

Higher Education EI role in Professor-Students Ratio and healthcare. Study Direction in Universities

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ABSTRACT

Introduction: In the early 1990s, Albania was one of the last communist regimes in Europe. The fall of communism in Eastern Europe and the collapse of the Berlin Wall inspired many people in Albania to push for political and social reforms. After mass protests long-standing authoritarian rule, Albania transitioned to a multiparty democracy.

Objectives: The objectives ate incorporating EI in nursing Education and enhancing the Professional Development with the aim to encourage reflective practices where nurses can self-asses and recognize their emotional responses to various situations.

Methods: The method of research is by survey based on students answered and observing university nursing students' behavior in their practices with patients. During such methods were shown Critical points on behalf of Doctors, nurses, therapists and based on psycho-social point of view the Conflict is inevitable Nurses often work in high-stress, emotionally charged, and Emotional intelligence allows nurses to de-escalate potentially violent situations.

Results: However, the survey conducted shown that this transition was not smooth, and there was much that had to be rebuilt or addressed in the aftermath of decades of isolation and repression. Albanian society took an inevitable turn as far as the Albanian society was coming out of the communist regime. There was so much undone his period was indeed a time of profound transformation for the country.

The Albanian Emotional intelligence (EI) truly marked a change in healthcare and in academic behavior relationship Professor-Student. In the healthcare sector, emotional intelligence is particularly vital among nursing professionals. Studies have shown that nurses with high EI are better equipped to handle workplace violence and conflict, leading to more harmonious relationships.

Conclusions: This papers surely would improve classroom dynamics, and reduce the stress students feel in conflict situations. Another important point to be focused are Parents and educators who understand the value of EI are better equipped to nurture emotionally intelligent children. So the relationship with parents and educators is very important and the Emotional intelligence in early education can lead to more resilient, compassionate, and cooperative future generations. In Albania this relationship has always been strong but the democratic development left their marks

Keywords: Education, Healthcare EI, Economic struggle, new system, regime

INTRODUCTION

There were so many challenges ahead for Albania during this period, Political and Social Reforms: The political system needed to adapt quickly, and there was little experience and the sudden shift to democracy created chaos everywhere and the Economic Struggles for a state primarily based on state-run industries and suddenly shifted into to a market economy created great instability, leading to high unemployment, poverty and the people were

disillusioned and their first step was immigration in all the corners of the world. As such Social Effects had been severely known and the people idea of life was between change and loss. Changes in Cultural & Intellectual prosperity or artist began to express themselves free, out of censorship in many different and interesting way almost impossible for them at that time. Further destabilizing the country were the Pyramid Collapse in 1997 which desperation in population raised and the poverty stroke twice.

So, under such circumstances the Emotional intelligence (EI) is increasingly recognized as a critical factor in various professional settings, influencing both individual and organizational outcomes. Defined as the ability to perceive, understand, and manage emotions in oneself and others, EI plays an important role in enhancing workplace dynamics and leadership effectiveness.

All around the world the Research shows that emotionally intelligent leaders foster a positive work environment, which is essential for employee well-being and organizational success (Chin et al., 2011; Prezerakos, 2018).

The Albanian Emotional intelligence (EI) truly marked a change in healthcare and in academic behavior relationship Professor-Student. There was indeed much undone especially in terms of institutions, infrastructure, and a solid political culture after decades of communist rule. This era truly marked a period of rebuilding, learning, and navigating uncharted territory.

I feel I was absolutely right at that time and after! Emotional intelligence (EI) has played a significant role in reshaping relationships within healthcare and academia, particularly between professors and students. In both settings, the growing recognition of emotional intelligence has led to more effective communication, stronger relationships, and improved overall outcomes.

OBJECTIVES

The objectives based on such circumstances how EI has influenced both areas of healthcare and academic behavior in **Educational EI implementation in healthcare in university of Vlora is as follows:**

Integrating emotional intelligence training into nursing education and professional development programs can lead to better outcomes for both nurses and patients and doctors if there are incorporated the effective strategies

1. **Incorporating EI in Nursing Education:**

- EI modules can include in their curricula, focusing on **self-awareness, empathy, and self-control**.
- **Conflict resolution** and **stress management** can prepare nurses for real-life situations and Workshops and simulations are a necessity.

2. **Enhancement of Professional Development:**

- Focusing on areas like **empathy, stress management, and team dynamics** for practicing nurses, are a necessity.
- Encourage reflective practices where nurses can self-assess and recognize their emotional responses to various situations.

3. **Peer Support Programs:**

- Create support systems where nurses with high EI can mentor those struggling with emotional exhaustion or stress.
- Establish peer debriefing sessions where nurses can discuss emotionally difficult cases and provide mutual support.

Nurses with high emotional intelligence are not only better equipped to handle the emotional demands of their job, but they also contribute to a healthier work environment, higher job satisfaction, and improved patient outcomes. EI training can be a powerful tool to address many of the challenges faced by healthcare professionals, particularly in high-stress settings.

METHODS

The materials and methods are used with the students of University of Vlora and is the empirical survey method, Students of Nursing in University of Vlora are answered and critical points ,advantages, disadvantages are shown below.

The method of research is by survey based on students answered and observing university nursing students' behavior in daily basis during lectures and their practices in Hospital of region of Vlora city.

During such methods were shown Critical points in emotional intelligence in healthcare

Doctors, nurses, therapists are required to be emotionally attuned to their patients and colleagues apart of being professionals. Emotional intelligence in healthcare is critical because of the often high-stress, high-stakes environment.

1. **Improved Patient Care:** Healthcare providers with high emotional intelligence are better at understanding patients' needs, managing their emotions, and responding empathetically. This leads to patients feeling heard and cared for, which can improve their satisfaction and overall outcomes.
2. **Better Communication:** Healthcare professionals who are emotionally intelligent can better communicate with patients, especially in difficult or sensitive situations. They can provide information in ways that are clear and compassionate, making patients feel supported rather than overwhelmed.
3. **Team Dynamics:** In a hospital or clinic setting, healthcare workers must collaborate across various disciplines. EI helps team members navigate differences, resolve conflicts, and maintain a positive and supportive working environment, which ultimately benefits patient care.
4. **Burnout Prevention:** Emotional intelligence also helps healthcare workers manage stress and maintain their own emotional well-being. By understanding their own emotions and the emotions of others, healthcare professionals are better equipped to cope with the emotional demands of the job, thus reducing burnout.

In the healthcare sector, emotional intelligence is particularly vital among nursing professionals. Studies have shown that nurses with high EI are better equipped to handle workplace violence and conflict, leading to more harmonious relationships and improved patient care (Vargas et al., 2023; Cao et al., 2022). Furthermore, emotionally intelligent healthcare workers are better able to manage stress and emotional exhaustion, which can mitigate burnout—a common issue in high-pressure environments (Cao et al., 2022; Jing-jing et al., 2022).

This insight is crucial in understanding the profound impact of **emotional intelligence (EI)** on healthcare professionals, particularly **nurses**, and their ability to handle complex emotional and interpersonal challenges. Here's a deeper dive into why EI is so essential for nurses in the healthcare sector:

Psycho social consequences dealing with conflict and high stress

Conflict is inevitable Nurses often work in high-stress, emotionally charged, and Emotional intelligence allows nurses to de-escalate potentially violent situations, manage aggressive behavior, and engage with patients and colleagues in a calm, empathetic manner in different situation and environments.

The nurses that are professionals it is noticed that if their **Self-awareness is high** allows nurses to recognize their emotional triggers **and so their Self-control is a priority** and helps them stay calm and avoid reacting impulsively . **The sense of Empathy** is a key point which helps nurses understand the emotions and needs of both patients and colleagues, which can lead to more effective conflict resolution and a reduction in aggression. As a result this leads to **Improved Relationships between colleagues as they always** are part of multidisciplinary teams, enables nurses to build better relationships with both their patients and their colleagues, fostering trust in patient and doctors. Nurses with high EI are more likely to demonstrate **active listening** and respond with **empathy**, which strengthens communication and collaboration within teams and **Self-control** allows them to remain composed during high-pressure situations, leading to smoother team dynamics.

But as we all know Managing Stress requires a huge power in Healthcare environments Nurses are at risk of burnout due to the continuous emotional demands of the job and high-pressure. All the above points are effective but the

Self-care practices, often part of EI training, encourage nurses to take steps to care for their own emotional health, preventing burnout and creating a sense of community.

The primary role of them is the patient care and the professionals or EI nurses respond to the emotional needs where patients may be dealing with pain, fear or other severe health issue. As good nurses knew how to incorporate the empathy with **Emotional regulation** ensures them to maintain a compassionate, calm presence, **meanwhile the Social skills** allow nurses to communicate effectively with patients, explaining complex medical issues building a trust-based relationships with patients.

RESULTS

The impact in academic level (professor-student relationship)

The impact of EI on the professor-student relationship and emotional development as well is profound, especially as educators recognize the importance of fostering not just intellectual growth.

As we all know **Building Stronger Relationships** with high emotional intelligence can create more trusting, supportive relationships with students and can respond with empathy, encouragement, and appropriate guidance recognizing the struggling points not only in personal life but also in learning process. When professors understand the emotional dynamics of a classroom, they can adapt their teaching styles to meet the needs of their students. So, the **ongoing Teaching and Learning** a professor with high EI may recognize when students are disengaged or anxious and might find creative ways to re-engage them. Students themselves will feel safe, supported, and motivated to succeed in different environment.

1. **Emotional Support:** In today's academic world, students face a variety of stressors, from academic pressure to personal challenges. Professors who are attuned to their students' emotional states can provide much-needed emotional support, helping students manage their mental health while maintaining academic focus.
2. **Promoting Growth and Self-Awareness:** EI isn't just about managing emotions in others, but also about developing self-awareness. Professors can use emotional intelligence to help students become more aware of their own emotions and how they influence behavior and decision-making. This leads to better self-regulation, resilience, and motivation in students.
3. **Conflict Resolution:** Inevitably, conflicts arise in academic settings—whether it's misunderstandings between students or disagreements with faculty. Professors with EI are better equipped to navigate these situations calmly and constructively, creating solutions that work for both the individual students and the group as a whole.

Advantages and disadvantages in both spheres

Talking about the **Advantages and disadvantages in both spheres let me say that this** moves beyond the idea of "getting the job done" and acknowledges that human connections, empathy, and emotional awareness play crucial roles in success and well-being. The integration of emotional intelligence into both healthcare and academic level of education reflects a broader shift toward recognizing the importance of human emotions in professional environments.

In **healthcare**, EI has helped shift the focus from just the clinical or technical aspects of care to a more holistic approach, recognizing the emotional and psychological needs of patients and providers alike. In academic level of education, EI has transformed the student-professor relationship from one of mere instruction to one that is more collaborative, supportive, and empathetic, recognizing that emotional development is as critical as academic achievement.

I'd love to explore both! Let's break it down into two parts: how emotional intelligence (EI) is implemented specifically in **healthcare** and **academic education**, and then we can touch on its broader **societal impact**. In healthcare, EI is more than just a buzzword; it is actively being integrated into professional practices to improve both patient and healthcare provider outcomes. Here's how it's typically implemented:

1. **Training Programs:** These programs aim to improve the way healthcare professionals interact with patients and each other, fostering a more supportive and compassionate environment. Many healthcare institutions

now provide EI training for staff members. For instance, hospitals and clinics offer workshops or seminars focusing on developing skills such as empathy, active listening.

2. **Patient-Centered Care:** Healthcare providers with strong EI can tailor their approach based on patients' emotional states, ensuring that care is more personalized and that patients feel valued. Emotional intelligence is central to the patient-centered care model, which emphasizes understanding patients' emotions, and building trust.

3. **Sense of Leadership:** Leadership plays a pivotal role. Leaders with strong EI are better able to manage diverse teams, facilitate effective communication, and reduce burnout. By understanding the emotions of their teams, they can motivate, support. Environments of such high-pressure healthcare, it is necessary to create a positive work culture, which ultimately improves patient care.

4. **Improving Patient Outcomes:** Studies have shown that when healthcare providers practice EI, patient satisfaction and compliance with treatment plans improve. This is partly because emotionally intelligent providers are able to communicate more effectively, build stronger therapeutic relationships, and create environments where patients feel comfortable and understood.

Helping to shape healthier professor-student relationship

Helping to shape healthier and more effective teaching and learning environments is a complex relationship, but with all of this, let me show up the following strata:

1. **Developing Emotional Competence in Students:** Many universities now emphasize the importance of EI not just for faculty but also for students. This can be especially important in disciplines like medicine, law, and psychology, where emotional regulation and empathy are critical. Professors might incorporate EI concepts into their teaching, encouraging students to explore their emotions, improve self-awareness, and develop interpersonal skills.

2. **Student Support and Mental Health:** About this issue the professors with strong EI are often more attuned to students' emotional well-being, because they see a rising concerns about mental health in academic level. They can identify and provide support to the students or refer them to appropriate resources.

3. **Creating an Engaging and Motivating Environment:** Emotionally intelligent professors are skilled at motivating students, making the classroom environment feel safe, stimulating, and dynamic. They can sense when students are feeling disconnected or overwhelmed and can respond with empathy and encouragement, thus improving overall academic engagement.

Wider impact of emotional intelligence in our society and Albania

1. **Workplace Culture and Leadership:** EI is crucial in the modern workplace, where leadership is shifting from authoritative to more empathetic and collaborative models. While in Albania we still go on to the terms of orders, where empathy is left behind and they want just the work to be done.

2. Leaders with EI can build more cohesive, supportive, and productive teams. And all these possibilities are but in Albania As a result of a very difficult and prolonged transition these qualities are quite rare. It would be better to settle down and it would be better at resolving conflicts, managing stress, and promoting well-being. As a result, workplaces emotionally supportive and a safe place which provide serenity and not stress.

3. **Social Relationships and Communities:** At a societal level, EI fosters better interpersonal relationships. People who are more emotionally intelligent tend to have stronger personal relationships because they can communicate better, understand others' emotions, and resolve conflicts peacefully. This leads to healthier families, friendships, and communities and that the case that Albanian society and institutions should follow in order to get into EU member country.

4. **Global Diplomacy:** On a global scale, EI plays an essential role in diplomacy, peacekeeping, and international relations. Leaders with high EI are better at understanding and empathizing with the perspectives of others, which is critical when navigating cultural differences, negotiating peace agreements, or addressing global

challenges. On a global scale, Albania lack such diplomacy or let's say that the bureaucracy of enclosing such issues ends always in delay etc.

5. **Well-Being:** As more people recognize the importance of EI, society as a whole is becoming more attuned to mental health and emotional well-being. There is a growing focus on emotional literacy—understanding, managing, and expressing emotions in healthy ways.

6. This is helping to reduce stigma around mental health issues and encourage people to seek help when needed. That's another problem in Albania, because in order not to get kicked out of their job, they hesitated to ask help even though they needed it with the idea that they could manage by their own. In this case Albania need more training, seminars and workshops.

DISCUSSION

As the country continues its journey of modernization and integration into the broader European community, I find the integration of emotional intelligence in both healthcare and academic level of education to be particularly fascinating, especially considering how it impacts relationships, mental well-being, and overall outcomes. If I were to dive deeper into any one aspect, I'd be curious to explore how emotional intelligence in leadership influences not just individual success but also collective progress, both in healthcare and academic level of teaching for future generations. Emotional intelligence is having a transformative effect on both healthcare and academic level, creating more compassionate, effective, and responsive environments. Its impact extends beyond these fields, contributing to stronger relationships, better workplace cultures, and healthier societies. As society continues to embrace the importance of EI, we are likely to see even greater strides in terms of emotional well-being, conflict resolution, and human connection.

University professors with high EI are more effective at mediating disputes and creating a safe space where students feel comfortable expressing their thoughts and concerns. This surely would improve classroom dynamics, and reduce the stress students feel in conflict situations. Another important point to be focused are Parents and educators who understand the value of EI are better equipped to nurture emotionally intelligent children. So the relationship with parents and educators is very important and the Emotional intelligence in early education can lead to more resilient, compassionate, and cooperative future generations. In Albania this relationship has always been strong but the democratic development left their marks.

In healthcare, strong EI in leadership should have better team cohesion, in order to reduced burnout, and improve patient requirement. Given the political and social upheavals in Albania's recent history, there are still underlying tensions in various parts of society. EI offers a way to bridge these gaps by enhancing empathy, active listening, and effective communication. In a society trying to reconcile its communist past with its democratic aspirations, fostering EI can help build stronger, more cohesive communities, reduce social polarization, and foster national unity.

In post-communist Albania, emotional intelligence is not just a personal asset, but a social imperative. By integrating EI into education, healthcare, leadership, and social initiatives, Albania can navigate the complexities of its transformation with greater resilience, empathy, and cooperation in future generations.

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