ABSTRACT

EMOTIONAL INTELLECTUAL INFLUENCE ON NURSE PERFORMANCE IN ABDUL MOELOEK HOSPITAL, BANDAR LAMPUNG

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This research is purposed to examine the influence of emotional intellectual on nurse performance. The sample taken in this research are about 61 nurses selected by applying Stratified Random Sampling method. Quantitative analysis method applied in this research is simple linear regression.

This research is based on the data of patient complaints which shows that the most complaints is pointed to the service given by nurse of Dr. H. Abdul Moeloek Bandar Lampung Hospital. 71,2% of complaint letter is presented to its nurse in giving the service.

The problem issued in this research is about how emotional intellectual influence nurse performance in providing service to their patients, so that it will decrease the complaint especially for the service.

Based on simple linear regression analysis, it obtained regression equation

Y= 25,300 + 0,554X. Emotional intellectual variable value of 0,554 means that if the nurse emotional intellectual increased for 1 unit, it will increase their performance for 0,554 unit.

Hypothesis test is conducted by t-test. It shows that t value (6,171) is greater than t value table (2,001), it shows that the hypothesis is accepted and it means that emotional intellectual influenced the nurse performance of Dr. H. Abdul Moeloek Hospital Bandar Lampung. It also can be seen from the significance value of 0,00 which is lower that 0,05 which means that there's influence between two variables.

This analysis shows that emotional intellectual has positive and significance influence on performance, so that the nurse emotional intellectual need to be imporved over the period in order to support their performance, which means that the patient complaints will decrease.