

Emotional Intelligence and Work Stress Its Effect on Employee Performance

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Abstract. This study aims to determine whether there is an effect of emotional intelligence and work stress on employee performance in a financial institution in West Java. This type of research is quantitative. The population in this study were 145 people, the sampling technique used was probability sampling where the number of samples was 59 respondents. Data collection techniques by distributing questionnaires. Data processing is done using SPSS v20. The results of this study indicate that emotional intelligence affects employee performance and this study also shows that job stress affects employee performance. This research may have some limitations, the results are limited to the effect of emotional intelligence and work stress on the performance of employees in a financial institution in West Java. For this reason, further research can be carried out by collecting data using a quantitative or qualitative research approach to certain respondents with different backgrounds.

Keywords: Emotional intelligence, work stress, employee performance.

1. Introduction

Development is a process of change from previous conditions to better conditions through planned efforts. A development can be carried out properly and directed if there is proper planning. Development in a country is not only carried out in certain areas such as provinces, but also carried out in other regions. One of the government's efforts to promote regional development is to establish regional autonomy. Through this one effort, regional heads have the right and authority in planning the development that the region wants to achieve. Through a body known as the Regional Development Planning Agency (Bappeda), a regional head will be assisted in determining the direction of policies and implementation in the area of equitable regional

development planning. This is based on the principle of broadest autonomy. Given the importance of Bappeda's role as a body that participates and is active in assisting regional heads in regional development planning, high-performing employees are needed.

Discussing performance, so far what has emerged about performance is only the responsibility of an employee, even though if one pays close attention, the resulting performance is not determined by the employee alone but also by the contribution of the company. The performance of an employee is not formed by itself, meaning that performance is formed from an effort both made by the employee himself and from the company. The process carried out by employees can be in the form of motivation, emotional stability, abilities, skills and so on. Efforts made by the company can be in the form of providing training, providing facilities, creating a comfortable working atmosphere, providing leaders who can support and motivate and one of the most important is paying attention to the level of stress experienced by employees. Thus the formation of high employee performance is not solely due to the efforts of the employees concerned, but also the efforts of the company. If the combined efforts of the two parties complement each other, employee performance can be formed that meets the expectations of both parties. According to Mangkunegara in [5] a performance indicator is something that will be calculated and measured. The performance indicators consist of work quality, work quantity, work reliability and attitude.

The performance of an employee is inseparable from the mental condition that is being experienced by the employee, the calmness and comfort that is felt. Employee final performance can not only be seen through psychological factors, but also determined through emotional factors. People who can monitor emotions well will be able to produce good performance, this theory is in line with what Fachrur [6] said performance is the result of work obtained by the quality and quantity achieved by an employee in accordance with the responsibilities given. Suwanto [15] states that performance is defined as behavior or what employees do, not what is produced or what is produced from their work. This means that there are many different types of behavior that have the capacity to advance (or hinder) organizational goals. Thus, the definition of performance does not include the results of employee behavior, but the behavior itself [15]. Achieving performance according to standards involves the emotional intelligence of employees.

Emotional intelligence is certainly needed in working and producing good performance. People who have good emotional intelligence are able to face challenges and make employees who are full of responsibility, productive and optimistic in dealing with and solving problems [13, p. 225-245]. Emotional intelligence is one of the important factors that combines technology and analysis skills to get what you want based on performance. According to Cooper and Sawaf [3] emotional intelligence includes self-control, passion, and persistence as well as the skills to push yourself and defend against frustration, the ability to fight impulses and emotions, and not exaggerate pleasures, manage moods and protect so that the burden of stress does not freeze the ability to think, to read other people's feelings (empathy) and pray for maintaining the best possible relationship, the ability to solve problems, and to lead people who are controlled by bad impulses to control themselves.

Goleman [7] states indicators of emotional intelligence as follows:

1) *Self-Awareness*

Self-awareness is a dimension related to the ability to observe oneself and recognize feelings in line with feelings that occur. Self-understanding, knowledge of true feelings in a situation.

2) *Self-management*

Self-management or emotional regulation, namely the ability to control feelings to fit and realize what is behind these feelings, find ways to control strength and anxiety, anger and sadness. The ability to handle emotions to facilitate, not to get in the way of tasks or work, not wanting negative emotions, and getting back on a constructive path to problem solving.

3) *Self-motivated*

Self-motivation is the ability to stick to the desired goal, overcome the impact of negative emotions and delay gratification to obtain the desired result.

4) *Empathy*

Empathy is high sensitivity to the feelings and concerns of others, and adapting their perspective, appreciating differences in how people feel about things. Can feel what others feel and want.

5) *Social skills*

Social skills are the ability to control emotions in other people, skills and social competence. The ability to read social situations, fluently and well in communicating with others and forming networks, can control the emotions and actions of others.

According to [2, p. 41-54] states that the ability of emotional intelligence is to monitor and control one's own feelings and other people's skills, and to be able to use these feelings to unify thoughts and behavior. Therefore emotional intelligence is very important for job success and achievement of excellent performance. However, when comparing technical skills, IQ, and EQ as determinants of outstanding performance, EQ at each level of the office may be twice as important as the other. Employees who have high emotional intelligence will assist in solving problems appropriately and creating a comfortable work environment whereas Low emotional intelligence will have a negative impact because employees are unable to make decisions and cannot deal with problems appropriately [18]. This opinion is reinforced by Rauf, Rusdianan; Dorawati, Andi ; Hardianti [13, p. 225-245] which states that people who have good emotional intelligence are able to face challenges and make employees who are full of responsibility, productive and optimistic in dealing with and solving problems.

Performance problems, most employees carry out tasks below the average of the tasks that have been targeted due to the fact that most employees prioritize timeliness to achieve targets, besides that there is a workload that exceeds the responsibilities received by employees. The problems that occur are of course inseparable from the behavior of an employee where they are required to be able to make decisions about the work they receive. Low courage to make their own decisions, this condition is caused by a lack of self-confidence from employees and the work given requires discussion with other co-workers which causes them to be unable to make decisions on their own. This situation indicates that emotional intelligence is still low. Not optimal performance of an employee can also be the impact of an indication of high stress experienced by an employee which can be caused by employees often doing work with more than one responsibility because

employees are reluctant to refuse work from other colleagues. Furthermore, the responsibilities given often differ in the implementation of this condition because there is work that must be done outside the plan and is urgent so that work that must be done now must be postponed in advance and urgent work is done. It is suspected that work stress on employees is caused by demands and pressures such as work that must be completed in a hurry (deadlines) so that it will have an impact on work results that do not reach the target given by the agency. Pandi Afandi in [12], states that indicators of work stress consist of task demands, role demands, interpersonal demands, organizational structure, and organizational leadership.

Research by M. Lengkong, A. Areros, and Sambul [10, p. 208-214] says that work stress does not always have a negative effect, meaning that work stress can also have a positive effect on an organization or company. Stress is expected to spur employees to be able to complete their work properly. Employees who experience work stress will show changes in behavior. These changes occur as an effort to overcome the work stress experienced. Stress is considered as something bad due to negative factors. Stress can be seen from two sides, namely the negative side (distress) and the positive side (eustress). Robbins in [9] explains that stress that is often experienced in the work environment and personal environment is a problem that is increasingly being found in companies or organizations. Generally, the stress experienced by employees is higher when facing continuous work problems that are not completed, this is for the employee's performance. The level of stress at work has an impact on employee performance if the level of performance is low then the resulting performance will be good and vice versa.

Problems related to the variables studied and supported by the existence of different research results in the previous research literature, it is very interesting to do further research. In this study, the aim was to analyze the effect of emotional intelligence on employee stress and the performance of employees of one of the Regional Development Planning Agency.

2. Method

The method used in this research is descriptive verification method with a quantitative approach where this research uses a sample of government agency employees in the field of Regional Development Planning with a sample of 59 respondents. Tests carried out using quantitative data analysis to test the hypotheses that have been planned. In this study, the data source used is primary data, namely by conducting interviews and distributing questionnaires as well as observation, namely direct observation of the object to be studied at the relevant institution by recording data that is expected to be input and information related to the problem of the influence of intelligence. and secondary data by means of interviews and questionnaires covering questions relating to the state of the institution relating to emotional intelligence and work stress. Secondary data sources are carried out by reading and studying literature that is closely related to the topic of this research which is useful for researchers to explain the position of research in the same study. The population in this study were 145 employees. Sampling in this study was carried out using the probability sampling technique of simple random sampling in which the sample members from the population were taken randomly without regard to the strata in the population [11]. According to Sugiyono (2009:81) the sample is part of the number and characteristics possessed by the population.

Samples taken from the population must be truly representative (representative). The analysis used is the regression test technique, the coefficient of determination and hypothesis testing.

3. Results and Discussion

Table 1. Model Summary

| Model Summary ^b | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .551 ^a | .304 | .279 | 4.45942 |

a. Predictors: (Constant), Stres Kerja, Kecerdasan Emosional

b. Dependent Variable: Kinerja

Based on the results of multiple regression analysis using SPSS v20 for windows. In this study, the correlation value was obtained between Emotional Intelligence and Job Stress with Employee Performance of 0.551, this number indicates that there is a correlation between the variables Emotional Intelligence and Work Stress with employee performance variables.

In this study also obtained a coefficient of determination of 30.4%. These results represent the magnitude of the contribution of Emotional Intelligence and Work Stress to Performance, while the remaining 69.6% is influenced by other variables not present in this study, for example organizational culture, work motivation, commitment, workload, burn out, training and so on. . Between emotional intelligence and work stress, work stress contributes more than emotional intelligence. The contribution of emotional intelligence to employee performance is 12.96%, while the contribution of work stress to employee performance is 17.41%.

The results of this study are in accordance with research conducted by Yen, Tjahjoanggoro and Atmadji [17, p. 187-194] regarding the relationship between emotional intelligence and work performance in Multi Level Marketing, concluded that there is a positive and significant relationship between emotional intelligence and work performance in Multi Level Marketing. That is, the higher the emotional intelligence, the higher the work performance of the distributor and vice versa.

Emotional intelligence works in synergy with cognitive skills, high achievers have both. Without emotional intelligence, people will not be able to use their cognitive skills according to their maximum potential. This is in accordance with what was revealed by Shapiro in [16] that emotional intelligence will influence the behavior of each individual in overcoming problems that arise in oneself, including work problems. Emotional intelligence allows an employee to achieve his goals more. Self-awareness, self-mastery, empathy and good social skills are abilities that really support employees in their challenging work and competition among colleagues. So it can be said that emotional intelligence is needed by every employee to improve his performance.

The existence of high emotional intelligence, individuals will have emotional stability. Stability is an individual's ability to provide a satisfactory response and the ability to control his emotions so as to achieve a behavioral maturity. A person who has emotional stability will have good adjustment, be able to face difficulties in an objective way and enjoy a stable, calm life, feel happy, be interested in working and achieving, be able to motivate himself to criticism, not exaggerate

pleasure or distress so that he can manage primitive needs that are more influenced by mere emotions.

According to Selye in [1], stress can be positive or negative. Positive stress is called "eustress" which encourages people to achieve more, to be more challenged to solve the problems they face, to improve performance and so on. Conversely, excessive and harmful stress is called "distress" causing various kinds of symptoms that are generally detrimental to employee performance. Symptoms of "distress" involve both physical and psychological health. Some examples of symptoms of "distress" include decreased enthusiasm for work, frequent truancy or absence from work, high blood pressure, digestive disorders, and so on.

The same thing was stated by Rosida [14] in her findings which showed that there was a negative correlation between work stress and employee performance, which means that the higher the work stress, the lower the employee's performance. This is supported by the results of Adi's research [1] which was published in his journal which showed that very high work stress can have a negative impact on performance.

Stress is a condition where a person experiences tension because of conditions that affect him. These conditions can arise from within the individual or from the environment outside the individual.

In work organizations, individuals always interact with their environment, but these interactions are not always beneficial. Appropriate interactions will result in high performance, satisfaction and low stress levels, whereas disharmony interactions will result in poor job performance, dissatisfaction and high stress levels. Muchinsky in Diahsari [4].

Often stress arises because of changes that disrupt the balance of the human body or it can also be due to pressures both physical and psychological. This will have a negative impact on.

4. Conclusion

Based on the results of data analysis and the discussion that has been described previously, it can be concluded that (1) there is a very significant relationship between emotional intelligence and work stress and performance, (2) the contribution of work stress to employee performance is greater than the contribution of emotional intelligence to performance. (3) there is a very significant negative relationship between work stress and performance where the higher the work stress, the lower the employee's performance.

The results of this study indicate that the contribution of employee work stress to employee performance is greater than the contribution of emotional intelligence to employee performance. This condition can be used as input for company management to pay more attention to factors that can cause employee work stress without minimizing the factors that can affect emotional intelligence. The results of this study can also be used as a reference for related agencies to encourage employees to be able to achieve high performance by further improving training and skills both individually and in team work which can improve emotional intelligence. Employees are expected to always do work comfortably, be able to adapt to work and with existing colleagues, and work with groups so that they can improve better work results and group goals will be achieved.

For future researchers, it is hoped that they can develop a wider scope, for example expanding the population, increasing the sample, or adding other variables such as organizational commitment, workload, work fatigue, work environment, organizational culture and so on.

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