

THE INFLUENCE OF EMOTIONAL INTELLIGENCE AND WORK STRESS ON JOB SATISFACTION AND ITS IMPACT ON EMPLOYEE PERFORMANCE

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Abstract

The rapid and increasingly intense economic competition has driven companies from various sectors, including the banking sector, to actively compete in providing the best services and adopting the latest technologies. This is closely related to the utilization of available resources, one of which is human resources. The role of human resource management is crucial for the sustainability of an organization, influencing organizational performance, strategy implementation, and the achievement of established goals. Human resources become a primary factor in driving companies towards achieving high performance. Performance serves as an indicator of how well actions or policies can attain the company's goals and manifest the vision and mission of the organization. This concept is grounded in the strategic planning of the organization or company. This study employs a quantitative approach and aims to investigate the level of job satisfaction and its impact on employee performance as an intervening variable. Participants in this study are employees working at PT X, with a total sample size of 105 respondents. Data analysis is conducted using SPSS and Smart PLS version 3 software. The findings from this research demonstrate noteworthy effects: emotional intelligence holds a notable impact on job satisfaction, emotional intelligence significantly affects employee performance, job-related stress significantly influences job satisfaction, work-related stress significantly impacts employee performance, and job satisfaction significantly affects employee performance.

Keywords: Emotional Intelligence, Job Stress, Job Satisfaction, Employee Performance.

INTRODUCTION

The positive achievements of the company cannot be separated from the results of cooperation, participation and collaboration shown by the existing workforce. However, the assessment of individual performance in an organization is not only based on perfect work ability. In the context of company success in the banking sector, the assessment factor also includes the services provided. Especially in the service industry, service quality has a major role in achieving performance success. As revealed by Handoko (2001) (Angin, 2019), there are various factors that have an impact on performance, including motivation, job satisfaction, stress levels, working conditions, compensation systems, and task design. The presence or absence of one of these factors may affect employee performance. Problems in terms of performance involve the achievement of someone in carrying out the duties and responsibilities that have been entrusted to them. Within this framework, performance includes both the quality of the work and the dedication in carrying out the work.

METHOD

In accordance with the opinion of (Moeliono et al., 2017) in this study, the research focus was on the quantitative dimension. This research is based on the view of positivism in philosophy, which focuses on exploration of a specified population or sample. This study adopts a quantitative approach to the type of associative research. In the context of this study, associative nature refers to efforts to reveal the relationship between Emotional Intelligence and Job Stress on the level of Job Satisfaction, and how this impacts on Performance.

RESULTS AND DISCUSSION

Definition of Employee Performance

The continuity of an institution depends on the performance of staff members in carrying out their duties. Effectiveness in achieving organizational goals will be constrained if there are many staff members who do not produce good performance. As stated by Soedjono (2005) (Nasution et al., 2020), signs of achievement that can be achieved and success obtained by managers or business owners reflect the success of the overall performance of the organization or company. On the other hand, according to (Robbins et al., n.d.) (Test & Time, n.d.), organizational or company performance is evaluated through work performance measures, which reflect the extent to which a person is involved in tasks and tries to achieve goals.

Employee Performance Definition Indicators:

According to Bangun (2012) (Aima et al., 2017), dimensions and performance instructions include: a) Quantity of work: Carrying out tasks in accordance with predetermined targets. b) Quality of work: Carrying out tasks in accordance with operational instructions, Performing tasks in accordance with inspection guidelines. c)

Punctuality: Completing tasks according to the set deadline, Good attendance, Arriving at work on time, Carrying out tasks during predetermined working hours. d) Work ability: Contribute by providing advice to superiors to increase organizational productivity, Show mutual respect for colleagues, Collaborate with colleagues effectively.

Definition of Job Satisfaction

Job satisfaction is a person's response to rewards or results obtained from work and the necessary beliefs (Robbins et al., n.d.). Basically, job satisfaction is a personal phenomenon. This happens because each individual has unique and diverse job satisfaction criteria. The more aspects of work that are in accordance with the character of an employee, the higher the level of job satisfaction they feel (Gofur, 2018) (Ajayi, 2018).

Job satisfaction indicators:

Based on (Dewi & Riana, 2020), job satisfaction is the result of an individual's assessment of whether they are happy or unhappy with their work, and whether they are satisfied or dissatisfied. In the context of job satisfaction, there are various dimensions described by (Luthans & Doh, 2018), including compensation, the nature of the work itself, relationships with colleagues, promotion opportunities at work, supervision, and commitment to the organization.

Work Stress

Work stress is a state of tension that arises due to an imbalance between physical and psychological factors, which can have an impact on feelings, cognitive processes, and individual conditions in the work environment. Stress has two characteristics, namely positive (eustress) and negative (distress). Positive stress can encourage individuals to achieve higher levels of achievement and feel compelled to complete the challenges they face. On the other hand, negative stress can produce a number of problems for individuals (Rachmelya and Suryani, 2017).

Job Stress Indicator:

According to Sunyoto and Burhanudin (2015), Job Stress refers to situations where an employee is faced with demands related to personal desires and where the results are considered uncertain and significant. There are two factors that can cause stress, namely: a) Internal factors, which include aspects of individual personality, capabilities possessed, and adhered to cultural norms. b) External Factors, which include elements of the organization or work environment, factors of career development, interactions in work relations, as well as elements of organizational structure and characteristics.

Emotional Intelligence

According to Gardner (2013) (Ramana, 2013), Emotional Intelligence refers to the skills to understand other people, analyze what motivates them, understand how they

work, and work collaboratively intelligently. Emotional intelligence is an ability that is closely related to the individual himself, with a focus on introspection. This ability includes the ability to form an accurate and relatable picture of oneself and the ability to use this insight as a tool for coping effectively with life. In the view of (Robbins et al., n.d.), a person's emotional intelligence includes self-awareness in managing emotions, the ability to feel empathy for others, and the capacity to motivate oneself.

Emotional Intelligence Indicator: (Goleman, 2020)(Salovey & Mayer, 1990) also revealed that there are several factors that have an influence on emotional intelligence, which include: Self-Knowledge, Self-Control, Motivation, Empathy, and Social Skills.

Purpose and Function

The aims of this study include: a) Observing the effect of emotional intelligence on the level of employee job satisfaction. b) Evaluate the impact of emotional intelligence on employee performance. c) Examining the impact of work stress on the level of employee job satisfaction. d) Investigating the effect of work stress on employee performance. e) Analyze how the level of job satisfaction affects employee performance. f) Investigate the effect of emotional intelligence on employee performance through the impact of employee job satisfaction. g) Examining the effect of work stress on employee performance through interaction with employee job satisfaction.

CONCLUSION

The results of the study indicate that there is a significant correlation between emotional intelligence and job satisfaction levels. In addition, there is a significant relationship between emotional intelligence and employee performance. Research also shows that work stress has a significant effect on job satisfaction and employee performance. Another finding is that there is a significant relationship between the level of job satisfaction and employee performance.

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