

HUBUNGAN KECERDASAN EMOSIONAL PERAWAT DENGAN KUALITAS ASUHAN KEPERAWATAN DI RUANG RAWAT INAP RS TK. II MOH. RIDWAN MEURAKSA

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Abstrak

Kualitas asuhan keperawatan merupakan mutu pelayanan profesional yang diberikan perawat berdasarkan dimensi tangible, reliability, assurance, responsiveness dan empathy. Lingkungan kerja yang dinamis dan tingginya tuntutan pelayanan mengharuskan perawat memiliki kecerdasan emosional yang baik agar mampu memahami emosi orang lain atau emosi diri, mengelola emosi diri, motivasi diri dan membina hubungan dalam memberikan kualitas asuhan keperawatan. Penelitian ini bertujuan untuk menganalisis hubungan kecerdasan emosional perawat dengan kualitas asuhan keperawatan di ruang rawat inap RS TK. II Moh. Ridwan Meuraksa. Desain penelitian menggunakan desain kuantitatif dengan pendekatan *cross sectional*. Sampel pada penelitian ini berjumlah 116 perawat yang dipilih dengan teknik total sampling. Instrumen penelitian menggunakan kuesioner kecerdasan emosional dan kuesioner SERVQUAL. Analisis data dilakukan secara univariat dan bivariat analisis menggunakan uji Chi-Square. Hasil penelitian menunjukkan bahwa 61 (52,6%) perawat memiliki kecerdasan emosional kategori tinggi dan kualitas asuhan keperawatan 59 (50,9%) perawat kategori baik. Hasil analisis bivariat menunjukkan terdapat hubungan yang signifikan positif antara hubungan kecerdasan emosional dengan kualitas asuhan keperawatan ($p\text{-value} < 0,001$) di ruang rawat inap RS TK. II Moh. Ridwan Meuraksa. Disimpulkan bahwa kecerdasan emosional perawat berhubungan dengan kualitas asuhan keperawatan di RS TK. II Moh. Ridwan Meuraksa, manajemen rumah sakit disarankan membuat program pelatihan peningkatan kecerdasan emosional untuk mendukung kualitas asuhan keperawatan.

Kata kunci: Asuhan Keperawatan, Kualitas, Kecerdasan Emosional, Perawat, SERVQUAL

***THE RELATIONSHIP BETWEEN NURSES EMOTIONAL INTELLIGENCE
AND THE QUALITY OF NURSING CARE IN THE INPATIENT WARDS OF
RS TK. II MOH. RIDWAN MEURAKSA***

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Abstract

The quality of nursing care is the quality of professional service provided by nurses based on the dimensions of tangible, reliability, assurance, responsiveness and empathy. A dynamic work environment and high demands for services require nurses to have good emotional intelligence to be able to understand other people's emotions or their own emotions, manage their own emotions, motivate themselves and build relationships in providing quality nursing care. This study aims to analyze the relationship between nurses' emotional intelligence and the quality of nursing care in the inpatient ward of RS TK. II Moh. Ridwan Meuraksa. The study employs a quantitative design with a cross-sectional approach. The sample consisted of 116 nurses selected using total sampling. The research instruments included the emotional intelligence questionnaire and the SERVQUAL questionnaire. Data analyzed was performed using univariate and bivariate analysis with the Chi-Square test. The results showed that 61 (52.6%) nurses had high emotional intelligence and 59 (50.9%) nurses had good quality nursing care. Bivariate analysis revealed a significant relationship between nurses' emotional intelligence and the quality of nursing care (p -value $< 0,001$). It was concluded that nurses' emotional intelligence is associated with the quality of nursing care of RS TK. II Moh. Ridwan Meuraksa. Hospital management is advised to create a training program to increase nurses' emotional intelligence to support the quality of nursing care.

Keywords: Emotional intelligence, Nursing care, Nurses, Quality, SERVQUAL