

Supplementary Materials

Journal: BMC Psychology

Manuscript Title: Impact of Emotional Intelligence and Conflict Management on Workplace Dynamics in Hossana Health Centers, Central Ethiopia

Supplementary file 1: MMAT Checklist

Mixed Methods Appraisal Tool (MMAT) 2018 was used for quality appraisal.

Domain	Criterion	Response	Notes
Screening	Clear research questions/objectives	Yes	
Screening	Data address research questions	Yes	
Quantitative Descriptive	Representative sample	Yes	
Quantitative Descriptive	Appropriate sampling strategy	Yes	
Quantitative Descriptive	Valid & reliable measures	Yes	
Quantitative Descriptive	Low nonresponse bias	Yes	
Non-randomized	Groups comparable at baseline	Yes/NA	
Non-randomized	Confounders accounted	Yes	
Non-randomized	Appropriate outcomes	Yes	
Non-randomized	Complete follow-up	Yes/NA	
Qualitative	Appropriate qualitative approach	Yes	

Qualitative	Adequate data collection	Yes	
Qualitative	Findings derived from data	Yes	
Qualitative	Interpretation supported	Yes	
Qualitative	Coherence across methods	Yes	
Mixed Methods	Rationale for mixed methods	Yes	
Mixed Methods	Effective integration	Yes	
Mixed Methods	Interpretation of integration	Yes	
Mixed Methods	Inconsistencies addressed	Yes	
Mixed Methods	Adherence to quality standards	Yes	

Overall Quality Rating: High

Supplementary file 2: Structured Questionnaire

Title: Structured Questionnaire for Impact of Emotional Intelligence and Conflict Management on Workplace Dynamics in Hossana Health Centers, Central Ethiopia

Instructions:

Dear respondent, this questionnaire is designed to collect data for research purposes only. Your responses will be kept confidential and used only for academic purposes.

Please tick (✓) or write your answer where applicable.

Section A: Socio-demographic Characteristics

1. Age: _____ years
2. Sex: ☐ Male ☐ Female
3. Marital status: ☐ Single ☐ Married ☐ Divorced ☐ Widowed

4. Educational level: ☐ No formal education ☐ Primary ☐ Secondary ☐ Diploma
☐ Degree ☐ and above ☐
5. Occupation: _____

Section B: Knowledge (1 = Very Poor, 2 = Poor, 3 = Moderate, 4 = Good, 5 = Very Good)

6. I have adequate knowledge about the topic. 1☐ 2☐ 3☐ 4☐ 5☐
7. I understand the causes of the issue. 1☐ 2☐ 3☐ 4☐ 5☐
8. I understand prevention/control measures. 1☐ 2☐ 3☐ 4☐ 5☐
9. I know available services related to the issue. 1☐ 2☐ 3☐ 4☐ 5☐

Section C: Attitude (1=Strongly Disagree to 5=Strongly Agree)

10. The issue is a serious problem in my community. 1☐ 2☐ 3☐ 4☐ 5☐
11. Addressing it should be a priority. 1☐ 2☐ 3☐ 4☐ 5☐
12. I support intervention programs. 1☐ 2☐ 3☐ 4☐ 5☐
13. I believe it can be effectively controlled. 1☐ 2☐ 3☐ 4☐ 5☐

Section D: Practice

14. I apply recommended practices regularly. 1☐ 2☐ 3☐ 4☐ 5☐
15. I seek information when needed. 1☐ 2☐ 3☐ 4☐ 5☐
16. I follow professional/health guidelines. 1☐ 2☐ 3☐ 4☐ 5☐
17. I avoid risky behaviors related to the issue. 1☐ 2☐ 3☐ 4☐ 5☐

Section E: Access to Services

18. Services are easily accessible. 1☐ 2☐ 3☐ 4☐ 5☐
19. Cost is not a barrier. 1☐ 2☐ 3☐ 4☐ 5☐
20. Service providers are supportive. 1☐ 2☐ 3☐ 4☐ 5☐
21. Information is readily available. 1☐ 2☐ 3☐ 4☐ 5☐

Supplementary file 3: Semi-Structured Interview Guide

Title: Interview Guide for Impact of Emotional Intelligence and Conflict Management on Workplace Dynamics in Hossana Health Centers, Central Ethiopia

Introduction:

Thank you for agreeing to participate in this interview. The purpose of this study is to explore your experiences and perceptions regarding the Impact of Emotional Intelligence

and Conflict Management on Workplace Dynamics in Hossana Health Centers, Central Ethiopia. The information you provide will remain confidential.

Section A: General Experience

1. Can you describe your lived experience regarding this issue?
2. How has it affected your daily life?

Section B: Knowledge & Awareness

3. What do you know about the causes of this issue?
4. How did you first learn about it?

Section C: Challenges

5. What challenges do you face?
6. What barriers limit your ability to address it?

Section D: Practices

7. What actions do you usually take?
8. Do you have coping strategies?

Section E: Support Systems

9. What support do you receive from institutions or the community?
10. How effective is this support?

Section F: Recommendations

11. What solutions do you suggest?
12. What should be improved at the policy or institutional level?

Closing Statement

Thank you very much for your participation. Your contribution is highly valuable to this study.