

Analysis of Emotional Intelligence on Nurse Performance

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ABSTRACT

Emotional Intelligence is a concept that has a multidimensional concept that combines cognition with emotion in the means of communication. The emotional Intelligence of nurses has a direct effect on the quality of services provided. Therefore nurses who have high emotional Intelligence can provide quality services. This study aimed to determine the relationship between emotional Intelligence and nurse performance in applying nursing care. This type of research uses quantitative methods with a cross-sectional analytical approach. This research instrument uses two instruments, emotional Intelligence, and nurse performance, that have been tested for validity and reliability by other researchers. The sample of this study was 47 respondents. The result of p -value = 0.000 and ρ value = 0.963, H_a is accepted. This suggests there is a relationship between emotional Intelligence and nurse performance. H_a is accepted, which means there is a relationship between emotional Intelligence and the Performance of adolescent nurses in Baitul Izzah Room 1 and 2 RSI Sultan Agung Semarang.

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1. INTRODUCTION

Nursing is a profession that can provide health services. Nurses are essential in health services, providing professional nursing care in hospitals [1]. Quality nursing services are essentially a combination of administrative and clinical coordination. The primary function of care services is to provide comprehensive, safe, and effective services that a stable organization supports.

The definition of Performance in the Indonesian Dictionary states that Performance means: (1) an achievement, (2) a demonstrated achievement, (3) workability. Based on these capabilities, it can be explained that Performance can be seen from different dimensions. Performance is a condition that must be known and confirmed to certain parties to determine the achievement of individual results about the vision carried out by an organization, as well as knowing the positive and negative impacts of an operational policy". Performance is a natural behavior that everyone displays as work achievements produced by employees in their role in the company [2].

The task of a professional nurse is to be able to conduct studies on patients, determine nursing diagnoses, and provide interventions so that the patient's basic needs can be met optimally. Then the next stage is to provide evaluation and documentation [3]. The successful performance of nurses in implementing nursing care can be seen from psychological factors, which include perception, role, motivation, personality attitude, and customer satisfaction with the services provided. This refers to emotional intelligence indicators, self-awareness, self-regulation, motivation, empathy, and social skills [4].

The term "emotional intelligence" was first coined in 1990 by psychologists Peter Salovey of Harvard University and John Mayer of the University of New Hampshire, both of which explain the existence of qualities that are important for success, including empathy, expressing and understanding feelings, controlling anger, four independence, ability to adjust, likeability, ability to solve interpersonal problems, perseverance, solidarity, friendliness and attitude Yours [5]

Emotional Intelligence can be interpreted as the ability to motivate oneself in the face of frustration, control impulses and not overdo it in pleasure, regulate mood, and keep the burden of stress

from paralyzing the ability to think clearly, have empathy and pray [6]. Emotional Intelligence reflects that any individual who can feel emotions, build and build emotions well, understand emotions, and increase knowledge in developing emotions that form a force.

According to Goleman in Murdiani (2019) mentioned that there are five essential skills in Emotional Intelligence, namely: (1) recognizing self-emotions, (2) managing self-emotions, (3) motivating oneself, (4) knowing the emotions of others, (5) fostering good relationships with others. Recognizing self-emotions is the ability to know that self-emotions affect Performance so that they can influence decision-making.

Nurses have an essential role in delivering quality health services in hospitals, and efforts are needed to improve and maintain the quality of nursing services [7]. Running nursing care correctly and adequately is one of the problems in both government and private hospitals caused by nurses' low emotional Intelligence of nurses [8]. Nursing services need a person with high emotional Intelligence to meet the needs of patients, including biological, psychological, and spiritual needs [9].

Emotional Intelligence needs to be developed by nurses in improving health services, especially when carrying out nursing care, which is required to work with patients, patients' families, peers, and other health workers. So it needs good emotional Intelligence [10]. The emotional Intelligence of nurses has a direct effect on the quality of services provided [11]. Therefore nurses who have high emotional Intelligence can provide quality services. A study by Kamassi et al. (2019) revealed a significant influence between emotional intelligence and employee performance. Another study by Jamshed & Majeed [12] explained that emotional Intelligence could affect team performance. Thus it can be recognized that emotional Intelligence plays a very substantial role in improving nurse performance [11]

2. METHOD

This study uses a quantitative research design, the correlational type, which aims to determine the relationship between variables [12]. This study is a *Cross-Sectional* approach in which the measurement time of independent variables on Emotional Intelligence and dependent variables regarding Nurse Performance is only carried out once, at one time. The goal to be achieved in this study is to find out whether there is a relationship between emotional Intelligence and nurse performance in documenting nursing care.

The population in this study was all implementing nurses on duty in Baitul Izzah rooms 1 and 2 of the Sultan Agung Islamic Hospital Semarang. The samples in this study were all implementing nurses on duty in Baitul Izzah rooms 1 and 2 of the Sultan Agung Islamic Hospital Semarang. The sampling technique in this study is *total sampling*, which is a sampling technique equal to the population.

3. RESULTS AND DISCUSSION

Table 1. Distribution of Respondents By Gender

Gender	Frequency (<i>f</i>)	Percentage (%)
Men	21	44,7
Woman	26	55,3
Total	47	100

Research shows that the distribution of respondents' characteristics by gender is known to be that most nurses are female, as many as 26 people (55.3%).

Table 2. Distribution of Respondents by Age

Variable	Median	<i>f</i>	(%)
Age	33,00		
26 – 35		36	76,6
36 – 41		11	23,4
Total		47	100

Research shows that the distribution of respondents' characteristics by age is known to most nurses aged 26-35 years, as many as 36 people (76.6%).

Table 3. Distribution of Respondents By Education Level

Education	Frequency (<i>f</i>)	Percentage (%)
D3	25	53,2
S1	22	46,8
Total	47	100

Research shows that the distribution of respondents' characteristics based on education level is known to most nurses who are D3 educated as many as 25 people (53.2%).

Table 4. Distribution of Respondents Based on Respondents' Length of Work

Length of Service	Frequency (<i>f</i>)	Percentage (%)
<5 Years	11	23,4
5-10 Years	29	61,7
11-15 Years	7	14,9
Total	47	100

Research shows that the distribution of respondents' characteristics based on length of work is known to most nurses working for 5-10 years, as many as 29 people (61.7%).

Table 5. Distribution of Cross-Tabulations of Nurses' Emotional Intelligence and Nurse Performance in Applying Nursing Care

Emotional Intelligence	Nurses' Performance in Implementing Nursing Care						Total		<i>r</i>	<i>P</i> value
	Good		Enough		Less					
	F	%	F	%	F	%	F	%		
Tall	43	91,5	0	0,0	0	0,0	43	91,5	0,963	0,000
Low	0	0,0	2	4,3	2	4,3	4	8,5		
Total	43	91,5	2	4,3	2	4,3	47	100,0		

Research shows that the distribution of nurses' emotional intelligence and performance in applying nursing care is known to most nurses have high emotional intelligence, and nurses' performance in implementing good nursing care is 43 people (91.5%).

Table 5 shows that based on bivariate analysis, it produces a signification value of 0.000 with a *p-value* of $0.000 < 0.05$.

Thus H_0 was rejected, and H_a was accepted, which means that there is a relationship between emotional Intelligence and nurse performance in applying nursing care in Baitul Izzah 1 and 2 RSI Sultan Agung Semarang and has a solid relationship with a $\rho = 0.963$ value with a positive direction which means that the higher the emotional Intelligence, the better the nurse's Performance.

DISCUSSION

Research shows that the distribution of respondents' characteristics based on gender is known to be primarily female as many as 26 people (55.3%). There is generally no meaningful difference between the female and male sexes in emotional Intelligence [14]. There is no consistent difference in problem-solving ability, analytical skills, competitive drive, motivation as well as learning ability

Research shows that the distribution of respondents' characteristics by age is known to most nurses aged 26-35 years, as many as 36 people (76.6%). There is no relationship between age and emotional Intelligence. Young nurses balance the abilities and advantages older nurses possess with ideal expectations about the world of work. They will try to explore all their learning experiences from

education to be applied in the order of service to patients [15]. Young nurses maintain their ideals so that they will strive to comply with the standards that apply in their workplaces.

The results showed the distribution of respondents' characteristics based on education level that most nurses had studied D3 in 25 people (53.2%). The function of education is one of the best media to prepare everything, both knowledge, and attitudes related to medical matters. Highly educated nurses perform better because they have broader knowledge and insight compared to nurses who are less educated [16].

Research shows that the distribution of respondents' characteristics based on length of work is known to most nurses working for 5-10 years, as many as 29 people (61.7%). Nurses who have worked for a long time have a good quality of work compared to those who are newly working. The longer a person's work period, the more skilled and experienced they will be in dealing with problems in their work [2]. Therefore, the nurse's service length largely determines the quality of the nurse's Performance.

The results showed the distribution of respondents' characteristics based on emotional Intelligence that the majority of nurses had high emotional Intelligence, as much as 43 (91.5%). Such high emotional Intelligence can be influenced by a high level of empathy and social ability so that the level of sensitivity and responsiveness is high to support the Performance of nurses. This is in agreement with Gurning the results of a study that showed that the emotional Intelligence of implementing nurses at Bina Kasih Hospital Medan was more towards high Emotional Intelligence, which was 50.9% which was caused because most nurses had high empathy [17].

The results showed a distribution of respondents' characteristics based on emotional Intelligence that the majority of nurses had good nurse performance, as much as 43 (91.5%). This good Performance can occur because the nurses are very disciplined, always arriving on time according to predetermined service hours. This is directly proportional to the research conducted by Adegboyega et al., which explained that the lack of nurse performance is caused by nurses being less responsive in doing their job in serving the needs of patients, and there are frequent delays in nurses [18].

The research results on the relationship of emotional Intelligence with the Performance of nurses in applying nursing care, and it is known that 43 nurses with high emotional Intelligence also have good Performance. High emotional Intelligence has an impact on the Performance of medical care. The high sense of empathy and social abilities that nurses have will increase their motivation of nurses in working [19]. This is in line with Ambila's research, which explains that the relationship between nurses and patients will be more easily improved if some essential emotional intelligence devices are applied in nursing [20]. Emotional Intelligence also affects Performance because individuals with good emotional Intelligence can resolve conflicts and emotions and apply them to motivate themselves when working [21].

The results also showed that the nurse's low emotional Intelligence and sufficient Performance were possessed by two nurses, while two nurses had low emotional Intelligence but less Performance. The nurse's lack of Performance can be caused by low *self-regulation*, so not all nursing actions are carried out by the SOP because, according to Gurning, Emotional Intelligence is influenced by several factors, one of which is the ability to control themselves [17]. Meanwhile, nurses with low emotional Intelligence but sufficient Performance can be caused because the nurse is a nurse who has low *self-regulation*, which causes nursing performance in evaluation to be less than optimal. A similar opinion was also expressed by Welebuntu & Gobel, who explained that self-awareness influences improving a nurse's performance [22].

The results of this study align with the results of Saputra's research, which shows that emotional Intelligence has a positive and significant effect on the Performance of nurses at Surya Insani Pasir Pangaraian Hospital. This is proven based on the results of the t-test, where a t-count > t-table ($6,716 > 2,034$) is obtained with a probability value of 0.00. The magnitude of the influence of emotional Intelligence on the Performance of nurses at Surya Insani Pasir Pangaraian hospital was obtained by 58.8%. This is known based on the results of the determination test, where the R-value is 0.588. In addition, from this study, researchers suggested that leaders should not get tired of providing emotional intelligence training to nurses, considering that nurses are directly related to patients, so they need high emotional intelligence skills [23].

Likewise, in line with the results of the research of Paomey et al., which showed a positive and significant relationship between emotional Intelligence and nurse performance. This study used Fisher's Exact Test analysis and found that the meaningfulness level was 95% ($\alpha=0.05$) and showed a p-value = 0.006. The study also explains that emotional intelligence training programs can be provided for nurses to develop emotional intelligence [24].

The higher the emotional intelligence level, the better the nurse's Performance will be. Likewise, Nugroho's research results show that the higher the level of emotional Intelligence of nurses, the better the nurse's performance attitude. The results showed that the effective contribution of emotional Intelligence to Performance in nurses was 29.7%. The high emotional Intelligence of a person will be able to carry out all tasks responsively, so Performance is increasingly hindering [25]

4. CONCLUSION

The characteristics of respondents based on gender are known to most nurses are male, as many as 21 people (44.7%), and female sex as many as 26 people (55.3%). The characteristics of respondents based on the age of respondents are known that most nurses are aged 26 - 35 years, as many as 36 people (76.6%), and aged 36 - 41 years as many as 11 people (23.4%)., while the characteristics of respondents based on education level are known to most nurses were 25 D3 educated people (53.2%), 22 S1 educated people (46.8%), then the characteristics of respondents based on length of work were known to most nurses working for 5-10 years as many as 29 people (61.7%), <5 years as many as 11 people (23.4%), and 11-15 years as many as seven people (14.9%). The emotional Intelligence of nurses is known that most nurses have high emotional Intelligence, as many as 43 people (91.5%), and nurses have low emotional Intelligence, as many as four people (8.5%). The Performance of nurses in implementing nursing care is known to most nurses to have good Performance, as many as 43 people (91.5%), two people (4.3%), and less as many as two people (4.3%). There is a relationship between emotional Intelligence and the Performance of nurses in applying nursing care in Baitul Izzah 1 and 2 RSI Sultan Agung Semarang, which is shown with a p-value of $0.000 < 0.05$ and has a solid relationship with the value of $\rho = 0.963$ with a positive direction which means that the higher the emotional Intelligence, the better the nurse's Performance.

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