

**THE EFFECT EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL  
COMMITMENT OF FRONT OFFICE NURSE EMPLOYEES THE  
EFFECTIVENESS CARE DELIVERY**

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**Abstract**

This study aims to see how the quality of services is influenced by factors of emotional intelligence and organizational commitment in providing services at Siloam Sriwijaya hospital, emotional intelligence is a person's ability to regulate their emotional life with intelligence, and Organizational Commitment is a situation where an individual takes sides with the organization and his goals and desires . The population studied in this study is the kariawan of Siloam Swiwijaya Hospital who perform direct services to hospital patients. This study used multiple regression analysis by adding the tt test and the F test. From the results of the respondent data analysts obtained were "Influential and Significant" which means that both variables of emotional intelligence and Organizational Commitment are Influential and Significant to the Quality of Service at Sriwijaya Palembang Hospital.

**Keywords:** Emotional Intelligence, Organizational Commitment, Quality of Service

**INTRODUCTION**

In the Regulation of the Minister of Health of the Republic of Indonesia Number 3 of 2020, hospitals are health service institutions that provide plenary individual health services that provide inpatient, outpatient, and emergency services. Furthermore, based on the type of services provided, hospitals are categorized as General Hospitals and Special Hospitals (Moreira et al., 2017).

Public awareness and concern for the importance of health is reflected in the increasing number of hospitals in Indonesia. The Central Statistics Agency (BPS) noted a significant increase in the number of hospitals from 2011 and continues to increase every year. In 2011, the number of hospitals recorded was 1721 hospitals, which then saw the addition of 362 hospitals in 2012 and continued to increase until

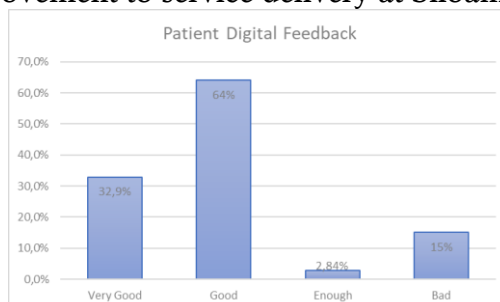
2020. Meanwhile, based on data from the Central Statistics Agency 2021 with the person in charge of the Indonesian Ministry of Health, the number of General and Special Hospitals in South Sumatra - Palembang City in 2019 - 2021 is as follows:

Districts/City	Years		
	2019	2020	2021
Ogan Komering Ulu	4	4	4
Ogan Komering Ilir	3	3	3
Muara Enim	5	5	5
Lahat	2	2	2
Musi Rawas	2	2	2
Musi Banyuasin	4	5	5
Ogan Komering Ulu Selatan	1	1	1
Ogan Komering Ulu Timur	4	4	4
Ogan Ilir	3	3	3
Empat Lawang	2	2	2
Pali	1	1	1
Musi Rawas Utara	1	1	1
Palembang	27	27	27
Prabumulih	4	4	4
Pagar Alam	1	1	1
Lubuk Linggau	3	4	4
Sumatera Selatan	70	72	72

**Figure 1 : Special Hospitals in South Sumatra - Palembang City in 2019 - 2021**  
**Data Source: Central Statistics Agency (BPS) in 2022 (<https://www.bps.go.id/>)**

Siloam Sriwijaya Hospital was established in 2012 and began operating on October 29, 2012. Siloam Sriwijaya Hospital is located on Jalan Pom IX, Palembang City, South Sumatra Province and is a hospital within Siloam Hospitals Group. The vision of Siloam Sriwijaya Hospital is to provide services with international quality, provide services that can be reached by all levels of society (Scale), Have an extensive network in all corners of Indonesia (Reach), Provide services with godly compassion). With a mission to be a trusted choice to get health services, health education and research that is holistic, and of international standard.

To find out how effective the service delivery of employees who interact directly with visitors / patients (in this study is Front Office, Nurse OPD), it is asked to direct patients in filling out E-FeedBack Participation. With the E-FeedBack Participation, it is hoped that employees can find out feedback on the effectiveness of hospital service delivery such as praise, suggestions and patient complaints that can be used as an improvement to service delivery at Siloam Sriwijaya Hospital.



**Figure 2 improvement to service delivery at Siloam Sriwijaya Hospital**  
**Data Source: Processed from Siloam Sriwijaya Hospital, 2022**

Based on the results of Siloam Patient Digital Feedback, the effectiveness of the services provided is still felt to be lacking. (Sharma et al., 2019) explained that employees daily handle patient complaints and continuous disturbances from patients' families. Administrative problems that coincide with personal problems that can cause fatigue that affect the quality of services provided, in order to achieve efficiency and effectiveness the health care provider needs to have a high level of emotional intelligence to understand the patient's problems. The effectiveness of employee work will be more able to be formed by the intelligence that each employee has (Beer & Brooks, 2011).

To be able to provide services effectively, in addition to emotional intelligence, employees must also have a commitment to the hospital (Suehs, 2015). An employee can do something well if he has the ability and commitment that can support the growth of the organization. Employees who have a commitment in themselves, have a desire to actively involve themselves in improving organizational achievements by being responsible for their work and carrying out the tasks given properly so that they can help achieve the goals of the organization or company. Siloam Sriwijaya Hospital actively provides training to employees.

Total Medical And Non-Medical Employees	Target	Achievement Of Training Hours (%)					Total
		Jan	Feb	Mar	Apr	Mei	
451	100%	22%	18%	11%	7%	6%	64%

**Figure 3 Siloam Sriwijaya Hospital actively provides training to employees.**

**Data Source: Processed from Siloam Sriwijaya Hospital, 2022**

In addition to the commitment to attend training consistently, employees are also expected to have a commitment to continue working at the hospital. The phenomenon that occurs at Siloam Sriwijaya Hospital Palembang today, the number of employees who resign every month continues to grow. As of June 2022, there have been 24 employees who have resigned from Siloam Sriwijaya Hospital.

## Bibliography Review

### a. Emotional Intelligence

The word emotion comes from the Latin word "emovere". The meaning of this word means that there is an absolute tendency to act in emotions (F. Ishak et al., 2021). The ability to control oneself and the inner drive to act (motivation) are described as part of emotional intelligence. Goleman adapted five indicators covered in emotional intelligence from the model of (de Meyer et al., 2006) namely: Self-Awareness, Self-Mastery, Self-Motivation, Empathy, and Social skills.

### b. Definition of Organizational Commitment

(Robbins et al., 2013) define commitment as a state in which an individual takes sides with the organization and his goals and desires to maintain his membership in the organization. The dimensions of organizational commitment include 3 dimensions, namely affective commitment, continuance commitment, and normative commitment.

#### Definition of Service Effectiveness

##### 1. Effectiveness

Effectiveness comes from the root word effective, according to the big Indonesian effective dictionary is that there is an effect, potent or efficacious, can bring results, is successful and comes into effect. (de Meyer et al., 2006; Wang & Hou, 2015) suggests that there are four factors that can support or encourage the level of effectiveness of employee work, namely: control (supervisory control), motivation, emotional disclosure, and information.

## 2. Service

According to the Big Indonesian Dictionary (KBBI) services are a way to serve. A service can also be interpreted as an act or appearance that can be offered by a company to another that is intangible and results in ownership. According to the US. (Moenir, 2000), Service is the process of meeting needs through the activities of others that are immediately accepted. In other words, it can be said that service is an action that others do in order to each obtain the expected profit and get satisfaction.

## **RESEARCH METHOD**

The design of this study is a causal study because it aims to examine the relationship of cause and effect between the independent variables of Emotional Intelligence (x1) and organizational commitment (x2) with the dependent variable (y) The effectiveness of health service delivery at Siloam Sriwijaya Hospital Palembang Siloam Sriwijaya. This research uses qualitative data, which is data that cannot be measured on a numerical scale or numbers. However, data collected from qualitative research allows it to be analyzed using a calculation (N. Ishak & Bakar, 2012) and quantitative data, namely data that can be measured on a numerical scale or numbers (Sugiyono, 2017). In this study, the quantitative data used was data processed from the results of a questionnaire quantified from the Kariawan of Siloam Sriwijaya Hospital Palembang.

## **RESULTS AND DISCUSSION**

Indicator	Product Moment Pearson's	Sig.	A	Results
X1.1	0.335	0,000	< 0,05	Valid
X1.2	0.172	0,000	< 0,05	Valid
X1.3	0.004	0,000	< 0,05	Valid
X1.4	0,000	0,000	< 0,05	Valid
X1.5	0,000	0,000	< 0,05	Valid
X1.6	0,000	0,000	< 0,05	Valid
X1.7	0,000	0,000	< 0,05	Valid
X1.8	0,000	0,000	< 0,05	Valid
X1.9	0,000	0,000	< 0,05	Valid
X1.10	0,000	0,000	< 0,05	Valid
X2.1	0,003	0,000	< 0,05	Valid
X2.2	0,000	0,000	< 0,05	Valid
X2.3	0,000	0,000	< 0,05	Valid
X2.4	0,000	0,000	< 0,05	Valid
X2.5	0,015	0,000	< 0,05	Valid
X2.6	0,000	0,000	< 0,05	Valid
X2.7	0,289	0,000	< 0,05	Valid
X2.8	0,000	0,000	< 0,05	Valid
X2.9	0,007	0,000	< 0,05	Valid
X2.10	0,000	0,000	< 0,05	Valid
Y.1	0,187	0,000	< 0,05	Valid
Y.2	0,491	0,000	< 0,05	Valid
Y.3	0,013	0,000	< 0,05	Valid
Y.4	0,002	0,000	< 0,05	Valid
Y.5	0,000	0,000	< 0,05	Valid
Y.6	0,001	0,000	< 0,05	Valid
Y.7	0,000	0,000	< 0,05	Valid
Y.8	0,003	0,000	< 0,05	Valid
Y.9	0,000	0,000	< 0,05	Valid
Y.10	0,000	0,000	< 0,05	Valid

**Figure 4 Validation Test**  
Data Source: Processed from Questionnaire, 2022

M foreign-each indicator (item) on each variable of emotional intelligence and organizational commitment (independent variable), as well as the effectiveness of service delivery (dependent variable) has the result of pearson's product moment value with a signification value of  $< 0.05$ , so that the indicator (item) used in all variables of this study can be stated as appropriate or relevant and can be used as an item in data analysis.

1. Reliability Test Results.

Variabel	Cronbach's Alpha	Cutt Off	N of Item	Results
Emotional Intelligence (X <sub>1</sub> )	0,907	> 0,60	30	Reliabel
Organizational Commitment (X <sub>2</sub> )	0,810	> 0,60	10	Reliabel
Service Effectiveness (Y)	0,813	> 0,60	10	Reliabel

**Figure 5 Reliability Test Results**  
Data Source: Processed from Questionnaire, 2022

2. Results of Multiple Linear Regression Analysis

Model	Coefficients			
	Unstandardized Coefficients	Std. Error	Standardized Coefficients	
1	B		Beta	
	Constant	14.596	2.571	
	Emotional Intelligence	.340	.064	.405
	Organizational Commitment	.336	.056	.461

**Figure 6 Results of Multiple Linear Regression Analysis**  
Data Source: Processed from Questionnaire, 2022

Based on the AbelT, the results of multiple linear regression analysis can be expressed by the following equation:

$$Y = 14.596 + 0.340X_1 + 0.336X_2 + \text{and}$$

The above linear regression equation can be explained as follows: The constant value indicates a positive value with a value of 14,596, The value of the emotional intelligence variable regression coefficient of 0.340 means that if the Emotional Intelligence increases by 1 (one) unit then the quality of service will increase by 0.340, the value of the Organizational Commitment coefficient of 0.336 that an increase of 1 (one) unit will increase the quality of service by 0.336.

3. The result of the Correlation Coefficient (r) and the Coefficient of Determination (R<sup>2</sup>)

#### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.732	.536	.526	2.466

**Figure 7 The result of the Correlation Coefficient (r) and the Coefficient of Determination (R<sup>2</sup>)**

**Data Source: Processed from Questionnaire, 2022**

Based on T tabel, it can be seen that the value of the correlation coefficient (r) between the free variable and the bound variable is 0.732 or 73.2%. This shows that the correlation or relationship between free variables and bound variables has a strong degree of relationship. The value of the coefficient of determination (R<sup>2</sup>) of 0.536 indicates that the free variables namely Emotional Intelligence (X1) and Organizational Commitment (X2) can explain the bound variables namely Service Effectiveness (Y) of 52.6%.R<sup>2</sup>

4. Partial Test Results (t-test)

Coefficients					
Model	Variable	B	t <sub>tabel</sub>	t <sub>hitung</sub>	Itself.
1	Emotional Intelligence	.340	1.984	5.290	.000
	Organizational	.336	1.984	6.028	.000
	Commitment				

**Figure 8 Partial Test Results (t-test)**

**Data Source: Processed from Questionnaire, 2022**

Based on figure 8 the degree of freedom (df) value = n-k = 100-3 = 97 and 0.05 then obtained the value for this study data is 1.984. The results of the analysis can be described as follows: t<sub>tabel</sub>

- a. The variable value of emotional intelligence (X1) is 5,290 and the significance value is 0.000, then the > value is (5,290 > 1.984) or the value

(Sig.) is  $0.000 < 0.05$ . This means that emotional intelligence has a significant effect on the effectiveness of siloam sriwijaya hospital service providers. This proves that the first hypothesis of emotional intelligence has a positive and significant effect is acceptable.  $t_{hitung} > t_{tabel}$

b. The value of the organizational commitment variable (X2) is 6,028 and the significance value is 0.000, then the  $>$  value is ( $6028 > 1.984$ ) or the value (Sig.) is  $0.000 < 0.05$ . This means that the organization's commitment has a significant effect on the effectiveness of siloam sriwijaya hospital service providers. This proves that the second hypothesis of compensating positively and significantly effecting is acceptable.  $t_{hitung} > t_{tabel}$

#### 5. Model Conformity Test Results (F Test)

ANNOVA <sup>b</sup>						
Model		Sum of Squares	Df	Mean Square	F	Itself.
1	Regression	681.290	2	340.645	56.033	.000 <sup>a</sup>
	Residual	589.700	97	6.079		
Total		1270.990	99			

**figure 9 Model Conformity Test Results (F Test)**

**Data Source: Processed from Questionnaire, 2022**

Based on the results on the Tabel obtained n a significance value of 0.000 because the significance value of  $0.000 < 0.05$  then it can be said that the linear regression model obtained is feasible to be used to explain the influence of Emotional Intelligence and Organizational Commitment on the quality of Siloam Sriwijaya Hospital Services.

### CONCLUSION

Based on the results of research and analysis that has been carried out, the following conclusions can be drawn emotional Intelligence has a positive and significant effect on employees at Siloam Sriwijaya Hospital Palembang. The organization's commitment has a positive and significant effect on employees at Siloam Sriwijaya Hospital Palembang.

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