
THE EFFECT OF EMOTIONAL INTELLIGENCE AND WORK STRESS ON EMPLOYEE PERFORMANCE AT PT HASNA BOGA SEJAHTERA TBK SOUTH TANGERANG

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ABSTRACT

The purpose of this study was to determine the effect of emotional intelligence and work stress on employee performance at PT Hasna Boga Sejahtera Tbk, South Tangerang. The method used was quantitative. The sampling technique used the Slovin formula and obtained a sample of 60 respondents. Data analysis used validity tests, reliability tests, classical assumption tests, regression analysis, correlation coefficients, determination coefficients and hypothesis tests. The results of this study are that emotional intelligence has a significant effect on employee performance with a determination coefficient value of 64.2% and the hypothesis test obtained $t_{count} > t_{table}$ or $(6.293 > 1.672)$, H_{01} is rejected and H_{a1} is accepted. Thus, it can be concluded that variable X1 has a significant effect on variable Y. Work Stress has a significant effect on employee performance with a determination coefficient value of 1% and the hypothesis test obtained $t_{count} > t_{table}$ or $(-0.230 < 1.672)$, Thus, the null hypothesis (H_{02}) is accepted, and the alternative hypothesis (H_{a3}) is rejected. 3. Emotional Intelligence and Work Stress have a significant effect on employee performance with the regression equation $Y = 8.916 + 0.808 (X1) - 0.746 (X2)$. The determination coefficient value is 49.1% while the remaining 50.9% is influenced by other factors. The hypothesis test obtained the calculated F value $> F_{table}$ or $(27.056 > 3.16)$, so it can be stated that H_0 is rejected and H_a is accepted.

Keywords: Emotional Intelligence, Work Stress, Employee Performance

INTRODUCTION

In today's digital era, human resources (HR) are undergoing significant transformation, with increasingly complex and technology-based skill demands. Technological advances, such as artificial intelligence, big data, and automation, are driving changes in the way people work, requiring HR to possess robust digital skills to remain relevant and competitive. Therefore, it is crucial for individuals to continuously adapt through training and skills development that focuses on technological innovation and analytical capabilities. However, while digitalization opens up new opportunities, the skills gap between workforce-ready and unskilled workers remains a challenge that must be addressed immediately to ensure success in the face of changing times.

According to Griffin (2021, p. 6), management is a series of activities (including planning and decision-making, organizing, leading, and controlling) directed at organizational resources (human, financial, physical, and information), with the aim of achieving organizational goals efficiently and effectively. Efficiency refers to the ability to utilize resources optimally, while effectiveness relates to achieving organizational goals in a timely manner and in accordance with established standards. Therefore, management is a crucial element that ensures every part of the organization works in harmony to achieve the desired results.

According to Ma'arif & Zulia (202, p. 52), emotional intelligence can also be defined as a person's ability to recognize, feel, understand, manage, and others and be able to apply it in their personal and social lives. This ability is very important in interacting with others, because it can help individuals to better manage their feelings and emotional responses, both in challenging situations and when interacting with others. In addition, emotional intelligence also plays a major role in making wiser decisions, improving interpersonal relationships, and supporting success in various aspects of life, including in the workplace.

Kaswan (2020, p. 377) explains that work stress is a condition in which individuals complain about the pressures of their lives and feel like helpless victims, characterized by changes that force them to deviate from their normal functioning. This often causes individuals to feel depressed, lose motivation, and experience decreased performance at work. Stress that is not managed properly can disrupt emotional and physical balance, as well as affect social relationships with coworkers. Therefore, it is important for organizations to create a supportive environment and pay attention to the mental well-being of employees so they can better cope with work pressure.

According to Jufrisen & Sitorus (202, p. 34), performance is the work results achieved by an individual or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, without violating the law, and in accordance with morals and ethics. Performance is a benchmark for the success of individuals or groups in carrying out tasks that have been set by the organization. Good performance not only reflects the technical abilities and professionalism of individuals, but also shows the extent to which they comply with the rules, work ethics, and values of the organization. Various factors can influence performance, such as work Emotional Intelligence, competence, Work Stress conditions, and the reward system implemented by the organization. Therefore, organizations need to pay special attention to performance development by providing training, creating conducive Work Stress, and providing appropriate rewards for employee achievements. In this way, individual and organizational performance can continue to improve, so that the goals that have been set can be achieved optimally.

METHOD

This type of research is a type of quantitative research, namely research that emphasizes numerical data (numbers) processed using statistical methods. This research is used to test a theory, present a fact or describe statistics, and to show the relationship between variables. Some are of a conceptual nature, develop understanding, or describe many things. This is done by solving problems described from the research object to determine significant relationships between the variables studied, resulting in conclusions in the form of numbers that will later be used as a basis for decision making according to Pahala (2020, p. 27).

Saturated sampling can be used in sampling. According to Sugiyono (2020:82), "Saturated sampling is a sampling technique where all members of the population are used as samples." Another term for saturated sampling is a census, where members of the population are used as samples.

RESULTS AND DISCUSSION

1. Emotional Intelligence has a significant effect on employee performance with the regression equation $Y = 8.916 + 0.808 X_1$. The results of the regression analysis show that variable X_1 has a regression coefficient of 0.808, which means that every 1 unit increase in X_1 will increase variable Y by 0.808 units. In addition, based on the beta coefficient value of 0.642, it can be concluded that variable X_1 contributes 64.2% to the variation of variable Y . The significance value of variable X_1 of 0.000 (<0.05) indicates that the influence of X_1 on Y is statistically significant. The results of the t test show that variable X_1 has a significant effect on variable Y with a t value of $6.293 > 0.642$. This means that every 1 unit increase in variable X_1 will increase variable Y by 0.808 units. In addition, the beta coefficient of 0.642 indicates that variable X_1 contributes 64.2% to the variation of variable Y , which indicates a fairly strong influence. Because the significance value is less than 0.05, H_0 is rejected and H_a is accepted. Thus, it can be concluded that variable X_1 has a significant effect on variable Y . Emotional Intelligence on employee performance at PT Hasna Boga Sejahtera Tbk.

2. Job Stress has a significant effect on employee performance with the regression equation $Y = 9.224 - 0.746 X_2$, a correlation coefficient of 0.030, which means it has a low level of relationship. The coefficient of determination is 0.001, which means the Job Stress variable has an effect on the Employee Performance variable by 1%, while the remaining 99% of the hypothesis test obtained a calculated t value $> t$ table ($-0.230 > 1.672$) with a significant probability value ($0.819 < 0.05$). Thus, the null hypothesis (H_{02}) is accepted, and the alternative hypothesis (H_{a3}) is rejected. Mathematically, the X_2 variable has a negative effect on Y by 0.52%, but this effect is not statistically significant on employee performance at PT Hasna Boga Sejahtera Tbk.
3. Emotional Intelligence and Work Stress have a significant effect on employee performance with the regression equation $Y = 8.916 + 0.808 (X_1) - 0.746 (X_2)$. The correlation coefficient value or level of influence between the independent variable and the dependent variable is obtained at 0.641, meaning it has a strong level of relationship. The coefficient of determination value is 0.410, so it can be concluded that simultaneously Emotional Intelligence and Work Stress influence employee performance by 41% while the remaining 59% is influenced by other factors. Hypothesis testing obtained a calculated f value $> f$ table ($19.840 > 3.16$) this is strengthened by a significant probability of $0.000 < 0.05$. Thus H_{03} is rejected H_{a3} is accepted. This means that there is a simultaneous significant influence between Emotional Intelligence and Work Stress on employee performance at PT Hasna Boga Sejahtera Tbk.

CONCLUSION

The results of the regression analysis show that Emotional Intelligence (X_1) has a significant effect on Employee Performance (Y), with the regression equation $Y = 8.916 + 0.808X_1$. The regression coefficient value of 0.808 and a significance value of 0.000 (< 0.05) indicate that an increase of one unit of Emotional Intelligence will increase Performance by 0.808 units. The beta coefficient of 0.642 indicates that X_1 's contribution to Y is 64.2%.

On the other hand, Job Stress (X_2) does not have a significant effect on Employee Performance partially. The regression equation $Y = 9.224 - 0.746X_2$, with a coefficient of determination of only 0.001 (0.1%) and a significance value of 0.819 (> 0.05), indicates that the effect of Job Stress on Performance is very low and not statistically significant.

However, simultaneously, Emotional Intelligence and Work Stress together have a significant effect on Employee Performance, with an R value of 0.641 and an R^2 of 0.410, meaning that both variables explain 41% of the variation in Employee Performance. The F test shows an F count value of $19.840 > F$ table 3.16 with a significance of 0.000 (< 0.05), so the hypothesis is accepted.

In conclusion, emotional intelligence significantly improves employee performance, while work stress has no significant effect partially. However, simultaneously, both variables significantly influence employee performance at PT Hasna Boga Sejahtera Tbk.

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