

THE INFLUENCE OF EMOTIONAL INTELLIGENCE, SPIRITUAL INTELLIGENCE, AND WORK ENVIRONMENT ON HEALTH PERSONNEL SERVICES

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ABSTRACT

The Islamic Hospital of the Islamic University of Malang (RSI Unisma) strategically forms quality human resources for health workers. As an integral part of a service company that provides services, the RSI Unisma employees are not only expected to have high emotional intelligence (EQ) but also spiritual intelligence (SQ) and a work environment (Wk) that can support collaboration, innovation, and achieving common goals. This research aims to fill this knowledge gap by exploring the relationship between emotional intelligence, spiritual intelligence, work environment, and the performance of health workers at RSI Unisma. By understanding these dynamics, it is hoped that the research results can provide valuable information for service and service company management to improve working conditions, support employee development, and design policies that motivate employees to achieve higher achievements. Through this research, it is hoped that it can positively contribute to improving the quality of human resources at RSI Unisma and provide a new perspective in optimizing employee performance in service companies.

Keywords: Emotional Intelligence, Spiritual Intelligence, Work Environment, Health Personnel Services, Unisma Islamic Hospital.

INTRODUCTION

Every company that is founded has goals to achieve. Company goals will be achieved with the role of human resources as an external factor that regulates the running of the company. Companies that are created based on a vision for sustainability and human interests in implementing their mission are managed and managed by humans. Humans are said to be an important resource because no matter how sophisticated technology is, humans are the main actors in the technology itself. Superior human resources will influence how companies create appropriate policies to compete with other companies that are increasingly competitive. A policy that is formed will help in making management decisions regarding the performance of its human resources, so that it will have an

impact on the company's ability to compete with other companies and also be able to maintain the strength of the company itself.

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 56 of 2014, hospitals in Indonesia must meet minimum service standards, one of which is related to human resources. Hospital HR standards include medical staff, non-medical staff such as management and other support personnel. Specifically, hospitals must have a Director, specialist medical staff, general practitioners, dentists, nursing staff, pharmaceutical staff, nutrition staff, psychologists, physiotherapists, occupational therapists, medical recorders, sanitation workers, and other staff according to their classification (class A hospitals , B, C, D). Hospitals must also provide ongoing education and training for their staff (Ministry of Health of the Republic of Indonesia, 2014).

Apart from that, based on KARS accreditation (Hospital Accreditation Commission) edition 1 of 2012, hospitals must also have a HR quality improvement program, HR recruitment standards, HR retention, have an employee induction program, and carry out periodic evaluations to ensure the competency of their staff (KARS, 2012). Thus, according to Indonesian regulations, hospital standards regulate in detail the quantity, qualifications and development of hospital human resources to ensure the quality of service to patients.

According to Ratna et al (2020) Hospitals as health services are required to provide quality services to meet community expectations. The decrease in the number of patients at Peristi RSI Unisma Malang was 119 patients in June 2019 and the BOR value in 2019 was also low, namely 15.1%-46.8%, still far below the standard (60-85%) indicating that the number of patient visits at Peristi is still low . Low patient visits are related to satisfaction with quality services.

The Islamic Hospital (RSI) Unisma Malang is a type C hospital with a capacity of 117 beds and was accredited by KARS version 2012 in 2016 with the title Plenary.3 RSI Unisma has 71 medical staff, 136 nursing staff and 241 medical and non-medical support staff. other.

Table 1.1 Number of Malang City Hospitals

Kecamatan di Kota Malang	Jumlah Rumah Sakit Menurut Kecamatan di Kota Malang (Unit)		
	2019	2020	2021
Kedungkandang	4	5	5
Sukun	1	1	1
Klojen	12	13	12
Blimbing	4	4	4
Lowokwaru	4	4	4
KOTA MALANG	25	27	26

Source: Malang City Health Service

This data shows that there has been an increase in health service capacity through increasing the number of hospitals in Malang City from 2019 to 2020, although it decreased slightly in 2021.

The Islamic Hospital of the Islamic University of Malang (RSI Unisma) has a strategic role in forming quality human resources in the field of health workers. In facing dynamic challenges in the world of business and health services and service companies, the performance of RSI Unisma's employee health workers is a critical factor in achieving these goals and vision. As an integral part of a service company that provides services, the performance of RSI Unisma employees is not only expected to have high emotional intelligence (EQ), but also spiritual intelligence (SQ) and a work environment (Wk) that is able to support collaboration, innovation, and achieving common goals.

As a service provider, hospitals are required to provide optimal and quality services in serving consumers. Hospitals will progress further if their performance can be maintained. Thus, hospital services must change according to market forces, so that the hospital's orientation shifts from a social organization to a socio-economic organization, thus maintaining customer satisfaction becomes the main goal to be achieved (Ratnawati, 2013).

Basically, the hospital service system refers to social and humanitarian services, so that until now there are still many people who consider marketing or promotional activities in a hospital to be a negative thing, because promotions are to persuade and direct someone to visit a particular hospital. In fact, if it is delivered honestly and educatively, the promotion will be a positive thing (Ulfah et al., 2013).

Unisma Malang Islamic Hospital (RSI Unisma) is one of the health services in the city of Malang. RSI Unisma Malang is a type C private hospital which was founded by the Islamic University of Malang Foundation on August 28 1994. Currently the inpatient facility provides 102 beds; and since 2014 it has become a BPJS Health Insurance network or provider. The Islamic Hospital of the Islamic University of Malang (RSI Unisma) has a strategic role in forming quality human resources in the field of health workers. In facing dynamic challenges in the world of business and health services and service companies, the performance of RSI Unisma's employee health workers is a critical factor in achieving these goals and vision. As an integral part of a service company that provides services, the performance of RSI Unisma employees is not only expected to have high emotional intelligence (EQ), but also spiritual intelligence (SQ) which is able to support collaboration, innovation and achieving common goals.

The results of Goleman's research (2003) show that the greatest abilities that influence a person's success at work are empathy, self-discipline and initiative which are known as emotional intelligence Emotional Intelligence (EQ). That the success of a person's life is determined by 15% of their formal education, while the other 85% is determined by their mental attitude/personality (Mangkunegara, 2010).

Reza (2012: 109) said that spiritual intelligence (SQ) is intelligence that has been present in every human being since birth, which makes humans live a life full of meaning, never feeling in vain,

everything they live is always valuable. Meanwhile, according to Zohar, Marshall (2012:14) spiritual intelligence has the following indicators: (1) Ability to be flexible, (2) High self-awareness, (3) Ability to face and utilize suffering, (4) Ability to face and overcome feelings illness, (5) Reluctance to cause unnecessary harm, (5) Elements of reluctance to cause harm do not delay work and think before acting, (6) Quality of life, (7) Holistic view, (8) Tendency to ask questions, (9) Independent field.

Sedarmayanti (2011), defines the work environment Work Environment (WK) as the overall tools and materials encountered, the surrounding environment where a person works, their work methods, and their work organizers both as individuals and as a group. The work environment (WK) is an important factor in creating employee performance. Factors that influence the work environment (WK) include lighting in the workplace, air temperature, work safety, and relationships with employees. Nitisemito (2008) said that the work environment is also everything around workers that can influence them in carrying out their assigned tasks and is one of the factors that influences an employee's performance. The work environment (WK) has a direct influence on employees in completing work.

Based on research carried out by Asmundson, Taylor (2020), it was stated that the Covid 19 situation has changed humans and health workers in Indonesia in many ways, including decreasing emotional stability and self-efficacy, which has an impact on reducing the quality of life (Huang et al., 2020) (Asmundson, Taylor, 2020). If not immediately addressed, a decrease in emotional stability and self-efficacy will cause stress and reduce the quality of life (Rosyan Tiet, al., 2021). Many employees in hospitals are affected by disturbances, referring to the results of studies in Singapore and studies (Huang et al., 2020), showing that COVID-19 has a psychological impact on workers in hospitals, such as anxiety, stress, Post Traumatic Stress Disorder (PTSD) and depression (Hanggoro et al., 2021), (National et al., 2021).

Based on previous research on the performance of health workers, it shows that factors such as emotional intelligence (EQ), spiritual intelligence (SQ), and work environment (WK) can influence employee productivity and contribution in the work environment. However, until now, research that specifically examines the relationship between emotional intelligence (EQ), spiritual intelligence (SQ), work environment (WK), and the performance of health workers in the context of RSI UNISMA is still limited. Therefore, there is an urgent need to investigate these factors to provide deeper insight into how RSI Unisma employees can optimize their contribution in achieving the Company's overall goals. Although there is much research on the influence of these factors on the health workforce, there are still many aspects that need to be further elucidated and investigated. Therefore, this research aims to further explain the relationship between emotional intelligence, spiritual intelligence, and the work environment and the performance of health workers.

This research aims to fill this knowledge gap by exploring the relationship between emotional intelligence, spiritual intelligence, work environment and the performance of health workers at RSI

Unisma. By understanding these dynamics, it is hoped that the research results can provide useful information for service and service company management to improve working conditions, support employee development, and design policies that motivate employees to achieve higher achievements. Through this research, it is hoped that it can make a positive contribution to improving the quality of human resources at RSI Unisma and provide a new perspective in optimizing employee performance in service and service companies.

Based on the description of the background to the problem above, the researcher is interested in conducting research with the title "The influence of emotional intelligence, spiritual intelligence and the work environment on the performance of health workers (On RSI UNISMA Health Workers)".

THEORY STUDY

Performance of Health Workers

A. Definition of Health Service Performance

According to Tjiptono (2020), health service performance is the level of achievement of results or achievements obtained by a health service provider organization in order to realize its goals, vision and mission in the field of health services. Service performance concerns work results, work speed, work carried out in accordance with customer expectations, and timeliness in completing work.

B. Factors That Influence Health Service Performance

Performance is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience, seriousness and time. Performance is a combination of three important factors, namely the ability and interest of a worker, acceptance of the explanation of task delegation and role and level. motivation of a worker. The higher the level of the factors above, the greater the employee's performance. The performance of health workers is the result achieved by a person in carrying out the tasks assigned to him in accordance with predetermined criteria. To achieve good performance, the most dominant element is human resources. Even though the planning has been well and neatly arranged, if the people or personnel who carry it out are not qualified and do not have high work enthusiasm, then the plans that have been prepared will be in vain. The work results achieved by an employee must be able to provide an important contribution to the company seen in terms of quality and quantity perceived by the company and have enormous benefits for the company's interests now and in the future (Irwanda, 2020).

According to Armstrong, Baron, Wibowo (2017:84) said several factors influence performance:

1. Personal Factors, indicated by the level of skills, competencies possessed, motivation and individual commitment.
2. Leadership Factor, determined by the quality of encouragement, guidance and support provided by the manager and team leader.
3. Team Factors, shown by the quality of support provided by co-workers. System Factor, shown by the work system and facilities provided by the organization.

4. Contextual Situational, indicated by high levels of pressure and changes in the internal and external environment.

C. Health Service Performance Indicators

According to Robbins (2016) performance indicators are a tool for measuring the performance achievements of health workers. The following are several indicators to measure the performance of health workers:

1. Quality of Work

Work quality can be measured from employee perceptions of the quality of work produced as well as the perfection of tasks regarding the skills and abilities of health workers. The quality of work can be described from the level of good and bad work results in completing work as well as the ability and skills of health workers in carrying out the tasks assigned to them.

2. Quantity

Quantity is the amount produced expressed in terms of the number of units, the number of activity cycles completed. Quantity is a measure of the number of units' work results and the number of activity cycles completed by professional staff so that the performance of health workers can be measured through this number (units/cycles). For example, health workers can complete their work quickly within the time limit set by the hospital.

3. Timeliness

Timeliness is the level of activity completed at the beginning of the stated time, seen from the point of coordination with output results and maximizing the time available for other activities. Performance can also be measured by the timeliness of employees in completing the work assigned to them. So that it does not interfere with other work which is part of the health worker's duties.

4. Effectiveness

Effectiveness here is the level of use of organizational resources (energy, money, technology and raw materials) that is maximized with the aim of increasing the results of each unit in using resources. That in utilizing resources, both human resources themselves and resources in the form of technology, capital, information and raw materials available in the organization, can be used as optimally as possible.

5. Independence

Independence is the level of a person who will later be able to carry out their work functions without receiving assistance, guidance from or supervisors. Whether employee performance increases or decreases can be seen from the quality of employee work, the quantity of employee work, the timeliness of employees in working in all aspects, the effectiveness and independence of employees in working. This means that employees are independent, namely employees when carrying out their work do not need to be supervised and can carry out their work functions themselves without asking for help, guidance from other people or supervisors.

Emotional Intelligence

A. Definition of Emotional Intelligence

Emotional intelligence (EQ) in a company refers to the ability of individuals or groups to understand and manage emotions wisely at work. Emotional intelligence (EQ) is a person's ability to use and understand their emotions to improve physical and mental health is known as emotional intelligence (EQ). Someone who is sensitive to other people's feelings can control their emotions when angry. According to (Goleman, 2016:43) defines emotional intelligence as the ability to maintain self-motivation, face setbacks, control impulses, restrain pleasure, regulate mood, and manage stress so that it does not interfere with the ability to reason, empathize, and pray. The following is some previous research that was used as the basis for this research: First, research (Mekhelluloh et al, 2018), entitled the influence of emotional intelligence and spiritual intelligence on the performance of CV employees. Fadhel Engineering. Second, in research (Merduani & Vitratin, 2018), entitled the influence of intellectual, spiritual and emotional intelligence on the performance of PT employees. Lampung Main Persona.

According to Goleman (2009), what is meant by emotional intelligence is the ability to control oneself, encourage oneself to remain persistent, and be able to motivate oneself. Emotional intelligence is strongly influenced by the environment, is not permanent, and can change at any time. Goleman (2009) places Gardener's personal intelligence in the basic definition of emotionality mentioned while expanding this ability into five main components contained in Goleman's theory of emotional intelligence. Here are the five main components:

1. Self-Awareness: Knowing what we feel at a certain time and using it as a reference in making our own decisions, having realistic benchmarks for our abilities and strong self-confidence.
2. Self-Regulation (Self Management) Handling the emotions we have so that they have a positive impact on carrying out tasks, being sensitive to our conscience and being able to postpone pleasure before achieving a goal, being able to recover from pressure.
3. Motivation (Motivation) Using your deepest desires to move and guide towards goals, helps in taking initiative and acting effectively and to persevere in the face of failure and frustration.
4. Empathy (Social Awareness) Feeling what other people feel, being able to understand them, cultivating relationships of mutual trust and harmonizing with various people.
5. Social Skills (Relationship Management) Handle emotions well when dealing with other people and carefully read situations and social networks, interact smoothly, use every skill to influence and lead, discuss and resolve disputes and to collaborate or work in teams .

Based on experts, it can be concluded that emotional intelligence (EQ) plays an important role in the work environment because it influences performance and relationships between individuals. By applying this concept, individuals, groups, and organizations as a whole can benefit.

B. Factors That Influence Emotional Intelligence

Factors that Influence Emotional Intelligence: Various studies on emotional intelligence (EQ) were conducted to understand how emotional intelligence (EQ) influences a person's behavior and a

person's perspective when making decisions about an object they choose. This role can be seen from various points of view that can have an impact on emotional intelligence, such as:

1. Brain Factors

Doux (2002) illustrates in his study of emotional intelligence that brain structure places the amygdala in the role of regulating human emotions. The amygdala is an emotional problem in the brain.

2. Environmental Factors

Goleman (1995) considers that the environment is the main factor that determines experience and is able to shape a person's behavior, character and intelligence in acting. It is based on life processes that shape a person's experience.

3. Environmental Factors and Social Support

Caruso, Salovey (2019) said that the social environment is an important aspect for someone to recognize their social environment. Social experience can influence a person's decision to act to determine their attitudes and personality.

C. Emotional Intelligence Indicators

The ability to understand the feelings of others and ourselves is called emotional intelligence (EQ). Many people fail because of a lack of emotional intelligence, not intellectual intelligence. Considering the increasingly complex conditions of adult life, it is increasingly important to understand, own and pay attention to the development of emotional intelligence. A person's emotional life is greatly disturbed by this increasingly complex life. Indicators of emotional intelligence are as follows:

Goleman (2006:58) reveals five indicators of emotional intelligence, including:

1. Self-awareness, namely the individual's ability to monitor one's feelings from time to time, paying close attention to the feelings that arise. The inability to discern true feelings suddenly leaves the person at the mercy of emotions.
2. Self-regulation, namely the ability to entertain oneself, let go of anxiety, depression or resentment and the consequences that arise due to failure of basic emotional skills.
3. Motivation, namely the ability to regulate emotions into a tool to achieve goals and master oneself.
4. Recognizing emotions, namely an ability that depends on awareness. This ability is a basic social skill.
5. Social skills, namely skills in managing other people's emotions, maintaining relationships with other people through social skills, leadership and successful interpersonal relationships.

SPIRITUAL INTELLIGENCE

A. Definition of Spiritual Intelligence

Spiritual Intelligence (SQ) is something within oneself that is spiritual or psychological in nature. Jung said, "of the many patients that researchers encountered, none of them had a primary problem

13 that was not due to religious views, in other words, they were sick because they had no sense of religion in themselves, moreover all of them recovered after bowing to religion." (Ihsan, 2012:9). Meanwhile, according to Fontana, Davic, the definition of spiritual is more difficult than defining religion, compared to the word religion, psychologists have made several definitions of spiritual, basically spiritual has several meanings, outside of the concept of religion, we are talking about the problem of people with spirit or showing spirit of behavior. in demand. Most spirits are always linked as personality factors. In essence, spirit is energy both physically and psychologically, (Tamami, 2011:19) spiritual intelligence is a person's intelligence in interpreting things and their relationship with the world in which they live. Iskandar (2009) also states that spiritual intelligence is the intelligence of an individual's ability to manage values, norms and quality of life by utilizing the powers of the subconscious mind or better known as the inner voice (God Spot). Meanwhile, according to Levin (In Safaria, 2007) spiritual intelligence (SQ) is a perspective "spirituality is a perspective". This means directing our way of thinking towards the deepest nature of human life. From several definitions of spiritual intelligence expressed by several scientists, it can be concluded that spiritual intelligence is an intelligence (ability) contained within a person which can be demonstrated through spiritual or religious behavior. Spiritual intelligence is the highest ability possessed by an individual who can function intellectual and emotional intelligence effectively through a sense of love and affection for others because of his piety towards Allah. In Islamic terminology, it can be said that SQ is intelligence that relies on qalb. This Qalb is actually the control center for all movements of the human body. He is the king of all the other members of the body. All human activities are under his control. If the qalb is good, then the movements and activities of other body parts will be good too. One of the keys to spiritual intelligence is in the heart. Then respond to the promptings of conscience by empowering and directing all the heart's potential, namely fuad, shadr, and eve. Spiritual is a dimension that seems vast, untouchable, far out there because of God in the sense of the Almighty, objects in a system that are metaphysical and transcendent, so that at the same time it necessitates mystical and supra-rational nuances.

B. Characteristics of Spiritual Intelligence

Agustian, Zohar, Marshall, (2007:14) indicates that the signs of a well-developed SQ include the following:

1. Tawazzun (Ability to be flexible)
2. Kaffah (Searching for basic answers in looking at various problems holistically).
3. Have high awareness and istiqomah in life inspired by vision and values.
4. Tawadhu" (Humble heart).
5. Sincerity and resignation in facing and exceeding trials.
6. Have integrity in conveying vision and values to others.

A person with a high SQ tends to be a dedicated leader, namely someone who is responsible for bringing a higher vision and values to other people, he can inspire others. (Zohar, Marshal 2001:14) In line with Covey who explained that; Every individual who becomes independent,

proactive, centered on correct principles, driven by values and able to apply them with integrity, then he or she can build interdependent, rich, lasting and highly productive relationships with other people (Covey 1997:180-181). Mahayana mentions several characteristics of people who have high spiritual intelligence (Nggermanto 2005:123-136).

C. Indicators of Spiritual Intelligence

The following are indicators of spiritual intelligence, including (Zohar 2015:257):

1. Able to be flexible (spontaneously adaptive and active)
2. Have a high level of self-awareness
3. Able to face and utilize suffering
4. Able to face and overcome pain

Well-developed spiritual intelligence (SQ) can make someone have "meaning" in their life. With this "meaning" of life, a person will have the quality of "being", namely a mode of existence that can make a person feel happy, use his abilities productively and be able to be one with the world.

WORK ENVIRONMENT

A. Definition of Work Environment

Management must pay attention to the work environment (WK) in a company, even though the work environment does not carry out process activities. work in a company, but the workplace environment directly affects the employees who do the work. If employees feel comfortable in their workplace, they will be more comfortable participating in workplace activities. A safe and comfortable work environment allows employees to achieve their best level of productivity.

According to Novitasari, Djaelani, Hardaningtya (in Nitisemito 2015) The work environment is everything that is around the worker and that can influence the worker in carrying out the tasks assigned to him. Meanwhile, according to Nitisemito in Nuraini, the work environment is everything that is around the employee and can influence him in carrying out the tasks assigned to him, for example by having air conditioner (AC), adequate lighting and so on (Nitisemito, 2013: 75).

Based on experts, it can be concluded that the work environment is everything around workers, both physical and non-physical, which can influence their performance at work. A conducive work environment makes work safe and comfortable, while an unsupportive work environment makes work unsafe and uncomfortable.

B. Factors That Influence the Work Environment

According to (Sedarmayanti, Wulan 2011:21) states that in general, the type of work environment (WK) is divided into two factors, namely physical work environment factors and non-physical work environment factors.

a. Physical Work Environment Factors

1. Coloring
2. Lighting
3. Air

4. Noise
5. Space for movement
6. Security
7. Cleanliness
- a. Non-Physical Work Environment Factors
 1. Work structure
 2. Job responsibilities
 3. Leader attention and support
 4. Cooperation between groups
 5. Smooth communication

C. Work Environment Indicators

Work environment indicators according to Afandi (2018:70) are as follows:

1. Air Regarding this air factor, what is often the air temperature and the amount of water vapor in the air.
2. Color Color is an important factor in increasing the work efficiency of employees, especially color will affect their mental state. By using the right color on the walls and other equipment, the joy and calm at work of employees will be maintained.
3. Lighting. Sufficient lighting that emits appropriately will increase the work efficiency of employees, because they can work more quickly, make fewer mistakes and their eyes don't get tired quickly.
4. Sound To overcome noise, it is necessary to place equipment that has a loud sound, such as telephone typewriters, motorbike parking, etc. In a special room, so that it does not disturb other workers in carrying out their duties.

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