

The Effect of Work Stress and Emotional Intelligence Mediation on Performance

Intan Kumala Sari¹, Febri Saputra²

Correspondence address: intanks278@gmail.com

Islamic University of Raden Intan Lampung^{1,2}

ABSTRACT

Rapid development Information technology brings enormous benefits to the progress of human civilization. The rise of online technology allows everyone to be more productive and efficient. One of the current applications of information technology is the development of online transportation using motorcycle taxis such as Gojek. This study aims to determine whether work stress and emotional intelligence affect performance, and whether emotional intelligence is able to mediate the relationship between the two. This study uses a quantitative approach. The research will be conducted on Gojek drivers in the city of Bandar Lampung, with 97 Gojek drivers as respondents of this research. Sampling in this study used a probability sampling technique, namely cluster sampling. Data collection was carried out by distributing questionnaires to Gojek drivers in Bandar Lampung City by google form. The analytical method used in this research is the method *partial least squares structural equation modeling* (PLS-SEM) and the use of SmartPLS software in data processing. The results showed that the higher the work stress experienced, it will reduce the level of emotional intelligence and a person's performance. In addition, the higher the level of emotional intelligence of a person, it will improve his performance as well.

Keywords: Work Stress, Emotional Intelligence, Performance

Introduction

Rapid development Information technology brings enormous benefits to the progress of human civilization. The emergence of technology today brings significant changes to people's social life. One of them is technological advances in the fields of telecommunications, information and business. By utilizing technological advances, it is easier for people to meet their daily needs (Praditya, et.al. 2021). One of them is the need for transportation. The development of online motorcycle taxi transportation is due to consumer demands for fast and easy transportation, especially in areas that often experience congestion. Since its inception, Gojek has spread to 167 cities and regencies in Indonesia, one of which is in the city of Bandar Lampung. Gojek first operated in Lampung in mid-2017. Its presence is very beneficial for consumers, because time is more efficient and effective. Moreover, the features of the Gojek application are very helpful for consumers in their daily activities. For example, to order food, Gojek provides the

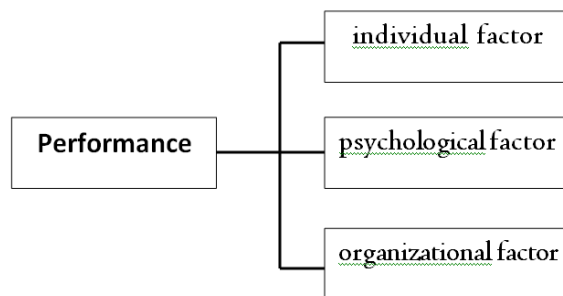
GoFood feature. Thus, consumers only need to order food through the GoFood feature without having to queue at the restaurant.

Quality human resources are reflected in educational background, training courses followed, skills demonstrated in carrying out tasks and job descriptions (Saraswati, et.al. 2021). Work stress can be caused by a lot of work demands and short deadlines. Work stress is a very serious problem for companies, because if employees experience work stress, it is likely to reduce the employee's performance (Oktaviani and Irmayanti. 2021). One of the factors that can affect employee performance is work stress. Job stress and employee performance have a negative relationship. So if the level of work stress increases, it will decrease the level of employee performance and vice versa. The stress experienced by a person can have an impact on psychological disorders and personal health (Efratatarigan and Sitepu. 2020).

Theoretical Foundation and Hypothesis

Performance Theory by Gibson

The theory used in this research is Gibson's theory of performance which was coined in 1987. In his theory, he states that individual performance is influenced by 3 factors. The first factor is the individual factor, which consists of abilities and skills, background, and demographics. The second factor is psychological factors which include perception, attitude, personality, learning, and motivation. And the third factor is organizational factor which includes resources, leadership, rewards, structure, and job design.



Factors Affecting Performance According to Gibson et al (1987)

The Transactional Model of Stress and Coping Theory

The stress approach developed by Lazarus and Folkman in 1984 is known as the transactional approach. The transactional approach to stress is divided into two, namely the environment that causes stress and how to overcome it and manage the stress it experiences with cognitive appraisal. Coping is an act of constant cognitive change and a behavioral effort to cope with internal and external demands that are considered burdensome or exceed the individual's resources.

Coping consists of 2 types, namely problem focused coping and emotion focused coping. Someone tends to use problem focused coping in dealing with problems that are considered capable of being controlled. Conversely, someone tends to use emotion focused coping when facing problems that are considered difficult to control. However, sometimes one can use both strategies at the same time.

Emotional Intelligence

Intelligence is a person's understanding and awareness of things that are experienced or something that is in someone's mind. Emotions are a bridge for self-awareness in relating, in personal aspects as well as with other people and nature (Handayani, and Zona. 2021). Emotional intelligence is an individual's ability to recognize emotional meaning and relationships, as well as find the right reasons in solving a problem (Wuwung. 2020). Emotional intelligence was popularized by Daniel Goleman in the mid-1990s by showing empirical evidence that someone who has a high IQ does not guarantee success.

Work Stress

Work stress is a condition of tension that causes physical and psychological imbalances, so that it can affect the emotions, thought processes, and conditions of an employee. The greater the stress experienced by employees, the more difficult it is to deal with their environment. According to Mangkunegara (2019), sources of work stress include too heavy workload, urgent work time, low quality of work supervision, unhealthy work climate, inadequate work authority (responsibility, work conflict, differences in values between employees with leaders who are frustrated at work).

Performance

Operationally, employee performance is defined as a person's efforts to achieve goals through work productivity produced in quantity and quality. Quantity is defined as the number of productivity results while quality is defined as the result of performance according to a given standard (Suryani, et.al. 2020). Some experts

state that performance is an achievement achieved by someone in carrying out their duties or work. The achievement is in accordance with the standard criteria set in the work in question (DF, 2021)

The Effect of Work Stress on Performance

Diputra and Surya (2019) stated that work stress has a negative and significant effect on employee performance. According to Imaniah, work stress affects the performance of Siti Hajar Sidoarjo Islamic Hospital employees, in other words, the higher work stress, the Siti Hajar Sidoarjo Islamic Hospital employee's performance will decrease. Lukito and Alriani (2018) state that work stress has a negative effect on employee performance.

A different opinion was expressed by Wahyono and Yani (2021) who revealed that the work stress variable has no effect on employee performance, which means that the change in work stress is higher or lower, the employee's performance will not be affected by increasing or decreasing. In addition, Sukmono et.al. (2020) states that work stress has a significant effect on the performance of the Tulungagung Pratama Tax Service Office employees.

Based on the explanation above, it can be concluded that the higher the work stress experienced by a person, the performance will decrease. Work stress experienced will certainly interfere with one's activities at work. A low level of work stress makes a person do his job better, more intensively, and faster. However, if the work stress experienced is at a high level, it will produce output that is not optimal. **HI:** Job stress has a positive and significant effect on performance.

The Effect of Work Stress on Emotional Intelligence

Goleman revealed five indicators of emotional intelligence that can be a guide for individuals to achieve success, namely recognizing self-emotions, managing emotions, motivating oneself, recognizing other people's emotions (empathy), and social skills. According to Sari and Antari (2020), the magnitude of the influence of emotional intelligence and work stress on the performance of the Bali Representative Audit Board (BPK) employees is 26.8%.

According to Tarigan and Sitepu (2020), the stress experienced by a person can have an impact on psychological and personal health (physical). In line with this, Putri et.al. (2018) suggests that the higher the academic stress, the lower the academic help seeking experienced by Psychology students at Lambung Mangkurat University with a low cumulative achievement index. A different opinion was expressed by Setiyorini and Kuncoro (2019) that there was a significantly positive relationship between emotional intelligence and stress levels in accepted PIP cadets. Ratnasari et.al. (2021) revealed that there is a relationship between spiritual intelligence and the stress of pulmonary TB patients at the Jember Lung Hospital.

Based on the explanation above, the higher the work stress experienced by a person, the emotional intelligence possessed will decrease. Job stress occurs when a

person gets pressure beyond his limits at work. Symptoms of work stress are grouped into 3 parts, namely psychological symptoms, physical symptoms, and behavioral symptoms. One example of these symptoms is a person experiencing confusion, anger, and sensitivity. The form of these symptoms is contrary to the management of good emotional intelligence. Emotional intelligence is a form of a person's ability to manage the emotions he faces. So, the higher the work stress, the more difficult it is for someone to manage their emotions.

H2:Job stress has a negative and significant effect on emotional intelligence.

The Effect of Emotional Intelligence on Performance

According to Nopianto et.al. (2020), emotional intelligence has a significant effect on employee performance at the Bengkulu Tengah Hospital. Ningrum and Agung (2021), stated that emotional intelligence has a significant effect on employee performance at CV. Metro. The opposite was conveyed by Saraswati et.al. (2021) that the increasing emotional intelligence of PT Angkasa Pura Support Bali employees in Badung Regency has no effect on increasing employee performance.

Departing from the research results of Wiadnyana (2021) that emotional intelligence has a positive and significant effect on employee performance at the Gianyar Regency Investment and One Stop Integrated Service Office. A similar opinion was expressed by (Amruloh and Pamungkas. 2021) who said that there was a significant influence between emotional intelligence on employee performance. Sari and Antari stated that emotional intelligence had a positive and significant effect on the performance of the Bali Representative Office of the State Audit Board (BPK) employees.

Based on the explanation above, it can be concluded that the higher the emotional intelligence, the higher the performance of a person. Emotional intelligence is closely related to the ability to manage emotions and determine actions in solving problems. When working, a person is sometimes faced with certain problems and conditions that require problem solving. The high emotional intelligence possessed, allows a person to solve the problems encountered at work and determine what actions must be taken. This is certainly needed to improve its performance.

H3:Emotional intelligence has a positive and significant effect on performance.

Emotional Intelligence is Able to Mediate the Relationship between Work Stress and Performance

Siswoyo and Sulistyani (2020) suggest that emotional intelligence can moderate the effect of work stress on employee performance. In addition, Handayani and Zona (2021) stated that employees of textile companies in West

Sumatra feel that their emotional intelligence can affect their work-life balance. In contrast to this, the opposite opinion was conveyed by Sari and Antari that the magnitude of the influence of emotional intelligence and work stress on the performance of the employees of the Supreme Audit Agency (BPK) Bali Representative was 26.8% percent. According to (Geovanny.2020), emotional intelligence can partially mediate the relationship between personality and employee performance.

Based on the explanation above, it can be concluded that the higher the emotional intelligence, the higher the performance of a person. Emotional intelligence is closely related to the ability to manage emotions and determine actions in solving problems. When working, a person is sometimes faced with certain problems and conditions that require problem solving. The high emotional intelligence possessed, allows a person to solve the problems encountered at work and determine what actions must be taken. This is certainly needed to improve its performance.

H4: Emotional intelligence mediates the relationship between job stress and performance.

Research methods

This study uses quantitative research methods. Quantitative research methods emphasize the existence of variables as research objects and must be defined in terms of the operationalization of each variable. This approach emphasizes things that are concrete, empirical tests and real facts. Quantitative research aims to test a theory, build facts, show relationships between variables, provide statistical descriptions, estimate and predict the results (Sarwono. 2006). The population is the entire object that is the target of research. The population in this study are Gojek drivers in Bandar Lampung City and the exact number is not known (Abdullah. 2015). The samples in this study were some of the Gojek drivers in Bandar Lampung City. The sampling technique in this study used a cluster sampling technique. Cluster sampling is used if the research population is grouped into groups (clusters) such as class groups, regional groups, work groups, and organizational groups (Mulyatiningsih. 2011).

Sampling in this study used a formula developed by Widiyanto, which then obtained a sample of 97 Gojek drivers. The cluster sampling technique in this study was carried out in two stages, namely, the stage of determining the area and the stage of determining the people in the area (individuals).

Discussion

The validity test in this study was conducted to measure the validity or validity of a questionnaire in the study. The validity test that the researcher uses is by looking at the outer loading value in the SmartPLS software. After the analysis, the outer loading value is obtained as follows:

Table 3. Outer Loading

Indicator	Performance	Emotional Intelligence	Work Stress	Information
K1	0.781			Valid
K2	0.822			Valid
K3	0.829			Valid
K4	0.846			Valid
K5	0.758			Valid
KE1		0.770		Valid
KE2		0.867		Valid
KE3		0.887		Valid
KE4		0.638		Valid
KE5		0.737		Valid
SKI			0.847	Valid
SK2			0.883	Valid
SK3			0.898	Valid
SK4			0.807	Valid

(Reference: Secondary data processed in 2022)

Based on the outer loading value in the table above, it is known that all indicators used in this study are valid and can be continued to the next test. The next test is the reliability test, the reliability test is a tool used to measure the consistency of the questionnaire which is an indicator of a variable or construct. A questionnaire can be said to be reliable or reliable when repeated measurements are made, it will get the same results.

In conducting the reliability test, researchers will pay attention to the value of composite reliability, Cronbach's alpha, and average variance extracted (AVE). The following are the results of the index value of composite reliability, cronbach's alpha, and average variance extracted (AVE):

Table 4. *Composite Reliability, Cronbach's Alpha, and AVE*

Variable	<i>Cronbach's Alpha</i>	<i>Composite Reliability</i>	<i>Average Variance Extracted (AVE)</i>
Performance	0.867	0.904	0.653
Emotional Intelligence	0.845	0.888	0.616
Work Stress	0.881	0.919	0.738

(Reference: Secondary data processed in 2022)

It can be seen in the table above, the value of Cronbach's alpha for the performance variable is $0.867 > 0.7$, the emotional intelligence variable is $0.845 > 0.7$, and the work stress variable is $0.881 > 0.7$. In addition, the value of composite reliability after calculating through SmartPLS software obtained the results that the performance variable was $0.904 > 0.7$, emotional intelligence variable was $0.888 > 0.7$, and the work stress variable was $0.919 > 0.7$. The AVE value in each variable is also > 0.5 , which indicates that each variable has met the requirements. That way the questionnaire is declared reliable and can be continued to the next testing stage.

Hypothesis testing

Table 5. Total Effects

	Items	<i>Original Sample (O)</i>	<i>Sample Mean (M)</i>	<i>Standard Deviation (STDEV)</i>	<i>T Statistics</i>	<i>P Values</i>
H1	Work Stress - > Performance	-0.330	-0.348	0.094	3,519	0.000
H2	Work Stress - > Emotional Intelligence	-0.301	-0.312	0.111	2,705	0.007
H3	Emotional Intelligence - > Performance	0.366	0.371	0.105	3,501	0.001
H4	Work Stress - > Emotional Intelligence - > Performance	-0.110	-0.114	0.052	2,134	0.033

(Reference: Secondary data processed in 2022)

Testing hypothesis 1: Based on the tests that have been carried out by the researcher, the results of testing on the work stress variable on the performance variable show that the original sample value is -0.330, the t statistic is 3.519 > 1.96, and the p values are 0.000 < 0.05. This shows the direction of the negative relationship between job stress on performance. Referring to the resulting t statistic and p values, it shows the effect of work stress on performance is significant. This proves that work stress has a negative effect on the performance of Gojek drivers in Bandar Lampung City, so the first hypothesis in this study is supported.

Testing hypothesis 2: Based on the tests that have been carried out by researchers, the results of testing on the work stress variable on the emotional intelligence variable show that the original sample value is -0.301, t statistic 2.705 > 1.96, and p values 0.007 < 0.05. This shows the direction of the negative relationship between work stress and emotional intelligence. Referring to the

resulting t statistic and p values, it shows that the effect of work stress on emotional intelligence is significant. This proves that work stress has a negative effect on the emotional intelligence of Gojek drivers in Bandar Lampung City, so the second hypothesis in this study is supported.

Testing hypothesis 3: Based on the tests that have been carried out by researchers, the results of testing on the emotional intelligence variable on the performance variable show that the original sample value is 0.366, the t statistic is $3.501 > 1.96$, and the p-value is $0.001 < 0.05$. This shows the direction of a positive relationship between emotional intelligence and performance. Referring to the resulting t statistic and p values, it shows that the influence of emotional intelligence on performance is significant. This proves that emotional intelligence has a positive effect on the performance of Gojek drivers in Bandar Lampung City, so the third hypothesis in this study is supported.

Testing hypothesis 4: Based on the tests that have been carried out by researchers, the results of testing the effect of work stress on performance variables through emotional intelligence variables show that the original sample value is -0.110 , the t statistic is $2.134 < 1.96$, and the p values are $0.033 < 0.05$. This shows the direction of the relationship is negative and significant. This proves that emotional intelligence is able to mediate the relationship between work stress and the performance of Gojek drivers in Bandar Lampung City, so the fourth hypothesis in this study is supported.

Operational Definition of Variable

According to (Yuliana, 2020), the operational definition is a guide regarding how a variable is measured. It can also be said that the operational definition is a guide in the measurement of variables that can prove the truth of the hypothesis. The operational definition is the determination of the construct or trait to be studied so that it becomes a variable that can be measured (Sanjaya, and Faiyah, 2022).

Variable Operational Definition

No	Variable	Operational definition	Research Indicators
I	Work Stress	Work stress is a condition of tension that causes physical and psychological imbalances, so that it can affect the emotions, thought processes, and conditions of an employee. The greater the stress experienced by employees,	1. Worries 2. Nervous 3. Pressure 4. Frustrated

		the more difficult it is to deal with their environment.	
2	Emotional Intelligence	Emotional intelligence is an individual's ability to recognize emotional meaning and relationships, as well as find the right reasons in solving a problem (Wuwung, 2020).	<ol style="list-style-type: none"> 1. Self-awareness 2. Self-regulation 3. Self-motivation 4. Empathy 5. Social skills
3	Performance	Employee performance is defined as a person's efforts to achieve goals through work productivity produced in quantity and quality.	<ol style="list-style-type: none"> 1. Work quality 2. Working quantity 3. Punctuality 4. Effectiveness 5. Commitment

Discussion

Work stress has a negative and significant effect on performance

The test results on the work stress variable on the performance variable show that the original sample value is -0.330, the t statistic is $3.519 > 1.96$, and the p values are $0.000 < 0.05$. This shows the direction of the negative relationship between job stress on performance. Referring to the resulting t statistic and p values, it shows the effect of work stress on performance is significant. This proves that work stress has a negative effect on the performance of Gojek drivers in Bandar Lampung City, so the first hypothesis in this study is supported.

Based on the data obtained, the researchers found that the performance of Gojek drivers in Bandar Lampung City was influenced by the work stress they experienced. Namely, the higher the work stress experienced by Gojek drivers in Bandar Lampung City, it will reduce the performance of Gojek drivers in Bandar Lampung City. This is in accordance with previous research conducted by Lukito and Alriani which stated that work stress had a negative effect on employee performance. In addition, in a study conducted by Diputra and Surya which stated that work stress had a negative and significant effect on employee performance.

Work stress has a negative and significant effect on emotional intelligence

The test results on the work stress variable on the emotional intelligence variable showed that the original sample value was -0.301, the t statistic was 2.705 > 1.96, and the p-value was 0.007 < 0.05. This shows the direction of the negative relationship between work stress and emotional intelligence. Referring to the resulting t statistic and p values, it shows that the effect of work stress on emotional intelligence is significant. This proves that work stress has a negative effect on the emotional intelligence of Gojek drivers in Bandar Lampung City, so the second hypothesis in this study is supported.

Based on the data obtained, the researchers found that the emotional intelligence of Gojek drivers in Bandar Lampung City was influenced by the work stress they experienced. Namely, the higher the work stress experienced by Gojek drivers in Bandar Lampung City, the lower the emotional intelligence possessed by Gojek drivers in Bandar Lampung City. This is in accordance with previous research conducted by Tarigan and Sitepu which stated that the stress experienced by a person can have an impact on psychological disorders and personal health (physical). As it is known that psychology is a non-medical field that studies a person's behavior and feelings, starting from the patterns of thought, action, reaction, and interaction.

Emotional intelligence has a positive and significant effect on performance

The test results on the emotional intelligence variable on the performance variable show that the original sample value is 0.366, the t statistic is 3.501 > 1.96, and the p-value is 0.001 < 0.05. This shows the direction of a positive relationship between emotional intelligence and performance. Referring to the resulting t statistic and p values, it shows that the influence of emotional intelligence on performance is significant. This proves that emotional intelligence has a positive effect on the performance of Gojek drivers in Bandar Lampung City, so the third hypothesis in this study is supported.

Based on the data obtained, the researchers found that the performance of Gojek drivers in Bandar Lampung City is influenced by their emotional intelligence. Namely, the higher the emotional intelligence possessed by Gojek drivers in Bandar Lampung City, it will improve the performance of Gojek drivers in Bandar Lampung City. This is in accordance with previous research conducted by Wiadyana which states that emotional intelligence has a positive and significant effect on employee performance at the Gianyar Regency Investment and One Stop Integrated Service Office.

Emotional intelligence mediates the relationship between work stress and performance

The results of testing the effect of work stress on performance variables through emotional intelligence variables show that the original sample value is -0.110 , the t statistic is $2.134 < 1.96$, and the p value is $0.033 < 0.05$. This shows the direction of the relationship is negative and significant. This proves that emotional intelligence is able to mediate the relationship between work stress and the performance of Gojek drivers in Bandar Lampung City, so the fourth hypothesis in this study is supported.

To find out a variable is able to mediate the relationship between work stress variables and emotional intelligence variables, it is necessary to take several steps. The first step is to pay attention to the direct and indirect relationships of variables. The second step is to analyze the indirect effects section in the SmartPLS software. In that section, researchers will look at the significance value of the relationship between work stress variables on performance through emotional intelligence variables. Furthermore, to see the nature of the mediation caused, the researcher will analyze the total effects section by looking at the significant changes in the relationship between work stress variables and performance.

After the analysis, the researcher found that the emotional intelligence variable was able to mediate partially (partial mediation). Partial mediation occurs when the influence of the work stress variable on performance (before including the emotional intelligence variable) is significant to remain significant after including the mediation variable, but has decreased in the regression coefficient ($c' < c$).

Based on the data above, the researchers found that the ability of Gojek drivers to control their emotions and find a way out in overcoming these emotions became an intervention in the work stress experienced by Gojek drivers in Bandar Lampung City and the resulting performance.

Conclusions and recommendations

There is a negative and significant effect between work stress variables on performance. Based on the data obtained, the researchers found that the performance of Gojek drivers in Bandar Lampung City was influenced by the work stress they experienced. Namely, the higher the work stress experienced by Gojek drivers in Bandar Lampung City, it will reduce the performance of Gojek drivers in Bandar Lampung City. There are many factors that cause Gojek drivers in Bandar Lampung City to experience work stress, one of the causes is a decrease in orders, customer assessments, and unexpected conditions in the field.

There is a negative and significant effect between work stress variables on emotional intelligence. Based on the data obtained, the researchers found that the emotional intelligence of Gojek drivers in Bandar Lampung City was influenced by

the work stress they experienced. Namely, the higher the work stress experienced by Gojek drivers in Bandar Lampung City, the lower the ability to manage emotions possessed by Gojek drivers in Bandar Lampung City.

There is a positive and significant influence between emotional intelligence variables on performance. Based on the data obtained, the researchers found that the performance of Gojek drivers in Bandar Lampung City is influenced by their emotional intelligence. Namely, the better Gojek drivers manage emotions and find solutions to overcome them, the better the performance of Gojek drivers in Bandar Lampung City.

Based on the test of the direct variable relationship, the results obtained that work stress has a negative and significant effect on performance. Then based on testing the relationship of indirect variables, the results obtained that work stress still has a negative and significant effect on performance. After the analysis, the researcher found that the emotional intelligence variable was able to mediate partially (partial mediation). The researcher found that the Gojek driver's ability to control his emotions and find a way out in overcoming these emotions became an intervention in the work stress experienced by Gojek drivers in Bandar Lampung City and the resulting performance.

Based on the results of the study and the conclusions above, the researchers put forward several suggestions, namely: Researchers hope to provide new knowledge about issues related to work stress, emotional intelligence, and performance. Researchers also hope for further research to add other variables related to performance, and which have a major contribution to performance and emotional intelligence. The researcher hopes that the Indonesian Gojek company will pay special attention to drivers who experience decreased performance, as well as evaluate the causes of driver performance declines. The evaluation can be in the form of collecting driver aspirations related to problems that occur in the field, for example the driver's perspective when required to meet daily targets which causes drivers to experience pressure.

BIBLIOGRAPHY

- Abdullah, Ma'ruf. *Quantitative Research Methodology*. 1st ed. Yogyakarta: Aswaja Pressindo, 2015.
- Amrulloh, Dedeng Abdul Gani, and Siska Mulya Pamungkas. "Analysis of Multiple Role Conflicts, Emotional Intelligence on the Performance of Female Employees at PT. Indomarco Prismatama Purwakarta." *Journal of Economics and Business* 8, no. 1 (2021): 40.
- Budiana, Ilham. "The Effect of Job Stress, Payroll, and Training on Employee Performance." *UMJ: UPHARA Management Journal* 1, no. 1 (2021): 198.
- DF, Fajar Nur'aini. *Practical Guide to Employee Performance Evaluation*. Edited by Indah. Yogyakarta: Great Children of Indonesia, 2021.
- Diputra, Ade Agus Diama Purwa, and Ida Bagus Ketut Surya. "The Effect of Job Stress on Employee Performance is mediated by Job Satisfaction of PT. Destination Asia Bali." *E-Journal of Management* 8, no. 2 (2019): 8012.
- Efratatarigan, Thomas Pandavas, and Elisabeth Sitepu. "Emotional Intelligence in Coping With Pressure at the End of Study." *Pentecostal Theology* 3, no. 1 (2020): 29.
- Geovanny, Bryan. "The Influence of Personality on Employee Performance With Emotional Intelligence as a Mediation Variable (Study at the Office of Perumda Water Drinking Tirta Dhaha (PDAM) Kediri City)." *Student Scientific Journal FEB* 8, no. 2 (2020): 15.
- Handayani, Cyntia Novri, and Mega Asri Zona. "Burnout, Emotional Intelligence, and Work - Life Balance in Textile Company Employees in West Sumatra." *Journal of Economics and Business* 02, no. 02 (2021): 94.
- Handayani, Cyntia Novri, and Mega Asri Zona. "Burnout, Emotional Intelligence, and Work - Life Balance in Textile Company Employees in West Sumatra." *Journal of Economics and Business* 02, no. 02 (2021): 94.
- Imaniah, Jiylan Fithri. "The Effect of Emotional Intelligence and Work Stress on Employee Performance During the Covid-19 Pandemic (Study on Employees of Siti Hajar Sidoarjo Hospital)" 19 (nd): 13.

- Juliantari, Ni Putu Rika, I Wayan Sujana, and Ni Nyoman Ari Novarini. "The Effect of Emotional Intelligence and Work Stress on Employee Productivity at PT Matahari Duta Plaza Denpasar." *Values* 2, no. 3 (2021): 718.
- Lukito, Leonardo Hendy, and Ida Martini Alriani. "The Influence of Workload, Work Environment, Work Stress on Employee Performance at PT. Sinarmas Distribution Nusantara Semarang." *Journal of Economics Management and Accounting*, no. 45 (2018): 35.
- Mangkunegara, AA Anwar Prabu. *Company Human Resources Management*. Bandung: PT Pemuda Rosdakarya, 2019.
- Mulyatiningsih, Endang. *Applied Research in Education & Engineering*. Edited by Apri Nuryanto. Yogyakarta: UNY Press, 2011.
- Ningrum, Wahyu Widya, and the son of Vishnu Agung. "The Effect of Emotional Intelligence, Job Stress and Organizational Support on Employee Performance CV. Metro." *Journal of Research and Scientific Studies, Faculty of Economics, University of Surakarta* 19, no. 2 (2021): 142.
- Ningrum, Wahyu Widya, and the son of Vishnu Agung. "The Effect of Emotional Intelligence, Job Stress and Organizational Support on Employee Performance CV. Metro." *Journal of Research and Scientific Studies, Faculty of Economics, University of Surakarta* 19, no. 2 (2021): 142.
- Nopianto, Ilham. "The Effect of Emotional Intelligence, Competence and Work Stress on Employee Performance at Bengkulu Tengah Hospital." *Journal of Human and Business Capital Management* 1, no. 1 (2020): 107.
- OctavianDevina Nur and Nur Irmayanti, "The Effect of Work Stress on Employee Performance," *Wijaya Putra 2 Psychology Journal*, no. 1 (2021): 21.
- Praditya, Ilham, Rosmeli, and Selamat Rahmadi. "Online Transporter Income Distribution Analysis in Jambi City (Case Study of Gojek Drivers)." *Journal of the Paradigm of Economics* 16, no. 4 (2021): 844.
- Putri, Citra Pertiwi, and Et Al. "The Effect of Academic Stress on Academic Help Seeking on Unlam Psychology Students with Low Grade Point Average." *Journal of Cognition* 1, no. 2 (2018): 35.
- Putri, Citra Pertiwi, and Et Al. "The Effect of Academic Stress on Academic Help Seeking on Unlam Psychology Students with Low Grade Point Average."

- Journal of Cognition I, no. 2 (2018): 35.
- Ratnasari, Yunita Eka, and Et Al. "The Relationship between Spiritual Intelligence and Stress in Pulmonary TB Patients at Jember Pulmonary Hospital." *Health Library E-Journal*, 9, no. 2 (2021): 121.
- Sanjaya, Vicky F, and Laila Ifti Faiyah. "Effects of Flow Experience and promotion moderation during the pandemic." *INOBIIS: Indonesian Journal of Business and Management Innovation* 05, no. 3 (2022): 319
- Saraswati, Ni Putu Ayu Sintya, and Et Al. "The Influence of Work Discipline And Emotional Intelligence On Employee Performance In Mediation By Employee Job Satisfaction At PT. Angkasa Pura Support Bali in Badung Regency." *GENIUS* 4, no. 3 (2021): 227.
- Saraswati, Ni Putu Ayu Sintya, and Et Al. "The Influence of Work Discipline And Emotional Intelligence On Employee Performance In Mediation By Employee Job Satisfaction At PT. Angkasa Pura Support Bali in Badung Regency." *GENIUS* 4, no. 3 (2021): 227.
- Sari, Della Novita, et.al. "The Relationship of Parental Stress on Children's Emotional In Online Learning at MTs. Ar-Rahman Ciracas." *Student Scientific Horizon* 1, no. 2 (2021): 112. <https://doi.org/10.30998/ocim.v1i2.4708>.
- Sari, Ni Putu Litamara Yoga Padma, and Ni Luh Sili Antari. "The Influence of Emotional Intelligence and Work Stress on Employee Performance at the Bali Provincial Audit Board." *Journal of Research Management (JARMA)* 02, no. 1 (2020): 108.
- Setiyorini, Anis, and Joko Kuncoro. "The Relationship Between Emotional Intelligence With Stress Levels Towards Compulsory Boarding And Semi-Military Education Programs At Semarang Shipping Science Polytechnic Cadets." *Projection* 14, no. 1 (2019): 71.
- Siswoyo, Agung Harsanto Eko, and Lilis Sulistyani. "The Impact of Work Stress on Employee Performance With Emotional Intelligence and Organizational Commitment." *Bhirawa: Journal of Marketing and Commerce* 5, no. 1 (2020): 32.
- Sukmono, Ardy, and et al. "Analysis of Compensation, Stress and Discipline on the

Performance of Tulungagung Pratama Tax Office Employees." *Autonomy* 20, no. 2 (2020): 332.

Suryani, Ni Kadek, Etc.,. *Human Resource Performance: Theory, Applications And Research*. Bandung: Nilacakra, 2020.

Wahyono, Anang Tri, and Achmad Yani. "Analysis of the Effect of Employee Engagement, Job Satisfaction and Job Stress on Employee Performance at Indomaret." *Journal of Applied Management and Accounting Sciences (JIMAT)* 12, no. 2 (2021): 235.

Wiadnyana, Dewa Gde Ady, Gede Gama, and Putu Agus Eka Rismawan. "The Effect of Emotional Intelligence, Discipline and Compensation on the Performance of Employees of the Gianyar Regency Investment and One-Stop Integrated Service." *Golden Journal* 2, no. 2 (2021): 12.

Wicaksono, Anggit Priyo, and Alfato Yusnar Kharismasyah. "The Effect of Emotional Intelligence, Job Satisfaction and Organizational Culture on Employee Performance." *Journal of Applied Management and Business I*, no. 1 (2021): 95.

Wuwung, Olivia Cheryl. *Learning Strategies and Emotional Intelligence*. Edited by Nurul Azizah. Surabaya: Scopindo Media Pustaka, 2020.