

Original Research Article

Training course on emotional intelligence effect of nurses' interpersonal relationship style on Tabanan General Hospital

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ABSTRACT

Background: A skill training course on emotional intelligence is primary when it comes to nursing practice, contradicting the result of a particular research, exposing the fact that ample numbers of nurses are lacking the adequacy of interpersonal relationship which remains ignored instead. In consequence, a strategy in increasing nurses' interpersonal relationship style through a training program is viewed as necessary. The aim of the study was to recognize training course on emotional intelligence (TCEI) effect of nurses' interpersonal relationship style on Tabanan General Hospital.

Methods: This research was designed as quasi-experiment including both pre-test and post-test with the use of control group. The corresponding population was all 78 nurses at the agency of Tabanan General Hospital determined by a technique of total sampling. The method to teach emotional intelligence includes both techniques of exploration and reflection, for instance brain storming, question and answer session, case analysis, small group discussion, and critical thinking on emotionality. The instrument used was interpersonal style inventory rating scale questionnaire with its validity and reliability been tested.

Results: The result of this research exposes the presence of TCEI effect nurses' interpersonal relationship style on Tabanan General Hospital with the value of $p \leq 0.0001$. In addition, it as well shows an increasing score in regard with the TCEI. Concluding from the statistic test using Wilcoxon, it is stated the said increasing score is worth $p \leq 0.0001$.

Conclusions: The TCEI has been proven to have an influence on nurses' interpersonal relationship style on Tabanan General Hospital.

Keywords: Training, Nurse, Emotional intelligence, Interpersonal relationship style

INTRODUCTION

Nursing profession is interpreted as thought-provoking for its facts in reality to be requiring an important-decision making as well as for the presence of negative feelings during these processes.¹ Nurses require a skill in solving advanced level of problems in terms of handling this negative emotion. The increasing intensity of nurses' decision-making and problem-solving varies depending on their emotional intelligence.² In addition with the development of nurses' knowledge and professional skill,

it is suggested that the attempt to increase their emotional intelligence has to be conducted.³ The negative behavior shown by the patients, influences the quality of nurses interacting with them, therapeutic cooperation, and healthcare result.⁴ Nurses frequently encounter anger, provocation, and impatience as they treat the patients. The profession and working condition bring nurses to an unpreventable point. Most nurses cannot decipher how to react nor to handle it.^{5,6} Therefore, most nurses probably endure exhaustion. A research study clarified that nurses undergo low level of job satisfaction, lack of life's

pleasure, exhaustion, headache, eating problems, insomnia, emotional instability caused by exhaustion in connection with their interpersonal relationships with the patients. In interpersonal relationship style, emotional intelligence is one factor that plays such an important role.⁷

According to Mayer et al emotional intelligence is “the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior”.⁸ Goleman defines emotional intelligence as “a person's ability to manage his feelings so that those feelings are expressed appropriately and effectively”.⁹ That emotion creates the basic of emotional intelligence in giving meaningful information about people related to us, and in motivating individuals by changing their attention, thoughts, and behaviors.^{10,11} Emotion is influential in terms of people's way of thinking and problem-solving, as well as of handling changes and success.¹²

A number of researchers point out that emotion is equally as important as logical and intellectual thinking when it comes to decision-making and action-taking.¹³ To be emphasized, nurses' emotional intelligence is crucial in understanding the patients, working with nurses' emotion management, and nursing treatment.¹⁴ Henderson gives emphasis that nurses' responsibility to understand emotion is a professional nursing qualification, and that the nurses' emotional involvement on their approach towards the patients and their emotional consciousness can increase the nursing quality.¹⁵

Nurses skilled with a high level of emotional intelligence can decode the emotional signals coming from patients' gesture by forecasting their needs and demands. Patients are reflecting what they undergo and how they feel, to the nurses, by certain behaviors regarding the nursing they have received, and they cooperate with the nurses for the sake of their needs.¹⁶ The fact that nurses are sensitive to the patients' physical and mental needs and that they are attentive to everything, lead to a holistic nursing. Therefore, this has become an essential factor in increasing the quality of nursing.

Emotional intelligence in nursing profession guides a growing tendency towards positive behavior, adaptation, relationship development and positive values.⁴ Emotional intelligence is viewed as important feature in building successful nursing leadership, increasing nursing performance, and reducing exhaustion on nurses.¹⁷ Regarding the result compiled from the research conducted by Raghbir displaying that nurses with a high level of emotional intelligence owns a strong self-consciousness and a high level of interpersonal relationship, and that they have the tendency to be more emphatic and compatible, in order to build up the bond with the patients, and to accomplish their needs.¹⁸ Another research has come to declare that a training on emotional intelligence can effectively improve the ability of nursing

students' emotional intelligence and their interpersonal relationships.¹⁹

Nurses with the high level of emotional intelligence are specified as healthy individuals with the higher level of life satisfaction, who succeed to achieve their goals and capable in adapting with hard times. A nurse is required to be evaluated on the field of their skill in emotional intelligence, to state that interpersonal relationship has to be developed whilst treating the patients.²⁰ In addition, according to McQueen, a skill in emotional intelligence is a skill needs to be developed throughout life, not only throughout nursing education program.²¹

The agency of Tabanan General Hospital is classified as private hospital with the capacity of 20 hospital beds with 96 executive nurses. An interview with the head of nursing division held in June of 2020 resulted in the finding that nursing staffs at the agency of Tabanan General Hospital had not received any training or discussion regarding the topic of emotional intelligence, bringing up the evidence that nurses' interpersonal relationship was on a near to the ground level. The related interview held with three executive nurses of the inpatient installation at the agency of Tabanan General Hospital in June 2020 revealed that nurses' knowledge on interpersonal relationship was miserably low. The three previous nurses had found difficulties in identifying problems of probable interpersonal relationship faced by it with the patients, partners, or superior officers, leading to implementation associated to appropriate interpersonal communication was yet to be performed. The regarding nurses revealed the higher importance of physical problems compared to ones of interpersonal relationship.

The ongoing phenomenon discovered on nurses of this agency of Tabanan General Hospital reflect the necessity to increase nurses' level of interpersonal relationship. This study was conducted to determine the effect of the training course on emotional intelligence (TCEI) on the interpersonal relationship style of nurses at the agency of Tabanan General Hospital.

METHODS

This research was designed as quasi-experiment with the approach of pre-test and post-test with control group to recognize the influence of TCEI given to the nurses on the interpersonal relationship style at the agency of Tabanan General Hospital which took place from May 2021 to August 2021.

In conducting this research, the corresponding population was all 78 nurses of the agency of Tabanan General Hospital. Total sampling had been determined to be the sampling technique. Subjects to be opted in this research had met the qualification regarding the inclusion and exclusion criteria. The inclusion criteria as follows: subject is an active nurse at the agency of Tabanan General Hospital; and is willing to become respondent proven by

letter of willingness to become respondent. The exclusion criteria as follows: subjects on a paid-leave period during the whole process of the research (be it annual, marriage, delivery, or sick); is on any study period including formal education/training impacting on the abandon of hospital responsibilities.^{1,2,21}

The respective respondents would be divided into two groups i.e. intervening group and control group numbering 39 nurses for each group with simple random sampling technique. Pre-test was arranged on the intervention group and control group by filling out a nurse's interpersonal relationship style questionnaire. Meanwhile, the research team filled out the nurse's interpersonal relationship observation sheet. After the pre-test data was collected, TCEI was conducted using lecture and demonstration methods and provided scenarios or cases about emotional intelligence abilities to the intervention group for 4 sessions. The control group will not be included in the TCEI, but will only be given a module on nurses' emotional intelligence. The post-test was carried out to both groups of respondents after the intervention accomplish.

This research has gained ethical feasibility of the health research ethic commission of STIKESBina Usada Bali No. 059/EA/KEPK-BUB-2021. Statistical analysis was done using Wilcoxon test and Mann Whitney test.

RESULTS

Demographic data in Table 1 reveals the average age is 32 years with an age range (26-40 years). The majority are

female as many as 20 people with a percentage (51.3%). Most of them are professional nurses as many as 14 people with a percentage (41%). The average duration of service is 2 years from the length of time worked (1-5 years).

Table 1: Demographic data.

Demographic variables	N=39	
	Mean±SD (min-max)	N (%)
Ages	32.49±4.229 (26-40)	
Gender		
Male		19 (48.7)
Female		20 (51.3)
Education		
Nursing diploma		12 (30.8)
Bachelor of nursing		11 (28.2)
Nurse profession		14 (41)
Duration of service (year)	2.44±1.535 (1-5)	

In accordance with the data contained in Table 2 with the use of Mann Whitney test, it concludes the presence of influence appeared post to TCEI on nurses' interpersonal relationship style at the agency of Tabanan General Hospital with the value of $p \leq 0.0001$.

Table 3 exposes the presence of increasing score due to the distribution of TCEI. Statistical test using Wilcoxon conclusively announces the said increasing score is worth $p \leq 0.0001$.

Table 2: Influence of intervention on interpersonal relationship style.

Variable	Average±DS		Mann Whitney	Z	P value
	Treatment	Control			
Interpersonal relations hip style	41.25±4.113	19.75±4.113	127.5	-4.784	<0.0001

Table 3: Influence of intervention on interpersonal relationship style.

Variable	Average±DS		Z	P value
	Pre	Post		
Interpersonal relationship style	110.47±3.181	115.47±3.371	-4.548	<0.0001

DISCUSSION

Numbers of researchers declare that nurses' emotional intelligence is essential in understanding the patients, handling the flow of their own emotions and providing the proper nursing.¹⁴ Henderson exclaims his emphasis that nurses' responsibility in emotion understanding is a nursing profession requirement, and that emotional involvement regarding nurses approach towards patients along with their emotional consciousness are increasing the quality of nursing.¹⁵ The presence of emotional involvement between nurses and their patients can definitely create a decent interpersonal relationship, hence the patients can openly convey their condition that leads to

an easier flow of related data collecting and nursing plan facilitating.

This research was conducted using emotional intelligence model involving consciousness, self-understanding and relationship with others, the possession of emotion control and someone's impulse, and the ability in adapting with changes and solving both personal and social problem.²² This training discloses increasing level of skills in emotional intelligence owned by nursing staffs at the Agency of Tabanan General Hospital. Robbins and Judge reveals that training course is beneficial in improving knowledge and skill, developing self-motivation and helping the participants to implement their knowledge.²³

The result surfaced from this research is in line with Frias's research, stating that a participation in training program on EI can help nurses' manager gain success and competency on their fields by preparing them a tool to navigate complexity and challenges in healthcare environment. Training course on EI offers return on investment for an organization by improving the working performance of nurses' manager and overall leaders.²⁴ Siregar et al has also revealed that a training is effectively improving nurses' emotional intelligence at the Royal Prima Hospital. This improvement is viewed essential for finest quality of nursing on health service to the patients.²⁵

Kikanloo recommends the importance of training on emotional intelligence aimed for working nurses to improve the efficiency of nursing care service and professional competency. The result emerged from the said research exposes that training on skill in emotional intelligence is significantly influential on the average score of nursing students' physiologic responses, emotional responses, and stress-behavioral responses. The training program on emotional intelligence is also vital to be implemented in university's curriculum as an initial step.²⁶ Developing emotional intelligence on nurses is positively impactful on nurses' behavior in providing nursing service.²⁷

Emotional intelligence enables an entwining interpersonal relationship between nurses, patients, and the patients' family, allowing them to openly share their feelings and emotions. The higher level of emotional intelligence possessed by nurses escorting them to their willingness in listening to the patients, helping them, and nursing them. An emotional intelligence based on nursing context is referring to nurses' ability to understand their patients' emotions during the process of communication and to organize words and actions in an appropriate way.²⁸

A proper communication is an integral part of the entire interaction of healthcare service. Interpersonal communication at its most decent attempt assures that meaningful yet relevant information has been conveyed and understood with clarity, and that patients' point of view has successfully been understood. Failure occurred in communication or mistake happened between doctors and patients, or among professionals can drag the patients to their point of feeling harmed and eventually receiving the under-standard level of nursing.²⁹ A decent skill in communication is the key to build up harmonious relationships between nurses and patients as well as to motivate nurses to professionalism.³⁰

The proper skill of communication can help create a mutual trust between nurses and patients along with creating a harmonious and comfortable working environment and lastly increasing the level of nurses' job satisfaction and happiness. Emotional intelligence has unveiled a positive predictive effect towards communication satisfaction. In the field of nursing work, a nurse with a high level of emotional intelligence can

master the ability to remove troubling pressure and inconvenience caused by contradiction between nurses and patients by moderating their own emotions. The improving communication with the patients leads to an effectively conducted manner of nurses' ability of expressing and communicating, as well as the improvement of their communication satisfactory.³¹

An emotional intelligence needs to be developed by every single nurse. Nurse is a high-level-of-social-interaction demanding profession.³² Emotional intelligence is a crucial factor of any job, responsible for determining success or failure of individuals and relevance of human resources in any organization. This emotional intelligence and hospital service quality are directly impactful on the patients' satisfaction. Nurses with a decent emotional intelligence can build up a good flow of effective communication.³³ To produce the ability of decent emotional intelligence, the addition of nurses' knowledge and skills in handling their emotions is required by the help of training.³⁴

Limitations

The limitation of this research is that there are several other factors such as nurses' external psychological were not examined in this study.

CONCLUSION

Regarding this conducted research, it can conclusively be reported that the distribution of TCEI has brought up the evidence to be influential on the interpersonal relationship style owned by nurses at the agency of Tabanan General Hospital. In relation with the conclusion above, it can be recommended to the healthcare service managers to adopt the materials in training on EI as the effort to improve the nurses' emotional skills.

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