

Overview of emotional intelligence of implementing nurses in providing nursing services in inpatient wards at hospitals

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ABSTRACT

Introduction: Emotional intelligence is an important skill that health professionals such as nurses must possess. Emotional intelligence leads to mental health, self-care, and job satisfaction. The purpose of this study was to determine the level of emotional intelligence of nurses in the hospital, which consists of components of self-awareness, emotional management, motivation, empathy, and skills.

Research Methodology: The research method was a quantitative survey involving 111 associate nurses from 10 treatment rooms selected using a purposive sampling technique. The research instrument used a nurse characteristics questionnaire and an emotional intelligence questionnaire.

Result: The results showed that the characteristics of the respondents were primarily female. Namely, 70 nurses (63.1%) and the level of education in the nursing profession was higher than the Diploma but not much different, namely 59 and 50 respondents, respectively. The average age of respondents is 31 years, and the average length of work is 6.54 years. The results of nurses' emotional intelligence are at a high level, namely as much as 70.3%; high emotional intelligence can support the ability of nurses to provide nursing services. Nurses must consider emotional intelligence development.

Conclusion: This can have a good impact on the nursing services provided. Nurses will reach bio-psycho-social and spiritual well-being. Implementing EI in nursing practice within inpatient wards is essential for enhancing the quality of care provided to patients and the well-being of nursing staff. Investing in training programs that foster emotional intelligence could significantly improve healthcare outcomes, reduce burnout, and create a more supportive work environment.

Keywords: emotional intelligence, nurses, nursing services.



INTRODUCTION

The ability of nurses to manage emotions is commonly called emotional intelligence. The level of nursing staff is causally related to health outcomes or quality of service to patients. The success of the services nurses provide is determined by nurses' ability to manage emotions and control themselves (Nasution *et al.*, 2020). It is necessary to achieve optimal outcomes and understand how these levels are influenced by the nursing ability of the patient and the education, experience, organization, and work environment of the nursing staff (Needleman and Shekelle, 2019). Emotional intelligence is a dimension of personality that can help nurses increase effectiveness and success in becoming leaders; high EQ will improve personal satisfaction (Cavaness, Picchioni and Fleshman, 2020). Emotional intelligence (EI) plays a crucial role in the healthcare sector, particularly for nurses working in hospital inpatient wards. It refers to the ability to recognize, understand, and manage one's own emotions, as well as the feelings of others. For nurses, EI is integral to building effective patient relationships, enhancing communication, and providing compassionate care. In inpatient settings, where patients may experience high levels of stress and vulnerability, nurses' emotional intelligence can significantly influence patient outcomes and satisfaction (Soto-Rubio, Giménez-Espert and Prado-Gascó, 2020).

Emotional intelligence (EI) is critical in providing effective nursing services, particularly in inpatient wards where patient interactions are frequent and often emotionally charged. Nurses are responsible for delivering clinical care and addressing patients' emotional and psychological needs, which requires a high level of emotional awareness, empathy, and interpersonal skills. Nurses with strong EI are better equipped to manage stress, communicate effectively, and build therapeutic relationships with patients and their families (Linggi *et al.*, 2024). In the hospital setting, inpatient wards' dynamic and high-pressure environment demands that nurses remain emotionally resilient and adaptable. Emotional intelligence helps nurses navigate complex situations, such as dealing with uncooperative patients, addressing family concerns, or managing conflicts among healthcare teams. By fostering emotional intelligence, nurses can enhance the quality of care, promote patient satisfaction, and contribute to a more cohesive and supportive workplace culture. The implementation of emotional intelligence among nurses not only helps in improving interpersonal interactions but also supports decision-making, conflict resolution, and teamwork within healthcare teams. Nurses with high EI are better equipped to handle the emotional challenges in clinical practice, ultimately contributing to a more supportive and healing environment for patients. This overview explores the significance of emotional intelligence in nursing practice, its impact on the quality of nursing services, and how it improves patient care in hospital inpatient wards (Suprpto *et al.*, 2024).

In nursing services, nurses will encounter many problems from patients, patients' families, or peers. Emotional intelligence will help nurses manage conflicts (Marlina and Riyanto, 2022). With good emotional intelligence, nurses can also communicate and perform their role in collaboration with other health workers (Shrivastava *et al.*, 2022). and they are creating empathy for specific situations (Giménez-Espert, Castellano-Rioja and Prado-Gascó, 2020). A nurse must have emotional balance, awareness, acceptance, recognition, expressive emphasis, and reduction (Jiménez-Picón *et al.*, 2021). The importance of emotional intelligence for nurses to support the nursing services provided and ensure the quality of nursing services for patients is essential to know the level of emotional intelligence. This study provides an overview of the emotional intelligence of implementing nurses in inpatient wards, emphasizing its significance in improving nursing services and exploring the factors that influence its development and application in clinical practice. Understanding the relationship between emotional intelligence and nursing performance can offer valuable insights for training and policy improvements within hospital settings.

RESEARCH METHODOLOGY

This study used a descriptive quantitative design with an analytical survey approach. Respondents in this study were nurses who worked in the inpatient room of Sultan Syarif Muhammad Alqadri Hospital and used a non-random sampling technique, with the criteria of being willing to be respondents and a minimum length of work of 1 year. Consisting of 111 respondents. Data collection in this study used two questionnaires. One questionnaire consisted of respondents' demographic data, consisting of gender, age, length of service, level of education, and marital status. The second questionnaire is an emotional intelligence questionnaire composed of 35 question items that measure the level of emotional intelligence of nurses in the inpatient room of the hospital. The minimum score in this questionnaire is 35, and the maximum score is 175. Data collection was done using a Google form that was given to nurses. Furthermore, the data was analyzed using SPSS 25 software using a frequency table. This study has passed the ethical review of the ethics committee of the Faculty of Medicine, Tanjungpura University, with Number 4363 / UN22.9 / PG / 2023

RESULT

The univariate test results describe the characteristics of nurses working at Sultan Syarif Muhammad Alqadri Hospital. These characteristics are related to gender, education, marital status, age, and length of service. Table 1 shows that most respondents are female, 63.1%, or 70 nurses. For education, the number of nurses with a D3 background is less than that of professional nurses, although the number is similar, namely 50 D3 nurses and 59 professional nurses. For marital status, most nurses are married, where the average age of nurses is 31 years, and the average length of service is 6.5 years. Then, for emotional intelligence, most nurses are at a high level, namely 78 people; the medium category is 31 nurses, and the low category is two nurses. The following is a frequency distribution table of respondent characteristics:

Table 1 Respondent Characteristics, n=111 respondents

Characteristics	Frequency	Percentage (%)
Sex		
Male	41	36.9
Female	70	63.1
Education		
Nursing Diploma	50	45
Bachelor nursing	2	1.8
News	59	53.2
	Mean	Std dev
Age	31.42	3.604
length of working	6.54	4.673
Emotional Intelligence Level		
Low	2	1.8
Medium	31	27.9
High	78	70.3

DISCUSSION

The results of the univariate analysis showed that nurses at SSMA Hospital were mainly at a high level, around 70.3%, which amounted to 78 nurses. The results show that SSMA Hospital nurses can manage their emotions, motivate themselves well, control themselves, and resolve conflicts. A nurse's emotional intelligence can affect patient communication; patients will understand the situation or information conveyed (Prihandhani and Hakim, [2021](#)). Emotional intelligence will also influence the caring behaviour of nurses towards patients (Yuliati Darmini, Dina Susanti and Putu Kamaryati, [2017](#)). In addition, emotional intelligence is also related to the success of leadership in nursing. Sometimes, the head of the room does not

realize that emotional intelligence can influence the performance of his role, but naturally, the values that are carried out are a form of interpretation of emotional intelligence (Mansel and Einion, 2019; Guibert-Lacasa and Vázquez-Calatayud, 2022), how a room head should behave well in carrying out management functions in the room. Nurses' work that tends to cause stress in the room is carried out with good stress management. With emotional intelligence, a person will be able to manage stress well (Pratiwi *et al.*, 2022), which will reach individual happiness (Guerra-Bustamante *et al.*, 2019) and will reach self-calm (Sataloff, 2020). Training can improve emotional intelligence, and nurses who do not have good emotional intelligence can improve (Prado-Gascó *et al.*, 2018). Nurses, carrying out their role in providing nursing care, must have emotional intelligence so that they remain happy and achieve satisfaction in doing their work.

Recent research underscores the pivotal role of emotional intelligence (EI) in enhancing nursing care quality, particularly in inpatient settings. Emotional intelligence, encompassing self-awareness, self-regulation, motivation, empathy, and relationship management, has significantly positively correlated with patient outcomes and the quality of nursing services. Studies reveal that higher EI among nurses correlates with improved patient satisfaction and better clinical outcomes. For example, empathetic nurses who possess strong self-regulation skills provide more personalized care, fostering trust and enhancing patient recovery rates. Moreover, a high level of EI enables nurses to navigate better sensitive tasks such as breaking bad news and ensuring emotional support for patients and their families. Emotional intelligence significantly impacts teamwork and leadership within healthcare settings. Research shows that nurses with advanced EI skills often excel in communication and collaboration, leading to more cohesive team dynamics and reduced workplace conflicts. This contributes to a more efficient and harmonious work environment, which is crucial for delivering high-quality inpatient care (Arda and Suprpto, 2023).

Challenges and interventions Despite its benefits, developing EI among nurses faces challenges such as lack of targeted training and high occupational stress. Recent initiatives advocate for structured EI training programs, mindfulness practices, and reflective sessions to enhance nurses' emotional competencies (Haverfield *et al.*, 2020). Additionally, fostering a supportive organizational culture that prioritizes psychological well-being is crucial. Studies emphasize that nurses with higher EI often pursue continuous professional development, enhancing their skills and staying updated with best practices. This attribute aligns with the global trend of emphasizing evidence-based care, which relies on emotionally intelligent professionals who adapt to evolving healthcare demands. Fostering EI among nurses is essential for advancing the quality of inpatient care. Healthcare organizations should prioritize EI training and create environments that support emotional resilience to achieve optimal patient outcomes and enhance the well-being of their nursing staff. In recent years, emotional intelligence (EI) has gained significant recognition for its role in improving nursing practices, especially in hospital inpatient wards. Nurses' ability to manage their emotions while empathizing with patients directly influences the quality of care and patient satisfaction. Research highlights that nurses with higher EI are more adept at handling the emotional labour inherent in healthcare, reducing stress, improving interpersonal relationships with patients, and enhancing communication with colleagues (Drossman and Ruddy, 2020).

Critical components of EI, such as self-awareness, self-regulation, empathy, and social skills, are essential for managing the complex emotions patients often experience in hospital settings. Self-awareness allows nurses to recognize their emotional states, which helps maintain professional behaviour, especially during stressful situations. Emotional regulation aids nurses in controlling their reactions, ensuring that their decision-making remains rational even in high-pressure environments. Empathy enables nurses to connect with patients deeply emotionally, fostering trust and comfort. Healthcare institutions should prioritize training programs to enhance EI among nurses. Integrating EI into nursing curricula, providing regular workshops,

and encouraging reflective practices are practical steps. Additionally, policies that promote mental health and well-being, such as flexible scheduling and access to counselling, can support nurses in applying EI in their daily work.

CONCLUSION

This can have a good impact on the nursing services provided. Nurses will reach bio-psycho-social and spiritual well-being. Implementing EI in nursing practice within inpatient wards is essential for enhancing the quality of care provided to patients and the well-being of nursing staff. Investing in training programs that foster emotional intelligence could significantly improve healthcare outcomes, reduce burnout, and create a more supportive work environment.

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Conflict of interest

No potential conflicts of interest relevant to this article were reported

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