The Effect Of Emotional Intelligence, Team Work, And Organizational Citizenship Behavior (Ocb) On The Performance Of Nurses At Sinar Kasih Toraja Hospital

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Abstract: This study aims to analyze the influence of Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior on nurse performance at Sinar Kasih Toraja Hospital. The method used is quantitative with data collection through questionnaires to 82 nurses. The data analysis technique uses multiple linear regression through SPSS software version 26. The results of this study were conducted on nurses at Sinar Kasih Toraja Hospital. The sampling technique used is the Slovin technique. The results of the t-test on the Emotional Intelligence variable are 0.008 > 0.05 and the calculated t value is 2.706 <1.99085, on the Team Work variable is 0.001 <0.05 and the calculated t value is 3.516 > t table 1.99085 and on the Organizational Citizenship Behavior variable is 0.000 <0.05 and the calculated t value is 7.107 > t table 1.99085 it can be concluded that Emotional Intelligence, Team Work and Organizational Citizenship Behavior on the performance of nurses at Sinar Kasih Toraja Hospital.

Keywords: Emotional Intelligence; Enter; Organizational Citizenship Behavior; Performance; Teamwork.

1. Introduction

Human resources are a key element present in every organization. HR involves the people who work within the organization and contribute to achieving company goals (Octavianto, 2020). By ensuring that human resources continuously improve their quality in line with advances in science and technology, an organization can position itself to achieve good governance and face future challenges more successfully. Continuous learning initiatives, training, and career development can be key steps in achieving organizational goals (Apriliana & Nawangsari, 2021). In the healthcare sector, the quality of service provided by hospital personnel is highly dependent on various factors, including emotional intelligence, teamwork skills, and organizational citizenship behavior (OCB).

The phenomenon at Sinar Kasih Toraja Hospital is increasingly relevant given the challenges faced by healthcare workers in providing services in an era of globalization and rapid social change. With the increasing need for quality healthcare services, it is crucial for hospital management to understand how emotional intelligence, teamwork, and OCB interact and influence nurse performance.

Organizational Citizenship Behavior (OCB) also plays a crucial role in creating a positive work environment. OCB encompasses voluntary, unexpected actions that significantly contribute to the organization's success. Emotional intelligence plays a role in improving the quality of healthcare services. In challenging situations, such as in hospitals, this ability is essential for maintaining quality interactions with patients and coworkers. Emotional intelligence also contributes to increased job satisfaction and reduced stress levels in the workplace, which in turn can improve the overall performance of the workforce. Emotional intelligence is key in interactions between healthcare workers and patients, where

the ability to recognize and manage emotions can impact patient satisfaction and teamwork effectiveness. Organizational Citizenship Behavior (OCB) refers to individual behaviors that support the organization's functioning but are not directly tied to their formal duties. In the hospital context, OCB includes actions such as helping coworkers, participating in organizational activities, and providing extra care to patients. Organizational Citizenship Behavior (OCB) is important because it provides a variety of significant benefits to the organization. This behavior can improve the organizational climate and motivate other team members to perform better. Research shows that OCB has a positive impact on individual and group performance in the hospital environment. Organizational Citizenship Behavior (OCB) refers to individual behavior that supports the organization's functioning but is not directly tied to their formal duties. In the hospital context, OCB includes actions such as helping coworkers, participating in organizational activities, and providing extra care to patients. Organizational Citizenship Behavior (OCB) is important because it provides various significant benefits to the organization. This behavior can improve the organizational climate and motivate other team members to perform better. Research shows that OCB has a positive impact on individual and group performance in the hospital environment.

Teamwork is another equally important aspect. In hospitals, collaboration among medical personnel is essential to ensure that each patient receives optimal care. Teamwork is necessary because it has many important benefits in the work environment and organization. Good cooperation between team members not only increases efficiency but also creates a positive work environment, which supports the emotional well-being of the workforce. Based on the above background, the title of this study is the influence of Emotional Intelligence, Teamwork, and OCB on the performance of nurses at Sinar Kasih Hospital in Toraja.

2. Preliminaries or Related Work or Literature Review

According to Goleman (2014), emotional intelligence is a person's enhanced ability to motivate themselves, resilient in the face of failure, control emotions and delay gratification, and regulate their mental state. Salovey and Mayer (2018) explain that emotional intelligence is the ability to recognize feelings, access and evoke them to aid thought, understand feelings and their meaning, and manage feelings deeply, thus fostering emotional and intellectual development. A person's success is 80% determined by emotional intelligence (EQ), with the remaining 20% being intellectual intelligence (IQ). IQ alone cannot determine future success without emotional intelligence (Goleman, 2013). Based on the above analysis, emotional intelligence (EQ) can be defined as a person's ability to: recognize and understand one's own and others' feelings, control and regulate one's own and others' emotions, and use emotions to aid thinking and decision-making processes, as well as build and maintain effective social relationships. According to Robbins (2017), emotional intelligence consists of 5 dimensions/indicators, including: (1) Self-awareness, namely being concerned about feelings. (2) Self-management, namely the ability to manage one's own emotions and impulses. (3) Self-motivation, namely the ability to continue doing things in the face of setbacks and failures. (4) Empathy, namely the ability to feel how other people feel. (5) Social skills, namely the ability to handle other people's emotions.

Teamwork is the ability to work together toward a shared vision, the ability to direct individual achievement toward organizational goals (Yasa, 2021). To collaborate with leadership, each member must possess different skills and attitudes, and to achieve goals, interdependence arises between members in completing tasks (Rahma & Mas'ud, 2016). Teamwork within a group is a development of strategic management implemented by an organization or institution (Siregar, 2019). This mutual influence can be formal or informal. Formal work largely follows a command group consisting of a manager and his subordinates. Informal work, on the other hand, arises spontaneously within a formal organizational environment, without management encouragement (Sinuhaji, 2020).

Teamwork indicators refer to research by Rahma & Mas'ud (2016) and Siregar (2019), who also studied nurses in hospitals. Their research explains that teamwork indicators include: (1) Responsibility, which involves collectively completing work. By assigning responsibility, good cooperation can be fostered. (2) Mutual contribution, namely by mutually contributing both energy and thoughts, will create cooperation. (3) Maximum utilization of abilities, namely by maximizing the abilities of each team member, then cooperation will be stronger and of higher quality. According to Organ (2014), these behaviors reflect the added value of employees and constitute a form of prosocial behavior, namely positive, constructive, and meaningfully helpful social behavior (Aldag and Rescke, 2014). Organizational citizenship

behavior is optional behavior that is not part of an employee's formal work obligations but supports the effective functioning of the organization (Robbins and Judge, 2008).

Indicators of Organizational Citizenship Behavior (OCB)

According to Organ (2014), five components can be identified that can also be used as indicators of OCB: (1) Altruism (Helping Behavior), which is the behavior of employees helping coworkers who are experiencing difficulties in the situation they are facing, whether regarding tasks within the organization or other people's personal problems. (2) Courtesy (Maintaining Good Relationships) is the behavior of maintaining good relationships with colleagues to avoid interpersonal problems. (3) Civic Virtue (Wise Behavior) is behavior that indicates responsibility in organizational life (following changes in the organization, taking the initiative to recommend how organizational operations or procedures can be improved, and protecting the resources owned by the organization). (4) Conscientiousness (Carefulness/awareness) is behavior that is shown by trying to exceed what the company expects. (5) Sportsmanship (Sportsmanlike Behavior) is behavior that tolerates less than ideal conditions in the organization without raising objections.

3. Materials and Method

The type of research used in this study is quantitative. Primary data is data obtained from sources such as interviews and questionnaires completed by nurses at Sinar Kasih Toraja Hospital. A population is a generalized area consisting of objects or subjects with certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. Therefore, the population of this study was 82 nurses at Sinar Kasih Toraja Hospital. The sample size for this study was 82 nurses at Sinar Kasih Toraja Hospital. Employee performance is defined as an employee's ability to perform a skill (Sinambele, 2019). Performance is defined as the result of an evaluation of an individual's work compared to jointly established criteria (Robins, 2019).

Nurse Performance Indicators

There are several performance indicators (Mangkunegara 2014), as follows: (1) Work quality is how well a nurse does what is supposed to be done. (2) Work quantity is how long a nurse works in one day. This work quantity can be seen from the work speed of each employee. (3) Task Execution is the extent to which nurses are able to perform their work accurately or without errors. (4) Job responsibility is the employee's or nurse's awareness of their obligations to carry out the work assigned by the agency or hospital.

4. Results and Discussion

The distribution of variable data is a pattern of distribution of variable values collected from a sample or population. It shows how data is spread across a range of values, indicating the frequency of occurrence of each value or group of values.

Table 1 Respondents Based on Last Education.

Education	Frequency	Percent (%)
DIII	51	62,2
DIV	1	1,2
S1	30	36,6
Total	**82**	**100,0**

Source: Processed data (2025)

Based on Table 4.3, it can be seen that 51 nurses at Sinar Kasih Toraja Hospital held a Diploma III (62.2%) in their final education, 1 nurse held a Diploma IV (1.2%), and 30 nurses held a Bachelor's degree (36.6%).

Table 2 Respondents Based on Length of Service.

Length of Service	Frequency	Percent (%)
2-4 Tahun	50	60,9
6-8 Tahun	32	39,1
Total	82	100,0

Source: Processed data (2025)

Based on Table 4.4, 50 nurses had worked for 2-4 years (60.9%), and 32 nurses had worked for 6-8 years (39.1%). Therefore, the majority of nurses who completed the questionnaire were nurses with more than 2-4 years of service, representing 50 nurses (60.9%).

Table 3 Respondents by Employment Status.

Employment Status	Frequency	Percent (%)
PNS	23	28,1
Honorer	4	4,9
Kontrak	43	52,4
Lainnya	12	14,6
Total	82	100,0

Source: Processed data (2025)

Based on table 3, it can be seen that the number of nurses at Sinar Kasih Toraja Hospital whose employee status is PNS is 23 people with a percentage of 28.1%, Honorary 4 people with a percentage of 4.9%, Contract as many as 43 people with a percentage of 52.4%, Others as many as 12 people with a percentage of 14.6%. From this number, it can be seen that the respondents who took part in this study were mostly Contract Employees with a total of 43 people from the total number of respondents, namely 82 respondents.

1) Descriptive Frequency of Research Variables

The descriptive variables used in this study consist of the independent variables, namely Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior, and the dependent variable, namely Performance. To determine the distribution of each respondent's answers within each variable, the following is a description:

Table 4 Scale Categories.

Scale	Categories
1,00–1,80	Sangat Tidak Baik (STB)
1,81–2,60	Tidak Baik (TB)
2,61–3,40	Cukup Baik (CB)
3,41–4,20	Baik (B)
4,21–5,00	Sangat Baik (SB)

Source: Sugiyono (2018)

a. Assessment of the Emotional Intelligence Variable (X1)

The training indicators are Self-awareness, Self-management, Self-motivation, and Empathy (Robbins 2017). The results of respondents' responses to the training can be seen in Table 4.7 below.

Uji Reliabilitas

Table 5 Variable Reliability Test Results.

No	Variable	Cronbach's Alpha	N of Items	Description
1	Emotional Intelligence	0,846	5	Reliable
2	Team Work	0,871	5	Reliable
3	Organization Citizenship Behavior	0,782	5	Reliable
4	Kinerja	0,817	8	Reliable

Source: Processed data (2025)

Table 6 Validity Test Results.

Variabel	Pernyataan	R hitung	R tabel	Description
	X1.1	0,753	0,214	Valid
Emotional	X1.2	0,661	0,214	Valid
Intelligence (X1)	X1.3	0,632	0,214	Valid
	X1.4	0,461	0,214	Valid
	X1.5	0,555	0,214	Valid
Team Work (X2)	X2.1	0,645	0,214	Valid
	X2.2	0,659	0,214	Valid
	X2.3	0,860	0,214	Valid
	X2.4	0,859	0,214	Valid
	X2.5	0,554	0,214	Valid
Organization	X3.1	0,692	0,214	Valid
Citizenship	X3.2	0,861	0,214	Valid
Behavior (X3)	X3.3	0,646	0,214	Valid
	X3.4	0,615	0,214	Valid
	X3.5	0,359	0,214	Valid
	Y1	0,799	0,214	Valid
	Y2	0,771	0,214	Valid
	Y3	0,731	0,214	Valid
Performance (Y)	Y4	0,754	0,214	Valid
	Y5	0,704	0,214	Valid
	Y6	0,667	0,214	Valid
	Y7	0,357	0,214	Valid
	Y8	0,334	0,214	Valid

Source: Processed data (2025)

Based on Table 6 above, it is known that all statements in the variables are valid. This is evident from the calculated r for each statement item being greater (>) than the r table, with a significance level for all statement items at the 0.05 or 5% level.

Reliability Test

Reliability testing is conducted using the Cronbach's Alpha statistical test. A construct or variable is considered reliable if the Cronbach's Alpha is >0.60.

Table 7 Variable Reliability Test Results.

No	Variabel	Cronbach's Alpha	N of Items	Description
1	Emotional Intelligence	0,846	5	Reliabel
2	Team Work	0,871	5	Reliabel
3	Organization Citizenship Behavior	0,782	5	Reliabel
4	Kinerja	0,817	8	Reliabel

Source: Processed data (2025)

Place figures and tables at the top and bottom of columns. Avoid placing them in the middle of columns. Large figures and tables may span across both columns. Figure captions should be below the figures; table heads should appear above the tables. Insert figures and tables after they are cited in the text. Use the abbreviation "Fig. 1", even at the beginning of a sentence. Example of figure and table are shown in Fig. 2 and Table 1.

    a. The SPSS output shows a Cronbach's Alpha value of 0.846, which is greater than 0.60. Therefore, it can be concluded that the emotional intelligence variable (X1) in this study is reliable.

    b. The SPSS output shows a Cronbach's Alpha value of 0.871, which is greater than 0.60. Therefore, it can be concluded that the Teamwork variable (X2) in this study is reliable.

c. The SPSS output shows a Cronbach's Alpha value of 0.782, which is greater than 0.60. Therefore, it can be concluded that Organizational Citizenship Behavior (X3) in this study is reliable.

d. Based on the SPSS output results, the Cronbach's Alpha value is 0.817, which is greater than 0.60. Therefore, it can be concluded that the Performance variable (Y) in this study is reliable.

Normality Test

Table 8 Normality Test Results
One-Sample Kolmogorov–Smirnov Test

		Unstandardized Predicted Value
N		82
Normal Parameters[ab]	Mean	34,6341463
	Std. Deviation	2,72602208
Most Extreme Differences	Absolute	0,121
	Positive	0,084
	Negative	- 0,121
Test Statistic		0,121
Asymp. Sig. (2-tailed)		0,005

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction
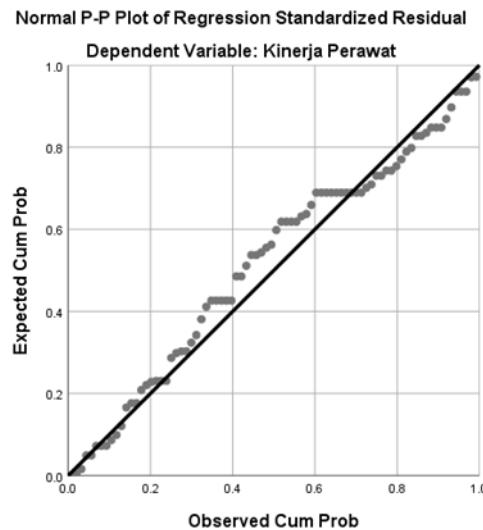
Figure 1 Normality Test Results.

The normality test using the One-Sample Kolmogorov-Smirnov statistic was conducted by looking at the sig value < 0.05 of normally distributed data. Based on the results of the normality test analysis using the Kolmogorov-Smirnov Test using the Asymp. Sig. (2-tailed) value of 0.005 < Alpha 0.05, which means the data is not normally distributed.

Multicollinearity Test

Table 9 Multicollinearity Test Results.
Coefficientsa.

Model	Variabel	Tolerance	VIF
1	(Constant)	–	–
	Intelligence Emotional	0,382	2,617
	Team Work	0,445	2,245
	OCB	0,501	1,996

a. Dependent Variable: Nurse performance.

Source: Processed data (2025)

Based on the results of the Multicollinearity test in table 4.13 above, it is known that all variables in this study showed low VIF values, where all were below 10 and the tolerance value was more than 0.1. This indicates that the independent variables used in this study showed no symptoms of Multicollinearity, which means all of these variables can be used.

Table 10 Heteroscedasticity Test Results.

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,728	0,950	—	1,819	0,073
Kecerdasan emosional	0,218	0,055	0,650	3,975	0,000

Based on the results of the multicollinearity test in Table 4.13 above, it is known that all variables in this study exhibit low VIF values, all below 10 and with tolerance values greater than 0.1. This indicates that the independent variables used in this study exhibit no symptoms of multicollinearity, meaning they can be used.

Table 11 Heteroscedasticity Test Results.

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
1 (Constant)	1,728	0,950	—	1,819	0,073
Intelligence Emotional	0,218	0,055	0,650	3,975	0,000
Team work	-0,041	0,053	-0,116	-0,766	0,446
OCB	-0,210	0,060	-0,501	-3,510	0,001

a. Dependent Variable: ABS_RES

Based on the results of the Glejeser test analysis, the sig for the Teamwork variable was 0.446 > alpha 0.05, indicating no heteroscedasticity symptoms. Meanwhile, for emotional intelligence and teamwork, the sig was 0.000 < alpha 0.05, indicating heteroscedasticity symptoms.

Coefficient of Determination (R2)

Table 12 Results of the Coefficient of Determination Test.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,893[a]	0,797	0,789	1,401

[a] Predictors: (Constant), OCB, Team work, Kecerdasan emosional

[b] Dependent Variable: Kinerja Perawat

Source: Processed data (SPSS, 2025)

Based on the results of the coefficient of determination test analysis in Table 4.16 above, the R-square (coefficient of determination) was 0.797, indicating that the variables Emotional Intelligence (X1), Teamwork (X2), and Organizational Citizenship Behavior (X2) had a 79.9% influence on the dependent variable Performance (Y), with the remaining 24.0% influenced by other variables not included in the study.

Table 13 Results of the Coefficient of Determination Test.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,893[a]	0,797	0,789	1,401

[a] Predictors: (Constant), OCB, Team work, Kecerdasan emosional

[b] Dependent Variable: Kinerja Perawat

Source: Processed data (SPSS, 2025)

Based on Table 4.9 above, the correlation coefficient found was 0.893, or 89.3%, which is considered strong. Therefore, there is a strong relationship between the variables Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior and Performance.

Multiple Linear Regression

Table 14 Results of the Regression Equation Test.

Model	Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,920	1,727	—	2,848	0,006
	Intelegence Emotional	0,269	0,100	0,223	2,706	0,008
	Team work	0,339	0,096	0,269	3,516	0,001
	OCB	0,772	0,109	0,512	7,107	0,000

[a] Dependent Variable: Nurse Performance
Source: Processed data (SPSS, 2025)

Based on the results of the Regression Equation Test above, it shows that

$$Y = \alpha + [\![\beta\_1 X]\!] \_1 + [\![\beta\_2 X]\!] \_2 + [\![\beta\_3 X]\!] \_3 + e\_it$$

$$Y = 4.920 + [\![0.269 X]\!] \_1 + [\![0.339 X]\!] \_2 + [\![0.772 X]\!] \_3 + e\_it$$

Based on the regression model above, the results of the multiple linear regression can be classified as follows:

The constant value of 4.920 indicates that if there is no Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior, then Performance is 4.920.

The regression coefficient for Emotional Intelligence is 0.269, which means that a one-unit increase in Emotional Intelligence will increase Emotional Intelligence by 0.269. Conversely, if Emotional Intelligence decreases by one unit, Performance will decrease by 0.269.

The Teamwork regression coefficient is 0.339, meaning that a one-unit increase in Teamwork will increase Performance by 0.339. Conversely, a one-unit decrease in Teamwork will decrease Performance by 0.339.

The Organizational Citizenship Behavior regression coefficient is 0.772, meaning that a one-unit increase in Organizational Citizenship Behavior will increase Performance by 0.772. Conversely, a one-unit decrease in Organizational Citizenship Behavior will decrease Performance by 0.772.

Test Results (Partial)

Hypothesis Tests

Partial Test (t-Test)

Table 15 Test Results (Partial).

Model	Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,920	1,727	—	2,848	0,006
	Intelegence Emotional	0,269	0,100	0,223	2,706	0,008
	Team work	0,339	0,096	0,269	3,516	0,001
	OCB	0,772	0,109	0,512	7,107	0,000

ª Dependent Variable: Nurse Performance
Source: Processed data (SPSS, 2025)

In table 15 above, it can be seen that the partial test results can be known by looking at the SPSS output of the Coefficients, namely Emotional Intelligence of 0.008, Teamwork of 0.001, and Organizational Citizenship Behavior of 0.000. The significance level used is 5% or 0.05, with the formula for calculating the t-table:

t-table = t (a/2:n-k-1)

Where:

a = Alpha (Significance Level)

n = Number of Respondents (82 respondents)

k = Number of Independent Variables (3 variables)

t-table = t (a/2 df = n-k-1)

= 0.05/2: 82-3-1

= 0.025: 78

= 1.99085

The t-table value is 1.99085. Therefore, the SPSS output in Table 4.18 allows for testing of hypotheses H1 and H2 as follows:

a. The Effect of Emotional Intelligence (X1) on Performance (Y). Based on the criteria, it is concluded that the calculated t-value of 2.706 is greater than the t-table value of 1.99085. Therefore, H0 is rejected and H1 is accepted. Therefore, it can be concluded that Emotional Intelligence (H1) or the first hypothesis is accepted and H0 is rejected.
A sig. value of 0.008 > 0.05 means H1 or the first hypothesis is accepted and H0 is rejected.

b. The Effect of Teamwork (X2) on Performance (Y). Based on the criteria, it is concluded that the calculated t value is 3.516 > t table 1.99085, so H0 is rejected and H2 is accepted. Therefore, it can be concluded that Competence (H2) or the second hypothesis is accepted and H0 is rejected.
A sig. value of 0.001 < 0.05 means H2 or the second hypothesis is accepted and H0 is rejected.

c. The Effect of Organizational Citizenship Behavior (X3) on Performance (Y). Based on the criteria, it is concluded that the calculated t value is 7.107 > t table 1.99085, so H0 is rejected and H3 is accepted. Therefore, it can be concluded that Competence (H2) or the second hypothesis is accepted and H0 is rejected.

The sig value is 0.000 < 0.05, so H2 or the second hypothesis is accepted and H0 is rejected.

Table 16 Test Results (Simultaneous).

ANOVAᵃ						
Model	Source	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	601,927	3	200,642	102,223	0,000ᵇ
	Residual	153,097	78	1,963	—	—
	Total	755,024	81	—	—	—

ᵃ Dependent Variable: Kinerja Perawat
ᵇ Predictors: (Constant), OCB, Team work, Intelegence Emotional
Source: Processed data (SPSS, 2025

Based on Table 16 above, the calculated F value is 102.223, while the F table can be obtained by calculating df1 and df2, as follows:
df1 = k-1 and df2 = n-k
Where: df = Degrees of Freedom
F = Calculated f value
n (Sample used in the study) = 82 people
k (Variables used in the study) = 4 variables
Therefore, the calculated f value is:
F = (k-1;n-k)
F = (4-1;82-4)
F = (3;78)
F = 2.72

Therefore, based on the results obtained above, the calculated F is 102.223 > F table 2.72, and the sig. 0.000 <0.05. Therefore, H1, H2, and H3 are accepted, and it can be concluded that Emotional Intelligence (X1), Teamwork (X2), and Organizational Citizenship Behavior are related. (X3) simultaneously influences Performance (Y). Therefore, it can be concluded that H0 is rejected.

Discussion of the Research Question

The results of the data analysis were used to determine whether there is an influence of Emotional Intelligence (X1), Teamwork (X2), and Organizational Citizenship Behavior (X3) on Performance (Y) at Sinar Kasih Toraja Hospital. The explanation of the hypotheses for each variable is as follows:

a. The Effect of Emotional Intelligence on Nurse Performance at Sinar Kasih Toraja Hospital

Based on the results of the multiple linear regression test, the regression coefficient for the Emotional Intelligence variable (X1) was 0.269, indicating that Emotional Intelligence has a positive effect on Nurse Performance. This means that every one-unit increase in Emotional Intelligence will increase Nurse Performance at Sinar Kasih Toraja Hospital by 0.269 units, assuming that other variables not examined in this study remain constant.

Furthermore, the t-test results indicated a significance value for the Emotional Intelligence variable of 0.008 < 0.05. The calculated t-value obtained for the Emotional Intelligence variable was 2.706, and the calculated t-table value was 1.991, meaning t-count > t-table. Therefore, it can be concluded that H1: Emotional Intelligence has a significant effect on Nurse Performance at Sinar Kasih Toraja Hospital.

From these test results, it can be concluded that Emotional Intelligence influences Nurse Performance. The results of this study indicate that nurses' Emotional Intelligence is in the "Very Good" (SB) category with a total average score of 4.24, indicating that the majority of nurses have the ability to manage their emotions well. Based on the data, the indicator with the highest score in the "Very Good" category is the Ability to Control Negative Emotions, as reflected in the statement "I am able to control negative emotions (such as anger and frustration) so that they do not affect my performance and relationships with coworkers," with an average score of This indicates that the ability to manage emotions, particularly controlling negative emotions under pressure, is a crucial aspect in supporting nurses' performance in stressful hospital environments.

The results of this study align with research conducted by Kharismasyah et al. (2021), which stated that emotional intelligence partially has a significant effect on nurse performance. Similarly, research conducted by Dahlia et al. (2023) also stated that high or low work discipline affects employee performance. Hamdani et al. (2024) also confirmed that emotional intelligence has a positive influence on employee performance, meaning that the higher an employee's emotional intelligence, the higher their performance.

b. The Influence of Organizational Citizenship Behavior on Nurse Performance at Sinar Kasih Toraja Hospital.

Based on the results of a multiple linear regression test, the b3 (Organizational Citizenship Behavior regression coefficient) of 0.772 indicates that the Organizational Citizenship Behavior variable influences the performance of nurses at Sinar Kasih Toraja Hospital. This means that every one-unit increase in the Organizational Citizenship Behavior variable will affect nurse performance at Sinar Kasih Toraja Hospital, assuming that other variables are not examined.

Furthermore, the t-test results indicate a significance value for the OCB variable of 0.000 < 0.05. The calculated t-value obtained for the OCB variable is 7.107, and the calculated t-table value is 1.991, meaning the calculated t-value is greater than the calculated t-table. Therefore, it can be concluded that H3: Organizational Citizenship Behavior has a significant influence on Nurse Performance at Sinar Kasih Toraja Hospital.

From these test results, it can be concluded that OCB has the strongest influence on Nurse Performance compared to other variables. The results of this study indicate that nurses' OCB falls into the "Good" (B) category with a total mean score of 4.20, indicating that most nurses demonstrated good organizational citizenship behavior. Based on the data, the indicator with the highest score in the "Very Good" category is Maintaining Good Relationships and Harmony, as reflected in the statement "I try to maintain good relationships with my coworkers to maintain a harmonious work environment," with a mean score of 4.51. This indicates that proactive efforts to maintain harmonious work relationships are a critical aspect of OCB that supports nurses' collective performance in a hospital environment that requires high collaboration.

Nurse Performance variables also showed positive results. Voluntary attitudes to help colleagues (Altruism) and a sense of responsibility beyond the demands of the task (Conscientiousness), dimensions of OCB, directly contribute to smooth operations and service quality, ultimately improving individual and team

performance. This demonstrates that despite the demanding nature of hospital work, nurses' citizenship behavior can act as a lever for maintaining and improving their performance.

The results of this study are also in line with research conducted by Kharismasyah et al. (2021) which stated that organizational citizenship behavior partially has a significant effect on nurse performance. This finding supports the results of research conducted at Sinar Kasih Toraja Hospital, where the Organizational Citizenship Behavior variable has a significant influence on nurse performance, with a significance value of 0.000 <0.05 and a calculated t value of 7.107 > t table 1.99085. Axel Nathaniel, I Ketut Mastika, Sutrisno (2024) explained that high levels of organizational citizenship behavior have an impact on high employee performance so that if carried out over a long period, it makes a positive contribution to improving company performance. Lestari et al. (2020) also confirmed that Organizational Citizenship Behavior (OCB) is not only able to increase job satisfaction, but with increasing job satisfaction, employee performance also improves.

c. Emotional intelligence, teamwork, and organizational citizenship behavior simultaneously influence nurse performance at Sinar Kasih Toraja Hospital.

Based on a simultaneous test (F-test), it was found that teamwork and organizational citizenship behavior jointly have a significant effect on nurse performance. This is evidenced by the calculated F-value of 82.239, which is significantly greater than the F-table of 2.72, and a significance value of 0.000, which is less than 0.05. Based on these test results, H3, which states that teamwork and organizational citizenship behavior simultaneously influence nurse performance at Sinar Kasih Toraja Hospital, is accepted.

This can be seen from the results of respondents' responses covering performance indicators. The highest-scoring item was the statement "I feel more confident in providing quality care after participating in the training," with a score of 4.57, categorized as Very Good (SB). The statement with the next highest score, "I ensure that nursing actions are appropriate to patient needs," received a score of 4.56, categorized as Very Good (SB). Emotional intelligence, teamwork, and OCB influence nurse performance because they increase self-confidence and clinical accuracy, enabling nurses to provide appropriate and safe care. Furthermore, the statement "I continue to provide the best service even though the number of nursing procedures increases" received a score of 4.41, categorized as Very Good (SB). The next statement, "I feel responsible for patient safety in every procedure I perform," received a score of 4.43, categorized as Very Good (SB). Emotional intelligence, teamwork, and OCB influence nurse performance because they increase nurses' resilience and sense of moral responsibility in dealing with a dynamic workload. Overall, nurse performance was in the Very Good category with an average score of 4.32. The highest indicator score was found in the self-confidence and quality of care aspect (4.57), while the indicator with the lowest, but still good, score was "I ensure every task is completed within the scheduled time," with a score of 3.98. Based on these findings, it can be concluded that Teamwork and Organizational Citizenship Behavior significantly influence nurse performance because these two variables foster a sense of collective responsibility and create a harmonious work environment, enabling nurses to carry out their duties according to established procedures and minimize the potential for errors in healthcare services.

The results of this study also align with research conducted by Kasmalena et al. (2021) entitled "The Effect of Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior on Nurse Performance." The results showed that Teamwork and Organizational Citizenship Behavior had a positive and significant effect on nurse performance, while Emotional Intelligence did not. This supports the results of research conducted at Sinar Kasih Toraja Hospital, where a simultaneous test showed that Teamwork and Organizational Citizenship Behavior jointly influenced nurse performance, with an F-value of 82.239 > F-table 2.72 and a significance level of 0.000 < 0.05. Wiku et al. (2023) also confirmed that these three variables simultaneously had a significant effect on employee performance. Alamsyah et al. (2023) also emphasized a similar point, namely, if Emotional Intelligence and Organizational Commitment increase, Organizational Citizenship

Behavior (OCB) will increase, and conversely, if Emotional Intelligence and Organizational Commitment decrease, Organizational Citizenship Behavior (OCB) will decrease.

5. Comparison

Comparison with state-of-the-art is an important part. This section can provide a more measurable illustration of your research contribution. This section can also be added to a brief discussion. If you feel that this section is insufficient and unsuitable to be a separate section, the author(s) can integrate this section with section four (Results and Discussion).

Conclusion

Based on the results of testing and data analysis on Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior on performance, it can be concluded that Emotional Intelligence, Teamwork, and Organizational Citizenship Behavior have a significant influence on nurse performance at Sinar Kasih Toraja Hospital.

Research Limitations

This study has several limitations that should be considered:
a. This study was conducted only on nurses at Sinar Kasih Toraja Hospital. The results may not be applicable to other employees or healthcare workers.
b. The data in this study were collected using a questionnaire, so it did not explore the nurses' opinions or experiences in depth. Interviews or observations might have yielded more detailed results.

Recommendations

Based on the conclusions above, the author offers the following recommendations:
a. Nurses at Sinar Kasih Hospital can further develop and utilize existing resources such as books, articles, and other resources.
b. For further research, it is hoped that it will be possible to examine things that influence Emotional Intelligence, Team Work and Organizational Citizenship Behavior that nurses have in more depth or things that influence the decline in the quality of nurses' work.

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