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The Effect of Emotional Intelligence and Spiritual Intelligence on Nurses Caring Behaviours with The Leadership Style Over Intervening Variable

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Nurses are required to always provide good nursing care to their patients. In this case, the nurse must show a caring attitude, establish a trusting relationship, be sensitive to feelings a patient, and care for all patients sincerely, where these attitudes are included in the nurse's caring behaviour. But in reality, there are still many nurses who have not been able to apply caring behaviour when carrying out nursing care. One of the factors that can influence caring behaviour is emotional intelligence, spiritual intelligence, and effective communication which is certainly influenced by the superior's leadership style. Thus, this study aims to determine the relationship between emotional intelligence and spiritual intelligence, effective communication and leadership style on the caring behaviour of nurses at X Hospital Tangerang. The design of this research is quantitative research. Sampling was done using a total sampling method where the sample consisted of 33 nurses. The data obtained were processed using the Path statistical test (path analysis) of the Amos program. The results showed that there was a significant influence of the emotional intelligence variable on nurses' caring behaviour ($p = 0.006$). Another finding is that there is no influence of spiritual intelligence on nurses' caring behaviour ($p = 0.398$) as well as effective communication which also has no significant effect on nurse caring behaviour ($p = 0.122$). However, the results showed that there was a significant influence of leadership style on nurse caring behaviour ($p = ***$) and effective communication also had a significant effect on nurse caring behaviour ($p = 0.016$). The findings obtained from this study were that emotional intelligence and spiritual intelligence affect the caring behaviour of nurses where the superior leadership style is the intermediary. With the existence of health workers who have high emotional intelligence and spiritual intelligence, it is hoped that nurses will be formed who have empathy, compassion, are wiser and improve the quality of nursing care so that caring behaviour that can cause comfort in patients can be formed. Leadership style is an intervening variable in this study. This variable connects emotional intelligence and spiritual intelligence and effective communication on nurse caring behaviour. One of the caring behaviours shown by superiors is by being a role model for the nurse in charge, with the hope that nurses can be motivated to apply caring behaviour to patients, moreover Daan Mogot Tangerang Hospital is a hospital with a military nuance. Therefore, by applying caring behaviour which is based on high emotional intelligence, it will provide a special plus for this hospital. The emotional intelligence of a boss is able to make patients and nurses feel comfortable with their attitude in leading and directing.

Keywords: Emotional intelligence and spiritual intelligence, effective communication, nurse caring behavior, leadership style.

1. INTRODUCTION

The most important human resources in a hospital are nurses. Nursing workforce is a major component in the health service system considering that nurses are the largest group of workers who provide health services in the system where the nature of the service provided is 24 hours. The complaints that are mostly conveyed by the community regarding nursing care services in hospitals are the mismatch of the services provided with the patient's expectations. In this case, the services provided

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by nurses are better known as caring. Caring is central to nursing and describes caring that is based on a universal set of human values (kindness, caring, and the ideals of self and others). This caring action includes communication and giving positive things (for example helping the patient and the patient's family), providing support, or providing physical intervention by the nurse. Nurse caring behavior is a behavior that is within the scope of teamwork and is influenced by superiors' attitudes, communication and rewards. The aspect that is

often assessed by patients regarding caring behavior is the behavior of nurses in caring. Meanwhile, the expected behavior is caring behavior based on emotional intelligence and effective communication. Emotional intelligence is the most important part in building a therapeutic relationship between patient and nurse. Thus, the existence of a nurse who has high emotional intelligence and spiritual intelligence can create good caring behavior in nursing care. Based on the data above, the authors are very interested in knowing the effect of emotional intelligence, spiritual intelligence and effective communication on nurse caring behavior which is mediated by the leadership style of the superior at RS X Tangerang, a hospital with military nuances.

2. METHODOLOGY

A. Emotional Intelligence and Spiritual Intelligence

Emotional ability is called Intrapersonal intelligence, characterized by a person's ability to understand one's own feelings and the ability to distinguish between emotions, as well as knowledge of one's own strengths and weaknesses. Interpersonal intelligence is stimulated through assignments, trust and recognition. Someone who has optimal emotional intelligence tends to like fantastic. People who have intrapersonal intelligence often appear to be quiet and independent, have a strong will and do not easily give up. Someone who has intrapersonal intelligence learns something through themselves where they will tend to be able to control their feelings, always introspect themselves, can know and manage their interests and feelings well, know their weaknesses and strengths, are good at opening themselves up and setting realistic goals. Intrapersonal intelligence can be defined as the ability to understand oneself and be able to act on this understanding [1, 2, 3]. Meanwhile, Intrapersonal intelligence is the intelligence of the inner world that comes from understanding oneself as a whole in order to face plan and solve various problems [3, 4, 5]. Individuals who are intelligent in intrapersonal terms have several indicators of intelligence as follows: 1) regularly spend time alone to meditate, reflect, or think about various problems. 2) have attended or frequently attended counseling events or personality development seminars to better understand oneself. 3) able to face setbacks, failures and obstacles with courage. 4) have hobbies, interests, pleasures saved for oneself. 5) have important goals in life that are continuously thought of. 6) have a realistic view of the strengths and weaknesses of themselves that are obtained from the feedback from other sources. 7) prefer to spend weekends alone in private places and away from the crowd. 8) consider yourself as someone who is strong-willed and independent thinking. 9) have a diary to express feelings, emotions and write down personal experiences. 10) have a desire to have their own business or be self-employed [4, 5, 6]. Emotional intelligence as "the ability that includes self-control, passion and persistence, and the ability to be self-motivated". In a more recent version, emotional

intelligence is understood as "the ability to appreciate and regulate emotions in oneself and in others" [6, 7, 8].

Furthermore, spiritual intelligence is a person's ability to be able to understand the meaning that occurs in the community so that he can have flexibility when dealing with problems that exist in society. It means that intelligence can be used to place behavior and life in a context with a broader meaning. This intelligence can later assess whether one person's actions or way of life will be more enjoyable than others. Spiritual intelligence is the most basic center of other intelligences [7, 8, 9]. This is because spiritual intelligence is a source of guidance for other intelligences. Spiritual intelligence can be said to represent a longing for meaning and unlimited relationships. Meanwhile, a spiritual intelligence is something that is related to the part that is the design of all bigger things it includes "seeing a perspective thoroughly as a whole" [8, 9, 10]. There are several ways as follows that can be used to increase one's Spiritual intelligence, including: Obeying religion, which is a fairly important benchmark. Religion will teach you to be able to do good even to others. Spiritual intelligence teaches to help each other, not to steal, and others. If this is applied in activities in society, then of course you will be considered a good person in the eyes of society. Spiritual intelligence also teaches someone to care and give love and pay attention to the environment around them. Giving love to others is caring for others. Collaborating with others is an important aspect of being able to live in groups. A person can try to give trust to another person if all the results of his work will be as good as that someone is doing. Spiritual intelligence is usually possessed by someone who likes to reflect, trying to take a moment to think about things that have been done before. In addition, spiritual intelligence can be known by contemplating what will be done in the future. A person with good spiritual intelligence is someone who does not act arrogantly.

B. Effective Communication

Effective communication can occur when communicators and communicants both have the same understanding of a message that is being conveyed. Therefore, in English it is known as "the communication is in tune", that is, the two communicating parties understand the meaning of the message conveyed. Effective communication is due to an understanding where this communication can create pleasure, good social sustainability in the hope of creating behavior [9, 10, 11]. Communication can be called effective if the message is received and understood as it is as intended. The message will continue with the actions of the communicant, and can increase the sustainability of the relationship between the communicator and the communicant, and there are no obstacles. Training individuals to communicate effectively can be carried out directly, namely by practicing it. Effective communication combines a set of skills, including nonverbal communication, listening skills, managing

stress during communication, the ability to communicate assertively, and the ability to recognize and understand the emotions of oneself and those with whom it is talking. Effective communication is the glue that helps deepen relationships with others and can enhance teamwork, assist with decision-making, and problem solving. The Purpose of Effective Communication A several goals in communication where these goals do not need to be expressed openly and there is no need to always agree on them [10, 11, 12]. These objectives include as follow:

- a. Find his/herself where self-perception results in large part from what has been learned about yourself and others during the communication process itself.
- b. To establish relationships with other people where communication functions to build and maintain these relationships.
- c. Problem solving in human relations.

A communication arises because of the impulse of a person's need to reduce a sense of uncertainty, to act effectively, and to maintain or strengthen the ego [11, 12, 13]. Thus, the communication can be defined as verbal or symbolic behavior in which the sender of the message tries to get the desired effect from the receiver [12, 13, 14]. Communication can also be done to foster relationships in good social interactions. Humans are social beings who are unable to live alone, therefore humans need to have positive relationships with others. The need as a social being, namely the need to cultivate and maintain satisfying relationships with others in terms of interaction and association (inclusion), control and power (control), and love and affection (affection).

C. Caring Behavior

Caring is defined as an act to care others. In general, caring is defined as a form of ability to be dedicated to others, to provide careful supervision, and to feel empathy, love or care for others. A caring is a type of relationship and transaction required between the provider and recipient of nursing care in order to improve and protect the patient as a human being, thereby affecting the patient's ability to recover. The concept of caring is divided into two main domains. One of these caring concepts deals with the attitudes and emotions of nurses, while another caring concept focuses on the activities performed by nurses while carrying out their nursing functions. Griffin describes caring as an essential interpersonal process that requires a nurse to carry out specific role activities by conveying certain emotional expressions to the patient. These activities include helping, helping, and serving people with special needs where this process is influenced by the relationship between the nurse and the patient. The practice of caring as a nursing center describes caring as the basis of a unity and universal human values (kindness, care, and love for oneself and others). Caring is described as the moral ideal of nursing which includes the desire to care for,

seriousness to care, and caring. Caring actions include communication, positive responses, support, or physical intervention by the nurse. The following will describe nursing theories related to caring. Caring is a moral ideal that involves one another's mind, body and soul. This theory also explains that nursing is included in the category of humanities and as a profession that practices scientifically, ethically and ethically which aims to balance the experience of health and disease. This theory is defined as a theory that focuses on the interests of paying attention to the needs and well-being of patients. Apart from that, this theory also makes a unique contribution to building relationships between nurses. There are 5 categories in this category related to the caring process, namely maintaining belief, knowing, being with, doing for, and enabling. Nursing is a form of professional service which has a paradigm or nursing model which consists of four components, namely: human, health, environment and nursing. Nursing is a noble profession, because it requires patience and calmness in serving patients who are suffering from illness.

D. Leadership Style

Leadership style is a method, pattern and certain abilities used by a leader in behaving, communicating and interacting to influence, direct, encourage and control other people or subordinates so that they can do a job so as to achieve a goal. A leadership is an activity to influence people so that they can be directed to achieve organizational goals [13, 14, 15]. Meanwhile, according to Stoner, leadership is a process regarding direction and efforts to influence activities related to group members. The following are some of the characteristics of leadership, namely as follows: 1. Self-disclosure. Self-disclosure is placing a position and presenting the views or opinions of oneself with positive and good things. Thus, other people will feel safe and comfortable in expressing feelings. 2. Insights, which means the ability of a leader to read or get to know the characters of others which will be useful in solving problems. 3. Personal responsibility, namely realizing personal responsibility to achieve results. Today there are many leaders who expect change and demand results, but do not participate in the establishment and do not do the math in determining the success of the company. Such leaders need to be given feedback and sit together in making decisions, as well as need to be actively involved and responsible for the development and implementation process. 4. Agents of change, namely leaders who are creative, innovative and energetic, full of brilliant ideas and ideas. 5. Developers, namely leaders who are clever or wise in placing themselves. He knows when to be quiet, talk, empathize and give understanding. 6. Shareholders, namely leaders who are able to give trust to their subordinates, delegate and provide opportunities for employees to contribute creativity to a position. 7. Stress coping skills. There will always be problems, but

the most important thing for a leader is to be able to understand how and knowledge to deal with these problems in order to avoid stress 8. Expressions, namely leaders who can respect someone, empathize with situations, focus on problems and not on interests personal. 9. Conquering the company / organization anomy. Anomy is or a core value that is not upheld together and a code of ethics that is not used as a reference. 10. Harmony. In this case the leader must have all efforts that are dynamic and can unite to achieve the common good.

E. Hypothesis Test

The method used in this research was quantitative research methods with analytical survey approach. The population in this study were all nurses in Daan Mogot Tangerang Hospital as many as 33 people. The sample in this study was the entire population, namely 33 people. Data were collected using a questionnaire method. Hypothesis testing in this study was carried out by using the Amos Path Program analysis test. The questionnaire in this study was used to find data about the influence of emotional intelligence, spiritual intelligence and effective communication on nurse caring behavior where the superior leadership style at Daan Mogot Hospital, Tangerang as the intervening variable. The research hypothesis in this research are as follows:

- H1: There is an effect of emotional intelligence, spiritual intelligence and effective communication on caring behavior where leadership styles as the intervene*
- H2: There is an effect of emotional intelligence and spiritual intelligence on caring behavior*
- H3: There is an effect of emotional intelligence and spiritual intelligence on leadership styles*
- H4: There is an effect of effective communication on the caring behavior of nurses*
- H5: There is an effect of effective communication and leadership style of superior*
- H6: There is an effect of leadership style on caring behavior of nurses.*

3. RESULT AND DISCUSSION

This research was conducted by distributing questionnaires to 33 respondents who work as nurses. The data obtained from the questionnaire showed that nurses in the 42-55 age group are the largest group, namely with a percentage of 51.52%, it was known that most of the nurses are women, 72.73% of nurses have D3 education, as many as 66.67% of nurses have the status as Civil servants, as many as 93.94% of nurses are Muslim and 100% of nurses are married (see Table I).

Table I. Value in AMOS software calculation

VARIABLE	EST.	SE	CR	P	LABEL
GK ← KE&KS	471	.170	2,776	.006	Accepted
GK ← KME	.186	.121	1.547	.122	Rejected
PC ← GK	.796	.208	3.828	***	Accepted A
PC ← KE&KS	.086	.222	.385	.700	Rejected K
PC ← KME	.354	.147	2.405	.016	Accepted

From the table above, it can be seen that the P value on the influence of emotional intelligence on leadership style is 0.006 which indicates that the hypothesis is accepted because the value is <0.05. Furthermore, the P value on the influence of spiritual intelligence on leadership style is 0.398 which indicates that the hypothesis is rejected because the value is > 0.05. The P value on the effect of effective communication on leadership style is 0.122 which means that the hypothesis is rejected because the value is > 0.05. Meanwhile, the P value on the influence of leadership style on caring behavior is *** which indicates that the hypothesis is accepted because the result is <0.05. The P value on the effect of emotional intelligence on caring behavior is 0.700, which indicates that the hypothesis is rejected because the value is > 0.05. Next, the P value on the influence of spiritual intelligence on caring behavior is 0.665 which indicates that the hypothesis is rejected because the value is > 0.05. The P value on the effect of effective communication on caring behavior is 0.016 which indicates that the hypothesis is accepted because the value is <0.05. From this research it can be concluded that emotional intelligence and effective communication influence caring behavior by mediating superior leadership style (see Table II).

Table II. AMOS Calculation Results

VAR	ESTIMATION
GK ← KE&KS	.555
GK ← KME	.185
PC ← GK	.645
PC ← KE &KS	.082
PC ← KME	.285

Emotional intelligence, spiritual intelligence and effective communication have an influence on nurse caring behavior which is mediated by the superior's leadership style. With the existence of health workers who have high emotional intelligence and spiritual intelligence, a sense of empathy.

The compassion and also a wiser attitude will be formed so that caring behavior will be well formed which in turn can provide comfort to patients and improve the quality of nursing care. Further findings obtained from this study are that leadership style is an intervening variable that connects emotional intelligence, spiritual intelligence and effective communication with caring behavior of nurses. Based on the elaboration of the research results above, it can be said that the nurses at X Hospital, seen from the questionnaire, show that applying emotional intelligence, spiritual intelligence and effective communication mediated by leadership styles can help to form caring behavior.

Furthermore, in validation result the number of respondents around 33 people is caring attitude of nurses cannot be separated from each other, which means that the nurse is very close to the patient, where the nurse in caring for the patient must be friendly and meet their basic needs. A nurse must also have high emotional intelligence and spiritual intelligence, because emotional intelligence and spiritual intelligence make a person able to manage emotions and recognize feelings of oneself and others. These include the ability to motivate yourself, the ability to manage personal emotions, and the ability to interact socially. People who have good emotional intelligence are able to properly manage facial expressions such as smiling, sullen, happy and sad, and are able to adjust the volume and intonation of voices according to the needs and environmental conditions. Besides that, a nurse must also be able to communicate effectively because by communicating effectively we can establish relationships, mutual understanding with others.

4. CONCLUSIONS

Based on the results we obtained the following aspect such as Emotional intelligence, spiritual intelligence and effective communication intervened by leadership style have a significant effect on nurse caring behavior. Here, Emotional intelligence and spiritual intelligence have a significant effect on effective communication, Emotional intelligence and spiritual intelligence have a positive effect on superior leadership style with effective communication has no significant effect on nurse caring behavior, Effective communication has a positive effect on nurse caring behavior. Thus, caring behavior has a positive effect on leadership style.

Furthermore, we also obtained implications factor from managerial and theoretical to improve the quality of service at Daan Mogot Tagerang Hospital through the application of caring behavior based on good emotional intelligence and Superior become role models for their subordinates so that they can encourage subordinates to apply caring behavior based on emotional intelligence and effective communication. Thus, the theoretical implication results can be covering in Emotional intelligence is very influential in implementing caring behavior, because emotional intelligence is the ability a person has to

manage one's own emotions and understand the emotions of others. Emotional intelligence is basically based on the relationship between feelings, character, and instincts, where attitudes and behaviors in life come from the underlying emotional abilities. In addition, leaders specifically need emotional intelligence because these leaders play a role in representing the organization to the public, interacting with people both inside and outside the organization. Leaders are required to be able to raise enthusiasm and inspire followers through work that involves emotions. A leader is not only determined by physical strength, but is more determined by his attitude and behavior in leading to influence subordinates. In this case, leadership style contains patterns of behavior that seek to influence others. Based on the results obtained from this study, several suggestions can be given to apply emotional intelligence to its nurses, because through nurses who have emotional intelligence, they will learn to acknowledge, respect the feelings of themselves and others and be able to respond appropriately and apply emotional energy effectively in everyday life with leaders in the related hospital are expected to always manage their emotional intelligence optimally so that an effective competency domain can be formed in making a firm and effective leadership style. Furthermore, a leader has high emotional intelligence because that emotional intelligence reflects a leader's ability to read and understand the emotions of others. In addition, leaders are also expected to have the ability to utilize all knowledge in influencing other people's emotions through managing and exploiting emotions, so that caring behavior can be realized properly. Thus, a caring behavior which is based on high emotional intelligence for all employees in the hospital, it is hoped that it will be able to establish service quality which is good and improve the quality of the related hospitals.

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