



Emotional Intelligence among Employees at PTITP

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Authors' contributions

This work was carried out in collaboration among all authors. All authors read and approved the final manuscript.

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ABSTRACT

Work stress is an inability to keep up with work pressure because of the high demands that are not balanced by the employee's competence. Work stress can be influenced by many things, including Emotional Intelligence (EI). Employees who have high EI can manage their work stress. This study aims to determine the relationship between EI and work stress in echelon 1-4 employees PTITP in 2021. It is a correlational analytic study with a cross-sectional approach conducted in February-March 2021. This research uses using Emotional Intelligence Questionnaire by the Mid Central District Transformational Leadership Program to determine EI and The Workplace Stress Scale questionnaire to determine work stress. The sampling technique used in this study is total sampling, and the whole sample is 42 employees. The results of the chi-square statistical test obtained a p-value of 0.042 ($p < 0.05$), so it can be concluded that there is a relationship between EI on work stress in echelon 1-4 employees PTITP.

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1. INTRODUCTION

Work stress is the inability to balance work pressure due to high demands that are not matched by employee competence. Stress depends on a person's emotional intelligence (EI) level. Someone with a better level of EI has a better ability to develop their intellectual and psychological abilities, so they tend to be positive, happier, and satisfied and try to keep looking for innovative ideas in completing their work. In addition, they can also manage the work stress experienced and better understand and maintain their well-being [1]. Many instruments can be used to measure work stress levels, one of which is The Workplace Stress Scale [2].

Based on research conducted by Leong et al. on 331 law enforcers at the Ministry of Domestic Trade and Consumer Affairs (MDTCA), there is a negative relationship between EI and work stress. That is, the higher the EI of an employee, the lower the probability that the employee will experience work stress. And vice versa, the lower the EI, the higher the probability that the employee will experience work stress [3].

Emotional intelligence or emotional intelligence is the ability to assess, understand, regulate, and express emotions to encourage intellectual and emotional development and enable a person to solve problems creatively [4]. Several instruments are used to measure the level of EI, one of which is the Emotional Intelligence Questionnaire by the MidCentral District Transformational Leadership Program.

Hiring employees with good EI levels is important for a company. Employees with a good EI level can form good social relations among employees and generate positive attitudes to foster a commitment to the company, which can affect employees' productivity [5].

Based on research conducted by Urquijo et al. on 271 graduates of Deusto, EI plays a role in determining an employee's career success [6].

According to research by Kannaiah and Shanthi, employees with good EI will increase the company's commitment, efficiency, and productivity. In addition, they will also have work motivation, so they can work well and produce the best work. This research involving 150 workers found that EI and work do not stand

alone but balance each other to shape the company's success.

Based on the studies above, it can be said that EI has proven to have a positive role in employees in a company. Emotional intelligence is a factor that influences employee performance achievement, but EI is not the only factor; there is also work stress that plays a role. Although EI plays an important role in an employee's success, work stress determines performance [7].

Based on the background described above, researchers are interested in researching the relationship between EI and work stress. The problem in this study is "How is the relationship between emotional intelligence and work stress in echelon 1-4 employees at PTITP? The aim of the study, namely to determine the relationship between emotional intelligence and work stress in echelons 1-4 employees at PTITP.

2. LITERATURE REVIEW

Work stress is when an employee receives stimulation related to his work, commonly called a stressor, which impacts decreasing body condition, changes in behavior, or psychology, ultimately affecting his health and well-being [8]. Stress can be experienced by everyone and occurs because of high demands from the environment or company, but not matched by the ability of commensurate employees [9]. Employees under work stress will feel bored, pressured, and uncomfortable at work, even though the company's development and success depend on the performance of its employees [10].

According to another opinion, work stress is defined as a condition when employees feel the tension that affects their emotions, way of thinking, and physical condition. If the stress experienced is not handled properly, it will impact the employees' poor interaction with their environment, and their productivity will decrease. In addition, work stress will also cause the company's income and profits to decrease [11].

According to the definition given above, it is clear that work stress is a condition that occurs when employees experience stressors such as overwork, discomfort at work, dissatisfaction with their work, or even a lack of autonomy. It's

causing them to feel tense and negatively affecting their physical health, mental health, and psychological well-being.

2.1 Aspects of Work Stress

Employees who experience work stress have symptoms covering three aspects, namely [12]: psychological, physiological, and behavioral. The emergence of work stress experienced by employees is influenced by several factors, namely [13] environmental factors, organizational factors, and individual factors. In addition to the factors mentioned above, work stress can also be affected by age. At the age of young adults, namely around 21-40 years, are trying to place themselves in a fluctuating social environment, encounter various conflicts, and enter the world of work. The number of stressors that occur at this age, coupled with great expectations in their careers. It makes young adults perceive work stressors to be greater, so there is a possibility that employees in young adulthood are less able to cope with work stress experienced than older ages.

Other factors come into play, namely the length of service of an employee. Tenure can harm employees. When an employee works too long in a company, they are more susceptible to stress because they have done the same thing for years, so boredom arises. Apart from the long working period, employees who have a short working period are also prone to experiencing stress because they are in the adjustment stage, coupled with a high workload, conflicts with colleagues, and the same work routine every day [14].

Emotional Intelligence (EI) is part of social intelligence that requires a person to pay attention to social feelings and involve these feelings in other people; besides that, he must also be able to sort out these feelings so that they can be used to guide one's thoughts and actions [15]. Emotional intelligence is a person's ability to be positive and flexible in all situations to manage stress experienced, empathize with others, and maintain good relationships with those around him [16]. Someone with good EI will find it easier to interact well with their environment, in this case, including family and co-workers [17].

Emotional intelligence includes managing emotions to achieve goals and understand and show one's emotions to others. A high EI

enables an employee to solve problems and make the right decisions to improve the work environment [18]. According to Goleman, emotional intelligence is a person's ability to motivate himself to deal with frustration, control and regulate moods, and manage stress so as not to weaken the ability to think, empathize, and pray. Research by Goleman also states that brain intelligence or IQ (Intelligence Quotient) only plays a role of 20% in a person's success; the rest is played by others, including EI [19].

Thus it can be concluded that EI is part of social intelligence which requires a person to recognize the emotions of oneself and others. Then sort these emotions to be positive and flexible, and manage stress and frustration, so that negative emotions do not paralyze the ability to think, interact, empathize, and pray. Emotional intelligence is divided into several aspects. According to Goleman, the aspects of EI are divided into 5, including [19]: recognizing one's own emotions, managing emotions, motivating oneself, recognizing other people's emotions, and building relationships. According to Puspaningratri et al., two factors influence EI: internal and external factors.

The relationship between EI and work stress can be formed because there are demands from the environment and different responses from employees in dealing with them. Destructive criticism from co-workers makes the criticized employee feel inferior, helpless, angry, discouraged, stressed, and refuses to cooperate with the critic. Criticism is commonplace in work, but many people often fear criticism. People who criticize are insensitive to the feelings of those they influence since they and those they criticize exhibit a low EI. In contrast, criticized people consider this a personal attack, not valuable information to improve their work performance. How criticism is conveyed and received will greatly affect a person's satisfaction with his work, co-workers, and responsibilities. It would be nice to convey constructive criticism. There is an art for conveying criticism: getting straight to the point, offering solutions, doing it face to face, and being sensitive to the feelings of the person receiving the criticism [19].

Other environmental demands can make a person feel stressed, namely when a workgroup, one of its members is easily controlled by emotions and is not sensitive. When emotionally disturbed, people will find it difficult to remember, concentrate, learn, and make decisions with a

clear head. Stress makes people stupid [19]. Work stress harms employees because they tend to take destructive or dangerous actions, are prone to accidents and violence against themselves or others, and tend to have eating disorders [20].

The different response of each employee is due to the different EI level of each employee. According to research by Yurista et al., there is a significant negative relationship between EI and work stress. Employees with high EI have low work stress. In contrast, employees with low EI have high work stress [21]. It shows that employees with high EI find it easier to recognize and manage their emotions, motivate themselves, are sensitive to other people's feelings, and foster good relationships between colleagues.

3. METHODS

This quantitative research uses correlational analytic methods with a cross-sectional approach to determine the relationship of EI to work stress in echelon 1-4 employees at PTITP with research data collection conducted simultaneously using a questionnaire. This research will be carried out in February - March 2021. This research will be carried out at PTITP. The population in this study were echelon 1-4 employees at of PTITP. totaled 42 people. The samples in this study were echelon 1-4 employees at of PTITP. The sampling technique used is total sampling.

The instruments used in this study were the EI questionnaire and work stress. EI measurement uses the Emotional Intelligence Questionnaire by the MidCentral District Transformational Leadership Program to measure the EI degree of echelon 1-4 employees at PTITP. This questionnaire has been tested for the quality of the data by testing its validity and reliability. With the interpretation, if the dominant answer is 1,2,3, you get a high EI, whereas if the dominant answer is 4,5,6, you get a low EI. Measurement of work stress using The Workplace Stress Scale questionnaire to measure the degree of work stress experienced by echelon 1-4 employees at PTITP.

This questionnaire has been tested for the quality of the data by testing its validity and reliability. With interpretation ≤ 15 not experiencing stress, 16-20 experiencing mild stress, 21-25 experiencing moderate stress, and 26-40 experiencing severe stress. The data obtained from the questionnaires in this study were

converted into Tables and analyzed using the IBM SPSS Statistics 26.00 program. Data processing in this study went through 4 stages: editing, coding, entry, and cleaning. The data collected for this study were analyzed in phases, including univariate and bivariate analysis. Before collecting data, the researcher will explain the aims and objectives of the research to the respondents. If you are willing to be a respondent, you must fill out an informed consent form. The respondent's information is confidential, and the researcher will not include the respondent's name in the data collection sheet.

4. RESULTS AND DISCUSSION

This research was conducted at PTITP. in February 2021 - March 2021. Data was obtained through a questionnaire distributed to echelon 1-4 employees at PTITP. The sample in this study amounted to 42 employees.

Age characteristics of echelon 1-4 employees at PTITP. As can be seen in Fig. 1, the distribution of employees aged 21-40 is 25 (59.5%) employees, while employees aged 41-60 are 17 (40.5%) employees.

Gender characteristics of echelon 1-4 employees at PTITP. 40 (95.2%) employees were male, while the rest were female, namely 2 (4.8%) employees.

EI level of echelon 1-4 employees at PTITP. presented in Fig. 3. The study's results found that 30 (71.4%) employees had a high EI level, while the remaining 12 (28.6%) employees had a low EI level.

Based on Fig. 4, it was found that 4 (9.5%) employees experienced mild stress, 22 (52.4%) employees experienced moderate work stress, and the remaining 16 (38.1%) employees experienced severe work stress.

Based on the results of research on the relationship between EI and work stress in echelon 1-4 employees at PTITP. In Table 1, 30 (71.4%) employees have a high level of EI, including employees with a mild level of work stress, as many as 4 (13.3%) employees with moderate levels of work stress, as many as 18 (60.0%) employees, and the remaining 8 (26.7%) employees with high levels of work stress. Meanwhile, 12 (28.6%) employees had a low level of EI, of which there were 4 (33.3%)

employees with a moderate level of work stress, and the remaining 8 (66.7%) employees had a high level of work stress. According to the chi-square test results, EI and work stress were related, with a p-value of 0.042.

Table 2 shows that there are 25 (59.5%) employees aged 21-40 years who are distributed; 2 employees (8.0%) experienced mild work stress, 11 (44.0%) employees experienced moderate work stress, and the

remaining 12 (48.0%) employees experienced severe work stress. In this study, it was also found that 17 (40.5%) employees aged 41-60 years were distributed into; 2 (11.8%) employees with mild work stress, 11 (64.7%) employees with moderate work stress levels, and 4 (23.5%) employees with heavy work stress levels. In the statistical test, the value of $p = 0.277$ was obtained, so it can be interpreted that there is no relationship between age and work stress.

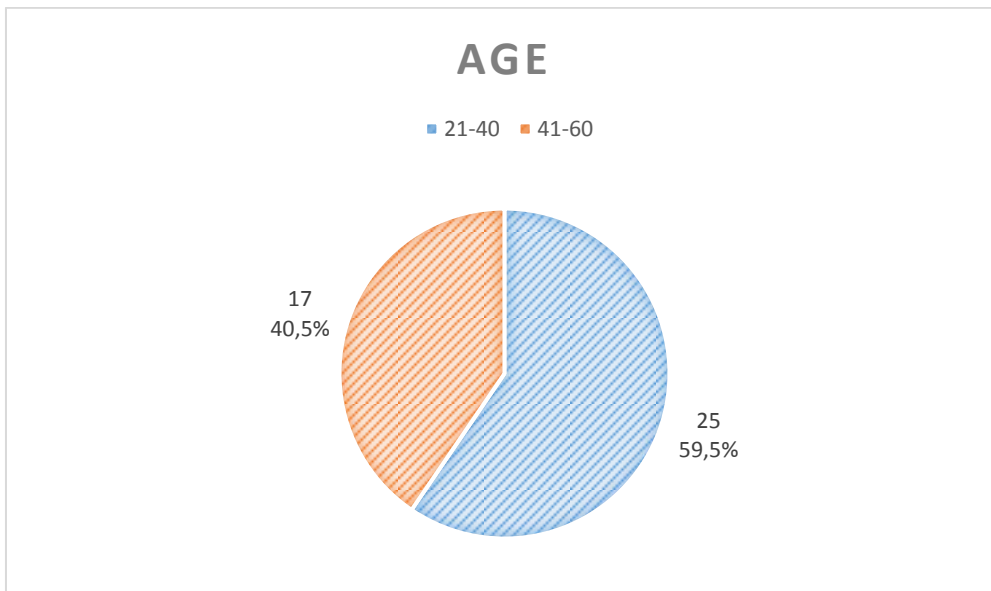


Fig. 1. Frequency distribution of the characteristics of echelon 1-4 employees at PTITP. by age

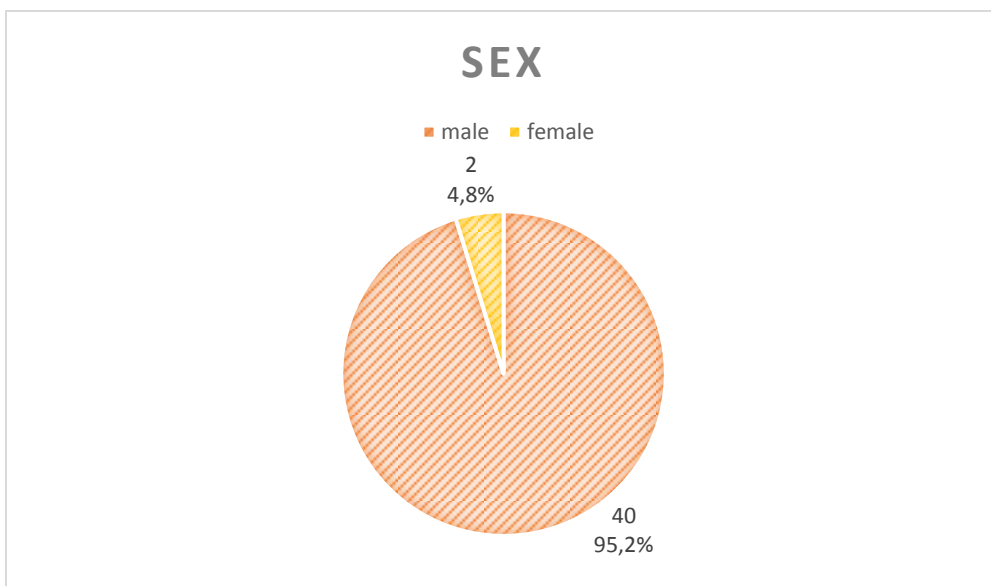


Fig. 2. Frequency distribution of characteristics of echelon 1-4 employees at PTITP. based on gender

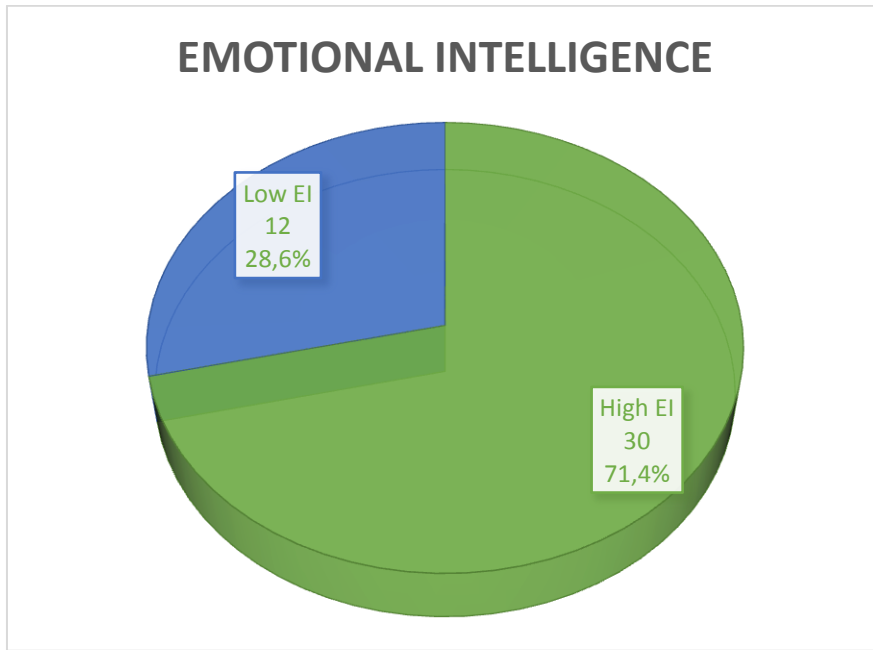


Fig. 3. Frequency distribution of emotional intelligence levels of echelon 1-4 employees at PTITP

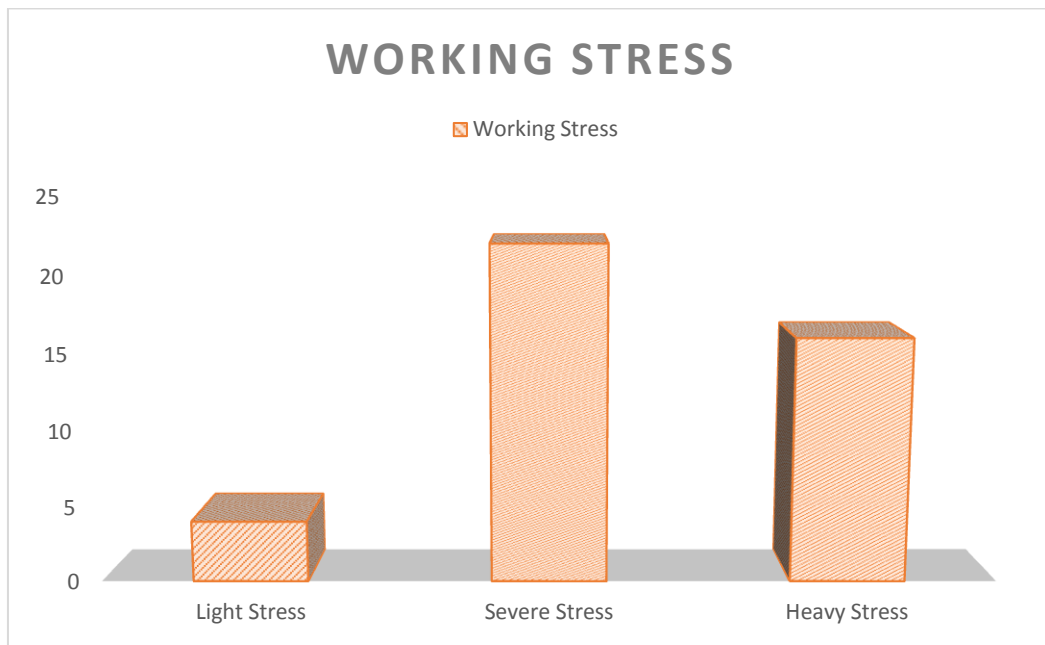


Fig. 4. Frequency distribution of work stress levels for echelon 1-4 employees at PTITP.

Table 1. The relationship of emotional intelligence to work stress in echelon 1-4 employees at PTITP

Variable	Work Stress			Total	P Value
	Mild	Moderate	Severe		
EI High	4 (13,3%)	18 (60,0%)	8 (26,7%)	30 (71,4%)	0,042
EI Low	0 (0,0%)	4 (33,3%)	8 (66,7%)	12 (28,6%)	
Total	4 (9,5%)	22 (52,4%)	16 (38,1)	42 (100%)	

Table 2. The relationship between age and work stress in echelon 1-4 employees at PTITP

Variable	Work Stress			Total	P value
	Mild	Moderate	Severe		
Age	21-40	2 (8, 0%)	11 (44, 0%)	12 (48, 0%)	0,277
	41-60	2 (11, 8%)	11 (64, 7%)	4 (23, 5%)	
Total		4 (9, 5%)	22 (52, 4%)	16 (38,1)	42 (100%)

Based on Table 3 there are 25 (59.5%) employees aged 21-40 years, of which 15 (60.0%) employees have high EI, and 10 (40.0%) employees have low EI. Meanwhile, there were 17 (40.5%) employees aged 41-60 years, of whom 15 (88.2%) had high EI, and the remaining 2 (11.8%) employees had low EI. In the chi-square test, there was a relationship between age and EI, with a value of $p = 0.047$.

Based on this study, it was found that the most age group was the 21-40 year age group of 25 (59.5%) employees. Many employees aged 21-40 can occur because this age is classified as a person's productive period. In this age range, a person's productivity level is higher than that of an older age because physically, the productive age has a stronger physique [22]. In addition, according to BPS in 2020, the population's age composition is dominated by ages 8-23 years, with a proportion of 27.94 percent, and residents aged 24-39 years, with a proportion of 25.87 percent.

Based on this study, there were 40 (95.2%) male employees and only 2 (4.8%) female employees. This research follows research conducted on PDAM Tirta Mangutama, Badung Regency employees, who obtained 100 (62.90%) male employees and more than 59 (37.10%) female employees [23]. It can happen because employees of the male gender are more interested in continuing their educational studies at engineering faculties. In contrast, engineering faculty graduates are more needed when working in a factory. The results of this study are in line with research conducted by Marcelina on students of the Faculty of Engineering, University of North Sumatra, where male respondents were more than female, amounting to 85 (86.7%) students and 13 (13.3%) female students [24].

High prevalence of EI in echelon 1-4 employees at PTITP. in this study, it was found that 30 (71.4%) employees, while the remaining 12 (28.6%) employees had low EI. This study is in line with research conducted by Sumiyarsih et al., which found EI among CV employees. Aneka

Ilmu Semarang, in the high category, is the most, namely 41 (55.75%) employees [25].

The large number of employees with high EI can be caused by family environment factors, where parents play an important role. The family is the first environment that children know, where they will learn how to respond to other people, know themselves, and manage their emotions. Toddlerhood, especially at the age of four to six years, is a period of rapid development of emotional potential. How do parents behave? All the values that parents teach their children, they will record, digest, and adhere to so that it will affect their emotional development and, over time, will shape the child's personality. Authoritarian parents impose strict rules, so children are not allowed to voice opinions, while permissive parents are passive in imposing clear boundaries or goals for their children.

In contrast to authoritative parents, they apply clear boundaries, provide guidance and explanations, and allow their children to voice their opinions. So far, authoritative parenting is the ideal style for raising children with high EI. The family is a determining factor because the personality and character of the child are first formed in the family. It is necessary to establish effective communication patterns to develop positive emotional traits. Some examples include showing empathy, mutual trust, a supportive attitude, mutual openness, and honesty (empathy, ability to express and understand feelings, control anger, independence, adaptability, being liked by others, solving interpersonal problems, persistence, solidarity, friendliness, and respect) [26].

In addition to family environmental factors, surrounding factors such as school, friends, and society contribute to it. An environment that provides good social support through praise, advice, attention, community acceptance, and having friends who behave well can also increase emotional intelligence [27]. These explain why high EI is found in echelon 1-4 employees at PTITP.

Table 3. The relationship between age and emotional intelligence in echelon 1-4 employees at PTITP

Variable	Emotional Intelligence		Total	P value
	High	Low		
Usia	21-40	15 (60,0%)	10 (40,0%)	0,047
	41-60	15 (88,2%)	2 (11,8%)	
Total		30 (71,4%)	12 (28,6%)	42 (100%)

In this study, it was found that 4 (9.5%) employees experienced mild work stress, followed by 22 (52.4%) employees who experienced moderate work stress, and 16 (38.1%) experienced heavy work stress.) employee. The number of employees who experience work stress is in line with the research conducted by Syafitri, who found work stress on PT. Astra Honda Motor employees who were at a severe level were 4 (26.7%), at a moderate level were 11 (73.3%) employees, and no employees experienced mild work stress [28].

This incident can be caused by the amount of workload balanced with deadlines and the incidence of role conflict, which is lower for male employees than for female employees. It happens because female employees carry out two roles simultaneously: housewives and employees.

There is a conflict between work responsibilities at home and work in the office because, on the one hand, women are required to take care of and nurture their families properly. On the other hand, office workers are obligated to do their duties in accordance with the guidelines established by the business. In addition, work stress occurs because there is still social support and good communication between employees and leaders who can create a comfortable working atmosphere.

In addition, this study found that more employees aged 21-40 experienced high work stress levels, namely 12 (48.0%) employees. It follows Hsu's research on workers in Taiwan, showing that younger employees (18-39 years) experience higher work stress than employees at older ages (> 40 years) [29].

It can happen because young adult employees who are at that age are trying to adjust to a new work environment and have high expectations in their careers, but if they feel they are not following the conditions of work they have, then they tend to be dissatisfied and stressed. Apart

from these reasons, stress can also arise for those who are just starting to build a household. Conflicts can occur at home that aggravates his career [29]. According to research conducted by Sari and Sunarti, the ideal age for marriage for men is 23-30 years.

At 41-60, more employees experienced moderate work stress, namely 11 (64.7%) employees. It follows Ansori and Martiana's research on 22 dental nurses, where it was found that the most work stress for nurses aged > 34 years was in the moderate category, namely 7 (58.3%) nurses. Stress on middle-adult employees, namely those aged 41-60 years, can occur because they are adjusting to entering retirement, which is a period of transition and changing roles [30].

Unlike the self-employed, who can determine their retirement age, an employee bound by a company must follow the applicable regulations. When they retire, they will lose their regular activities, lose co-workers, and lose their income, so these reasons can increase the work stress of middle-adult employees. Apart from retirement, work stress can also be caused by the aging process experienced. Even though the chronological age is the same, the biological age between one person and another can be different, depending on the maturity of the body's tissues. This degeneration process starts at 30 and decreases by 1% per year, known as the Rule of one. The decline in bodily functions will be more progressive as a person ages [31].

In this study, the chi-square test results obtained $p < 0.05$, which indicated a relationship between EI and worked stress on employees. The higher the employee's EI, the lower the work stress they experience, and vice versa. It happens because someone with high EI can control their feelings and emotions, express themselves appropriately to communicate and understand other people well and adapt to a constantly changing environment so that their physical and mental health improves and their performance is also good [32].

According to Afnuhazi's research on 83 nurses at RSUD, Dr. Achmad Mochtar Bukittinggi, there is a relationship between EI and work stress [33]. This research is also supported by Kheirkhah, Shayegan, Haghani, et al. on midwives working at the Health Center of Lorestan University of Medical Sciences, which shows a relationship between EI and work stress [34].

In this study, there was no relationship between age and work stress in echelons 1-4 employees at PTITP ($p > 0.05$). This research follows Putri and Tualeka's research on 35 CV workers. SMI Surabaya shows that there is no relationship between age and work stress. In addition, research by Amalia et al. on 36 teachers at Semarang State Special Schools (SLB) also showed no relationship between age and work stress. It can happen because a person's age does not affect the work stress experienced. Work stress is based more on the employee's duties than his age. Both young and old have tasks that are not much different, so age has nothing to do with work stress [35].

In this study, the results of the chi-square test obtained $p < 0.05$, which indicated that there was a relationship between age and EI in employees. It can happen because older employees have learned a lot about dealing with various situations and experiencing various kinds of problems, so it can be a lesson to deal with situations in the future by regulating their emotions. The results of this study follow Chen et al.'s research on 347 respondents in Beijing, China, which shows a relationship between age and EI [36]. Apart from that, Sliter et al.'s research on 519 respondents in the United States supports this research. Their research shows that there is a relationship between age and EI.

5. CONCLUSION

Based on the results of data analysis and discussion in the previous chapter, it can be concluded that this study is as follows: Based on this study, it was found that work stress in echelons 1-4 employees at PTITP, with the highest prevalence of work stress at a moderate level, namely 22 (52.4%) employees. It follows research conducted by Syafitri on employees of PT. Astra Honda Motor, where 11 (73.3%) employees experience moderate work stress.

1. Based on this research, echelon 1-4 employees at PTITP. Dominated by high EI levels, namely, several 30 (71.4%)

employees. It follows the research of Sumiyarsih et al., where EI was found in employees of CV. Aneka Ilmu Semarang, in the high category, is the most, namely 41 (55.75%) employees.

2. Based on this study, there is no relationship between age and work stress levels in echelon 1-4 employees at PTITP. It follows Putri's research et al. on 35 CV workers. SMI Surabaya, as well as research by Amalia et al. on 36 teachers at Semarang State Special Schools (SLB).
3. Based on this study, there is a relationship between age and the level of EI in echelon 1-4 employees at PTITP. It follows research by Chen et al. on 347 respondents in Beijing, China, and by Sliter et al. on 519 respondents in the United States.

CONSENT

As per international standard or university standard, respondents' written consent has been collected and preserved by the author(s).

ETHICAL APPROVAL

It is not applicable.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

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