THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND THE PERFORMANCE OF NURSES IN NURSING CARE DOCUMENTATION IN INPATIENT ROOMS AT PUBLIC HOSPITAL OF ROKAN HULU REGENCY

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Abstract

Nurses in providing patient care often involves feelings and emotional, so it can affect their performance and quality of service. Therefore,it is necessary for every nurse to have a high emotional intelligence. Nurses who have high emotional intelligence can recognize and control her emotions and be able to be empathetic to patients and their families. This study aims to determine the relationship between emotional intelligence and the performance of nurses in nursing care documentation. The design of this research with a quantitative analytical technique of a total population of 100 respondents. The results show that the majority of respondents (62%) have a negative emotional intelligence and the majority of respondents (57%) had a poor performance in the documentation. Based on the results of chi square test show that there is a relationship between emotional intelligence with the performance of nurses in nursing care documentation ($p = 0.001$). The results of this study are expected to be the basis for nurses to manage their emotions at work, so that they are able to provide the best services and perform a complete documentation of nursing care.

Keywords: documentation, emotional intelligence nursing care, performance (in alphabetical order)

BACKGROUND

Human resources or professional personnel is the most strategic energy possessed by an organization. Professionals or nurses is a group of health care providers with the largest number of which provide 24 hours to patients, so that they are required to provide a quality service, fast, easy, affordable and scalable to the public participation can be seen from the performance of a nurse.

Changes in the health care system affect the nursing care documentation system. According Nursalam (2001), documentation of nursing care has legal aspects, finance, education, research and accreditation. Implementation of the documentation that occur in some health institutions in Indonesia is still showing weakness, and less than optimal. The phenomenon of the implementation of the documentation is influenced by several factors, including factors management, motivation, facilities and infrastructure as well as time.

In realizing the quality of nursing care documentation required knowledge, attitudes matter, the relationship nurses and patients, as well as collaboration with colleagues. Less obedient documentor nurses in nursing care will result in poor quality of the completeness of the documentation. Discipline and motivation is low will have a negative impact, because the service users will leave the hospital and other health stewardship switch. It is necessary for professional nurses and can provide services keperawtn effective, efficient and quality.

One factor determining the quality of human resources or nurse that emotional intelligence and intellegensi nurse. Intellegensi intelligence (IQ) and emotional intelligence (EQ) is a factor that affects a person's performance. According Nursalam (2002) standard nurse's performance in implementing the nursing care to patients using a standard nursing practice described by PPNI (2000)

which refers to the stages of the nursing process, namely: (1) assessment, (2) nursing diagnoses, (3) planning, (4) implementation, (5) evaluation.

Notoatmodjo (2010), states that to achieve success in the world of work, an employee not only requires cognitive intelligence, but requires emotional intelligence. People who intellgensia (IQ) is high does not always show good behavior or bad person. Low IQ is not an indicator of a person's success, but the intelligence emosilah more acts to produce a brilliant performance. According to the results of research suggested by Goleman (2006), states that 15% of the success of one's career caused by the technical expertise, while 85% are caused by emotional intelligence or mental attitude. The success of one's life is determined formal education 15%, while 85% longer determined by the mental attitude or personality known as emotional intelligence.

Emotional intelligence is the ability to recognize, understand, manage, and use emotions effectively. A nurse who has a good emotional intelligence will be recognizable through five basic components that self-control, self-control, self-motivation, empathy, effective relations (Astarani 2011).

The system is based on the emotional intelligence competencies for each position that has been made could be developed for the HR function from the recruitment, training and career development and performance assessment. you can imagine how great if it could be built a human resources management system that is capable of motivating nurses. to develop their emotional intelligence, so that not only the growing technical competence but also the productivity and performance can also be increased. Research conducted by Khoirul Latifin (2010) states that there is a relationship of emotional intelligence with the performance of nurses.

At Public Hospital of Rokan Hulu is a local government-owned hospitals Rokan Hulu, with a bed capacity of 106 beds and the number of nurses 126. Based on data from the nursing field of nursing care documentation shows the completeness of the documentation of nursing care by nurses reached 60%, the client's perception of nursing service room of 67% and seen from the results of the implementation of nursing actions diruangan 67.5%. From a survey of 10 patient records obtained 5 patient records written in full, and 5 medical records are not written in full, thus meaning only 50% complete documentation. Based on interviews with 10 patients hospitalized with regard to the performance of nurses. 70% said the nurse less attention, 60%) said the nurse was often angry and lacking a smile. of surveys on the emotional intelligence of nurses, nurses say there is still a busy and there is no chance of doing documentation. This study aims to determine the relationship between emotional intelligence and the performance of nurses in nursing care documentation in inpatient rooms at public hospital of Rokan Hulu regency.

METHODS

The study design used is descriptive correlation with cross sectional approach. The population in this study is was all nurses who served in inpatient hospitals Rokan Hulu totaling 100 people. Samples in this study all inpatient hospital nurses diruang Rokan Hulu Sampling technique using total population. This study was conducted the fourteen - twenty seven March 2015. The data collection tool used in this study was a questionnaire and observation sheet were developed department of health (2001).

RESULT
Univariate analysis
The results showed that most respondents have a negative emotional intelligence (62%). Based on the performance of nurses in nursing care documentation is known that the majority (57%) of respondents do less good nursing care documentation.

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DISCUSSION

In this study, the results of quantitative analysis showed that most respondents have a negative emotional intelligence (62%) and documentation of the care of the vast majority (57%) of respondents do less good nursing care documentation. Results of statistical test known to have a significant relationship between emotional intelligence with the performance of nurses in nursing care documentation (p = 0.001).

Based on the researchers assume that diruang Inpatient nurses have not been able to control his emotions, even nurses are not aware of his own emotions. Though nurses are health care providers are often in direct contact with patients and their families, for the nurses should have a positive emotional intelligence. Positive emotional intelligence will produce a good performance, otherwise if the nurse has a negative emotional intelligence will produce poor performance. Nurses performance degradation will affect the quality of health services, iron and documentation of nursing care.

Notoadmojo (2010) states that to achieve success in the world of work, an employee not only requires cognitive intelligence, but requires emotional intelligence. This is in accordance with the statement of Daniel Goleman cited by Anthony, in 2008 in his book Emotional Quality Management, the ability to control emotion has a very large role in the success and Emotional Quality greatly affect success. It will be seen in nurses who have good emotional intelligence, will always be eager to carry out work activities that have been decided to be part of his life, and vice versa nurse who have low emotional intelligence will experience decreased performance. This is according to research conducted by Nurlita (2012), reveals that there is a positive and significant correlation between emotional intelligence (EQ) with the performance of nurses. The results of the Sala (2000) also states that emotional intelligence is a positive and significant with the performance, when the individual has self-awareness and social awareness, the branches will be significant to

Emotional Intelligence	The Performance Of Nurses in Nursing Care Documentation		Total	p value
	Good	Not good		
Positive	23	15	38	0.001
	23%	15%	38%	
Negative	20	42	62	
	20%	42%		
			62%	
Total	43	57	100	
	43%	57%	100%	

the assessment of the organization. The higher level of emotional intelligence (EQ) which is owned by the subject, the higher the performance level nurse. Conversely the lower emotional intelligence (EQ), which owned the subject it will lower the performance of the nurse.

CONCLUSION

Based on the research on emotional intelligence relationship with the performance of nurses in the documentation of nursing care in hospitals Rokan Hulu, namely, (1) the emotional intelligence of nurses in patient wards of hospitals Rokan Hulu categorized as negative, (2) The performance of nurses in nursing care documentation mostly have poor performance results, (3) The existence of a significant the relationship between emotional intelligence and the performance of nurses in nursing care documentation in inpatient rooms at public hospital of Rokan Hulu regency.

From these results it is advisable for the leadership of the hospital need for training on documentation of nursing care in order to produce good documentation and increased surveillance generally by the nursing field and in particular by the head of the room on a regular basis. For nurses is expected to use the dimensions of emotional intelligence of nurses in providing services, such as knowing the

emotions themselves, regulate emotions, motivating oneself, understanding the others and build relationships with others so as to produce quality services, besides nurses should increase the ability to participate in hospital activity, especially in terms of nursing care documentation.

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