

**THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND BURNOUT
AMONG THE HEALTHCARE PROFESSIONALS**

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Abstract

High levels of occupational stress among healthcare professionals are becoming increasingly evident in modern medical practice. Emotional intelligence is being considered as an important personal resource that helps individuals cope with stress and maintain psychological stability. This study is examining the relationship between emotional intelligence and burnout among healthcare workers. The findings are indicating that higher levels of emotional intelligence are associated with lower levels of burnout. The results are highlighting the importance of developing emotional intelligence in order to improve both professional well-being and the quality of healthcare services.

Keywords

emotional intelligence, burnout, healthcare professionals, stress, psychological well-being.

In recent years, the issue of stress among healthcare professionals is receiving growing attention. Doctors and nurses are working under constant pressure, often dealing with critically ill patients, long shifts, and emotionally demanding situations. In many cases, they are not only providing medical care but also supporting patients and their families emotionally. For example, a nurse working in an intensive care unit is regularly encountering patients in life-threatening conditions. Over time, continuous exposure to such situations is leading to emotional fatigue. Similarly, young doctors at the beginning of their careers are often experiencing stress due to high responsibility and lack of practical experience.

In such conditions, emotional intelligence is playing a crucial role. It is allowing healthcare workers to better understand their own emotional states and respond more effectively to the emotions of others. At the same time, burnout is emerging as a serious consequence of prolonged stress.

The purpose of this study is to explore how emotional intelligence is related to burnout among healthcare professionals and to identify possible ways of reducing burnout through the development of emotional skills.

The concept of emotional intelligence is being widely discussed in psychological research. Scholars such as Daniel Goleman, Peter Salovey, and John D. Mayer are describing emotional intelligence as a set of abilities related to emotional awareness, regulation, and interpersonal interaction.



Burnout is being conceptualized by Christina Maslach as a multidimensional syndrome. It is including emotional exhaustion, depersonalization, and reduced personal accomplishment.

Emotional intelligence is consisting of several core components. Self-awareness is helping individuals recognize their emotions in real time. Self-regulation is allowing them to control impulsive reactions, especially in stressful situations. Empathy is making it easier to understand patients' feelings, while social skills are supporting effective communication within medical teams.

Burnout is developing gradually. At the initial stage, emotional exhaustion is becoming noticeable, as individuals begin to feel drained. This is followed by depersonalization, where healthcare workers may start distancing themselves emotionally from patients. Finally, a reduced sense of personal accomplishment is emerging, leading to decreased motivation and job satisfaction.

The study is focusing on healthcare professionals, including doctors and nurses working in clinical settings.

Emotional intelligence is being assessed using standardized tools such as MSCEIT and EQ tests. Burnout levels are being measured through the Maslach Burnout Inventory (MBI). Data is being collected through questionnaires and psychological testing. Participants are voluntarily providing responses based on their work experiences. Statistical analysis, particularly correlation analysis, is being applied to examine the relationship between emotional intelligence and burnout.

The findings are showing a clear and meaningful relationship between emotional intelligence and burnout. A negative correlation between these variables is being observed. Healthcare workers with lower emotional intelligence are experiencing higher levels of burnout. For instance, some respondents are reporting that they feel emotionally drained at the end of each working day and find it difficult to recover before the next shift.

In contrast, participants with higher emotional intelligence are demonstrating better coping strategies. For example, a doctor with strong emotional awareness is recognizing early signs of stress and is taking short breaks or seeking peer support, which is helping to prevent emotional exhaustion.

Another example can be seen in nurse-patient interactions. Nurses with higher empathy levels are maintaining positive communication even in difficult situations, which is reducing interpersonal stress and increasing job satisfaction.

The data presented in tables and diagrams is supporting the conclusion that emotional intelligence is acting as a protective factor against burnout. The results of this study are confirming that emotional intelligence is playing a significant role in reducing burnout among healthcare professionals. Individuals with higher emotional intelligence are showing greater resilience, better emotional control, and improved communication skills. It is becoming evident that developing emotional intelligence is not only beneficial for healthcare workers themselves but also for the overall quality of patient care. Therefore, the implementation of psychological training programs aimed at enhancing emotional intelligence is being considered an important step in modern healthcare systems.



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