

Antecedents and Outcomes of Emotional Intelligence of Nurses in Indonesia

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Abstract:

This study aims to analyze the antecedents and outcomes of Emotional Intelligence of nurses in Indonesia. Emotional Intelligence includes the ability to recognize, understand, and manage one's own emotions and those of others. This study uses the literature review method by collecting references from various relevant journals and books. From the search results, 210 journals with related themes were found. After including and excluding, 150 journals were found and 30 journals were selected that met the criteria. The results of the study show that there are influencing variables that are antecedents of nurses' Emotional Intelligence, including affective commitment, desire, trust, belief, credibility, accountability, communication, and training. Outcomes of Emotional Intelligence include conflict management, work commitment, performance, Organizational Citizenship Behavior (OCB), work stress, caring behavior, interpersonal communication, service quality, burnout, leadership style, resilience, anxiety, loyalty, motivation, focus, quality of work life, job satisfaction, work attachment, emotional performance, supervision, and discipline. This outcome variable is influenced by Emotional Intelligence.

Keywords: *emotional intelligence, nurse, antecedents emotional intelligence, outcome emotional intelligence.*

INTRODUCTION

Health services in Indonesia are currently experiencing quite rapid development. From 2019 to 2023, the number of hospitals in Indonesia increased by 9.7%. (Kementerian Kesehatan RI, 2023). Along with increasing public awareness of the importance of health, the demand for the quality of health services is also getting higher. However, on the other hand, there are still several challenges faced in efforts to improve the quality of health services, such as limited health resources, uneven distribution of health workers, or the ratio of the number of health workers in Indonesia which is quite diverse. This can be exemplified by the distribution of medical personnel, for the Java and Bali regions have a much higher number of medical personnel compared to other regions, reaching 62.13%. (Kementerian Kesehatan RI, 2023). The provinces of West Java, East Java, and DKI Jakarta are the three provinces with the largest number of medical personnel. On the other hand, provinces outside Java and Bali, such as West Sulawesi, North Kalimantan, and Gorontalo, are still significantly understaffed by medical personnel. (Kementerian Kesehatan RI, 2023).

The government through the Ministry of Health has launched a major program to improve Indonesia's health system. The program, called health transformation, is divided into six main areas, namely: improvement of first-level health services, improvement of the patient referral system, strengthening the health resilience system, reforming the health financing system, developing health human resources, and making better use of health technology. (Kementerian Kesehatan RI, 2023). Among these six pillars, the development of Health Human Resources has a very large role in achieving the goal of health transformation. (Kementerian Kesehatan RI, 2023).

Health Human Resources is the main implementer of health services. They are the spearhead in providing health services to the community. The quality of services provided is highly dependent on competence, knowledge, and professionalism. In addition, health human resources are tasked with implementing health programs, adapting to changes in health

technology that continue to develop rapidly, and play a role in improving the quality of life of the community. By having qualified, competent, and dedicated health workers, it is hoped that Indonesia will be able to realize a strong and sustainable health system.

Law Number 17 of 2023 concerning Health states that Health Human Resources consist of: medical personnel, health workers, and health support or support personnel. (Undang-Undang Republik Indonesia, 2023a) One of the professions that is included in the category of health workers is nurses. The number of nurses in Indonesia in 2022 reached 563,739 people and is the largest number of existing health workers. (Kementerian Kesehatan RI, 2023).

Nurses have a big role in health services in Indonesia. They play a vital role in providing direct care to patients, from basic care to specialized care. In the context of the transformation of Indonesia's health system, the role of nurses is increasingly strategic. Nurses are not only technical implementers, but also educators, patient advocates, and collaborators across professions. Therefore, nurse competencies are needed, be it technical competence, managerial competence or sociocultural competence. (Undang-Undang Republik Indonesia, 2023b).

The performance of nurses in carrying out their duties is not only related to technical skills and medical knowledge, but also to psychological and social factors. One of the important factors that affect nurse performance is Emotional Intelligence. Emotional Intelligence includes the ability to recognize, understand, and manage one's own emotions as well as others. This study aims to analyze the Emotional Intelligence of nurses in Indonesia.

MATERIALS AND METHODS

Study Type

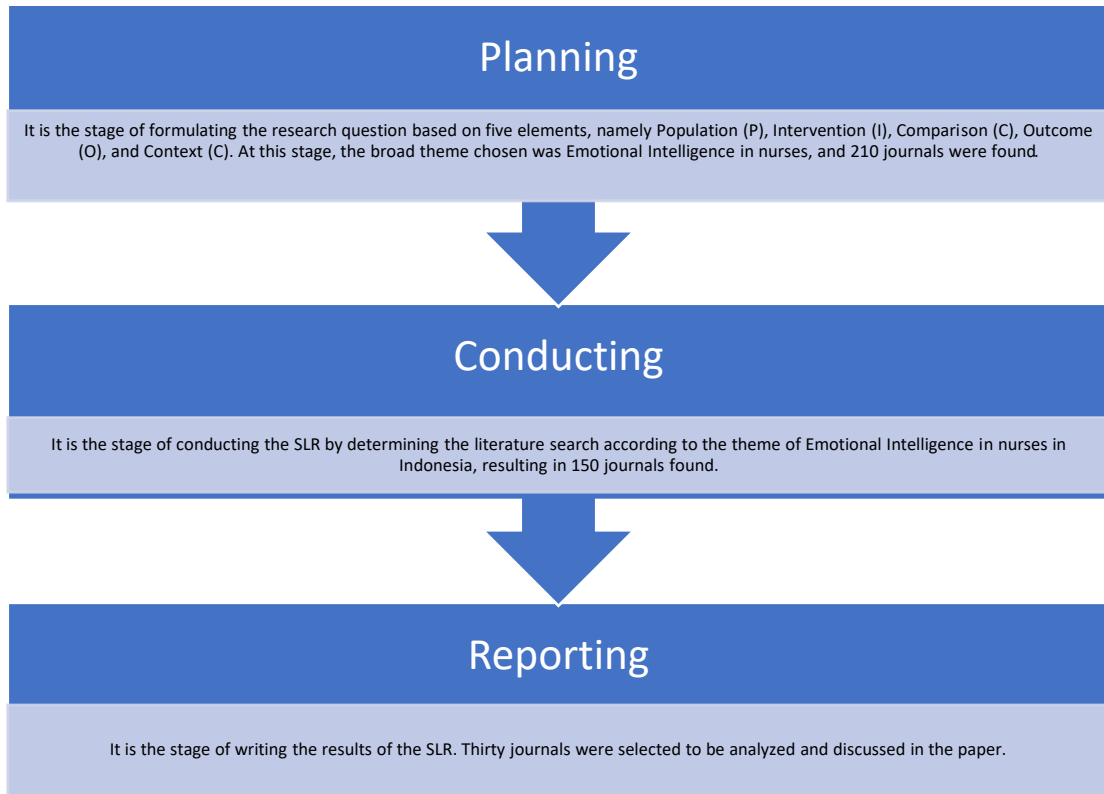
This research was conducted with a Literature Review that collected several references relevant to Emotional Intelligence. Theoretical references are obtained by searching through books and research journals. The research is the result of research conducted in several regions in Indonesia. Some of the things identified from the existing literature include variables that affect or are influenced by Nurse Emotional Intelligence. This literature study reviews the definitions and variables related to Emotional Intelligence. The research methodology used is qualitative, with the aim of finding out and analyzing the Emotional Intelligence of Nurses in Indonesia through various literature.

Analysis Method

The research method used is a qualitative research method that is oriented to words and sentences and not oriented to numbers. Miles and Huberman (1984) in Fahlevi, (2019) explain that the most commonly used form of data display for qualitative research data is with narrative texts. Document analysis is a systematic procedure that is carried out to research and analyze documents from various sources, both printed and electronic, to be further interpreted and subsequently drawn conclusions (Mulyadi, 2019). This research consists of three stages. First, conducting a theoretical study related to Emotional Intelligence of nurses. through previous research. Second, studying and analyzing related journals that have been collected. Third, draw conclusions from the analysis of the Emotional Intelligence of nurses in various regions in Indonesia.

This study presents reviews from several journals taken from Publish and Parish, DOAJ, and Science Direct. The theme chosen is related to Nurse Emotional Intelligence, the variable that drives the emergence of Emotional Intelligence or the variable that affects and its impact on other variables that can be measured or observed. The initial search found around 210

journals related to Emotional Intelligence, then narrowed down the search for Emotional Intelligence in nurses and finally selected again that was appropriate so that 30 journals were found to be analyzed. The stages of research with the Systemic Literature Review method are as follows:



Source: Romi Satria Wahono (2015), Journal of Software Engineering

RESULTS AND DISCUSSION

Result

This study analyzes the antecedent and Emotional Intelligence outcomes of nurses in Indonesia. After going through the exclude and include process, 30 journals were selected to be analyzed. The following are 7 journals that are displayed as seen in table 1:

Table 1. Literature Review

Journal Identity	Research Methods	Variable (Antecedent/ Outcome)	Research Results	Place
Waode Khofifah, Enderwati, Sri Susanty, Adius Kusnan; The Relationship of Dual Role Conflict, Emotional Intelligence, and Workload to the Performance of Elderly	Quantitative	Performance	Emotional Intelligence and workload are related to nurse performance. Among the two, Emotional Intelligence is the variable that has the greatest influence on nurse performance. (Enderwati et al., 2024)	Kendari

Journal Identity	Research Methods	Variable (Antecedent/ Outcome)	Research Results	Place
Patient Nurses; IMELDA Scientific Journal of Nursing, Vol. 10, 2024				
Ayu Pratiwi, Yunike Edmaningsih, Tita Yulia, Mohamad Riki Fauzi; The Relationship of Emotional Intelligence with Nurses' Stress Levels during Covid-19 at Tangerang Regency Hospital; Journal of Health, Vol. 11 No. 2 (2022).	Quantitative Descriptive Correlation with Chi- Square Analysis Technique	Stress Levels	Most of the respondents had high Emotional Intelligence, which was 74.8%. Mild stress levels were found in 58 respondents (54.2%). There was a relationship between Emotional Intelligence and nurses' stress levels during the COVID-19 pandemic at Tangerang Regency Hospital, with a p-value of < 0.05, which is 0.000. (Pratiwi et al., 2022)	Tangerang
Muhdar Mahmud, Reza Aril Ahri, Sitti Patimah; The Effect of Empowerment on Work Fatigue and Emotional Intelligence of Nurses at Haji Hospital Makassar City, Journal of Aafiyah Health Research (JAHR), Vol 5 of 2024	Quantitative With Cross Sectional Approach	Desire Trust Confident Credibility Accountability Communication	At the Haji Hospital in Makassar, the variable desire for Emotional Intelligence significantly affected work fatigue and Emotional Intelligence. In addition, the variables of trust, confidence, credibility, accountability, and communication also have a significant influence on Emotional Intelligence. (Mahmud et al., 2024)	Makassar
Yuliani Ningsih, Yuly Periostiawati, Nurdina; Analysis of Work Stress, Burnouts, Emotional Intelligence of Organizational Commitments and Nurse Performance of Hermina, Hospital Tangkubanprahu Malang; Journal for Quality in Public Health, Vol. 4, 2021	Quantitative Explanatory Research Design	Organizational Commitment Performance	Organizational commitment and intelligence can mediate the influence of Emotional Intelligence on nurse performance with a total value of 0.395. Emotional Intelligence contributes more significantly to success and achievement in the work environment. (Ningsih et al., 2021)	Hapless
Dessy Angraeni Siregar, Ermi Girsang, Sri Lestari Ramadhani Nasution, Crismis Novalinda Ginting; The Effectiveness of Emotional Intelligence Training Towards Increasing Emotional Intelligence Nurse at Royal Prima Hospital Medan, Journal	Quasi Experiment With Pretest- Posttest Desig	Emotional Intelligence Training	Through the post test of emotional intelligence training, it was found that there had been an increase in the emotional intelligence of nurses compared to before participating in the training. (Angraeni Siregar et al., 2021)	Terrain

Journal Identity	Research Methods	Variable (Antecedent/ Outcome)	Research Results	Place
of Community Health, 2021				
Abdul Karim, Herison Pandapotan Purba; Effect of Emotional Intelligence on Burnout in Nurses with Coronavirus Anxiety as a Mediating Variable, Psychology and Mental Health Research Bulletin, Vol. 1, 2021	Quantitative Explanatory Research	Anxiety Burnout	Emotional Intelligence has a direct or indirect impact on burnout through coronavirus-related anxiety as a mediator variable. Individuals with high Emotional Intelligence tend to experience lower levels of coronavirus anxiety, which in turn can reduce their burnout rates.(Karim et al., 2021)	Surabaya
Farida Agustin, Azhar Affandi, Heru Setiawan; The Influence of Emotional Intelligence and Work Culture on Work Commitment and Implications on Nurse Performance, JMB, Vol. 11, 2024	Quantitative	Performance Work Commitment	Emotional Intelligence significantly increases work commitment, which in turn has a major impact on nurse performance. With good Emotional Intelligence, nurses can manage their emotions effectively, thus strengthening their emotional involvement in work. (Agustin, Farida., Affandi, Azhar., Setiawan, 2024)	Banten

The implementation of health services in Indonesia faces quite complex challenges due to the vast area that must be reached, the diversity of ethnic groups and existing customs. One of the pillars that supports the implementation of health services in Indonesia is Health Human Resources (SDMK), including the nursing profession. Nurses play an important role in the health care system in Indonesia. In a world of nursing full of dynamics and challenges, Emotional Intelligence has an important role in the world of nursing, where nurses are not only expected to provide quality medical care, but also to build empathetic relationships with patients and colleagues. Emotional Intelligence is the ability to recognize, understand, and manage one's own and others' emotions, which is important in a stressful work environment like a hospital. With high Emotional Intelligence, nurses are not only able to deal with stressful and conflict situations more effectively, but also establish better relationships with patients, colleagues, and patients' families. This not only increases the satisfaction and well-being of the nurse herself, but also contributes to the quality of care received by patients. Therefore, it is important for us to understand and develop Emotional Intelligence in the nursing profession as part of efforts to improve the overall quality of healthcare services.

a. Background Emotional Intelligence

Emotional Intelligence has an antecedent and an outcome. Antecedents refer to variables that precede and affect other variables. This variable can be a trigger or cause of the emergence of certain events or phenomena. There are several variables that are the antecedents of Emotional Intelligence. Desire, trust, confidence, credibility, accountability, and communication are variables that have a significant influence on nurses' emotional

intelligence. The six are empowerment variables. The relationship between the empowerment variable and Emotional Intelligence showed a positive influence. The higher the level of empowerment, the higher a person's Emotional Intelligence. A better understanding of empowerment cognition, especially in terms of competence, will encourage an increase in Emotional Intelligence indicators, especially self-awareness. (Mahmud et al., 2024).

Emotional Intelligence is a variable that moderates the influence of affective commitment and has a positive and significant effect on emotional performance. (Gusrita & Syahrizal, 2020) Emotional Intelligence as a moderation variable means that Emotional Intelligence can strengthen or weaken the relationship between affective commitment and emotional performance. Emotional Intelligence plays an important role in how affective commitment (feelings of emotional attachment to the organization) affect emotional performance (the ability to manage and express emotions effectively in the workplace).

Training is one of the important keys in developing Emotional Intelligence. Training is a variable that encourages the improvement of Emotional Intelligence in nurses. The training consists of recognizing one's emotions, motivating oneself, recognizing the emotions of others and fostering relationships with others. (Angraeni Siregar et al., 2021) The implementation of emotional intelligence training for nursing students will be able to increase strength and resilience in the face of pressure, change and challenges and be able to manage emotions effectively. (Parwat, 2025). The variables that are the antecedents of Emotional Intelligence in nurses can be described as follows:

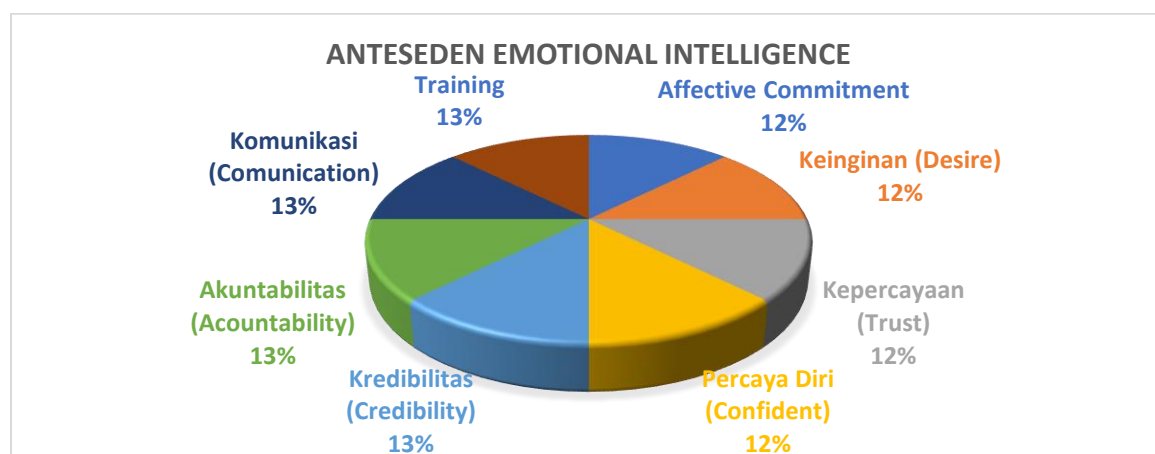


Figure 1. Background Emotional Intelligence

b. Outcome Emotional Intelligence

In addition to antecedents, Emotional Intelligence also has outcome variables. Outcome is an outcome that refers to the effect or consequence of a certain variable and which is the result of the presence of other influencing variables. There are many variables that are the outcome of Emotional Intelligence. From the results of Asra Dewi et al's research, it is known that Emotional Intelligence has an influence on various aspects in the nursing profession. Nurses with high Emotional Intelligence tend to be better able to understand and express their own emotions, which makes them more assertive. They are able to understand the feelings of others through empathy, service-oriented, and overcome negative emotions by thinking positively and controlling themselves. This causes them to

be more enthusiastic and concerned in providing nursing care to patients. (Dewi et al., 2021). Emotional Intelligence, which has elements such as self-regulation and self-awareness, is very important in conflict management. Nurses with high Emotional Intelligence tend to use an integration and compromise approach in solving problems. Nurses with good Emotional Intelligence can manage conflicts more effectively. (Sitanggang et al., 2022). Conflict management strategies such as collaboration, compromise, and accommodation are also influenced by Emotional Intelligence. This shows that the selection of a constructive conflict management strategy requires high Emotional Intelligence. (Ana Fitriyaningsih et al., 2024).

There is a significant influence between Emotional Intelligence and nurse resilience. Resilience is the ability to recover from adversity or stress. Nurses who are resilient are better able to cope with stress and remain productive despite difficult situations. (Pujiyanto et al., 2022). Nurses with high Emotional Intelligence are better able to cope with stress and build better relationships with patients as well as colleagues, which ultimately improves their performance. (Agustin et al., 2024). Emotional Intelligence plays an important role in correcting the negative influence of affective commitment on nurses' emotional performance, as well as improving Organizational Citizenship Behavior. (Gusrita & Syahrizal, 2020). Simultaneous Emotional Intelligence is related to Organizational Citizenship Behavior (OCB). (Alamsyah et al., 2023)

Emotional Intelligence affects the ability of nurses to cooperate, compromise, and accommodate the interests of others. Such as colleagues, patients and their families. Nurses with high Emotional Intelligence usually have a stronger commitment to providing quality nursing care. Emotional Intelligence contributes positively, albeit partially, to the commitment of nurses. (Supriyati et al., 2021). There is a relationship between Emotional Intelligence and nurse caring behavior. The higher the Emotional Intelligence, the more likely nurses will exhibit higher caring behaviors in caring for their patients (Demur et al., 2022). Research conducted by Tintin Sukartini et al. on nursing students showed that Emotional Intelligence has a correlation with Caring Behavior, although the correlation is very weak. This means that the higher the Emotional Intelligence, the higher the Caring Behavior you have. (Sukartini et al., 2019)

Emotional Intelligence individually has a significant impact on nurse performance. (Kharismasyah et al., 2021) Nurses' performance assessments are not only based on their job skills, but also on their ability to manage themselves and foster good relationships with others. (Gurning et al., 2021). Emotional Intelligence has a positive effect on employee performance, if Emotional Intelligence is getting better, employee performance will be better as well. (Endarwati et al., 2024). Emotional Intelligence is the variable that has the most influence on nurse performance. Emotional Intelligence has a close and positive relationship with the performance of the nurse, the higher the level of Emotional Intelligence of a person, the better the performance that the nurse will show. (Endarwati et al., 2024). Emotional Intelligence contributes more to success and achievement in the workplace compared to intellectual intelligence. (Ningsih et al., 2021). The most dominant variable that has a positive and significant influence on the performance of implementing nurses is Emotional Intelligence. Nurses with high Emotional Intelligence will improve the performance of the implementing nurses, and conversely, if the Emotional Intelligence is

low, performance will also decrease (Gurning et al., 2021) (Anggraheny, 2020). The number of high-performing nurses is increasing as their Emotional Intelligence increases. Therefore, it is recommended that hospital managers focus on this factor to improve the performance of nurses. (Gaib et al., 2023). There is a significant relationship between Emotional Intelligence and performance. Nurses with high Emotional Intelligence tend to provide optimal professional care to patients. (Ariga et al., 2020)

Emotional Intelligence has a direct and indirect influence on nurse loyalty. Nurses who are good at managing their emotions tend to be more motivated to face challenges, cope with stress, and interact positively with patients and colleagues. A high level of Emotional Intelligence can trigger intrinsic motivation, When nurses feel able to manage their emotions and job demands well, they tend to be more motivated to provide quality service and stay true to their profession. (Ishak et al., 2024). Emotional Intelligence has a significant positive impact on work commitment, which then greatly affects the performance of nurses. Emotional Intelligence assists nurses in managing their emotions effectively, thereby increasing their emotional involvement in work. Work commitment plays an important role as a mediator in the relationship between Emotional Intelligence and nurse performance. (Agustin et al., 2024)

Emotional intelligence and effective communication affect nurses' caring behavior with leadership style as an intermediate variable. High emotional intelligence and spirituality are expected to form empathetic, thoughtful, and improve the quality of nursing care. An effective leadership style can motivate nurses to apply caring behaviors to patients. Thus, Emotional Intelligence and effective communication play an important role in shaping nurse caring behaviors, while a good leadership style can amplify the positive impact of high Emotional Intelligence and spirituality. This suggests that a combination of these factors can create a supportive work environment and improve the overall quality of nursing services. (Asmi et al., 2020). There is a significant relationship between nurse emotional intelligence and interpersonal communication with patients. The most influential factors are self-motivation, social relationships, and empathy. Nurses with high empathy were 2,716 times more likely to have good interpersonal communication compared to nurses with low empathy. (Prihandhani & Hakim, 2021).

The results of Karim et al's research during the covid pandemic show that there is a partial mediation of coronavirus-related anxiety that indirectly regulates the influence of Emotional Intelligence on Burnout. Emotional Intelligence affects burnout both directly and indirectly through coronavirus-related anxiety. Individuals with high Emotional Intelligence tend to have lower levels of coronavirus anxiety, which ultimately also lowers their Burnout levels. (Karim et al., 2021). Burnout refers to a state of excessive physical, emotional, and mental fatigue experienced by employees due to prolonged work pressure. Burnout isn't just a common burnout; This is a more serious condition and can negatively impact employee productivity and health. there is a relationship between Emotional Intelligence and nurses' stress levels. Emotional Intelligence allows a person to solve problems at work and in daily life by managing and recognizing the emotions they feel, as well as expressing those emotions appropriately and effectively. This not only motivates oneself but also others, increases empathy for others, and helps avoid psychological distress. Thus, Emotional Intelligence can foster a higher sense of empathy and provide better solutions in facing various challenges.

(Pratiwi et al., 2022). Emotional Intelligence has various positive impacts on nurse behavior. Burnout is a problem that needs to be addressed and influenced by situational factors (job and organizational characteristics) as well as individual factors (demographic, personality, and work attitude characteristics). (Putu Sukmayanti, 2023)

Emotional Intelligence-based supervision has a significant influence on the quality of nursing services. Variables that are Emotional Intelligence that affect the quality of service are self-awareness, social awareness, self-management and relationship management. The preparation of an Emotional Intelligence-based supervision module aims to improve the quality of this service. The development of Emotional Intelligence supervision, which includes normative, formative, and restorative aspects, can be an effective step for the head of the room or supervisor to improve the quality of nursing services. It is important to pay attention to self-awareness, social awareness, self-management, and relationship management in this process.(Andayani et al., 2024). Based on research by Gulo et al, Emotional Intelligence affects the quality of work life of nurses. (Gulo et al., 2022). Emotional Intelligence also affects the work ethic of nurses in hospitals. Islam Sultan Agung Semarang. (Silfiya et al., 2023). Emotional Intelligence has a positive and significant influence on work attachment. In addition, Emotional Intelligence also has a positive and significant impact on job satisfaction. Job satisfaction, in turn, affects job attachment positively and significantly. (Damayanti, 2024).

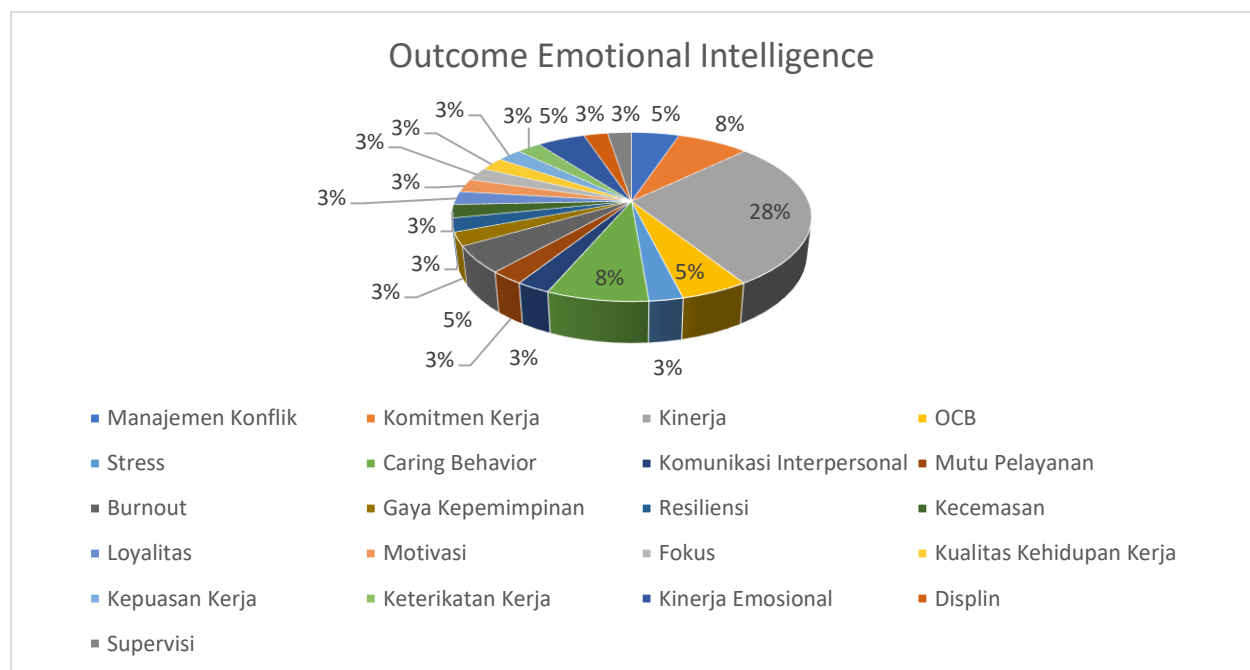


Figure 2. Outcome Emotional Intelligence

From the results of the analysis, it can be seen that Emotional Intelligence is a variable that affects many other variables in the nursing dimension. In addition, Emotional Intelligence is also influenced by other variables.

CONCLUSION

Emotional Intelligence has an important role in the world of nursing in Indonesia. Emotional Intelligence not only affects the performance of nurses but also various other aspects such as conflict management, work commitment, and caring behavior. Emotional Intelligence

antecedents include empowerment variables, namely desire, trust, and communication, as well as training and supervision. The outcomes of Emotional Intelligence include performance improvement, stress management, and service quality improvement. Therefore, the development of Emotional Intelligence through effective training and supervision is very important to improve the quality of health services in Indonesia. This research provides insight into the importance of Emotional Intelligence in the nursing profession and how Emotional Intelligence can be developed to achieve better health services.

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