

# The Relationship Between Emotional Intelligence and The Performance of Nurses in Medan Private Hospital

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## ABSTRACT

Nurse performance is the result of nursing services, which determines the quality of health services and factors determining the image of health services institutions in the eyes of the community and demonstrate service. This study aims to analyze the relationship between nurses' emotional intelligence and the performance of implementing nurses. The research design used was an analytical survey with a cross-sectional approach. The sample consisted of 114 people. Data collection tools using questionnaires and observation sheets were then analyzed using the Chi-Square statistical test with a confidence level of 95%. The results of the study showed that the emotional intelligence of nurses obtained a p-value of  $0,001 < \alpha = 0,05$ . So, there is a positive relationship between emotional intelligence and the performance of executive nurses in Medan Private Hospital. In conclusion, emotional intelligence is closely related to the performance of implementing nurses.

**Keywords: emotional intelligence, nurse performance, private hospital**

## INTRODUCTION

Nurse performance is the most important factor for success of a hospital is closely related to nursing services, therefore hospitals are required to provide quality services (Mariana, 2019). In health service organization, nurses are always at the forefront of various types of service delivery to patients every day. Every day nurses face various emotional demands in providing nursing service to both simple and complex patients. In providing nursing services, communication between nurse and doctors and other personnel is needed. Nurse must withstand all emotional demands to remain effective and efficient in doing their work (Toney-Butler & Thayer, 2023).

Emotional intelligence plays a very important role in producing good performance. Emotional intelligence is an expertise in recognizing and understanding feelings, being able to control emotions so that it makes it easier to improve the condition of the heart, think clearly and empathize (Goleman, 2018). Emotional intelligence has been widely used in several vocations and has even gained traction in the world of nursing work because emotional intelligence promotes nurses prosperous lives and this will have an impact on clients and families (Raghubir, 2018).

The most important thing that a nurse must pay attention to is emotional intelligence which it has because nurses are people who provide service to patients. Around 80% of emotional intelligence is one of the determinants of a person's success and around 20% is IQ (Kharismasyah, 2021). Therefore, a person's level of professionalism and performance depends on intelligence his emotions. If nurses feel stressed, this will have negative effect on the client and the family who look after them. Stress that occurs in nurses when it reaches its peak point can result in a decrease in nurse performance (Maharani & Budianto, 2019).

Research conducted by Kamassi et al. (2019) states that there is a significant influence between emotional intelligence and employee performance. Other research conducted Jamshed & Majeed (2019) explains that team emotional intelligence influences team performance. Thus, work teams with emotional bonding interactions are recognized as being able to encourage members to complete tasks effectively and efficiently, which will influence team performance. The implication of this study explain that emotional intelligence plays a very substantial role improving nurse performance. In line with research conducted by Geun & Park (2019) that emotional intelligence and communication skills contribute to performance.

Based on the results of an initial survey conducted by researchers, it was found that nurses were considered slow in responding to patient complaints and needed more swiftness in providing services. The nurse's attitude could be more communicative, careless at work, and often angry with patients/ families. There still needs to be more nurses for patients; it can be seen when the patient is not there, the family is looking after it, so the patient is not bathed by the nurse on duty. The level of friendliness of nurses is also still considered lacking because some nurses, when speaking to patients and families, use a harsh tone such as scolding the patient. The research result of Gimenez Expert et al., (2019) shows that empathy skills really help nurses adapt to new environments and things to produce positive things. Nurses who show empathy will help the patient's psychology because patients come to the hospital with poor health conditions and have burdened thoughts related to their illnesses. Empathy has an impact that makes it easier for patients and families to socialize because empathy can increase feelings of trust. This study aims to analyze the relationship between nurses' emotional intelligence and the performance of implementing nurses.

## METHODS

This research uses an analytical survey research design with an approach cross-sectional. The population in this study was 160 nurse. The sample used in this research was 114 implementing nurses using the Slovin Formula. Sampling was carried out in two tages namely: first stage using cluster sampling techniques, namely grouping samples based on the nurse's room works and the second stage is the selection of sample members carried out using convenience sampling where subjects are sampled because happened to be found at the same place and time during data collection.

The nurses who were the samples in this research were selected according to the inclusion criteria namely: 1) nurses who have worked for a minimum of 12 months; 2) minimum DIII education Nursing; 3) willing to be a respondent; 4) not currently on leave from work or vacation due to study assignments; 5) main duties and functions as an executive nurse. The exclusion criteria are: (1) nurses who are not willing to fill out the questionnaire; (2) nurses who are on leave from work and on leave due to study assignments. Study carried out from January to April 2024. Data was collected using a questionnaire for the emotional intelligence variable and to measure the nurse performance variables using an observation sheet.

The questionnaire was made by the researcher himself. Before the data collection process, instrument validation was carried out by three experts with a nurse emotional intelligence score of 0,89 and a nurse performance variable of 0,98. Reliability was carried out to measure the reliability of the questionnaire with Cronbach's alpha, namely nurse emotional intelligence 0,984, nurse performance 0,990. Analysis of research data used the Chi-Square statistical test with a confidence level of 95%.

## RESULT AND DISCUSSION

### Description of Respondentt Characteristics

**Table 1. Frequency Distribution of Respondent Characteristics**

Characteristics	Frequency (f)	Percentage (%)
Age		
≤ 25 years	33	28.9
26-30 years	49	43.0
31-35 years	23	20.2
> 35 years	9	7.9
Gender		
Man	20	17.5

Characteristics	Frequency (f)	Percentage (%)
Women	94	82.5
Education		
D3 Nursing	75	65.8
Nurse	39	34.2
Years of Service		
1 years	27	23.7
2-3 years	53	46.5
> 3 years	34	29.8

Table 1 shows that the data on the characteristics of respondents were mostly 26-30 years old, 49 people (43,0%), most of whom were 94 people (82,5%) were female, most of them had D3 education nursing was 75 people (65,8%) and most of the respondents had years of service 53 people (46,5%) worked 2-3 years.

### Univariate Analysis

**Table 2. Frequency Distribution of Nurse Emotional Intelligence Categories**

Characteristics	Frequency (f)	Percentage (%)
High	58	50,9
Low	56	49.1
Amount	114	100.0

Table 2 above shows the frequency data for intelligence categories. The emotions of nurse are mostly intelligence 58 nurse (50,9%) had high emotional intelligence and low emotional intelligence what happen to nurse is still relatively high because is has reached 56 people (49,1%).

**Table 3. Frequency Distribution of Performace Categories of Excecutive Nurse**

Characteristics	Frequency (f)	Percentage (%)
High	53	46.5
Low	61	53.5
Amount	114	100.0

Based on Table 3, the data shows that the frequency data is based on the performance category of implementing nurses is mostly bad as many as 61 people (53.5%). This situation indicates that most of the performance the implementing nurse is bad at implementing duties as a nurse and the good nurse performance category is still relatively low because it still reaches 53 (46.5%).

## Bivariate Analysis

**Table 4. Relationship Between Nurse's Emotional Intelligence of Ececutive Nurses**

Intelligence Emotional Nurse	Performance of Excecutive				Total		<i>p-value</i>
	Good		Bad		f	%	
	f	%	f	%			
High	45	77.6	13	22.4	58	100	0.001
Low	8	14.3	48	85.7	56	100	

Table 4 above shows that there were 45 out of 58 people (77.6%) with high emotional intelligence nurses perform well. Meanwhile in between nurses with low emotional intelligence were 8 out of 56 people (14.3%) perform well. The results of the chi square statistical test obtained a value of  $p = 0.001 < 0.05$ , so can be concluded that there is a relationship between nurses' emotional intelligence and nurse performance executor.

## DISCUSSION

### Emotional Intelligence

The research results showed that the emotional intelligence of implementing nurses was more towards high emotional intelligence, namely equal to 50.9%. This could be because most of the implementing nurses can control the urge to get angry. The nurse can control feelings of anger implementers well and nurses are also able to recognize and manage emotions what happened to him.

The benefit of high emotional intelligence for nurses is that nurses are capable empathetic, able to present oneself to patients, able to listen to everything complaints and able to be a good advisor. Good relationships will be easy improved if the basis of emotional intelligence is improved. Recognizing emotions. The self is the basis of emotional intelligence. Individuals who are able to recognize emotions themselves will then know and anticipate their future actions influence other people.

Nurses need high emotional intelligence because often interact with patients who have different cultures and characters. So therefore. Nurses must have an attitude of caring, understanding and deep concern serve patient. Nurses' emotional intelligence was in the low category in the research this is 49.1%. This means that emotional intelligence is low. The incidence among implementing nurses is still relatively high. Reasons why nurses get emotional easily one of them is due to low emotional intelligence. Low emotional intelligence

What happens to nurses, one of the influencing factors is the nurse's age the majority of whom are aged 26-30 years, meaning that the majority of nurses are still young young adult age category. Nurses who are young adults have intelligence levels his emotional state is still in the process of development, therefore with as you get older your emotional intelligence will increase. According to the results research conducted by Adegboyega et al. (2017), that people who have older people have higher emotional intelligence than younger people.

Apart from age, factors that influence the level of emotional intelligence are education. From the education data of the respondents, the majority were D3 Nursing, 65.8% and Nurses are 34.2%. Nurses with nursing education have higher levels of emotional intelligence high when compared to nurses with D3 Nursing education. In accordance with the research results of Lipscomb et al., (2019) explain that there are several factors that one of the factors that influences emotional intelligence is education because of the process someone's thought will be influenced by educational background. Education programs Sustainable efforts are to improve emotional intelligence and skills communication (Geun & Park, 2019).

Emotional intelligence greatly influences nurses' behavior in serving patient. Nurses who have high emotional intelligence will show it good behavior in serving patient needs, nurses will be more capable Control yourself from feeling angry when communicating with patients or families. This is in accordance with the opinion of Siregar et al. (2021) who explain that a person who is able to control himself from emotions, able to adjust to people others are the basis of success for the realization of good performance.

Emotional intelligence is very necessary in a job, because with the presence of emotional intelligence individuals can relate well with leaders and work colleague. A nurse is expected to have high emotional intelligence to meet the patient's bio, psycho, social and spiritual needs (Siregar et al., 2021). The most important thing to improve emotional intelligence is when nurses able to control oneself during times of anger, fear, grief, disgust, joy and so on offended.

### **Nurse Performance**

Based on the research results, it was found that most of the nurse performance the esecutor is bad at carrying out his role as a nurse. The results showed that the nurse performance category was poor with a percentage of 53,5, this happened because nurses did not do their job as best as possible to serve patient needs.

The result of the nurses performance showed that the nurse never recorder concisely and clearly all the actions that had been carried out there is 22,8%. This shows that the nurse did not record

every action nursing that has been carried out so that documentation of nursing care is incomplete. Then in foster care nursing, the plans made do not consist of the determining problem priorities, goals and nursing action plans so that priorities are resolved sometimes not in accordance with the patient's primary needs.

Apart from that, nurses never have as much empathy for patients and families 20,2 %. This shows that nurses do not have empathy in serving patients. According to (Giménez et al., 2019). being skilled in empathy is very helpful nurses in adapting to the environment and new things to produce positive thing. Nurse who show empathy will help the patient's psychology because basically patients come to the hospital with poor health condition well and has a burden on his mind regarding his illness. Empathy has an impact can help patients and families to socialize because empathy is capable increase trust.

Apart from empathy, nurses also carry out nursing actions towards patients that are not based on SOP; this is related to the abilities and skills that are used and owned by the nurse. This situation can be seen in a nurse who always did nursing action according to SOP only 13,2% and never recorded to SOP in carrying out nursing actions amounted to 9,6% of nurses who did not according to the SOP in carrying out nursing action; it was more often found not wash your hands before carrying out nursing procedures, and some do not use gloves when inserting an IV.

The performance of nurses in providing nursing care is a series activities provided to patients directly in various health services. The nursing care process consists of: (1) assessment: collection process patient data information, namely from subjective or objective data (2) nursing diagnosis: using clinical judgment helps in planning and implementation of patient care (3) planning: action plans related to elections intervention (4) implementation: steps involving the actual implementation of nursing interventions outlined in the plan of care (5) evaluation: assess repeated to ensure the desired results have been met (Toney-Butler & Thayer, 2023).

Performance is the result of work obtained by someone in complete the tasks and workload assigned to him based on ability and the experience he has Fardhoni et al. (2021). Good or bad performance nurses depends on how nurse interpret their work because someone who doing a job well according to his role is a person who responsible for this duties. As started by Fukada (2018) that job specific task proficiency is one dimension of performance, where dimensions describe behavior related to the main task someone according to their role. This explains that a nurse must has good performance patient health.

Nurses in carrying out their work can be influenced by several things namely attitudes towards onwself, self confidence, work and the environment work. Nurses in carrying out their duties can be observed in their involvement carry out work and responsibilities for organization such us attandance/absence, sense of belonging to the organization, attechment to the organization, compliance and responsibility towards the task. According to Kharismasyah (2021) that is one form nurses involvement in progress in work, namely by providing ideas, enforce regulations and support agency policies.

Fardhoni et al. (2021) explained that nurses who have good performance will usually have good work performance, have high competence and self-confidence. Nurses who have good performance are the main key in improving the quality of health services. In line with the statement from Alim et al., (2019) that nurses who carry out their work well will increase patient satisfaction with the services provided by nurses.

Research by Ohman et al. (2017) found that efforts that can be made to improve the performance of nurses are by making continuous improvements, improving the quality of workers by participating in training and empowering the nursing workforce. To improve performance, it is necessary to create standards for achievement through statements about the various conditions that are expected when the work will be carried out. Several steps that can be taken to improve the performance of nurses are a transparent performance appraisal system, fulfilling employee rights, providing rewards and punishments, clear career paths, attending training and building friendships with fellow colleagues.

### **The Relationship between Nurses' Emotional Intelligence and the Performance of Executive Nurses**

The research results explain that nurses have emotional intelligence high, it will further improve the performance of implementing nurses and conversely, nurses who have low emotional intelligence will further reduce the performance of executive nurses. The results of this research are supported by the research results of Dipayanti & Pertiwi (2019) which prove that emotional intelligence has a positive and significant effect on nurse performance. Emotional intelligence is the most important element for nursing performance because the more complex the work, the more important emotional intelligence is needed.

Nurses' performance is assessed not only by their work abilities but also by their ability to manage themselves and be able to build good relationships with other people. In accordance with the statement of Munir & Azam (2017), that to advance a work team, emotional

intelligence has an important role in fostering relationships between people and at the same time plays a role in improving performance. In accordance with the opinion of Siregar et al. (2021) that people who have high emotional intelligence will be able to accept challenges, be more responsible, productive, optimistic in solving problems and all of this is really needed in the work environment.

According to Cabral et al. (2020) factors that influence a person's performance are intelligence quotient (IQ) and emotional intelligence (EQ), but what is more influential in producing good performance is emotional intelligence. This statement is in line with research conducted by Gong et al. (2019) which explains that there is a positive and significant influence between emotional intelligence on a person's performance. Emotional intelligence has a greater influence on improving careers and good performance than intelligence in general.

The results of this study show that high emotional intelligence in executive nurses occurs because of the nurse's ability to deal with emotions so that they have a good effect on carrying out tasks, are responsive to conscience, are able to cancel pleasure before reaching the goal and can quickly recover from emotional pressure. Emotional intelligence which occurs in the low category is 49.1%, this result will have an impact on services such as nurses being angry, causing discomfort for patients in receiving services, there is no sense of empathy for the patient's condition and this will cause dissatisfaction patient.

The results of the analysis showed that there were 13 nurses with high emotional intelligence but poor performance. Davidescu et al. (2020) explained that there are several factors that influence individual performance, namely: related to salary (rewards), motivation, abilities, needs, traits, perceptions of tasks, internal and external rewards, as well as perceptions of the level of rewards and satisfaction. Work. The results of research conducted by Gultom (2020) showed that emotional intelligence had a positive and significant effect on nurse performance. These results indicate that emotional intelligence abilities contribute to the combined effect of other important variables that significantly influence nurse performance.

The results of the analysis also show that there are 8 nurses with emotional intelligence in the low category but who have good performance. This situation can occur because even though the nurse has low emotional intelligence, the nurse still tries to work with optimal results to serve patients. This proves that the nurse only has poor emotional control, but she still tries to show good work results.

The research results and description above confirm that every nurse must increase emotional intelligence because the profession of a nurse always interacts with many people. Nurses in providing nursing care must be able to collaborate with patients and families and other interprofessional staff. This requires nurses to have high emotional competence because it will affect the performance of nurses and the quality of service received by patients and families so that it will have an impact on patient loyalty to the hospital.

## CONCLUSION

The results of the study showed that the emotional intelligence of nurses obtained a  $p$  value of  $0,001 < \alpha = 0,05$ . So it can be concluded that nurses' emotional intelligence is related to the performance of implementing nurses in Medan private Hospital.

## LIMITATION

This research has limitation, including: during the research, researches found that apart from emotional intelligence, there were several factors that influenced the performance of implementing nurse, such as the work environment, hospital regulation, fatigue factor and nurse salary and this was not examined by the researches in the study. The cross sectional design used in the research cannot establish so another design is needed for this reserch.

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