

## Analysis of Emotional Intelligence and Work Stress on Nurse Performance at Rsi Darus Syifa' Surabaya



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**ABSTRACT:** The significance of performance in generating human resources needs to be supported by employees' emotional intelligence and effective work-related stress management. This is essential for employees to effectively master and responsibly execute their tasks. The objective of this research is to determine the influence of emotional intelligence and work-related stress on the performance of nurses at RSI Darus Syifa' Surabaya. The sampling technique employed was probability sampling, specifically the simple random sampling technique utilizing the Slovin Formula. This resulted in a sample size of 51 nurses being selected. The research method employed for this research is a quantitative research method. The data analysis technique utilized in this research is Partial Least Squares (PLS). The research findings indicate that emotional intelligence and work-related stress have an impact on the performance of nurses at RSI Darus Syifa' Surabaya.

**KEYWORDS:** Emotional Intelligence, Work-Related Stress, Employee Performance

### I. INTRODUCTION

In the era of globalization, technology is rapidly advancing across various industries, posing challenges even to sectors like healthcare, including hospitals. Many hospitals today leverage technology to establish swift, effective, and efficient services. The effectiveness of a company is greatly reliant on the quality of its employees, as employees constitute the most vital asset within an organization. Companies are required to enhance the performance of their employees in order to remain competitive within an increasingly competitive industrial environment. Consequently, companies demand that their employees are capable of delivering optimal performance.

RSI Darus Syifa' is one of the hospitals located in the city of Surabaya. Regarding the current COVID-19 situation, it has a significant impact on RSI Darus Syifa' in Surabaya due to the high number of patients seeking treatment. Consequently, the demand for services and the associated risks are also quite high, thereby placing a substantial demand on the employees to perform at their maximum capacity. Employee performance represents a complex outcome and process, originating from both the employees themselves and the organizational environment, influenced by their abilities and job skills (Luthans, 2018). This has an impact on the pressure experienced by both medical and non-medical staff. Bashir (2022) states that employees facing high work pressure tend to yield lower job performance. Based on the conducted observations at RSI Darus Syifa' Surabaya, issues related to inadequate employee performance have been identified, consequently undermining the hospital's overall effectiveness. Based on the data obtained, the highest number of patient complaints against RSI Darus Syifa' Surabaya occurred in the year 2022 in the outpatient department, with a total of 33 cases. This figure indicates a significantly high number and represents an increase from the previous year. This suggests a decline in employee performance. According to Goleman (2018), it is explained that intellectual intelligence only accounts for 20%, while the remaining 80% constitutes emotional intelligence. Therefore, what the organizational authorities need to do is encourage these employees to work to their fullest potential.

The presence of indications of factors influencing the decline in employee performance is known as work-related stress. Work-related stress is a condition of tension that affects emotions, cognitive processes, and an individual's state (Hasibuan, 2017). Stress is considered a detrimental phenomenon, stemming from negative factors. Robbins (2018) states that stress, frequently experienced in both work and personal life, is an issue increasingly encountered within organizations. Based on the data obtained, the number of patients from 2018 to 2022 has shown an increase. In 2018, there were 148,000 patients, which then rose to 186,903 in 2019. In the year 2020, it decreased to 124,314, followed by a further decrease to 117,576 in 2021. However, in 2022, there was an increase again to 159,204 patients. In this context, nurses are required to remain at the patient's

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side to perform various tasks related to patient care, providing services in cases of both mild and severe illness that require continuous monitoring and action. Stress is the body's non-specific response to any demand or burden placed upon it. Stress can occur when an individual faces a heavy workload or task and is unable to cope with it. In response, the body becomes incapable of managing the task, leading to stress.

The second factor influencing performance is emotional intelligence. Based on the data collected, there is an increase in the number of patients, leading to an elevated workload. Additionally, nurses are expected to provide optimal service. A nurse lacking high emotional intelligence can be identified by the following characteristics: a lack of self-control, high emotional reactivity, making quick decisions based on emotions, and insensitivity to the feelings of others. The process of producing human resources must be supported by high emotional intelligence from employees in order to master and responsibly carry out tasks effectively. Based on the aforementioned issue, it is deemed necessary to conduct research on the "Analysis of Emotional Intelligence and Work Stress on Nurse Performance at RSI Darus Syifa' Surabaya".

## **II. LITERATURE REVIEW**

### **A. Employee Performance**

According to Yusman & Rivaldo (2021), performance refers to the work outcomes and work behaviors achieved in completing tasks and responsibilities assigned within a specific period. Employee performance is an individual matter, as each employee possesses varying levels of ability in accomplishing their tasks. Good employee performance is highly anticipated by an organization in realizing its organizational goals, both in the short and long term. The term "performance" originates from the words "job performance" or "actual performance," which implies the work achievements accomplished by an individual. According to Iskandar & Yusnandar (2021), employee performance refers to the employees' ability to carry out specific skills. Employee performance becomes a crucial aspect, as through performance, an employee's capacity to fulfill the tasks assigned by the company can be gauged. According to Pratama (2023), Employee Performance is the qualitative and quantitative output achieved by an individual employee in carrying out their tasks in line with the responsibilities assigned to them. Based on the opinions of the experts mentioned above, it can be concluded that employee performance refers to the work outcomes and work behaviors achieved by employees, encompassing their attitudes, abilities, and accomplishments in completing tasks and responsibilities assigned within a specific period.

### **B. Emotional intelligence**

Emotional intelligence, commonly known as EQ, demonstrates the ability to recognize, understand, manage, and express emotions (Arafa et al., 2022). According to Pulungan, D. R., Koto, M., & Syahfitri (2018), emotional intelligence is defined as the component that enables an individual to intelligently use their emotions. Furthermore, it is elaborated that human emotions reside in the realm of deep-seated feelings, hidden instincts, and emotional sensations that, when acknowledged and respected, emotional intelligence will provide a deeper and more comprehensive understanding of oneself and others. Based on the expert opinions above, it can be concluded that emotional intelligence is an individual's ability to control oneself when facing challenges, to self-motivate, to regulate mood, to empathize and build relationships with others, and to maintain self-discipline in pursuing goals. The indicators used in this research include self-awareness of emotions, emotional management, self-motivation, and recognizing others' emotions.

### **C. Work Stress**

According to Irbayuni & Rahmawati (2020), work stress is a state of tension that affects emotions, cognitive processes, and a person's state due to excessive pressures from colleagues or the work environment. Stress is generally viewed as something detrimental, arising from negative factors. According to Utami (2022), work stress is a condition stemming from the interaction between employees and their tasks, characterized by human adaptation to change. Work stress represents an individual's response to their surrounding environment. Stress can be observed from both positive and negative perspectives. Stress conditioned as something negative is referred to as distress. Meanwhile, stress that yields positive effects is known as eustress. (Hardiningtyas 2017). The positive impact of stress at low to moderate levels functions in a constructive manner, acting as a driver for enhancing employee performance. However, the negative impact of stress at high levels results in a significant decline in employee performance. The aforementioned perspectives lead to the conclusion that work stress is a factor that can disrupt or impede an employee's task execution. The indicators employed in this research include workload, job ambiguity, and lack of control.

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### III. RESEARCH METHODOLOGY

This research was conducted at RSI Darus Syifa' Surabaya. The designated population for this research consisted of 51 nurses at RSI Darus Syifa' Surabaya. *Probability sampling* technique with *simple random sampling* was employed in this research, using the Slovin Formula (Albania et al., 2020). Data collection method employed in this research was the questionnaire. The assessment technique used to measure the indicators in the research questionnaire was a 5-point *Likert scale*. The data analysis technique employed in this research was *Partial Least Square (PLS)*.

### IV. RESULT AND DISCUSSION

The measurement model of this research utilizes exogenous variables that reflect their indicators, namely emotional intelligence (X1), work stress (X2), and employee performance (Y), which are loaded by considering the factor loadings since all indicators in this model use reflection. Thus, the table employed is the *output of the outer loading*.

**Table 1. Outer Loading**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistic (IO/STDEV)	P Values
X1.1 <- X1_Emo	0,966	0,960	0,087	11,076	0,000
X1.2 <- X1_Emo	0,934	0,927	0,087	10,786	0,000
X1.3 <- X1_Emo	0,963	0,958	0,087	11,024	0,000
X1.4 <- X1_Emo	0,956	0,952	0,087	11,026	0,000
X1.5 <- X1_Emo	0,958	0,957	0,019	50,289	0,000
X2.1 <- X2_WS	0,938	0,938	0,022	42,853	0,000
X2.2 <- X2_WS	0,938	0,936	0,028	33,378	0,000
X2.3 <- X2_WS	0,906	0,891	0,073	12,408	0,000
Y1 <- Y_EP	0,794	0,794	0,059	13,501	0,000
Y2 <- Y_EP	0,597	0,604	0,105	5,667	0,000
Y3 <- Y_EP	0,839	0,821	0,102	8,216	0,000
Y4 <- Y_EP	0,895	0,879	0,072	12,350	0,000

(Source: Output SmartPLS 3.0, 2023)

In this research, the validity of indicators is assessed by examining the *factor loading* values (original sample) in the *outer loading* table. *Factor loading* indicates the correlation between an indicator and a variable. Its validity is considered sufficient if it is greater than 0.5 and/or if the *T-Statistic* value is greater than 1.96 (Z value at  $\alpha = 0.05$ ). Based on Table 1, it can be observed that all reflective indicators for the emotional intelligence, work stress, and employee performance variables exhibit factor loading values greater than 0.50 and are also statistically significant (T-Statistic values exceeding the Z value at  $\alpha = 0.05$  (5%) = 1.96). Thus, the estimation results for all indicators meet the criteria for convergent validity, indicating their sound validity.

The next measurement model is the *Average Variance Extracted (AVE)*, which represents the variance measurement of the indicators within a latent variable. An AVE value > 0.5 indicates that the latent variable's validity is adequate. Reflective indicator variables can be identified from the AVE values of each construct (variable). If the AVE values for each construct are > 0.5, it suggests a reasonably good model. Based on the conducted research, the AVE value for the emotional intelligence variable is 0.912, for the work stress variable is 0.892, and for the employee performance variable is 0.663. Hence, since all AVE values are > 0.50, it can be concluded that the measurements have fulfilled the criteria for convergent validity and are considered ideal.

The next measurement model is *Composite Reliability*. A questionnaire is considered reliable when the threshold value of Composite Reliability > 0.70 is met. Based on the conducted research, it is indicated that the emotional intelligence variable has a value of 0.976, the work stress variable has a value of 0.961, and the employee performance variable has a value of 0.906. All three variables exhibit composite reliability values above 0.70, thus indicating that all variables in the research are considered reliable..

Next, a model accuracy test or model fit is conducted by examining the R-Square (R2) value. According to Ghazali & Latan (2015), in the R-Square testing, a value of 0.750 indicates a strong model, a value of 0.500 suggests a moderately adequate model, and a value of 0.250 indicates a weak model. In Table 5, an R2 value of 0.331 is observed, suggesting that the model is moderate. It is also noted that 33.1% of employee performance is influenced by emotional intelligence and work stress variables, while the remaining 66.9% is influenced by other variables (besides emotional intelligence and work stress).

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**Table 2. R-Square (R<sup>2</sup>)**

	R <sup>2</sup>
Y_Employee Performance	0,331

(Source: SmartPLS 3.0 Output, 2023)

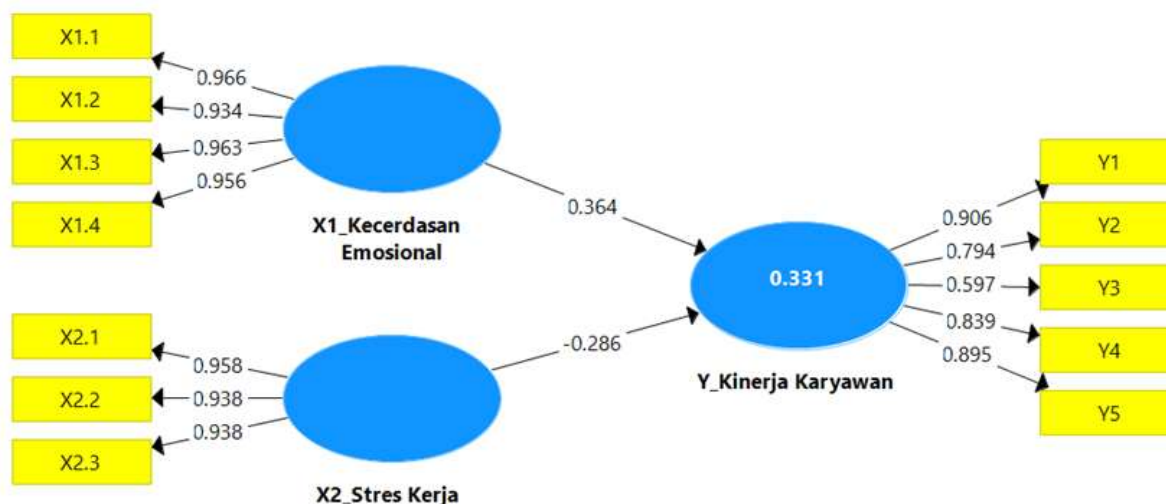
Hypothesis testing is used to assess the level of significance or probability of direct effects or the influence of X on Y. A variable is considered to have a significant impact when the T-Statistic value is greater than the critical value (T-Table) at  $\alpha = 0.05$  (5%). It is generally known that the T-Table value is 1.96. Additionally, considering the total number of respondents in this research is 51 individuals, the T-Table value is 2.00758.

**Table 3. Hypothesis Testing**

	Path Coefficients	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistic (IO/STDEV)	P Values
X1_Emoional Intelligence -> Y_Employee Performance	0,364	0,363	0,156	2,338	0,020
X2_Work Stress -> Y_Employee Performance	-0,286	-0,297	0,141	2,036	0,042

(Source: Output SmartPLS 3.0, 2023)

Based on Table 3, the conclusion can be drawn that the hypothesis stating that emotional intelligence is presumed to have a positive effect on employee performance is accepted, with *path coefficients* of 0.364 and a *T-statistic* value of 2.338 greater than the  $Z \alpha$  value of 0.05, and a *P-Value* of 0.020 < 0.05, thus yielding a significant (positive) result. The hypothesis suggesting that work stress has a negative impact on employee performance is accepted, with path coefficients of -0.286 and a T-statistic value of 2.036 greater than the  $Z \alpha$  value of 0.05, and a *P-Value* of 0.042 < 0.05, resulting in a significant (negative) outcome.



**Figure 1 Results of PLS Model Testing**

(Source: SmartPLS 3.0 Output, 2023)

Based on Figure 1, it can be observed that the magnitude of the *factor loadings* for each indicator located above is indicated by the arrows between the variables and their respective indicators. It can also be seen that the magnitude of the path coefficient values for the arrowed lines lies between the exogenous and endogenous variables. Furthermore, the value of R-Square (R<sup>2</sup>) can be observed within the circle of the endogenous variable (employee performance variable).

## DISCUSSION

### The Influence of Emotional Intelligence on Employee Performance

Based on the research analysis results, it is evident that emotional intelligence has a significant and positive influence on employee performance. In this research, self-awareness of emotions emerges as the strongest factor influencing performance. A nurse needs self-awareness regarding their mood so that they are expected to be capable of controlling their emotions. Based

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on the obtained data, there is an increase in the number of patients. The aforementioned can lead nurses to be influenced by negative moods when receiving patient complaints. Consequently, the work performed is not executed effectively, resulting in a decline in employee performance. Therefore, it can be stated that if nurses do not possess good emotional intelligence, they cannot provide proper service (as their performance decreases). This research is in line with Halim (2020), Takrim & Santoso (2023), who assert the existence of a positive and significant relationship between emotional intelligence and employee performance. However, this research contradicts the findings of Ratnasari et al. (2022), where emotional intelligence has a positive but insignificant impact on the level of accounting comprehension.

### The Impact of Work-Related Stress on Employee Performance

Based on the research analysis results, it is evident that job stress has a significant and negative impact on employee performance. The influence on employee performance is notably substantial, particularly regarding workload. In this context, tasks exceed predetermined targets, patient numbers consistently rise at RSI Darus Syifa' Surabaya, an imbalance exists between the number of nursing staff and the patient count, and the workload includes mental strain such as night shifts with higher task loads compared to morning shifts. The workload experienced by nurses at RSI Darus Syifa' Surabaya necessitates their constant presence by the patient's side to engage in various tasks related to patient care. This includes providing services during both minor and severe illnesses, requiring continuous monitoring and actions. In nearly every work situation, various conditions can lead to stress, particularly workload. The nursing profession, which involves daily interactions with a wide array of health issues faced by patients under their care, has the potential to induce job-related stress. Simultaneously, nurses must remain vigilant to attend to arriving patients requiring treatment. This demonstrates that an excessive workload beyond their capacity and capabilities can generate stress, thereby influencing job performance. Thus, it can be interpreted that a high level of job stress will decrease employees' performance. This research is in line with Octarina & Ardana (2022) and Kriskito & Rini (2022), who stated a significant negative relationship between job stress and employee performance. However, this research contrasts with the findings of Damayanti & Ferayani (2023), who found a positive effect on employee performance.

### CONCLUSION

Based on the research findings, it can be concluded that emotional intelligence has an impact on the performance of nurses at RSI Darus Syifa' Surabaya. Therefore, it is expected that RSI Darus Syifa' Surabaya can conduct counseling sessions for nurses. The purpose of this counseling is to reduce the level of nurse stress, assist in recognizing emotions accurately, and enhance nursing capabilities. Meanwhile, work-related stress can have an impact on the performance of nurses at RSI Darus Syifa' Surabaya. Therefore, the management of RSI Darus Syifa' Surabaya is expected to comprehend the clarity of roles and responsibilities in accordance with organizational policies, ensuring that nurses are consistently able to carry out their duties and responsibilities effectively. Subsequently, it is expected that future researchers will further enhance the research by incorporating additional variables beyond those employed in this research. These variables, such as training, leadership, motivation, and other theoretically influential factors on employee performance, should be considered and integrated.

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