

# The Relationship between Emotional Intelligence of Head Room and the Management of Hospital Wards in Jayapura City

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**Abstract:** Emotional intelligence is very needed by a head room in managing an inpatient room. Based on the results of an interview at one of the nurses in the nursing Field HOSPITALS Abepura and PROVINCIAL HOSPITAL in Jayapura, that head of the inpatient room not optimal carry out its functions in accordance with standard operational procedures and complaints from some patients and families about the quality of nursing services are still lacking. This made us interested in researching the relationship of emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura. Aim is to know the relationship of emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura. Method the Research Design used in this research is descriptive research i.e. analytic with cross sectional approach. This research was conducted in October until December 2015, sampling using a total sample by the total number of samples as many as 36 people. Results of research: using test chi square shows that there is a relationship between the emotional intelligence head room with space management of inpatient care in a hospital in Jayapura City region ( $p = 0.006$ ). The results of this research show that the head of the Hospital room in Jayapura Region by 2015 that have high emotional intelligence tend to manage inpatient room with good as much as 62.5%, higher than the head of the room who manage inpatient with less space as much as 37.5%, while the head of the room that has low emotional intelligence tend to manage inpatient space with less categories as much as 91.7%. Conclusion: there is a relationship between the emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura.

**Keywords:** emotional intelligence and management of the inpatient room

## 1. Background

Nursing Management was a process of completing jobs through a nursing staff member under its responsibility so as to provide professional nursing care to patients and their families. The nursing Manager is doing the task of coordination and integration of resources available through planning, organizing, direction and supervision so as to provide the most effective nursing care for the patient and his family. (Huber, 1996 in Sitorus, 2011). The nursing Manager is comprised of the Executive Manager of the nursing Manager at a rate that is the Summit of an organization, the midlevel Manager and first-level managers often called head room or unit manager.

Head room is responsible for the achievement of the objectives set out in a space rawat/unit with empowering the staff nurse under his responsibility. The success of head room depends very much on how his ability to affect staff in nursing management needs in a ward. Therefore, the head of the Chamber expected as an effective leader and Manager. The head of the room as an effective Manager will utilize the management process through the involvement of staff nurses under its responsibility to improve the quality of Nursing Services (Sitorus, 2011).

Based on the results of an interview on one of the nurses in the nursing Field HOSPITALS Abepura and PROVINCIAL HOSPITAL in Jayapura on February 11, 2015, that the head of the inpatient room not optimal carry out its functions in accordance with standard operational procedures. This is because the needs of the energy in the room has not been adequate, so that the head of the room still to be directly

involved in providing nursing care to patients. Another thing is still a low level of discipline in implementing nurse and complaints from some patients and families about the quality of nursing services are still lacking.

Parmin (2010), in his research on the Undata Hospital Hammer conveys that, implementation of manajemen function of head room in the inpatient room yet either and are still limited. Nurses work for what it is, the lack of implementing nursing job often occurred. Low respect for nurses, the Division of tasks is still a form of instruction is temporary, the supervision performed by the nursing manager is still temporary in nature if there are problems, the nursing service not yet implemented standard Operational procedures (SOP), in administering nursing care has not used the standard of nursing care (SAK), the application of which is done in a room only-oriented routines, uneven Division of tasks and the lack of description of the tasks of carrying out activities for managing nurses. In 8 hours of work per shift, every nurse to leave the task of an average 1-2 hours, in addition to the nurses to leave the task of alternately following the rush-hour. Still the high turn over of nurses and nursing in absence of honorary degrees is still very high. The presence of the patient and family about the late services they get. This phenomenon illustrates the absence of a strong foundation for moving the Organization and still lack the motivation of managing nurses in inpatient unit so that it is able to arouse the enthusiasm of managing nurses in providing quality service. To improve the productivity of work, effectiveness of work, success and motivation of nurses implementers are strongly influenced by the implementation of the management functions of the head of the room. Advanced (Sumiati, 2006), in his work at the

hospital Dr. Kariadi Semarang also pointed out that, the leadership of the head of the Inpatient Room Installation mostly in the category of less as much as 63,6%.

Nandari (2012), in research HOSPITALS Salatiga city says that there is a positive and significant relationship between emotional intelligence with the nurse performance, the higher the emotional intelligence of the nurse then its performance will be better. As well as otherwise the lower the intelligence of emotions of nurses, so its performance is also low. Nurses who have more capabilities in reducing negative emotions and extend the positive emotions suggests higher professionalism than those who were not able to regulate emotions. The results of this study provide the implication that in the future knowledge and emotional dimension should be included in training programs for nurses and student nurses (Landa, 2010). While Umiyati (2006), in that his research showed that there is a positive and significant relationship between emotional intelligence with leadership effectiveness. The higher emotional intelligence leadership more effective running, and conversely the lower the intelligence of emotions, then the lower the effectiveness of his leadership. Effective leadership is a head room in the manage inpatient room very support quality improvement of nursing service.

Jayapura region has 6 hospitals, but there are only 5 Hospitals that we made as a place of research: the PROVINCIAL HOSPITAL in Jayapura, the PROVINCIAL HOSPITAL Abepura, Soerdadi Soedibjo Hospital, and Bhayangkara and Dian Harapan Hospitals. Expatriate footballers in HOSPITALS is one of the Hospitals belonging to the province of Papua are likely to develop in meeting the needs of quality health services in the territory of Papua and the type B hospitals is education.

The hospital has an inpatient room as much as 13 (thirteen) rooms are each led by a head with the educational background of the D3 and S1 educational level. The PROVINCIAL HOSPITAL is the Abepura General Hospital also belongs to the Government of Papua with the classification B Hospital is supported by the energy of having the average education standard of education by strata D3 and S1. The hospital has an inpatient room space as much as 8 (eight) rooms are each led by a head with a background of D3 and S1. Dian Harapan Hospital is a hospital belonging to the Foundation, with type D which leads to Type C with number of Hospitalizations totaling 5 (five), led by the head of the room with the educational background of the D3. Bhayangkara HOSPITAL is a hospital belonging to the Police, with type C has a Hospitalization as much as 5 (five) of the room, led by the head of the room with the educational background of the D3 and S1. While Soerdadi Soedibjo Hospital is a hospital belonging to the INDONESIAN Navy, with type C has a Hospitalization as much as 5 (five) of the room, led by the head of the room with the educational background of the D3.

Based on the results of an interview on one of the nurses in the nursing Field HOSPITALS in Jayapura and Abepura, submit that the PROVINCIAL HOSPITAL: inpatient space management is not optimal, such as: Description of tasks of

the head of the room has not been carried out in accordance with Standard Operational procedures, the head of the room feel has yet to carry out management functions optimally inpatient space because the head of the room still to be directly involved in dealing with patients, the head of the room don't have optimum emotional intelligence where the motivation and the supervision of the head of the room is not adekuat professional relations, still must be improved. But the positive thing is that the policy of the hospital which is in the city of Jayapura, always pay attention to resource development by giving the opportunity to the staff for continuing education and training-related training to improve the quality of service.

Based on the above mentioned phenomenon, then the author is interested in examining the relationship of emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura.

## **2.Statement of the Problem**

Phenomenon that is obtained in the Hospital of the city of Jayapura on Inpatient space management has not been implemented optimally. Based on the phenomenon, then it can be formulated the research problem: is there any relationship between the emotional intelligence head room with space management of inpatient care in a hospital in Jayapura City region?

### **2.1 Purpose of Study**

To find out the relationship of emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura.

### **2.2 Research Design**

The research design used in this research is descriptive research i.e. analytic with cross sectional approach where data relating to free variables and bound variables, will be collected at the same time (Notoatmodjo, 2010). Tool collecting data in this study is a questionnaire structured. The questionnaire consists of 3 packages. A package used to obtain characteristics of respondents, package B about emotional intelligence head room are adopted from the raw questionnaire questionnaire Mulyani S (2008) developed from dimension intelligence Goleman (2004).

## **3.Result**

### **1. General Characteristics Of Respondents**

Characteristics of respondents in this study are age, gender, marital status, education level and working experience respondents. Distribution of head room according to age, sex, marital status, education level and working long in inpatient care in a hospital in Jayapura City region by 2015 can be seen in table 5.1:

**Table 5.1.** Distribution of Head Room according to age, sex, marital Status, education level and Working Long in inpatient care in a hospital in Jayapura City region by 2015

Variable	n	%
<b>Age</b>		
30-49 Year	31	86.1
50-69 Year	5	13.9
<b>Sex</b>		
Male	8	22.2
Female	28	77.8
<b>Marital Status</b>		
Married	32	84,22
Unmarried	6	15,78
<b>Working Experience</b>		
≤ 5 Year	33	86,84
> 5 Year	5	13,16
<b>Education level</b>		
DIII	16	44,44
DIV	1	2,78
Bachelor	19	52,78
Magister	0	0
<b>Total</b>	<b>36</b>	<b>100.0</b>

Source :Primary Data 2015

Table 5.1 shows that the distribution of head room based on age, the highest percentage is in the age group 30-49 years i.e. as many as 31 people (86,1%) while the lowest percentages are in the age group 50-69 years i.e. as many as 5 people (13.9%). Based on gender, gender distribution shows the head of the room with the highest percentage of female gender is as many as 28 people (77,8%). While the lowest percentage was a male that is 8 people (22.2%). Based on marital status marital status distribution of the show, with the highest percentage is marital status married as many as 32 people (84,22%). While the lowest percentage was unmarried that is 6 people (15,78%).

Based on the old work show that the distribution of the long work of the head of the room with the highest percentage was the head of a work that is as much as 5 years ≤ 33 people (86,84%). While the lowest percentage was the head of the room that works > 5 years i.e. 4 people (13.18%). Based on level of education shows that the distribution of education is the head of the room with the highest percentage was the profession of Ners that is as many as 19 people (52,78%). While the lowest percentage was educated D IV Midwife Educators i.e. 1 person (2.78%).

## 2. Analisis Univariat

Univariate analyses in this study i.e. inpatient space management and emotional intelligence head room. Following distribution of the head of the room based on the management of inpatient room and emotional intelligence in Jayapura Area Hospitals by 2015:

**Table 5.2:** Distribution of Head Room based on Room Management of inpatient care in a hospital in Jayapura City region by 2015

Management of the ward	n	%
Well	16	44.4
Less	20	55.6
<b>Total</b>	<b>36</b>	<b>100</b>

Source :Primary Data 2015

Table 5.2 shows that the head of the room who manage inpatient room well that is as many as 16 people (44,4%). While the head of the room who manage inpatient with less space that is 20 people (55,6%).

**Table 5.3:** Distribution of Head Room based on emotional intelligence in Jayapura Region Hospital 2015

Emotional Intelligence	n	%
High	24	66.7
Low	12	33.3
<b>Total</b>	<b>36</b>	<b>100</b>

Source :Primary Data 2015

Table 5.3 shows that the head of the room that has a high emotional intelligence capabilities in terms of self-awareness, self-control, self-motivation, empathy and social relations i.e. as many as 24 people (66,7%). While the head of the room that has low emotional intelligence capabilities, namely 12 persons (33.3%).

## 3. Analisis Bivariat Result

### a. The Relationship Between Emotional Intelligence Chief With Inpatient Space Management

The relationship between emotional intelligence head room with space management of inpatient care in a hospital in Jayapura City region by 2015 are presented in table 5.4 that is as follows:

**Table 5.4:** Analysis of the relationship between emotional intelligence Head room with Space Management of inpatient care in a hospital in Jayapura City region by 2015

Emotional intelligence	Ward Management				Total	%	P value
	Well		less				
	n	%	n	%			
High	15	62,5	9	37,5	24	100	0,006
Low	1	8,3	11	91,7	12	100	
Total	16	44,4	20	55,6	36	100	

Source :Primary Data 2015

Table 3.4 shows that the head of the region's hospital room in Jayapura by 2015 that have high emotional intelligence tend to manage inpatient room with good as much as 15 people (62.5%), higher than the head of the room who manage inpatient with less space by as much as 9 people (37.5%). While the head of the room that has low emotional intelligence tend to manage inpatient with less space a total of 11 people (91,7%). The results of statistical tests with chi square value obtained  $p = 0.006$  ( $p < 0.05$ ). This means there is a connection between emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura.

### b. Analysis of the Relationship of Self-awareness Head Room with Inpatient Space Management

The relationship between the dimensions of self-awareness with head space management of inpatient care in a hospital in Jayapura City region are presented in table 5.5 that is as follows:



**Table 5.5:** Analysis of the relationship between the dimensions of Self-awareness With Head Space Management of inpatient care in a hospital in Jayapura City region by 2015

Self-awareness	Ward Management				Total	%	P value
	Well		Less				
	n	%	n	%			
High	15	68,2	7	31,8	22	100	0,001
Low	1	7,1	13	92,9	14	100	
<b>Total</b>	<b>16</b>	<b>44,4</b>	<b>20</b>	<b>55,6</b>	<b>36</b>	<b>100</b>	

Source :Primary Data 2015

Table 5.5 shows that the head room in the hospital area of Jayapura that have high self-awareness ability tend to manage inpatient room with good as much as 15 people (68.2%), higher than the head of the room who manage inpatient with less space by as much as 7 persons (31,8%). While the head of the room which has a low sense of self tend to manage inpatient with less space by as much as 13 people (92,9%). The results of statistical tests with chi square value obtained  $p = 0.001$  ( $p < 0.05$ ). This means there is a relationship between the dimensions of the self-awareness of the head with the management of spaces in hospital inpatient areas of the city of Jayapura.

#### c. Analysis of the Relation of Self-control of the Head with the Management of Inpatient Room

The relationship between the dimensions of the head restraint with the management of spaces in hospital inpatient Jayapura Region presented in table 5.6 that is as follows:

**Table 5.6:** Analysis of the relationship between the dimensions of the Head Restraint With the management of Spaces in hospital Inpatient Jayapura Region by 2015.

Self-control	Ward management				Total	%	P value
	Well		Less				
	n	%	n	%			
High	12	63,2	7	36,8	19	100	0,040
Low	4	23,5	13	76,5	17	100	
<b>Total</b>	<b>16</b>	<b>44,4</b>	<b>20</b>	<b>55,6</b>	<b>36</b>	<b>100</b>	

Source :Primary Data 2015

Table 5.6 shows that head room in the hospital area of Jayapura who has high self control ability tend to manage inpatient room well as many as 12 people (63.2%), higher than the head of the room who manage inpatient with less space by as much as 7 persons (36,8%). While the head of the room that has low self-control tend to manage inpatient with less space by as much as 13 people (76.5%). The results of statistical tests with chi square value obtained  $p = 0.040$  ( $p < 0.05$ ). This means there is a relationship between the dimensions of the head restraint with the management of spaces in hospital inpatient areas of the city of Jayapura.

#### d. Analysis of the Relationship of Self Motivation of the Head with the Management of Inpatient Room

The relationship between the dimensions of self motivation with head space management of inpatient care in a hospital in Jayapura City region are presented in table 5.7, namely as follows:

**Table 5.7:** Analysis of the relationship between the dimensions of self motivation With Head Space Management of inpatient care in a hospital in Jayapura City region by 2015.

Self-motivation	Ward management				Total	%	P value
	Well		Less				
	n	%	n	%			
High	11	68,8	5	31,2	16	100	0,022
Low	5	25,0	15	75,0	20	100	
Total	16	44,4	20	55,6	36	100	

Source :Primary Data 2015

Table 5.7 shows that head room in the hospital area of Jayapura that had the ability to motivate yourself to high tend to manage inpatient space with either a total of 11 people (68,8%), higher than the head of the room who manage inpatient with less space by as much as 5 people (31,2%). While the head of the room that has low self motivation tends to manage inpatient with less space by as much as 15 people (75,0%). The results of statistical tests with chi square value obtained  $p = 0.022$  ( $p < 0.05$ ). This means there is a relationship between the dimensions of self motivation with head space management in hospital inpatient areas of the city of Jayapura.

#### e. Analysis of Relationship of Empathy with the Head Management of Inpatient Room

The relationship between the dimensions of empathy with head space management of inpatient care in a hospital in Jayapura City region are presented in table 5.9 that is as follows:

**Table 5.8:** Analysis of the relationship between the dimensions of Empathy With Head Space Management of inpatient care in a hospital in Jayapura City region by 2015.

Empaty	Ward Management				Total	%	P value
	Well		Less				
	n	%	n	%			
High	14	70.0	6	30.0	20	100	0,002
Low	2	12.5	14	87.5	16	100	
Total	16	44.4	20	55.6	36	100	

Source :Primary Data 2015

Table 5.8 shows that head room in the hospital area of Jayapura that has high ability of empathy tend to manage inpatient room with good as much as 14 people (70,0%), higher than the head of the room who manage inpatient space with less as 6 people (30,0%). While the head of the room that has low empathy tend to manage inpatient with less space as many as 14 people (87.5%). The results of statistical tests with chi square  $p = 0.002$  value obtained ( $p < 0.05$ ). This means there is a relationship between the dimensions of empathy with head space management in hospital inpatient areas of the city of Jayapura.

#### f. Analysis of the Relationship Between Social Relations Head with the Management of Inpatient Room

The relationship between the dimension of social relations head room with space management of inpatient care in a hospital in Jayapura City region are presented in table 5.9 that is as follows:

**Table 5.9:** Analysis of the relationship between the dimension of social relations Head room with Space Management of inpatient care in a hospital in Jayapura City region by 2015

Social relationships	Ward management				Total	%	P value
	Well		Less				
	n	%	n	%			
High	13	72,2	5	27,8	18	100	0,003
Low	3	16,7	15	83,3	18	100	
<b>Total</b>	<b>16</b>	<b>44,4</b>	<b>20</b>	<b>55,6</b>	<b>36</b>	<b>100</b>	

Source :Primary Data 2015

Table 5.8 shows that head room in the hospital area of Jayapura that has the ability to do high social relationships tend to manage inpatient room with good as much as 13 people (72,2%), higher than the head of the room who manage inpatient with less space by as much as 2 people (+ 12.5%). While the head of the room that has the capability of doing a low social relationships tend to manage inpatient with less space by as much as 15 people (83,3%). The results of statistical tests with chi square value obtained  $p = 0.003$  ( $p < 0.05$ ). This means there is a relationship between the dimension of social relations head with the management of spaces in hospital inpatient areas of the city of Jayapura.

## 4. Discussion

### 1. Analysis of the Relationship between Emotional Intelligence Chief with Inpatient Space Management.

Emotional intelligence according to Chaplin in Notoatmodjo (2010, p. 66) is the ability to recognize emotions themselves, the ability to manage emotions, ability to motivate themselves, the ability to recognize emotions of others (empathy) and ability to foster social relations. This is a very emotional intelligence affect a person's life overall ranging from life in a family, a job, to interaction with the social environment. Goleman (2004, p. 44) States that the success of one is only determined by the 20% of the level of intellectual intelligence (IQ), while 80% is determined by other factors, including emotional intelligence (EQ). People with well-developed emotional intelligence means most likely he will be happy and successful in life, master the habits of mind that encourages their productivity (Goleman, 2004, p. 48).

Emotional intelligence is vitally needed by the head of the room, the nurse is always related to a patient's cultural background and different nature. In addition to the need to have the attitude of painstaking and attentive, the head of the room are always willing to help with gusto, then also required a willingness to always follow all that has to do with the issue of health care in General. A head of a room that does not have a high emotional intelligence can be characterized by an attitude of high emotion, quickly act on his emotions, low motivation and insensitive with the feelings and conditions of others (Goleman, 2004, p. 58).

The results showed that the head of the region's hospital room in Jayapura by 2015 that have high emotional intelligence tend to manage inpatient room with good as much as 15 people (62.5%), higher than the head of the room who manage inpatient with less space by as much as 9 people

(37.5%). While the head of the room that has low emotional intelligence tend to manage inpatient with less space a total of 11 people (91,7%). This indicates a diversity level of emotional intelligence on the head room in the basement of the hospital inpatient Jayapura Region by 2015. Diversity levels of emotional intelligence head of the room can be caused by many factors.

In theory, the factors that affect emotional intelligence that is the innate nature of genetic factors and environmental factors. Mayer (in Goleman, 2004, p. 64) expressed the opinion that emotional intelligence is evolving in line with age and experience from childhood to adulthood. It means that the level of emotional intelligence are strongly influenced by the age and life experience. Based on the results of the statistical test chi square value obtained with  $p = 0.06$  ( $p < 0.05$ ). This means there is a connection between emotional intelligence head room with space management in hospital inpatient areas of the city of Jayapura.

Experience of life from childhood until adulthood every individual nurse is very diverse. The experience gained from the environment will affect the individual's emotional intelligence. Pleasant experience will provide a positive influence against individuals, but the experience is unpleasant when it is always repeating itself can give negative effects towards the maturity of individual emotions. The characteristics of the majority of the respondents aged 30-49 years i.e. as many as 31 people (86,1%), it can be concluded the age of respondents the majority belongs to the age of majority until his emotional intelligence level is still in the development stage, because emotional intelligence evolved in line with the increase of age. This is in accordance with the results of the study, Fariselli Ghini and Freedman (2006) that older people may be higher in emotional intelligence, this discovery shows emotional intelligence is the ability to develop, there is a possibility that the accumulated life experiences contribute to the emotional intelligence (Fariselli, I., Ghini, M. and Freedman, J. 2006).

In addition to age, educational factors can also affect the rate of emotional intelligence, educational characteristics of respondents the majority of educated Undergraduate Nursing/Ners i.e. as many as 19 people (52,78%). With undergraduate education tends to be a higher level of education compared to his emotional intelligence of nursing DIII. This is in line with the results of the research of Tukijan and Harnoto which suggests that the level of education affects the emotional intelligence. In other words, there is a difference between emotional intelligence education DIII with undergraduate education (Tukijan and Harnoto). This can be caused by increasing the level of education of the head of the room then it will be more and more experiences and insights gained by the head of the room during lectures either with pleasant or bad that would have an impact in how to think, behave or how to behave, so that the adjustment can be seen and his experience in the world of work. Education can be one of the means of individual learning to develop emotional intelligence. Individual start introduced various forms of emotions and how to manage it (Agustian 2010, p. 45).

Martin (2013, p. 75) States that the maturity of emotion cannot happen in an instant through coercion for example by following the Flash courses. This process can only be facilitated the operations, but cannot be forced. The job as the head of the room in managing inpatient room needed the ability to recognize emotions, ability to manage emotions, ability to motivate themselves, the ability to recognize other people's emotions and ability to build relationships with others, so it will be interwoven relationship of mutual trust and mutual help between the head of the room with the patient, the head of the room with the family, the head of the room with the doctor, the head of the room with other health team. Martin (2003, p. 26) declared workers relating to alot of people and apply emotional intelligence in the job proved to be more successful. Because they are more empathetic, communicative, humorous, more and more sensitive to the needs of others.

The results of the research and explanation above confirms that the head of the room needs to have a high emotional intelligence in their daily work. Therefore, the head of the Hospital room in Jayapura Region need to seek emotional intelligence capabilities in order to thrive in the oneself the nurses covering aspects of self-awareness, self-management, social awareness, management of social relations in the framework of the management of inpatient room.

## **2. Analysis of the relationship between the dimension of the Self-awareness of the head With the management of Inpatient Room.**

Emotional awareness is the ability to recognize emotions at the time it happened. Awareness of emotion means beware of mood or mind about mood or not drift into emotions. People who can recognize emotion or self awareness towards emotions, not blind to his own, including emosional can give a label every emotion felt appropriately. Recognize the emotion or self awareness against this emotion is the basis of emotional intelligence. (Shapiro LE, 2013).

From the results of research conducted that head room in the hospital area of Jayapura that have high self-awareness ability tend to manage inpatient room with good as much as 15 people (68.2%), higher than the head of the room who manage inpatient with less space by as much as 7 persons (31,8%). While the head of the room which has a low sense of self tend to manage inpatient with less space by as much as 13 people (92,9%). This is in accordance with the opinion of the experts that the person who has the consciousness of emotion will be able to undertake the management of the inpatient with good space.

The head of the room that has the emotional consciousness aware of what we're thinking and what will we feel at this time. Self awareness is the core emotions against the emotional intelligence. If we want to develop emotional intelligence, we should start by increasing self-awareness. Based on research conducted at the head of the Region's hospital room in Jayapura 2015 shows no relationship between the dimensions of self-awareness with head space management of inpatient care in a hospital in Jayapura City region by 2015 can be viewed from the value  $p = 0.001$  ( $p <$

0.05). that means a high sense of self can be a relationship that management of inpatient room would be good.

Emotional awareness is the management of space-related hospitalization in the Inpatient Unit in Jayapura Region Hospital, this corresponds to the previous theory advanced by Goleman (2004) that awareness is the ability to recognize emotions emotions are emotions at the time it happened. Awareness of emotion means beware of mood or mind about mood or not drift into emotions. People who can recognize emotion or self awareness towards emotions, not blind to his own, including emosi-emosinya can give a label every emotion felt appropriately. Recognize the emotion or self awareness against this emotion is the basis of emotional intelligence. Emotions give information if ignored will result in serious problems.

If we are aware of the existence of these emotions, then we will treat these emotions with rational, so that someone will be able to undertake the management of the inpatient with good space. Lack of awareness about yourself will affect the space in the management of inpatient care. Increased self-awareness will result in the management of the inpatient with good space. Unbalanced relationship can give rise to tension of emotions. Emotion plays an important role because the emotion is the bridge for self-awareness in dealing, whether personal, with others as well as with the nature of the cosmos.

## **3. Analysis of the Relationship between the Dimension of Self-control with the Management of Inpatient Room**

The second emotional intelligence factors i.e. controlling emotions have an impact on the management of inpatient room. People are able to control your emotions, he does not obey the things that generate behavior-behavior that is not productive, stay calm, think positive and not confused, even during very difficult circumstances. They are able to manage emotions that vex and reduce anxiety at the moment of experiencing the emotions as well as steady, calm thinking i.e. remains focused despite being under pressure though. A State of calm and stable it makes a person can perform management of inpatient space with others. Unlike the difficult people in control of themselves, then they will do the obstacles in the management of inpatient room. (Shapiro, LE, 2013).

According to the assumption that researchers in terms of management of inpatient space, to achieve the goal of managing inpatient space needed controlled themselves. Controlling yourself in the inpatient space management is the ability to cope with emotions and giving priority to the implementation of more tasks than to put forward your emotions, will make it easier to reach the expected goal When this function is not done then the nursing goal would not be achieved. In terms of space management in hospital inpatient areas of the city of Jayapura that Act is the head of the room.

From the results of research conducted that head room in the hospital area of Jayapura who has high self control ability tend to manage inpatient room well as many as 12 people (63.2%), higher than the head of the room who manage



inpatient with less space by as much as 7 persons (36,8%). While the head of the room that has low self-control tend to manage inpatient with less space by as much as 13 people (76.5%). On this cross-tabulations may be known that the head of the room that has low emotional control will do the management of inpatient room is lacking and the head of the room that has the high emotions control will do the management of inpatient room is good.

This is in accordance with previous theories that say that the factors controlling emotion is a factor related to the management of inpatient room by room. (Shapiro, LE, 2013) Based on research conducted at the head of the Region's hospital room in Jayapura 2015 shows no relationship between the dimensions of the head restraint with the management of spaces in hospital inpatient Jayapura Region can be viewed from the value  $p = 0.040$  ( $p < 0.05$ ) which means high self control can affect the management of inpatient room is good.

This is in line with the research of Maria, Jose, et.al. (2010) that the variable dimension of self control room Chief executor with p value 0.001 and OR 18.38 shows self-control head room has an impact on the management of inpatient room. Inpatient room management is done by the head of the room has been managing inpatient room nicely with a model for controlling emotions. In its interaction with the patient, the head of the room sometimes dealing with the patient, maybe even threats from the patient. Head room that doesn't have a good emotion, settings may be complaining and commented on the patient, the less capable of being a good listener. for patients as well as less caring in patients (McQueen, 2008) in Ardiana (2010).

#### **4. Analysis of the Relationship Between the Dimensions of Self Motivation with the Management of Inpatient Room**

The ability to survive and continuously trying to find as many ways for the sake of achieving the objective. The characteristics of individuals who have this ability is to have high confidence, optimists in the difficult circumstances of menghadapi, quite skilled and flexible in finding alternative ways of enabling objectives achieved, and quite able to solve a daunting task into smaller tasks that are easy to run. Individuals who have these skills tend to be much more productive and effective in terms of whatever they're working on. (Mulyani S, 2008).

From the results of research conducted that head room in the hospital area of Jayapura that had the ability to motivate yourself to high tend to manage inpatient space with either a total of 11 people (68,8%), higher than the head of the room who manage inpatient with less space by as much as 5 people (31,2%). While the head of the room that has low self motivation tends to manage inpatient with less space by as much as 15 people (75,0%).

Moekijat (2002) stated that the willingness of someone to do a job can be affected by factors that are coming from outside or from inside as delivered by Herzberg motivation theory, in that there are two types of factors that encourage someone to try to reach a contentment and distance themselves from the

insurrection. Two factors that he called hygiene factors (extrinsic factor) and to motivator factors (intrinsic factor). Hygiene factors motivate someone to get out of dissatisfaction, including supervision and administration, policy, working conditions, human relationships, reward, environmental conditions, and security (extrinsic factor), whereas factors motivators motivate someone to attempt to reach a contentment, which included therein is the accomplishment/achievement, recognition, work that is challenging, increased responsibilities and advancement level of life.

In the results of this research are known to most head room that shows the management of inpatient rooms are those who have the motivation to meet the needs of achievement, this is in accordance with the characteristics of the respondents to the head of the room showed that most head room that became respondents is those working  $\leq 5$  years i.e. as many as 33 people (86,84%). Long work this is what can keep the motivation of head room and the nurse in the works. Based on research conducted at the head of the Region's hospital room in Jayapura showed no relationship between the dimensions of self motivation head room with space management of inpatient care in a hospital in Jayapura City region by 2015 can be viewed from the value  $p = 0.022$  ( $p < 0.05$ ).

This is in line with research conducted by Cadman and j. Brewe (2011) shows that the variable self motivation a high head with p value 0.016 and Exp B 6.238 has an impact on the management of inpatient space larger than the head of a room that has low self motivation. In this study, the variable motivation focused on the behavior of people who are motivated, which is 1) charge indicators will focus, someone has good motivation when you know your goal and what to do; 2) intensity, someone has good motivation when you have the hard effort and a willingness to try; 3) quality, someone has good motivation when you know how to/strategies/procedures for doing so; 4) duration, someone has good motivations as seen from how long he used the time for effective work.

#### **5. Analysis of the Relationship Between the Dimensions of Empathy with the Management of Inpatient Room**

The ability to recognize the emotions of other people is also called empathy. A person's ability to recognize others or care, shows the capabilities of one's empathy. Individual that has the ability of empathy is more able to capture signals the hidden social signaling anything needed other people so he better able to accept the other person's point of view, be sensitive to the feelings of others and better able to listen to others.

Rogers said that in the face of a patient who suffered emotional disorders needed empathy attitude of nurses, a nurse must be able to reflect that is able to understand the basis of empathy into inpatient space management.

From the results of research conducted that head room in the hospital area of Jayapura by 2015, suggesting that the head of the Hospital room in Jayapura Region that has high ability of empathy tend to manage inpatient room with good as much as 14 people (70,0%), higher than the head of the room who

manage inpatient space with less as 6 people (30,0%). While the head of the room that has low empathy tend to manage inpatient with less space as many as 14 people (87.5%). The ability of head room to develop others, grow peuang through association as well as reading the emotions of a group is a good potential. Development program staff can do to cultivate empathy behavior and orientation services and the management of the hospital.

Based on research conducted at the head of the Region's hospital room in Jayapura showed no relationship between dimensions of empathy with head space management of inpatient care in a hospital in Jayapura City region can be viewed from the value  $p = 0.002$  ( $p < 0.05$ ).

This is in line with the research Fernandez-Berrocal, et.al. (2013) shows the head of a room that has a high perceived empathy ability better manage inpatient space compared to the head of the room that has the ability of empathy. Further analysis showed that the head of the room that has the ability of empathy might 2.56 times are perceived better in managing the room. Individuals who are able to understand and support the emotions of other people will be better able to understand the feelings, thoughts, and the situation is perceived by others, are able to understand the perspectives of others, fosters mutual trust and align themselves with other people (Goleman, 2004). With empathy to nurse, then the head of the room will be more able to show gratitude towards nurses and health teams in every decision and action which is an aspect in the management of inpatient room.

According to the assumption that the more researchers good relationship a person the more open a person to reveal himself, the more carefully its perception of others and the perception of himself, so the more effective interactions that take place. Capable of handling the emotions of other people is the core of fostering relationships with others is one of the aspects of emotional intelligence. To cope with the emotions of other people needed two emotional skills i.e. manegement and empathy.

## 6. Analysis of the Relationship Between the Dimension of Social Relations With The Management of Inpatient Room

Fostering relationships with others (social skills) is not only tangible in the form of interaction with others, but also capable of influencing and leading the discussion and resolving disputes, as well as to cooperate and work in teams.

Social relationships are very great benefit for someone who is having problems, especially social relations that comes from a man who has a very deep emotional bonds, people close, best friend, the person or the person who is believed to be very very loved. Social relationships can be given an impetus to rekindle the passion in the face of challenges, and demonstrated to him that there are still other people who care. Environmental factors can shape social relations which include can conform to the patient, to interact smoothly and avoid splits or disputes among my colleagues. With the social relationships that are high then individuals can better get the job done in terms of management.

From the results of research conducted that head room in the hospital area of Jayapura that has the ability to do high social relationships tend to manage inpatient room with good as much as 13 people (72,2%), higher than the head of the room who manage inpatient with less space by as much as 2 people (+ 12.5%). While the head of the room that has the capability of doing a low social relationships tend to manage inpatient with less space by as much as 15 people (83,3%).

Based on research conducted at the head of the Region's hospital room in Jayapura showed no relationship between dimension of social relations head room with space management of inpatient care in a hospital in Jayapura City region can be viewed from the value  $p = 0.003$  ( $p < 0.05$ ).

This is in line with research conducted by Salovey and Mayer j. d. (2007) shows the influence of variable room management towards social relationships in the Inpatient Unit shown in Exp (B): 3.934,  $p: 0.001$ ,  $p < 0.01$ . From these results it can be concluded that there is a significant influence on social relations with the management of inpatient room head room. Head room that has low social relationship management room hospitalization 3.934 lower than at the head of the room which had a high social relationships.

The head of the room which had a high social relationship management room hospitalization 3.934 higher than nurses who had low social relationships. Research results above correspond to the previous theory that social relations will determine the effectiveness of the management of the inpatient rooms. People who have high social relationships will have a high confidence level. This belief is improving the management of inpatient room because it will be easier in terms of berinteksi with nurses and other health care team. Ellis (RB, et. al. 2010).

With this Foundation, the skill of dealing with others will become mature. The ability of someone like this allows one to establish a relationship to move and inspire others, fostering a proximity relationship, convince, influence and make other people feel comfortable.

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