

The Relationship between Emotional Intelligence, Job-related Stress, Workplace Incivility and Quality of Nursing Care among Jordanian Critical Care Nurses

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Abstract

Emotional intelligence, workplace incivility and job-related stresses are very important issues impact quality of nursing care. This study was conducted to explore the relationship between emotional intelligence, workplace incivility, job-related stress and quality of nursing care among critical care nurses in Jordan. A cross-sectional design was used. One hundred and eighty-five nurses from different hospitals participated in the study.

A positive relationship between emotional intelligence, job-related stress and quality of nursing care ($r = 0.385$, $p = 0.000$; $r = 0.251$, $p = 0.001$, respectively) and a negative relationship between workplace incivility and quality of nursing care ($r = -0.225$, $p = .002$) were found. These results will help administrators develop strategies and educational programmes to improve the quality of nursing care in hospitals.

Keywords: *critical care nurses, emotional intelligence, job-related stress, quality of nursing care, workplace incivility*