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**The Relationship Between Nurse Coping and Emotional
Intelligence on Caring Behavior at RSU Garba Med
Kerobokan**

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ABSTRACT

Nurse performance is the main factor in determining the success of services in hospitals. Caring behavior based on good emotional intelligence will support the creation of nursing services that are in accordance with patient expectations. Patients who receive the services of health workers with perfect skills, but are not accompanied by a good emotional attitude in their services, then the service is considered by the patient as inadequate service. This study aims to determine the relationship between nurses' coping and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital. This study uses a crosssectional design by conducting one data collection. This study included a population of 38 nurses on duty in inpatient and the sample in this study was taken by a simple random sampling technique of 20 people. This study uses a multivariate test. The results of the multivariate test showed that each variable had a significance value of <0.005 so that the relationship between nurse coping and emotional intelligence towards caring behavior at Garba Med Kerobokan Hospital was obtained. It is hoped that the results of this study are expected to be recommended to health service managers to improve the quality of human resources in providing nursing services so that the quality of nursing services can be improved well

Keywords : caring, emotional intelligence, nurse coping



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Introduction

Nursing services are where a nurse is directly faced with decision-making related to the life or death of a patient. All data, including data related to the patient's emotional state must also be critically considered. In decision-making, emotional intelligence is needed which is one of the characteristics of effective nursing services (Sumarni, 2016). A nurse needs to have high emotional intelligence, in order to provide a positive and more cooperative emotional environment so that in working more cooperatively, can control emotions and have good mental health. important for the success of forming a relationship. Understanding that emotional state is critical to building a therapeutic relationship between nurse and patient (Hanif, 2022).

Caring is the basis of nursing care. Caring behavior based on emotional intelligence can improve the quality of health services and support the provision of nursing services according to client expectations (Gandis, 2024). Coping is a mechanism to overcome the changes faced or the burden received by the body and the burden causes a non-specific body response, namely stress. The coping mechanism can also be classified into two, namely the adaptive coping mechanism and the maladaptive coping mechanism. The adaptive coping mechanism is a mechanism that supports the functions of integration, growth, learning and achieving goals. Meanwhile, maladaptive coping is a mechanism that inhibits the integration function, decreases autonomy and tends to control the environment (Ardi Septiyan, 2019). With their ability to motivate themselves, recognize others and be able to relate to others, nurses will be able to conduct interpersonal communication with patients. Meanwhile, in nurses who have low emotional intelligence, they are unable to recognize other people's emotions, are less able to motivate themselves and they are less able to have social relationships with others, this causes nurses to

be less able to communicate interpersonally with patients (Budi et al., 2023).

The purpose of this study was carried out to determine the relationship between nurses' coping and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital. The benefits of this research are to improve the quality of service and evaluate work improvement so that quality services are created in hospitals.

Method

The design of this study is a quantitative study with a sectional cross design. The population in this study is all inpatient nurses at Garba Med Hospital as many as 100 nurses. Sampling selection using simple random sampling technique with inclusion and exclusion criteria

Inclusion Criteria::

- Nurses who are willing to be respondent
- Implementing nurses on duty in inpatient

Exclusion Criteria:

-Head of the nursing room

The instrument used to evaluate used a questionnaire on coping, emotional intelligence, and caring at Garba Med Kerobokan Hospital. The data analysis technique used in this study is a data analysis technique using a multivariate test with a multiple logistic regression test with a significance of <0.05 .

Result

1. Univariate Analysis

Based on the results of the study, the results of the respondents' characteristics were as follows:

Table 1. Characteristics of Age Respondents

Categ	N	Mi	Ma	Mea	SD
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ory	n	x	n
-.Age	20	23	35
			27,7
			±2,7
			8

Based on the results of table 1. The majority of respondents were 27 years old.

Table 2 Characteristics of Respondents by Gender

Category	Frequency	Percentage
-. Man	2	10
-. Woman	19	90
Total	20	100%

Based on the results of table 2, the majority of respondents who have a female gender are obtained as many as 18 respondents of 90%.

Table 3 Characteristics of Respondents Working for a Long Time

Category	Frequency	Percentage
-. < 1 year	3	15
-. 1-3 year	14	70
-. > 3 year	3	15
Total	20	100%

Based on the results of table 3, the majority of respondents who had a working period of 1-3 years were obtained as many as 14 respondents of 70%.

Table 4 Characteristics of Position Respondents

Category	Frequency	Percentage
-. Nurse	10	100
Total	20	100%

Based on the results of table 4, the majority of respondents who have a position as nurses are 20 respondents of 70%.

Table 5 Coping Questionnaire Results

Category	Frequency	Percentage
-. Bad	0	0
-. Enough	7	35
-. Good	13	65
Total	20	100%

Based on the results of table 5, the majority of respondents who had a coping mechanism that was included in the good coping were obtained by 13 respondents at 65%.

Table 6 Emotional Intelligence Questionnaire Results

Category	Frequency	Percentage
-. Tall	3	15
-. Keep	16	80
-. Low	1	5
Total	38	100%

Based on the results of table 6, the majority of respondents who have emotional intelligence are included in the medium as many as 16 respondents at 65%.

Table 7 Caring Questionnaire Results

Category	Frequency	Percentage
-. No Caring	8	40
-. Caring	12	60
Total	20	100%

Based on the results of table 7, the majority of respondents who have nursing services are included in the caring category as many as 12 respondents by 60%.

2.... Bivariate Analysis

Based on the results of bivariate analysis, the results were obtained using a multivariate test using logistic regression analysis as follows:

Table 8 Pearson Correlation Results of Nurse Coping Relationship and Emotional Intelligence on Caring Behavior at Garba Med Kerobokan Hospital

Cate gory	Caring		Tot al	Correlat ion	P Valu e
	NoCa ring	Car ing			
	N	%	N	%	N



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Koping	0,002 0,037					
Bad	0	0	0	0	0	0
Eno	1	5	6	3	7	35
ugh			0			
Good	7	35	6	3	1	65
			0	3		
Emotional Intelligence	0,027 0,043					
Tall	1	5	2	1	3	15
			0			
Keep	6	30	1	5	1	80
			0	0	6	
Low	1	5	0	0	1	5

Based on the results of the Pearson correlation test, it was obtained that the significance value of each variabel had a significance value of <0.005 so that it was found that there was a relationship between nurse coping and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital

Table 9 Multivariate Results of Nurse Coping Relationship and Emotional Intelligence on Caring Behavior at Garba Med Kerobokan Hospital

Variabel	B	df	Sig	Exp. B
Koping	-	1	0,044	0,083
	2,484			
Emotional Intelligence	1,778	1	0,0022	5,916
Constant	3,496	1	0,036	32,992

Based on the results of the multivariate test, the significance value of each variabel was obtained <0.005 so that the relationship between nurse coping and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital was obtained.

Discussion

Based on the results of the multivariate test, the significance value of each variable has a significance value of <0.005 so that the

relationship between nurse coping and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital is a way of responding to changes in the environment or certain problems or situations. A coping strategy is an easy plan of action that can be followed, all of these plans can be used as an anticipation when encountering a stressful situation or as a response to stress that is occurring, and is effective in reducing the level of stress experienced (Sahertian, 2022). A positive coping mechanism allows nurses to solve problems so that they do not interfere with their responsibilities in providing services to patients. The coping that nurses have is influenced by how nurses view a problem. Where when a nurse has a problem, if all they feel is sadness and pressure, it can cause negative thoughts that can be detrimental. However, if nurses have a positive coping for a problem, then nurses are able to think clearly about what to do when they are facing a problem related to their work (Fitri et al., 2022).

Emotional intelligence is important for nurses to have, namely being able to understand themselves and others, having empathy for others, being able to control and direct their emotions into positive behavior, being able to take appropriate actions in various situations, and not acting based on emotional impulses, and not behaving impulsively (behavior that is done without thinking first). Emotional intelligence is needed to be able to face and understand oneself and others, emotions will help a person in exercising self-control, self-esteem, self-awareness, social sensitivity, and social adaptation, as well as helping a person cultivate an attitude of empathy, a sense of care, love and compassion, and determine one's attitude and behavior. The higher the emotional intelligence of a nurse, the better her caring behavior will also be (Susilaningsih et al., 2023)

Caring behavior is expressed as a feeling to provide security, change behavior, and work



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according to standards. The behavior displayed by the nurse is by providing a sense of comfort, attention, affection, care, health maintenance, encouragement, empathy, interest, love, trust, protect, presence, support, touch and ready to help and visit clients. Such behavior will encourage the client to change physical, psychological, spiritual, and social aspects for the better (Pardede, 2020).

Conclusion

Based on the research conducted, it can be concluded that the provision of nurses' coping relationships and emotional intelligence to caring behavior at Garba Med Kerobokan Hospital has a significant relationship. Based on these conclusions, it can be recommended to health service managers to improve the quality of human resources in providing nursing services so that the quality of nursing services can be improved properly.

Conflict Of Interest

Based on the implementation of the research, there is no conflict between the researcher and the researcher.

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