Relation Analysis beetween Working Climate, Emotional Intelligence, Spiritual Intelligence with Nurse Performance at Inpatient Instalation Hospital

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Abstract:- Performance of nursing services contribute in determining the quality of hospital services, it must be accompanied by an increase in the performance of peraw at. The performances of nurses are both needed the work climate, emotional intelligence and spiritual intelligence is good. Working climate within the organization will give you an idea that one's work will produce results, if they feel fit and in accordance with the organization and its work and required. Emotional intelligence role in improving the performance and reduce fatigue nurses on the situation of the organization, a nurse who has spiritual intelligence will work calmly, peacefully, satisfied with results of his work can be completed with a predetermined procedure.

Aim research to determine the relationship of the characteristics of nurses, working climate, emotional Intelligence, and spiritual intelligence with the perform-ance of nurses in the Inpatient Hospital Raden Mattaher. Rese- arch design is a cross-sectional study with a sample technique proportional simple random, a large sample of 169 responses den. Analisis data using Chi-Square and Regression logistic. The results of the study there were a significant relationship between the characteristics of nurses, working climate, emotional intelligence and spiritual intelligence with the performance of nurses in the Inpatient Hospital Raden Mattaher. Variables most related to the performance of education with p-value was 0.001 OR 4.451. It is advisable for hospitals to prioritize nurse recruitment with professional education, facilitate vocational nurses continuing professional education, create reward programs for well-performing nurses, and create an environment that builds good emotional and spiritual intelligence.

Keywords:- performance, Climate Work, Emotional Intelligence, Spiritual Intelligence.

I. INTRODUCTION

Services of quality nursing care and professional is the target to be achieved to improve the quality of hospitals. This can be achieved through better employee performance. Performance is the result of work in quality and quantity achieved by an employee in performing their duties in accordance with the responsibilities given to him. His own performance in the job depends on the union between capability and working environment that supports (Mangkunagara, 2010). Effective performance will provide good service to the patient, and can increase the productivity of nursing care (Nofriyenti, 2014). Besides nursing services requires the figure of nurses who have emotional and spiritual intelligence high to meet the needs of patients who cover the needs of biological, psychological, sociological and spiritual (Paomey and Hamel, 2016).

Performance of nursing services among others influenced by the work climate, emotional intelligence, and intelligence spiritual. Suandi, et al (2014) stated that the working environment is a set of organizational characteristics closely associated with the quality of the internal environment of an organization that is different from other organizations. According to Suliman and Harethi (2013) a conducive working environment, productive and family is very important to be strengthened and maintained, the bond between the organization and employees will reflect a positive result, the working climate plays an important role in shaping employee performance, which can encourage and support employee motivation , Working climate within the organization will give you an idea that one's work will produce results if they feel fit and in accordance with the organization and its work.

Nursing job has several characteristics that create a high work demands such routine work, a tight work schedule, responsibility for the safety and health of themselves and others, and demanded to be able to work in teams. The complexity of the demands of work and responsibilities of nurses led to the nursing profession susceptible to burnout, when followed by the climatic conditions of work are not conducive as lack of support from colleagues, superiors, lack of autonomy nurses, structural and responsibilities are not clear, it can potentially conflict in organizations will be shown with anxiety and tension nurses, this will have a negative impact on mental health nurses. Poor mental health affects patient safety, quality of service and performance of nurses, if it continues to be seen, it can be detrimental to the organization and may reduce the competitiveness of each other. (Apipalakul etal, 2017; Nelson Katia etal,2014).

Tense working climate conditions it takes a high emotional intelligence play a role in improving the performance and reduce fatigue nurses to the organization's situation. Emotional intelligence nurses provide information that changes the meaning of attention and thinking, emotional intelligence that good management can motivate nurses to correctly handle the demands and external pressure so as to improve collaboration, conflict behavior are positive

and healthy relationships in the clinical setting. Nurses with this ability may contribute to higher performance (Bakr and Saana, 2012). According to Goleman (2015) emotional intelligence also determines a person's success. Emotional intelligence is an ability such as the ability to motivate yourself, endure frustration, set the mood so that the burden of stress is not disabling thinking skills, and empathy, in a study saying that 80% of the success of someone someone is determined from emotional intelligence, while 20% is intelligence intellectual. Research Awais Malik, and Qaisar (2015) in Pakistan stated that there is a positive and significant relationship between job satisfaction and emotional intelligence and spiritual intelligence.

Spiritual intelligence is much needed in the job, people who have high spiritual intelligence usually work in a calm, peaceful, satisfied with his work, the work can be completed with a predetermined procedure. Someone who has a spiritual intelligence see success not only material wealth, position and popularity but further than that which is happiness, peace, inner peace, and independence of spirit to address the interests of living world and the universe and life after death (Zulfan, 2012). Raden Mattaher Jambi hospitalwith type B qualification and has been certified Pass Rate on Accreditation of Hospitals in plenary in 2016. The initial survey in Raden Mattaher Jambi hospitals are complaints submitted by patients to the hospital related complaints unit nursing care in hospitals were deemed not optimal. Based on the above phenomenon researchers conducted a study titled "Analysis of Climate Relationships Work, Emotional Intelligence and Spiritual Intelligence with the performance of nurses in Raden Mattaher Jambi hospital".

II. METHODS

This study is a quantitative research, usingdesign cross-sectionalstudy,which aims to examine the relationship work environment and nurse's performance, emotional intelligence relationship with the performance of nurses, relationships spiritual intelligence with performance of nurses, and the independent variables most associated with the performance of nurses, research conducted at the same time. The population in this study were all nurses in the Inpatient Hospital Raden Mattaher Jambi totaling 293 people. The sampling technique is simple random sampling proportional to the amount of 169 samples that meet the inclusion and exclusion criteria. Data were analyzed using univariate, bivariate analysis usingtest, Chi-squareand multivariate analysis used isanalysis regressionlogitik.

III. RESULTS

➢ *Univariate analysis*

Characteristic	(n)	(%)
Age		
Young Adults	23	13.6
FullyAdults	146	86.4
Gender		
Female	144	85.2
Male	25	14.8
Education		
Professional	38	22.5
Vocational	131	77.5
Work Period		
New	69	40.8
Old	100	59.2

Table 1:- Frequency Distribution of Respondents by Characteristics (n = 169)

The respondents mostly full adult age (86.4%), and the majority of women (85.2%), largely as vocational educated respondents (77.5%), and more than half the working period of time (59, 2%).

Variable / Category	Frequency (n)	Percentage (%)
Working Climate		
Good	104	61.5
Less Good	65	38.5
Sub CategoryVariables		
Structural		
Good	142	84
Less good	27	16
Standard		
Good	141	83.4
Less good	28	16 , 6
Responsibilities		
good		59.2
Less good	100	40.8
	69	
Confession		
good	61	36.1
Less good	108	63.9
Support		
good	144	85.2
Less good	25	14.8
commitment		
good	137	81.1
Less good	32	18 9

Table 2:- Distribusi Frequency of Respondents by Job Climate (n = 169)

Respondents with a good working climate more (61.5%) of the climate variable sub structure works mostly good (84%), mostly good standard (83.4%), more than half the responsibility well (59.2 %), less than half the good

confession (36.1), support is mostly good (85.2%), and the commitment is mostly good (81.1%).

Variables Category	Frequency (n)	Percentage (%)
Emotional intelligence		
Good	93	55.0
Less Good	76	45.0
Variable Sub Category		
intrapersonal		
Good	106	62.7
Less good	63	37.3
Interpersonal		
Good	97	57.4
Less good	72	42.6
Stress Management		
Good	116	68.6
Less good	53	31.4
Adaptation		81.1
Good	137	18.9
Less good	32	
Generalmood		
good	117	69.2
Less good	52	30.8

Table 3:- Frequency Distribution of Respondents Based on Emotional Intelligence (n = 169)

Respondents with good emotional intelligence more than half (55.0%), the sub variables of emotional intelligence intrapersonal well over half (62.7%), interpersonal more than half (57 , 4%), stress management well over half (68.65), adaptation mostly good (81.1%), generalmood goodmore than half (69.2%).

➢ *Anailysis Bivariat*

Variable / Category	Frequency (n)	Percentage (%)
Spiritual Intelligence		
Good	100	59.2
Not Good	69	40.8
Variable Sub Category		
Critical Existential Thinking (CET)		
Good	122	72.2
Less good	47	27.8
Personal meaning Productions (PMP)		
good	100	59.2
Less good	69	40.8
Transcendental Awareness(TA)		
good	112	66.3
Less good	57	33.7
Conscious State Expansion(CSE)		
good	134	79.3
Less good	35	20.7

Table 4:- Frequency Distribution of Respondents by Spiritual Intelligence (n = 169)

More daari half of respondents either spiritual intelligence (59.2%), sub-variables spiritual intelligence can be seen that the Critical Existential Thinking (CET) well over half(72.2%),Personal Meaning Production (PMP) well over half(59,2%), Transcendental Awareness (TA) well over half(66.3%),Conscious State Expansion (CSE) was mostly good (79.3%).

	Nurse Performance				Total		p
	Good		Less				
	n	%	n	%	n	%	
Age							
Young Adults	10	43,5	13	56,5	23	100	0,363
Full Adult	82	56,2	64	43,8	146	100	
Gender							
Women	78	54,2	66	45,8	23	100	1,000
Men	14	56,0	11	44,0	146	100	
Education							
Professional	30	78,9	8	21,1	38	100	0,001
Vocational	62	43,1	69	52,7	131	100	
Work Period							
New	46	66,7	23	33,3	69	100	0,013
Old	46	46,0	54	54,0	100	100	

Table 5. Relationship Characteristics of the Nurse Performance In The Inpatient Installation Raden Mattaher Jambi Hospital

Table 5.6 shows that respondents who have a good performance more heavily on respondents with full adult age (56.2%), results of Chi-square testp-value of 0.363 means that there are relationship between age and performance of nurses. Respondents who had a good performance more heavily on respondents with male sex (56.0%), the results of Chi-square testp-value of 1,000 means that there is no relationship between gender and nurse's performance. Respondents who had a good performance more heavily on respondents with professional education (78.9%), the results oftest Chi-square valuep-value of 0.001 means that there is a significant relationship between the level of education and nurse's performance. Respondents who had a good performance more heavily on respondents with a new working period (66.7%), the results of calculation of Chi-

Square valuep-value of 0.013 means that there is a significant relationship between work period and nurse's performance.

	Nurse Performance				Total		p-value
	Good		Less Good				
	n	%	n	%	n	%	
Climate Work							
Good	64	61,5	40	38,5	104	100	0,029
Less Good	28	43,1	37	56,9	65	100	
Kecerdasan Emosional							
Good	58	62,4	35	37,6	93	100	0,033
Less Good	34	44,7	42	55,3	76	100	
Kecerdasan Spiritual							
Good	64	64,0	36	36,0	100	100	0,004
Less Good	28	40,6	41	59,4	69	100	

Table 6. The Relationship of Independent Variables with Performance Nurse

table 5.9 shows that respondents who have performed well over many respondents who expressed a good working environment (61.5%), the analysis oftest Chi-square pValue- = 0.029 means that there is a significant relationship between work environment and nurse's performance. Respondents who have a good performance more on the emotional intelligence of respondents said that both (62.4%), the analysis oftest Chi-square pValue-= 0.033 means that there is a significant relationship between emotional intelligence and nurse's performance. Respondents who have a good performance more on the spiritual intelligence of respondents said that both (64.0%),test analysis Chi-Square p-value = 0.004 means that there is a significant relationship between spiritual intelligence and nurse's performance.

No.	Variable	p-value	OR
1.	Emotional Intelligence	0,026	2,121
2.	Spiritual Intelligence	0,003	2,804
3.	Education	0,001	4,501

Table 7. Logistic Regression Analysis

Dominant variable on the performance of nurses is education with ap-value of 0.001 (<0.05). The OR value obtained is 4,501, which means education is perceived respondent had chances 4,501 times the performance of nurses in the Inpatient installation Raden Mattaher Jambi hospital in 2017. Additionally spiritual intelligence is an element that is not less important in influencing the performance of nurses after the education variable p value 0.003 and the value of OR 2.804

IV. DISCUSSION

➤ *The Relationships Characteristics with Performance Nurses*

Performancenurse in Inpatient Raden Mattaher Jambi hospital perform well over half of these are seen from the individual characteristics of the respondents, 86.4% full adulthood with good performance of 56.2%, compared to full adulthood underperformance when seen from the percentage is not much different, namely 43.8%. The results

of Chi-Square test analysis there is no relationship between the age of nurse's performance, this result is consistent with research Franky (2016) found no relationship between age and performance of nurses in hospitals Arc of Love Manado. The difference between what was found by researchers due to the increase of age can degrade the performance of a skill as an individual, especially the speed, dexterity, strength and coordination will decline, in addition to employment protracted boredom and lack of intellectual stimulation can degrade performance. According to Robbins (2009) factor age can also affect the performance of nurse visits from a number of positive qualities that brought older workers in their jobs.

The results of the analysis of the male sex has a good performance. Chi Square test results showed that there was no relationship between the sexes with the performance of nurses in Raden Mattaher Jambi hospital. The results are consistent with Marlina dkk (2012) found no relationship between the sexes with the performance of nurses in the inpatient Hospital Dr. Achmad Mochtar Bukit Tinggi. Results research in Raden Mattaher hospital when viewed from the frequency of male sex less than women, but not much different from the performance of the female gender. According Widaningsih (2016) Feminism owned by women is very helpful in providing nursing care as it relates to the application of the concept of caring and communication to patients. In addition, women pay more attention to accuracy in taking measures so that the risk ofincidents human error can be reduced and minimized. While men work faster with a range of types of work are more extensive and focused.

Characteristics of respondents viewed from the level of education, level of education of nurses in Raden Mattaher Jambi hospital comprise the majority of vocational, but respondents who have a good performance is largely professional education level, based on the analysis there is a significant relationship between level of education and nurse's performance. These results are consistent with research Henry (2015) that there is a correlation with the performance level of education of nurses in the inpatient unit Cideres Hospital. According Notoatmodjo (2012)

education can also be interpreted as a learning process that gives background taught the human form to be able to think objectively and can change behavior. Education can have an impact on the awareness and responsibility given are conducted properly or not.

Characteristics nurse visits of employment, most of the statistical test results showed that more than half of new nurses with good performance. Chi Square test results indicate that there is a significant relationship between tenure with the performance of nurses in Raden Mattaher Jambi hospital. According Widaningsih (2016) long work will affect the capacity and performance levels of nurses in intensive care, basically the longer working lives of nurses will increasingly proficient and have the capacity and Traffic more compared with fewer nurses working period. Robbin (2009) seniority is not a good predictor of performance, several studies related to the seniority showed no strong evidence that people who have long been on the job will be more productive than the low seniority.

Nurses Raden Mattaher Jambi Hospital when viewed from frequency new nurses have a better performance than the old nurses this can be caused by new nurses have a higher motivation than the old nurse who already saturated job. This condition can affirm that long working lives need refreshment through training or continuing education at the discretion of the hospital.

➢ *The Relationship Nurses Climate Working with Performance*

Results showed that more than half of the caregivers feel good working climate, and more than half have a good performance too. Chi Square test results indicate that there is a significant relationship between work environment with the performance of nurses at inpatient installation Raden Mattaher Jambi hospital. In line with the research Asi (2013) that the work climate affect the performance of the nurse in dr. Doris Sylvanus. By Asi (2013) working climate is a concept that describes the organization's internal environmental perceptions that influence the behavior of members of the organization in carrying out its work.

Working climate in an organization has an important meaning for individuals who work in it, because this will affect the environment directly or indirectly humans in it. Suliman research and Harethi (2013) in which the working climate significantly affect performance, workers tend to remain in the organization as well as organizations committed to do their best and contribute to meninggkatkan performance. Working climate is extremely important as a measure of individual's perception of the organization, organizational climate is reflected in the organization's objectives for developing staff, providing a good working environment and support staff so that they can achieve job satisfaction (Amin, Barati, and Ghoroghchian 2016). Organizational climate affectsubjectivity of a person as a responseof the working system and environmental factorswork, which concerns the attitude and abilityorganization motivates peoplework on the organization (Ike and Rush, 2014).

The climate of Raden Mattaher Hospital Jambi measured and developed based on the dimensions of the work climate according to Stringer consisting of dimensions of the structure, standards, responsibility, recognition, support, and commitment. According to Robbins (2009) reflects the organizational structure of the organization in good feelings and roles clear responsibility within the organization. High structure if the members of the organization feel their work is well defined. Structure low if they feel there is no clarity about who perform the duties and has the authority to make decisions. Results of the study were mostly nurses feel the working climate in the structure dimension in the Inpatient Raden Mattaher hospital well, the organizational structure at room Inpatient consists of head room, the team leader and team members, roles and responsibilities felt by nurses clearly, the head of the room were authorized as decision makers, each morning the head of the room is always preconference with heads and members of the team and on that occasion the head of the room would divide the roles and duties of each nurse in the team.

The results showed that most of the nurses feel good organizational standards. In Raden Mattaher hospitals nursing care carried out by Standard Nursing and Standard Operating Procedures (SOP), all nurses are required to understand and SOP as a guide or reference in carrying out nursing care in accordance with the roles and duties of each predefined, besides individual performance assessment is also done by the head of the room to evaluate the ability of nurses in performing nursing care.

The results of climate research work on the dimensions of responsibility more than half either. Raden Mattaher Jambi In Inpatient Hospital duties and responsibilities of nursing care to patients were divided in teams during the hours of service in progress and will be in serahterimakan back on the next team, each member of the team will get the job responsibilities or nursing actions independently or in collaboration all actions and tasks performed are documented in the patient's status, in this case each team leader will evaluate whether additional planning has been carried out properly. Perception of nurses terhdap responsibilities are either not far somewhat different than the responsibility of nurses is not good it could be because nurses feel no need to be controlled in completing the work because it is a routine that is often done and work in teams, so it was not really carrying out the responsibilities properly because they feel more responsible team leader. This condition can cause the work or performance to decrease because there is no motivation for carrying out the job better at completing tasks and responsibilities. In this study the working climate was also seen from the dimensions of recognition. The results showed that the fraction nurses find employment climate in recognition both dimensions. Recognition of the work climate dimensions perceived by members of the organization as a form of reward or anything in return or material or non material which is a reply or services on the work already done.

Acknowledgment indicating that members of the organization feel valued if they completed the task well.

Jimmy and Hunik research results (2017) as a form of recognition reward positive and significant impact on job satisfaction of nurses in hospitals Orthopedics Prof. DR. R Suharso Surakart. Raden Jambi Hospital have never been made toward achievement award program nurse who has worked well, some head room to try to give a gift to the members of the nurse who considered capable of providing better working results, but not the whole head room have such initiatives. Such conditions can lead to nurses feel what is done does not have good feedback and the impact on the performance. Recognition can be done through various ways such as by stating the immediate success in the workplace, rewards, prizes. Choice award is a measure faced with criticism and judgments upon completion of the work. Organizational climate that values performance characteristic balance between reward and criticism. Low award means the completion of work well rewarded inconsistently (Stringer in Wirawan, 2007).

The results showed that most of the nurses feel good support. Support reflect a feeling of trust and mutual support ongoing between working groups. Support high if the members of the organization feel that they are part of a team that functions well and was getting help from his superiors, if you experience difficulties in performing their duties. If the lower support members of the organization feel isolated or excluded themselves (Stringer in Wirawan, 2007) . Division of tasks team in nursing care management allows each team to complete the task and responsibilities given to the team's head room, as a final report to the head of the room lead must complete tasks and responsibilities, so that each nurse in the team trying to help each other in solving a difficult task and requires teamwork, the need to support each nurse will ease the workload given that tasted good working climate. The next work climate assessment visits of the dimensions of the commitment, the results showed that most of the nurses commitment either. The commitment reflects the feeling proud member of the organization and the degree of loyalty to the achievement of organizational goals. Commitments related to the sense of pride nurses have the organization and willing to bend over when dibutuhkan. Results this study are consistent with research Suliman and Harethi, 2013 where N working climate significantly affect performance, workers tend to remain in the organization as well as organizations committed to do their best and contribute for good nurse performance. Raden Mattaher Jambi hospital are government hospitals of type B, the majority of nurses are aged over 35 years, in this age of possibility to find a job new place will be more difficult because of the competition with nurses younger than that tenure is long over 7 years making them already feel united and comfortable with an atmosphere exists. So the desire to leave the hospital and seek work elsewhere tend to be lower, they prefer to work better to achieve the purpose of the hospital.

➢ *The relationship Emotional Intelligence with nurse performance*

results showed that more than half of the caregivers had a good performance. The result of Chi Square test showed that there is a significant relationship between emotional intelligence and performance of nurses in the Inpatient Hospital Raden Mattaher Jambi. The results are consistent with research Bakr and Sanaa (2012) found a significant correlation between emotional intelligence and nurse's performance. Research Paomey (2016) says there is a relationship between emotional intelligence and nurse's performance in implementing the nursing care in the department of Prof. Irina A Dr. R. D Kandou Manado, according to emotional intelligence should be developed by every nurse, nursing is a profession that demands a high level of social interaction. The principle activity or nursing care should be able to work with patients, their families, colleagues and other health professionals. The activity will require emotional competence, given that emotional intelligence competencies help determine the performance of the prime.

According to Bar-On (2006) Emotional intelligence is a series of personal ability, emotional and social factors that affect a person's ability to succeed in dealing with environmental demands and pressures. According to Goleman (2015) emotional intelligence as the capacity to recognize feelings-feelings of self and others, for motivating ourselves, and managing emotions well in ourselves and in relationships. Goleman explains that coordination of mood is the essence of good social relations. If a well-adjusted to the mood of another individual or to empathize, that person will have a good emotional level and would be easier to adapt socially as well as the environment. Goleman also states that emotional intelligence is the ability to be owned by a self-motivation, resilience in the face of failure, control emotions and delay gratification, and set the soul. With such an emotional intelligence can put his emotions in the right portion, having the satisfaction and set the mood. Requires emotional intelligence to learn recognize and appreciate the feelings in themselves and others-and to respond appropriately, applyby effective information and emotional energy in life and daily work. Emotional intelligence by Bar-On, consists of 5 scale: the ability intrapersonal, interpersonal skills, the ability to face the pressure of emotions and impulses of self control, ability to adapt to change, as well as optimism and happiness.

➢ *The relationship Spiritual Intelligence with nurse performance*

Results showed that more than half of the caregivers have spiritual intelligence and good performance. Chi Square test results there is a significant relationship between spiritual intelligence with the performance of nurses in the Inpatient Raden Mattaher Jmabi Hospital. The results of this study are consistent with previous studies stating that intelligence piritual directly affects employee performance (Yadav 2011). Research (Campbell and Hwa 2014) on spirituality in the workplace that there is a positive relationship between spirituality, employee commitment and employee performance. Iwan research and Mustikawati (2016) about the emotional and spiritual intelligence employees that spiritual intelligence positive influence on employee performance. According to King (2009) there are four components of spiritual intelligence, each representing a comprehensive measurement of spiritual intelligence,

namely Critical Existential Thinking (CET), Personal Meaning Production (PMP), Transcendental Awareness (TA), Conscious State Expansion (CSE)

➢ *The Independent Variables are Most Related to The Performance of The Nurse.*

The result of the research shows that the most dependent independent variables are education variable with p value of end of multivariate modeling is 0,001 and OR 4,451 times. In line with research Wawan (2015) that there is a significant relationship between the level of education with the performance of nurses in inpatient wards RSUD Cideres. Education is a characteristic of individuals who become the most important source of status in the organization of work, the higher the education achieved the greater the desire to utilize the ability and skills in achieving a higher position in the organization (Suryadi, 2013). A high level of nursing education would be much better if accompanied by good spiritual intelligence. Spiritual intelligence is the second most influential variable of the final value of multivariate modeling is 0,003 and OR 2,769 times. Means that spiritual intelligence has a chance to give good performance 2,769 times bigger.

V. CONCLUSION

From the results of research conducted in inpatient installation Raden Mattaher Jambi hospital can be concluded that there is a relationship of nurse characteristics include the level of education, the working period with the performance of nurses, there is a working climate relationship with the performance of nurses. there is correlation of emotional intelligence with nurse performance, there is correlation of spiritual intelligence with performance of nurse executor, variable most related to performance of nurse executor in the Installation of Executive nurse Raden Mattaher Jambi hospital is variable of education level and spiritual intelligence of nurse.

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