Emotional Intelligence And Competence: Influence On Hospital Nurse Performance

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A R T I C L E I N F O	ABSTRACT
Keywords: Emotional Intelligence, Competence, Nurse Performance.	Nurses are always faced with various demands and workloads so they need to have stable emotional intelligence in dealing with their daily work. The purpose of this study was to examine the effect of emotional intelligence and competence on the performance of nurses. The study was conducted at three public hospitals in Banten Province including RSUD dr. Drajat Prawiranegara, Banten General Hospital and Serang City Hospital used a quantitative approach, with a sample of 100 people. Based on the results of data analysis using SEM-PLS, emotional intelligence has the most dominant effect on nurse performance compared to competence. This study proves the importance of stable emotional intelligence to be able to support the achievement of maximum nurse performance
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1.   Introduction

Nurses are health workers who continuously provide nursing services in hospitals 24 hours a day. Nurses as the frontline of the hospital become one of the indicators that participate in determining the image of the hospital. Therefore, hospitals must manage nursing staff well, because nurses are the largest composition of human resources in hospitals and contribute 60% of the total health services in hospitals (Nasution et al., 2019). The performance of nurses is shown by the provision of nursing care which refers to the Decree of the Minister of Administrative Reform Number 25 of 2014 concerning Functional Positions of Nurses and Credit Scores, with the main task of providing nursing services in the form of individual, family, group and community nursing care. The good performance of nurses in providing nursing care can certainly support hospitals in achieving organizational goals (Anggraheny et al., 2020).

Performance of nurses in Indonesia was found to be still low. Maslita's research (2017) in the inpatient room at the Tangerang Regency General Hospital shows that the performance of nurses is still quite small, only around 53.7%, in line with Rahmat's research (2018) which shows that the performance of nurses is still quite small, only around 50%. Then Maulani and Dasuki (2018) again show the performance of nurses in the low category around 47.6% (Laksana & Mayasari, 2021). If it is observed that the results of the study show that the performance of nurses is in the low category, only around 50%, this shows that in general the health services provided by nurses to patients have not been maximized. The results show that performance is the main instrument that needs attention from the manager/supervisor so that the health services provided by nurses can be maximized and in accordance with the standards and expectations of the community.

Results of the preliminary study, it is known that the performance of nurses at three public hospitals in Banten Province is still not optimal. In terms of documentation, there are still many nurses who have not done it completely, some even do not make nursing care (only make monthly program reports) and there are still many nurses who do work that is not in accordance with their roles and

functions, such as doing more administrative tasks. In fact, the performance standard of nurses in providing nursing care set by the Ministry of Health of the Republic of Indonesia is at least 80%.

The results of the preliminary study found that the phenomenon of nurses' emotional intelligence was still low. This can be seen from the many nurses who are unable to manage their emotions, which has an impact on the service of these patients and there are always complaints from patients every week. Patient satisfaction survey data at general hospitals in Banten Province generally show that nurses are the type of service that patients and the general public complain about the most. Most nurses revealed that work pressures and nurse work routines for 24 hours require stable mental support so that they are able to control and manage emotions positively, and motivate themselves to recognize other people's emotions, which in turn has a good impact on the smooth relationship between nurses and colleagues. colleagues and patients and their families. Nurses also admitted that they are often in unstable emotional conditions, which makes them more easily offended when providing nursing services to patients.

Emotional intelligence is the potential from within a person to be able to feel, use, communicate, recognize, remind, describe emotions. Nurses with good emotional intelligence are also able to manage themselves, have initiative, optimism, are able to coordinate emotions within themselves, and carry out calm thoughts without getting carried away by emotions. The emotional intelligence of employees needs to be explored and developed in order to be able to have a positive impact on performance. Someone who has good emotional intelligence will have an impact on the career obtained. Someone with high emotional intelligence will get better work results than someone who has low emotional intelligence. This is because employees with high levels of intelligence can manage their emotions in terms of maintaining a positive mental state that can lead to increased job performance (Borman & Westi, 2021).

The results of the study (Arifin et al., 2014) found that nurses who had high emotional intelligence would work better according to nursing care and hospital standards. This allows nurses to achieve maximum performance. In line with this study, Anggraheny et al., (2020); Dewi, (2020); Widayanti & Palupiningdyah, (2019); Gultom, (2020) in their research also found a positive correlation of emotional intelligence on nurse performance. Emotional intelligence is an important factor needed by nurses to provide health services, and assist the government in preventing the spread of Covid-19. However, research Yani & Istiqomah, (2016) found different results, because in their research the results of hypothesis testing showed emotional intelligence was found to have an insignificant negative effect on employee performance. In line with Borman & Westi, (2021); Darman & Adha, (2021); Gong et al., (2019); Vahidi et al., (2016) who found emotional intelligence had no effect on performance.

Hospital as a public organization, one of which relies on nursing staff, and has a lot of direct contact with the community (patients and their families), in dire need of nursing staff who have high emotional intelligence. The competence of nurses greatly influences the implementation of public health care, where nurses who are well competent have an 89.64% chance of carrying out these activities (Nasution et al., 2019).

Competence is the capacity possessed by employees, which leads to behavior that is in accordance with the demands of the job and in accordance with the provisions of the organization, which in turn will bring the desired results. Employees with high competence will work with a focus according to their expertise so as to produce effective and efficient performance (Laksana & Mayasari, 2021). Research Rijanti et al., (2018) found that there was a significant influence in a positive direction from competence on employee performance. Research Rahman, (2015); Sanjaya et al., (2016) also succeeded in finding competencies that have a significant effect on employee performance. In another study by Basori et al., (2017) shows that competence has a significant positive effect on employee performance. Research Nasution et al., (2019) also shows that competence has a significant effect on employee performance.

2. Methods

This type of research is quantitative research to test the hypothesis of the effect of emotional

intelligence and competence on nurse performance. The variables in this study are emotional intelligence, competence and performance. In this study, the research population was nurses at three public hospitals in Banten Province with the number of samples taken referring to the opinion Ferdinand, (2019) which is 5 times 20 indicators = 100 samples. Data analysis using Structured Equation Model (SEM) with Smart-PLS software. PLS is a multivariate statistical technique that performs comparisons between multiple dependent variables and multiple independent variables. PLS is a variant-based SEM statistical method that is designed to solve multiple regression when specific problems occur in the data.

3. Results and Analysis

3.1 Measurement Model (Outer Model)

The outer model test is carried out to see whether the indicators used in measuring the variables are valid and reliable in explaining the research problem, so that it can be used in hypothesis testing. This study tested the outer model through convergent validity, discriminant validity and composite reliability (Ghozali, 2018). In this study, convergent validity is seen from the outer loading value with a critical limit of 0.5.

Table 1.
Outer Loading Value

Variables	Indicator	*Outer loading*	Results
Emotional Intelligence	KE1	0,735	√
	KE2	0,606	√
	KE3	0,868	√
	KE4	0,698	√
	KE5	0,608	√
Competence	KPT1	0,344	Drop
	KPT2	0,609	√
	KPT3	0,865	√
	KPT4	0,665	√
	KPT5	0,720	√
Nurse Performance	KIN1	0,891	√
	KIN2	0,596	√
	KIN3	0,550	√
	KIN4	0,850	√
	KIN5	0,929	√

Source: research data, 2022

From the data in Table 1 above, it is known that there are indicators that have an outer loading value of < 0.5, namely KPT1 (0.344). This indicator needs to be dropped in order to obtain more valid results.

In discriminant validity research, it is done by looking at the average variance extracted (AVE) value obtained as follows:

Table 2.
Average Variance Extracted (AVE)

	Average Variance Extracted (AVE)
Emotional Intelligence	0,504
Competence	0,608
Nurse Performance	0,520

Source: research data, 2022

A good model requires the AVE value of each construct to be above 0.5. From Table 2 it can be seen that the variables in this study all have an AVE value > 0.5. These results indicate that all variables in the measurement model have met the criteria for discriminant validity. In this study, construct reliability is seen from the required Cronbach alpha value that must be > 0.6 and the required composite reliability must be > 0.7.

Table 3.
Construct Reliability

	Cronbach alpha	Composite reliability
Emotional Intelligence	0,766	0,833
Competence	0,702	0,817
Nurse Performance	0,831	0,881

Source: research data, 2022

From the table, it can be seen that all research variables have Cronbach alpha values > 0.5 and composite reliability > 0.7. These results indicate that all the instruments used to measure the variables of this study already have high reliability.

3.2 Structural Model (Inner Model)

The structural model (inner model) describes the relationship between latent variables based on substantive theory. In assessing the model with PLS, it begins by looking at the R-square for each dependent latent variable. The R Square value in this study was obtained:

Tabel 4.
R Square

Model	R Square
Nurse Performance	0,754

Source: research data, 2022

Based on Table 4, it is known that the R Square of the nurse's performance (0.754). These results indicate that the ability of emotional intelligence, nursing competence and OCB in explaining variations in the nurse performance variable is 75.4% (0.754 x 100%), while the remaining 24.6% is explained by other variables not examined.

3.3 Hypothesis

Hypothesis testing is done by looking at the acquisition of the t statistic and p values in the two tailed bootstrapping test with a sig of 0.05. From the data processing carried out, the following results were obtained:

Table 5.
Direct Effect

		Original sample	t statistic	p values
1	Emotional Intelligence -> Nurse Performance	0,613	8,813	0,000
2	Competence -> Nurse Performance	0,140	2,182	0,031

t tabel = 1,960; Sig 0,05
Source: research data, 2022

Hypothesis 1:   The higher the emotional intelligence, the higher the nurse's performance
Based on the data in Table 5 above, it is known that hypothesis 1 obtains an original sample value of 0.613 which shows that there is a positive influence of emotional intelligence on nurse performance. Value of t statistic (8.813) > t table (1.960); p value (0.000) < sig (0.05) indicates that hypothesis 1 is accepted, so the higher the emotional intelligence, the higher the nurse's performance. Thus, these results prove that for every 1 unit increase in emotional intelligence, the nurse's performance will also increase by 0.613 units, which means that nurses with high emotional intelligence can support the performance they produce.
Hypothesis 2:   The higher the competence, the higher the nurse's performance
Based on the data in Table 5 above, it is known that hypothesis 2 obtains an original sample value of 0.140 which shows that there is a positive influence of nursing competence on nurse performance. Value of t statistic (2,182) > t table (1,960); p value (0.031) < sig (0.05) indicates that hypothesis 2 is accepted, so the higher the nursing competence, the higher the nurse's performance. Thus, these results prove that for every 1 unit increase in nursing competence, the performance of nurses will also increase by 0.140 units, which means that nurses with high competence can support the performance they produce.

3.4 Discussion
a. Emotional Intelligence on Nurse Performance

Testing hypothesis 1 shows that emotional intelligence has a positive effect on the performance of nurses as indicated by the original sample of 0.613. Nurses with high emotional intelligence will help them achieve better performance. One of the nurses' emotional intelligence in this study was shown by their ability to persuade others, and being open to suggestions given by others, so that it would have a good impact on the patient's recovery. Nurses with emotional intelligence are generally able to adapt well so that they have a significant influence on improving employee performance. The results of this study are in line with Anggraheny et al., (2020) showing that emotional intelligence has a positive effect on employee performance. In line with research by Arifin et al., (2014) which states that emotional intelligence and performance have a positive and significant correlation. Research results Kahtani, (2013); Mekuo et al., (2021); Naghdi & Shatalebi, (2013) also show that emotional intelligence contributes to one's achievement.

b. Competence on Nurse Performance

Testing hypothesis 2 shows that nursing competence has a positive effect on nurse performance as indicated by the original sample of 0.140. Nurses with high competence will help them achieve better performance. Nurses as a profession need adequate competency support according to their profession so that they become the basis for carrying out all actions in nursing care. In this study, nursing competence is shown by the many experiences of nurses in carrying out nursing care so that they can support in planning nursing care. Thus, these results are in line with research Rijanti et al., (2018) which found that there was a significant influence in a positive direction from competence on employee performance. Research Rahman, (2015); Sanjaya et al., (2016) also succeeded in finding competencies that have a significant effect on employee performance. In another study by Basori et al., (2017) shows that competence has a significant positive effect on employee performance. Research Nasution et al., (2019) also shows that competence has a significant effect on employee performance.

4. Conclusion

This study concludes that there is a positive and significant effect of emotional intelligence on the performance of nurses, which means that the higher the emotional intelligence, the higher the performance of nurses. There is a positive and significant influence of nursing competence on nurse performance, which means that the higher the nursing competence, the higher the nurse's performance. emotional intelligence has the most dominant effect on nurse performance.

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