The study of emotional intelligence of paramedics employed in the Lublin province

( Badanie inteligencji emocjonalnej u ratowników medycznych zatrudnionych na terenie województwa lubelskiego )

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Abstract – Introduction. Professions focused on providing help require highly developed social competences, in particular emotional intelligence which helps paramedics to function properly in the work environment.

The aim of the study. The aim of the conducted research was to determine the general level of emotional intelligence of the examined group, taking into account its demographic and professional characteristics, as well as to examine the level of ability to use emotions in order to support thinking and acting and the ability to recognize emotions.

Materials and Methods. The research covered 250 paramedics employed in the Lublin province in the selected institutions of the National Medical Emergency System, Ambulance Service, Accident and Emergency Department and State Fire Service. Two research tools were used, namely, the author's questionnaire and a INTE Emotional Intelligence Questionnaire test.

Results. The vast majority of surveyed medical paramedics have an average level of emotional intelligence. Both gender and the place of employment significantly affect the level of emotional intelligence.

Conclusions. Women performing the profession of a paramedic have a higher level of emotional intelligence. Respondents working in the Accident and Emergency Departments are characterized by greater abilities to use emotions to support thinking and the ability to recognize emotions.

Key words - paramedic, emotional intelligence, Accident and Emergency Department, Ambulance Services, Fire Brigade.

Streszczenie – Wstęp. W zawodach skupionych na udzielaniu pomocy niezbędne są wysoko rozwinięte kompetencje społeczne a wśród nich inteligencja emocjonalna, która pomaga ratownikom medycznym właściwie funkcjonować w środowisku pracy.

Cel badania. Celem podjętych badań było określenie ogólnego poziomu inteligencji emocjonalnej badanej grupy przy uwzględnieniu jej cech demograficznych i zawodowych, a także zbadanie poziomu zdolności do wykorzystywania emocji w celu wspomagania myślenia i działania oraz zdolności do rozpoznawania emocji.


Wnioski. Kobiety wykonujące zawód ratownika medycznego posiadają wyższy poziom inteligencji emocjonalnej. Respondenci pracujący w szpitalnych oddziałach ratunkowych charakteryzują się wyższymi zdolnościami wykorzystywania emocji w celu wspomagania myślenia oraz zdolności do rozpoznawania emocji.

Słowa kluczowe – ratownik medyczny, inteligencja emocjonalna, szpitalny oddział ratunkowy, pogotowie ratunkowe, straż pożarna.

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I. INTRODUCTION

The concept of emotional intelligence for psychology was introduced by Salovey and Mayer [1]. It is defined as a set of abilities responsible for using emotions while solving problems [2]. In the field of exceptional ability to perceive and SC to express emotion, to support the emotional thinking, to understand and analyzed and a regulating emotions and their [3 - 5].

The ability to perceive and express emotions On includes the ability to see and meat products of emotion and appreciation of their significance, which enables individuals to realize emotional nature's own experiences, to accept them as a source of data and read their meaning. The important issue here is the ability of selecting the right words describe the emotions, the richer emotional vocabulary, the more accurate orientation in their own sensations, easier to differentiate emotional states.

The second component is the ability to perceive the emotions of other people. Proper perception of the emotions of others is the foundation of a suitable response to their behavior, which affects the development of good social relations. The recognition of other people's emotions comes via verbal messages. Ability is also called the ability to empathize as a reaction to the emotional experience of another person, signifying "compassion" with her, or as an awareness and understanding of what a person feels, which may or may not be accompanied by experiencing the same emotions. [6,7]

Ability to understand emotions it is the ability to enrich emotional knowledge and its updating and then using it when interpreting various situations and forecasting their further course. This knowledge is "carried" by the emotion (s concerns present a significant stimuli or events as well as the needs and preferences of the same entity), but is also aware of the emotions as such. You can describe it as meta-knowledge. [8]

Ability to use emotions in thinking and acting . In the Saloveya and Mayer model component is called as the ability to emotional support the process of thinking, it appears the ability to select or search for what emotions show and avoid the interruption of what discouraged. Taking an activity consistent with the current emotional state - choosing actions or tasks that a given state or mood is much more conducive to.

The use of emotional knowledge possesses the connection of the ability to regulate and understand emotions (understanding emotions provides knowledge for their regulation, and this - being the realization of knowledge in action - allows it to be analyzed, transformed and further enriched [8]. In turn, the ability to influence other people's emotional state allows the use of knowledge about emotions in interactions and social interactions. Manifested by, eg. ability to mobilize others, inducing in them the state of interest or enthusiasm, emotional support, comfort, and initiate a good mood [9].

The aim of the undertaken research was to determine the general level of emotional intelligence as well as its components in the group of paramedics, taking into account selected demo and graphic demo features .

II. MATERIALS AND METHODS

Material

A prospective study of 250 rescue workers were employed in a variety of different institutions of Lublin province. Among the respondents, the majority (89.6%) were men, rescuers up to 40 years old (72.0%), married (72.8%), living in a town (66.8%) having a secondary education (56.0%).

Among the respondents, the largest number of rescuers (49.2%) worked in the emergency room, then in the fire brigade (23.6%) and the hospital emergency department (18.4%). Almost half of the respondents (41.6%) provided work for at least two positions. Most people (52.8%) had a work experience not exceeding 11 years. As many as 42.8% of the respondents worked on the currently held position from 4 to 11 years.

Methodology

All subjects were included in the same research model, whose components were the author's questionnaire and questionnaire for measuring emotional intelligence. The author's questionnaire consisted of questions about selected demographic factors (sex, age, marital status, place of residence, vocational education) and selected occupational factors (place of employment, number of employment places, length of service in the profession, seniority at the current position).

To measure emotional intelligence, the questionnaire for measuring emotional intelligence (INTE) was used in the Polish adaptation of Anna Ciechanowicz, Aleksandra Jaworowska and Anna Matczak [10]. Participation in the research was random, voluntary and anonymous.
The test results were analyzed using the Statistica 10. In assessing the change the n different applied Test Mann-Whitney U test and the Kruskal-Wallis test. In all cases, an lysed and the level of significance of p <0.05.

III. RESULTS

The level of emotional intelligence in the studied group

74.4% of respondents had average levels of emotional intelligence, while 13.2% presented high value of you. The average value of the overall result was 122.9 ± 14.8 (with achievable range of 33-165), for the ability to perceive and express emotions 61.2 ± 8.1 (with achievable range of 16-80), while for the ability to perceive the emotions of other people ego 42.9 ± 5.6 (with a possible range of 12-60).

The impact of selected demographic factors on the level of emotional intelligence

The highest level of emotional intelligence was achieved by women (129.5), people in aged 41-50 years (125.3), rescuers unmarried (123.9), rural residents (123.7) and those with the highest university degrees f (127.0). Meanwhile, the statistically significant significance in shaping the level of emotional intelligence was only the sex of the respondents (p = 0.0030) (Figure 1).

The influence of selected occupational factors on the level of emotional intelligence

In the case of variables defining characteristics of professional rescuers, the highest level of emotional intelligence reached the respondents employed in a hospital rescue ward (127.4), working in more than two places of employment (123.2), having professional seniority ≤ 3 years (125.8) and working in the current position held ≤ 3 years (124.7). Statistical analysis showed that the statistically impact on the emotional intelligence is just a place of work (p = 0.0188), working in a rescue hospital ward is conducive to higher levels of emotional intelligence (127.4) (Figure 2).

The impact of selected demographic factors on the level of ability to use emotions to support thinking and acting

The highest level of ability to use emotions in order to assist thinking and tools presented and graceful women (64.0), those aged 41-50 years (62.2), rescuers unmarried (61.8), rural residents (62.3 ) and people with the highest education (63.1). Statistical analysis indicates that only plays sex tested statistically significant role in shaping the level of capability to use emotion to support thinking and activity (p = 0.0316) (Figure 3).
Figure 3. The impact of selected demographic factors on the ability to use emotions to support thinking and acting

The influence of selected professional factors on the level of the ability to use emotions to support thinking and acting

In the case of variables defining characteristics of professional rescuers, the highest level of ability to use emotions in order to assist thinking and action lists pounding employed in the emergency department (63.1), working in more than two places of employment (61.5), holding professional seniority ≤ 3 years of age (62.8) and running and showing his current position ≤ 3 years (62.2). One of factors, none of the respondents did not play statistically significant role in shaping emotions in order to support thinking and action.

Figure 4. The influence of selected occupational factors on shaping level of ability to use emotions to support thinking and acting

Influence of selected demographic factors on the level of ability to recognize emotions

The highest level of the ability to recognize emotions was presented by women (45.9), people aged 41-50 (44.6), unmarried lifeguards (43.0), city residents (43.0) and people with the highest education (44.4). Statistical analysis indicates that on the level of emotional intelligence statistically significant affects only gender of examined person (p = 0.0026) (Figure 5).

Figure 5. The influence of selected demographic factors on the ability to recognize emotions

The impact of selected professional factors on the ability to recognize emotions

Among the surveyed occupational traits, the highest level of emotion recognition ability was reached in the hospital emergency department (44.7), working in one workplace (43.2), having a work experience ≤ 3 years (43.3) and working in the current occupation position ≤ 3 years (43.3). Statistical analysis revealed significant differentiation in diverse desired level of ability to recognize emotions only in the case of a current and months (p = 0.0195), preferably on the vote clearly influenced by the work in the hospital branch lying on white and white to species (127.4) (Figure 6).
Figure 6. Impact of selected occupational factors on the ability to recognize emotions

IV. DISCUSSION

Most of the rescuers were qualified to the group with an average level of emotional intelligence. Only about 13% of respondents achieved high results. Women showed significantly higher levels of general intelligence as a result of Emotion-regional and higher level of ability to use emotions to support thinking and actions, and ability to recognize emotions.

Reviews of other authors on the impact of gender on the level of emotional intelligence are very varied or ambiguous [11 -15]. Women received a higher overall score, but it is a strong diversity and different values obtained in the individual podskalach czynnikowych [16]. Similar trends were observed also by Petrides and Furnham [17] and Besharat [18].

Research on Emotional Intelligence paramedics are rarely initiated. W Polsce prowadzili je m.in. In Poland, they ran them, among others Ogińska-Bulik i Kaflik -Pieróg [19]. Ogińska-Bulik and Kaflik -Pieróg [19].

The study group them by emergency workers received an average ± Value at the outcome of the general 122.13 ± 17.06, which is the result of a highly similar to the results of own research (in own research: 122.9 ± 14.8 ).

Kaflik -Pieróg claimed a vital statistically lower level of emotional intelligence at guards compared to policemen. In turn, the own research and significantly higher levels of total score of IE were characterized by SOR employers compared to ambulance workers. We also found that hospital staff also had a higher emotion recognition ability than rescuers working in the emergency and fire brigade.

According to Smith et al. et al. [20] emotions play an important role in the work of health care representatives and therefore also medical rescuers. They affect relationships, support the decision-making process regarding progress with the injured person, facilitate contacts with other health professionals and cooperating units. Education in the medical profession apart from substantive preparation concerning the knowledge and skills required of teaching social skills, skillful building social contacts. Empathy, emotional intelligence is an important element of facilitating the desired functioning of paramedic working with the patient and others with an interdisciplinary medical team [21]. The injured person receiving the aid, is not normally able to determine whether the physician providing her with help is professionally prepared. It assesses on the basis of subjective own feelings. The optimum situation is to combine high medical competence of social competences, including emotional intelligence.

Emotional intelligence has not been fully researched yet. [2 ,3,9,11,12 ]. Its importance is emphasized by many researchers [2 , 3,9,11,12 ]. Mayer and Salovey said that children have a natural ability to use it and the adults can now about to learn it [2,5]. Goleman acknowledged emotional intelligence as more important than IQ, he stressed that it does not depend on race, class and social status or education [22]. Bar-On pointed out that people with a higher level of emotional intelligence are more able to adapt to a stressful situation [23].

V. CONCLUSIONS

- The vast majority of respondents have an average level of emotional intelligence.
- Women performing the profession of paramedic have significantly higher results of the general level of emotional intelligence.
- Rescuers hospital emergency departments had significantly higher values of emotional intelligence level and the ability to use emotions in order to assist thinking and the ability to recognize emotions.

VI. REFERENCES


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