

**EXPLORING THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE,  
COMMITMENT AND QUALITY OF LIFE AMONG CAREGIVERS  
IN GERIATRIC INSTITUTIONS IN ISRAEL**

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**Abstract:** *This study investigates the intricate relationship between emotional intelligence, work commitment, and quality of life among caregivers in geriatric institutions in Israel. It addresses the unique emotional and psychological challenges faced by caregivers in these settings and highlights the pivotal role of emotional intelligence in fostering resilience and improving their overall well-being. Using a mixed-methods approach, the research explores how emotional intelligence influences caregivers' ability to navigate professional and personal demands, while commitment impacts their job satisfaction and effectiveness. The findings provide insights into enhancing the quality of life for both caregivers and the elderly, emphasizing the importance of targeted educational interventions and training programs. This study contributes to the development of evidence-based practices that promote emotional intelligence and resilience, ensuring compassionate and effective care for Israel's aging population.*

**Keywords:** *Emotional Intelligence; Commitment, Quality of Life, Geriatric Institutions*

Emotional intelligence (EI), defined as the ability to understand and manage one's own and others' emotions, has been linked to various positive outcomes, including improved mental health, enhanced job performance, and stronger relationships (Kurdi & Hamdy, 2020; Goleman, 2001; Alwali & Alwali, 2022; Jiménez-Picón et al., 2021). While extensive research has focused on the positive implications of high EI, such as increased job satisfaction and reduced burnout (Jiménez-Picón et al., 2021), this study focuses on the critical role of EI in the context of caregivers for the elderly, a professional group facing complex emotional and administrative challenges (Vargas et al., 2023).

The global trend of an aging population, particularly pronounced in developing countries like Israel, highlights the urgent need for effective and high-quality care solutions (Weinreb, 2020; Tur-Sinai et al., 2020; King et al., 2021). Understanding the relationship between caregivers' quality of life, EI, and their commitment to the profession is crucial for addressing these challenges (Khalaila & Vitman-Schorr, 2021). This study examines these relationships among caregivers in geriatric institutions in Israel, addressing the lack of prior research in this context (Cohen & Abedallah, 2021).

The study's primary objectives are:

1. To examine the differences in EI, commitment, and quality of life between different demographic groups of caregivers.
2. To assess how EI contributes to predicting commitment beyond demographic variables.
3. To determine how commitment contributes to predicting quality of life beyond EI and demographic variables.

Furthermore, the research explores the cultural implications of aging and caregiving, emphasizing the unique challenges faced by caregivers in geriatric institutions (Martin & Roberts, 2021; Ng & Indran, 2021). It also examines the various types of elderly care, the characteristics of geriatric care professionals, and the importance of commitment and quality of life among caregivers (Andrasfay & Goldman, 2021; Sinclair et al., 2020; Bar-Tur et al., 2022; Cohen & Benvenisti, 2020; Wang et al., 2022; Tur-Sinai et al., 2020).

The central research question is whether an intervention program designed to cultivate emotional intelligence can lead to improvements in caregivers' commitment and quality of life. The study will evaluate the impact of the intervention program using various questionnaires and compare an intervention group to control groups. The findings are expected to contribute to the understanding of the relationship between emotional intelligence, commitment, and quality of life in the geriatric care setting, and provide practical insights for the development of caregiver training programs, ultimately enhancing the quality of care provided to the elderly

## **Literature Review**

### **Geriatric Institutions in Israel and Worldwide**

The increasing life expectancy has led to a significant rise in the elderly population globally, posing social challenges, particularly in elderly care (2019 Ageing Collaborators, 2022; Gu et al., 2021). In Israel, like many other countries, long-term care relies heavily on informal caregivers, mainly family and friends (OECD, 2019; Ismail & Hussein, 2021). However, changing family structures and the complex needs of the elderly population have increased the demand for formal care settings. The diverse geriatric institutions in Israel, including hospitals, wards, assisted living, and day centers, reflect the need to address the varied needs of the aging population (Sardella et al., 2021; Feng et al., 2020; Neyman, 2022). Nevertheless, challenges persist, including staff shortages, recruitment difficulties, and the need for further research and intervention in elderly care (National et al., 2020; Alonazi, 2020; Goleman, 2021; Krakowiak, 2020).

### **The Elderly - Challenges and Implications**

The elderly face physical and mental changes, loneliness, loss of control, and a sense of uselessness, increasing their risk of mental health issues (Naor et al., 2021; Henning et al., 2021). Transitioning to a geriatric institution, often accompanied by feelings of sadness, loneliness, and anxiety, can significantly impact their quality of life (Clarfield & Jotkowitz, 2020; Vinarski-Peretz & Halperin, 2022; Ahadi & Hassani, 2021; Kayaalp et al., 2021; Estrada et al., 2021). Additionally, the continuous growth of the elderly population in Israel and worldwide poses challenges to welfare systems and necessitates addressing the diverse needs and heterogeneity within this population (Gu et al., 2021; Cohen & Veres, 2020; Calderón-Larrañaga et al., 2020). Furthermore, cultural perceptions of aging and caregiving also vary across societies, potentially influencing the quality of care and relationships between caregivers and the elderly (Martin & Roberts, 2021; Kim et al., 2021; Ng & Indran, 2021). Understanding these cultural implications is crucial for developing holistic and culturally sensitive care approaches.

### **Elderly Care - Complexity and Demands**

Providing care for the elderly, whether at home or in institutions, presents numerous challenges for both formal and informal caregivers (Andrasfay and Goldman, 2021; Palati et al., 2020). These challenges include caregiver burden, burnout, and difficulties in recruiting and training

qualified personnel (Health Organization, 2021; Ibrahim et al., 2020; Aitken, 2022; Kong et al., 2021). These challenges highlight the importance of focusing on the well-being of the caregivers themselves to ensure sustainable and high-quality care for the elderly. This study focuses on caregivers in Israeli geriatric institutions, exploring their roles, training, characteristics, and the unique challenges they encounter (Amine et al., 2021; Arieli & Yassour-Borochowitz, 2024; Cohen & Benvenisti, 2020; Wang et al., 2022; Tur-Sinai et al., 2020).

### **Emotional Intelligence - A Key to Coping**

Emotional intelligence (EI), the ability to perceive, understand, and manage emotions in oneself and others, is crucial for navigating the complexities of caregiving (Salovey and Mayer, 1990; Rivers et al., 2020; Usman and Yulianti, 2020). Various models of EI exist, including ability, mixed, and trait models (Bru-Luna et al., 2021; Naseer et al., 2022; Goleman, 2020; Rezaei & Mousanezhad Jeddi, 2020; National et al., 2020; Muring, 2022). Research suggests that high EI is associated with better job performance, decision-making, stress management, and interpersonal relationships (Wilson, 2020; Jordan & Troth, 2021; Alzoubi and Aziz, 2021; Kirkland, 2023). For caregivers, EI is vital for addressing the emotional challenges of caring for the elderly, preventing burnout, and improving the quality of care (Szcześniak and Tułeczka, 2020; Brooks et al., 2022; Janson et al., 2022; Schumacher et al., 2021; Estrada et al., 2021; Walker, 2022; Guerrero-Barona et al., 2020; DrSanthosh and Basha, 2022).

### **Theoretical Framework - The Foundation of the Study**

The theoretical framework of this study is built upon three core concepts: emotional intelligence, commitment, and quality of life. It explores the interplay between these concepts, focusing on the impact of an intervention program designed to enhance emotional intelligence on caregivers' commitment and quality of life. The study draws upon various theoretical models of emotional intelligence, commitment, and quality of life, proposing that improving caregivers' emotional intelligence will lead to increased commitment and enhanced quality of life (MacCann et al., 2020; Goleman, 2021; Sk and Halder, 2024; Cooper, 2020; Meyer and Herscovitch, 2001; Allen and Meyer, 1990; Meyer & Allen, 1991; Meyer, Paunonen, Gellatly, Go, & Koh, 1990; Meyer, Becker, & Van Dick, 2006).

### **Models of Quality of Life**

As the global population ages, the quality of life (QoL) of older adults becomes increasingly important in gerontology. QoL is a multifaceted concept encompassing both subjective and objective aspects, originating in welfare economics in the early 20th century. It has since been conceptualized and operationalized across various disciplines, with diverse perspectives including sociocultural, rational and irrational, ethical, psychological, and jurisdictional viewpoints. Despite numerous attempts to define QoL, various models exist, often lacking empirical grounding.

QoL has emerged as a paramount socio-demographic issue, linked to factors like poverty, unemployment, social injustice, environmental degradation, and psychosocial dysfunctions. Assessing QoL has become an international endeavor, with diverse QoL indicators implemented in studies across different geographic, demographic, sociopolitical, economic, and cultural contexts. The concept of QoL as a developmental priority for countries at various stages of development has gained prominence, particularly in the context of the current global economic crisis. Investigating the dimensions of QoL in specific populations, such as caregivers in geriatric institutions, is crucial for developing interventions that can improve their well-being.

Israel, with its rapidly aging population, exemplifies many international sociocultural and psychosocial issues related to aging. Societal attitudes and policies toward the elderly reflect a society's history, modernity, ethics, and morality. The growing elderly population and its diverse needs pose a significant challenge for current governance systems across various disciplines.

### **Psychology and This Research**

Geriatric institutions provide a supportive environment for the elderly, and caregivers play a vital role in their well-being (Chang et al., 2021). Caregivers experience high stress, emphasizing the need for EI. Research on caregivers' QOL in Israeli geriatric institutions is limited, but previous studies suggest a link between job demands, EI, and QOL (Cohen & Benvenisti, 2020). This study aims to address this gap by focusing on the unique context of Israeli geriatric institutions and the socio-economic and cultural characteristics of caregivers.

This study aims to fill the gap in research by examining the relationship between EI, commitment, and QOL among caregivers in Israeli geriatric institutions. The unique context of these institutions, coupled with the socio-economic and cultural characteristics of the caregivers, makes this research particularly relevant. The study will utilize a qualitative design to understand the personal aspects of elderly caregivers and explore the importance of EI in providing effective care. It

will also examine the impact of various factors, such as income, age, duration of service, working hours, and job position, on caregivers' EI, commitment, and QOL.

## **Methodology**

The study will include a sample of 60-100 workers in geriatric institutions in Israel. Participants will be randomly assigned to three groups: an experimental group (which will receive an intervention program to cultivate emotional intelligence), a heterogeneous control group, and a homogeneous control group.

Data will be collected through questionnaires measuring emotional intelligence (REI), organizational commitment (OCQ), and quality of life (QOL), both before and after the intervention. Statistical analysis will include correlations, T-tests, ANOVA, and analyses of change over time to examine the relationships between the variables and the effect of the intervention.

The research will be conducted in accordance with research ethics guidelines, obtaining informed consent from participants and maintaining their privacy.

## **Research Questions**

- Is there a positive association between emotional intelligence and work commitment among caregivers in geriatric institutions?
- How do work commitment and emotional intelligence influence the quality of care administered to the elderly in geriatric institutions?

## **Proposed Methodology**

### **Participants:**

A sample of caregivers in geriatric institutions in Israel, encompassing nurses, social workers, nursing assistants, and other relevant staff members. The sample size will be determined to ensure adequate statistical power, while considering research constraints. Participants will be recruited from various geriatric institutions throughout the country, representing a diverse range of elderly populations and care settings.

## **Tools:**

- **Validated questionnaires for measuring emotional intelligence:**
  - Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT): A performance-based assessment tool that evaluates the individual's capacity to perceive, utilize, comprehend, and manage emotions.
  - Trait Emotional Intelligence Questionnaire (TEIQue): A self-report questionnaire that examines the individual's emotional traits, such as empathy, assertiveness, and emotion regulation.
- **Validated questionnaire for measuring work commitment:**
  - Organizational Commitment Questionnaire (OCQ): An assessment tool that explores the three dimensions of work commitment: affective commitment, normative commitment, and continuance commitment.
- **Questionnaire for assessing quality of care:** A questionnaire specifically designed for the research, evaluating the quality of care provided to the elderly by the institution's staff. The questionnaire will incorporate items examining various facets of care, such as personal attitude, communication, response to medical needs, and leisure activities. Additionally, a brief interview will be conducted with a sample of elderly individuals to glean their perspective on the quality of care.

## **Data analysis:**

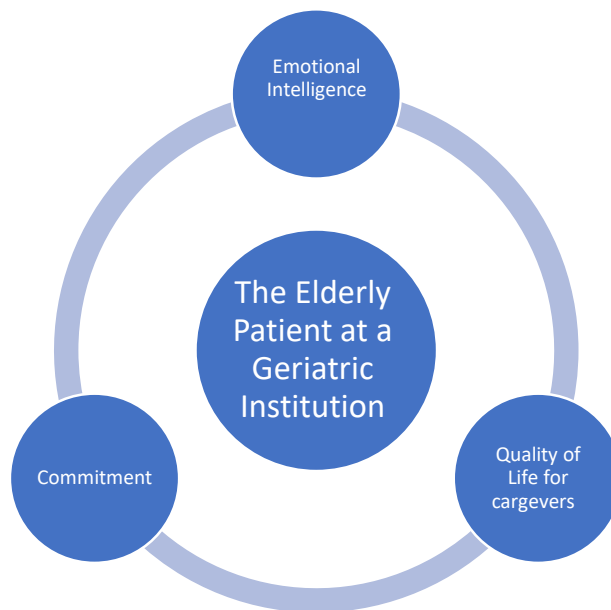
- Descriptive statistical analyses: Presentation of sample characteristics and study variables using means, standard deviations, and frequencies.
- Correlation analyses: Examination of the relationships between emotional intelligence, work commitment, and quality of care.
- Multiple regression: Testing the effect of emotional intelligence on work commitment and quality of care, while controlling for demographic and other variables.

- Mediation analyses: Examining whether work commitment mediates the relationship between emotional intelligence and quality of care.

### **Model for Understanding the Relationship between the Variables**

The proposed model illustrates the hypothesized relationship between emotional intelligence, work commitment, and quality of care in geriatric institutions. The model posits that high emotional intelligence among caregivers will lead to heightened work commitment, which, in turn, will positively impact the quality of care delivered to the elderly. Furthermore, the model suggests that work commitment can function as a mediator between emotional intelligence and quality of care, implying that the effect of emotional intelligence on quality of care transpires, at least partially, through its influence on work commitment.

Emotional Intelligence -> Work Commitment -> Quality of Care



**Figure - Research Model Describing the Relationship of Emotional Intelligence, Affective commitment Organization Quality of Life**



## **Discussion and Conclusions**

The current research proposes to explore the intricate relationship between emotional intelligence, work commitment, and quality of care within the context of geriatric institutions. Based on the extant literature, we hypothesize a positive association between emotional intelligence and work commitment, and a subsequent positive impact of work commitment on the quality of care provided. Moreover, we anticipate that work commitment will mediate the relationship between emotional intelligence and quality of care.

Should the empirical investigation confirm these hypotheses, the findings would underscore the importance of fostering emotional intelligence among caregivers in geriatric institutions. Such an endeavor could pave the way for the implementation of educational interventions aimed at enhancing the quality of care delivered to the elderly. These interventions hold the potential to improve the well-being of both caregivers and care recipients by bolstering work commitment, augmenting job satisfaction, and mitigating burnout among caregivers, thereby elevating the overall quality of care.

## **Potential Limitations and Suggestions for Future Research**

While this research is anchored in a comprehensive literature review and proposes a robust methodology for empirical investigation, it is important to acknowledge potential limitations. Empirical findings may reveal different or more nuanced relationships between the variables under study. Additionally, the research primarily focuses on emotional intelligence and work commitment, whereas other factors such as professional training, organizational support, and institutional culture may also influence the quality of care in geriatric institutions. Future studies could expand the scope of investigation to include these additional factors and propose more comprehensive interventions.

## **Conclusion**

Caring for the elderly in geriatric institutions is a multifaceted endeavor, demanding caregivers to navigate physical, technical, emotional, and psychological challenges inherent in the therapeutic relationship with this population. This research has explored the connection between

emotional intelligence and work commitment among caregivers. The literature suggests that high emotional intelligence, encompassing self-awareness, self-management, social awareness, and relationship management, is positively associated with increased work commitment, job satisfaction, and mental well-being among caregivers. Furthermore, strong work commitment, consisting of affective, normative, and continuance commitment, has been linked to enhanced quality of care.

These findings underscore the importance of developing emotional intelligence in caregivers within geriatric institutions. By providing tools and training to cultivate emotional and social skills, the psychological resilience of caregivers can be fortified, their work commitment can be augmented, and the quality of care they provide can be elevated. Investing in the development of emotional intelligence can lead to the creation of a supportive and empowering work environment that benefits both caregivers and care recipients.

The current research lays a solid theoretical foundation for future empirical investigations that will examine the relationships between emotional intelligence, work commitment, and quality of care in geriatric institutions. Understanding these relationships can inform the development of effective intervention programs that promote the well-being of caregivers and care recipients alike, ultimately enhancing the quality of care provided to the aging population.

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