

# **PENERAPAN *EMOTIONAL INTELLIGENCE* DALAM MENGATASI KONFLIK AGAR TERCAPAI KEPUASAN KERJA PERAWAT DI RUANG RAWAT INAP DAHLIA RSUD PASAR MINGGU**

**Diya Alvionita**

## **Abstrak**

Dalam mengatasi konflik menggunakan gaya manajemen konflik, kecerdasan emosional sangat diperlukan dalam mengarahkan kebijakan untuk membuat suatu tindakan maupun keputusan. Penulis bertujuan menerapkan *emotional intelligence* dalam mengatasi konflik agar tercapainya kepuasan kerja perawat. Studi kasus diawali dengan menyebarkan kuesioner ROCI II (*Rahim Organizational Conflict Inventory-II*) dan kuesioner kepuasan kerja teori Abraham Maslow serta kuesioner kecerdasan emosional *Rotterdam Emotional Intelligence Scale* (REIS), selanjutnya penulis melakukan implementasi sesuai dengan *Evidence Based Practice*. Hasil studi pendahuluan, terdapat 7 perawat (70%) memiliki kecerdasan emosional rendah, sebanyak 6 perawat (60%) dalam kategori manajemen konflik dan kepuasan kerja kurang baik. Implementasi dilakukan selama tiga hari berturut-turut dengan durasi sesi 30 menit, Hasil *post test* menunjukkan terdapat peningkatan rerata manajemen konflik dari rerata 101.90 menjadi 106.70, dengan uji wilcoxon nilai *p-value* sebesar 0.041. Hasil *post test* kepuasan kerja menunjukkan adanya peningkatan rata-rata 76.10 menjadi 77.70. Peningkatan kecerdasan emosional juga terjadi dengan selisih rata-rata 3,4. Penulis berharap perawat dapat menerapkan *emotional intelligence* dalam mengatasi konflik agar tercapainya kepuasan kerja perawat.

**Kata Kunci:** *Emotional Intelligence*, Kepuasan Kerja, Manajemen Konflik

# **IMPLEMENTATION OF EMOTIONAL INTELLIGENCE IN RESOLVING CONFLICT IN ORDER TO ACHIEVE NURSE JOB SATISFACTION IN THE DAHLIA INPATIENT ROOM RSUD PASAR MINGGU**

**Diya Alvionita**

## **Abstract**

In overcoming conflicts using conflict management styles, emotional intelligence is needed in directing policies to make an action or decision. The author aims to apply emotional intelligence in overcoming conflict in order to achieve nurse job satisfaction. The case study was initiated by distributing the ROCI II (Rahim Organizational Conflict Inventory-II) questionnaire and the Abraham Maslow theory job satisfaction questionnaire and the Rotterdam Emotional Intelligence Scale (REIS) emotional intelligence questionnaire, then the author carried out the implementation in accordance with Evidence Based Practice. The results of the preliminary study, there were 7 nurses (70%) had low emotional intelligence, as many as 6 nurses (60%) in the category of conflict management and poor job satisfaction. Implementation was carried out for three consecutive days with a session duration of 30 minutes. The post test results showed an increase in the mean conflict management from a mean of 101.90 to 106.70, with a Wilcoxon test p-value of 0.041. The results of the job satisfaction post test showed an increase in the average of 76.10 to 77.70. An increase in emotional intelligence also occurred with an average difference of 3.4. The author hopes that nurses can apply emotional intelligence in overcoming conflict in order to achieve nurse job satisfaction.

**Keyword:** Conflict Management, Emotional Intelligence, Job Satisfaction