

CHAPTER V CONCLUSION

5.1. Conclusion

This study was conducted to determine the effect of emotional Intelligence, self-efficacy, and resilience on job performance variables on nurses in DR. Drs. M. Hatta Brain Hospital Bukittinggi. This research was conducted by distributing online questionnaires in form of Google Forms to 110 nurses of DR. Drs. M. Hatta Brain Hospital Bukittinggi. From the result of data processing discussed earlier, these results can be interpreted as follows:

1. Emotional Intelligence have a positive and significant effect on job performance of healthcare employee. This show that the application variable emotional Intelligence that has been applied by healthcare employee have an influence on employee job performance
2. Self-Efficacy has a positive and significant effect on job performance of healthcare employee. This show that the application variable self-efficacy that has been applied by healthcare employee have an influence on employee job performance
3. Resilience have a positive and significant effect on job performance of healthcare employee. This show that the application variable resilience that has been applied by healthcare employee have an influence on employee job performance

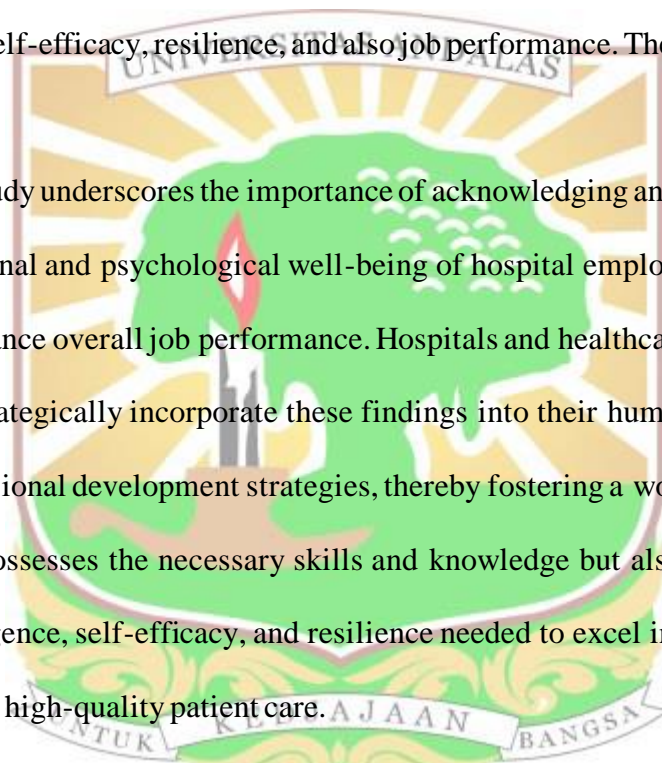
Based on the findings above the effect of resilience had a bigger impact on the other variable such as self-efficacy and emotional Intelligence, it can be assumed that the higher resilience can lead into a higher job performance and also

this can be happened by the support from other variable that didn't include on this research.

5.2. Implication

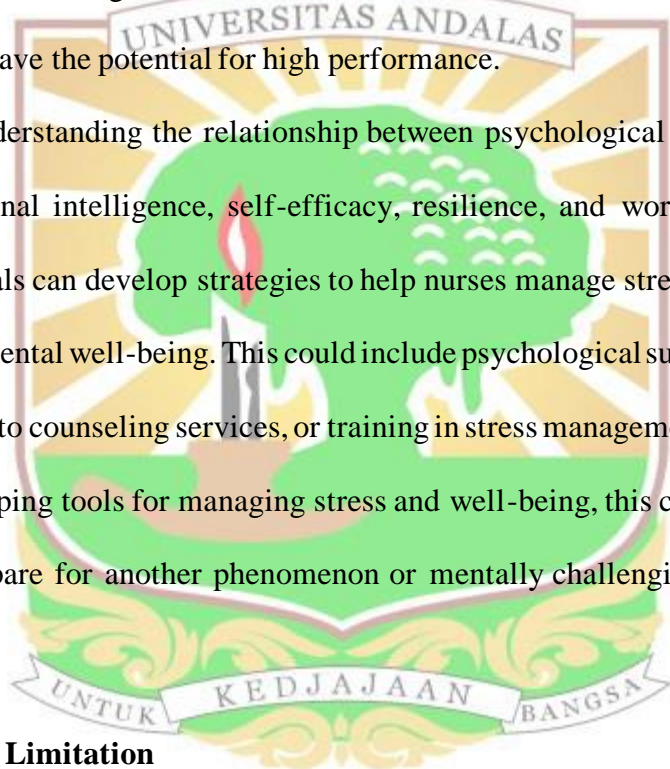
From the research result that had been conducted, there are several implications that researcher found and obtained which could be used as further references in human resource management, especially in the topic of emotional intelligence, self-efficacy, resilience, and also job performance. The implication are as follows:

1. The study underscores the importance of acknowledging and addressing the emotional and psychological well-being of hospital employees as a means to enhance overall job performance. Hospitals and healthcare organizations can strategically incorporate these findings into their human resource and professional development strategies, thereby fostering a workforce that not only possesses the necessary skills and knowledge but also the emotional intelligence, self-efficacy, and resilience needed to excel in their roles and deliver high-quality patient care.
2. An investment in training programs, workshops, and interventions aimed at improving emotional intelligence can result in a workforce that is better equipped to handle the complex and emotionally demanding nature of their roles. Similarly, initiatives focused on boosting self-efficacy can empower nurses to approach their tasks with greater confidence and competence, ultimately leading to more efficient and effective job performance. Moreover, nurturing resilience among healthcare professionals can equip



them with the ability to bounce back from challenges and adversities, ensuring sustained high performance even in the face of demanding, stressful situations and unexpected events.

3. This research shows the importance of paying attention to aspects such as emotional intelligence, self-efficacy, and resilience in the recruitment and selection process for new nurses. Hospital institutions can integrate tests or interviews designed to evaluate these abilities to ensure that employees hired have the potential for high performance.
4. By understanding the relationship between psychological factors such as emotional intelligence, self-efficacy, resilience, and work performance, hospitals can develop strategies to help nurses manage stress and maintain their mental well-being. This could include psychological support programs, access to counseling services, or training in stress management. And also by developing tools for managing stress and well-being, this could help nurse to prepare for another phenomenon or mentally challenging event in the future.



5.3. Research Limitation

Because things that are beyond the researcher's control can happen, this research cannot be separated from limitations. Therefore, future researchers are expected to consider the limitation of this study. The limitations of this study are

1. The object of the research is only in the scope of nurses who are working in DR. Drs. M. Hatta Brain Hospital Bukittinggi.

2. This study has not examined other hospital beside DR. Drs. M. Hatta Brain Hospital in city of Bukittinggi and other healthcare sector.
3. Only 110 respondents used as sample in this study were obtained by determining the sample based on the indicators of each variables. It can be concluded that us not represent the total number of hospital employee. Of course, this can affect the result of the study if the number of respondents is more
4. Researchers only use independent variables such as emotional intelligence, self-efficacy, and resilience. It is possible to identify other factors that can influence job performance other than the factors above

5.4. Suggestion and Recommendation for Further Research

There are several suggestions that can be considered based on the conclusion, implication, and limitations of this study:

1. The further researcher can use a larger and more precise number of samples, so as to produce better and maximize study result
2. Further researchers can use other independent variables besides emotional Intelligence, self-efficacy, and resilience so that other factor that can influence job performance are known
3. Further researchers can do study other hospital beside this hospital that are used as object so that the object of research becomes wider and consumer are in different segments.