intelligence, Empathy, Health Organizations