

THE EFFECT OF EMOTIONAL INTELLIGENCE AND JOB STRESS ON EMPLOYEES PRODUCTIVITY IN PT. HASJRAT ABADI, TBK

PENGARUH KECERDASAN EMOSI DAN STRESS PEKERJAAN TERHADAP PRODUKTIVITAS KARYAWAN PADA PT. HASJRAT ABADI, TBK

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ABSTRACT

Emotional intelligence and job stress have become a main issue in PT. Hasjrat Abadi, Tbk and its influence on employee productivity. The purpose of this research is to analyze the influence of Emotional Intelligence and Job Stress on Employee Productivity, Partially and Simultaneously. Using a SPSS software and multiple linier regression as a data analysis tool, this research found that Emotional Intelligence and Job Stress have significant influence on Employee Productivity.

Keyword: Emotional Intelligence, Job Stress, Employee Productivity

ABSTRAK

Kecerdasan inteligensia emosional dan tekanan pekerjaan menjadi suatu masalah pokok di PT. Hasjrat Abadi, Tbk dan pengaruhnya pada produktivitas karyawan. Tujuan riset ini adalah untuk meneliti pengaruh pekerjaan dan kecerdasan/inteligen emosional nekan pada [atas] produktivitas karyawan, [yang] secara parsial dan secara serempak. Penggunaan suatu spss perangkat lunak dan berbagai linier kemunduran sebagai alat analisa data, riset ini menemukan bahwa pekerjaan dan kecerdasan/inteligen emosional tekanan mempunyai pengaruh penting pada [atas] produktivitas karyawan.

Kata Kunci: Kecerdasan/Inteligen Emosional, Tekanan Pekerjaan, Produktivitas Karyawan

1. INTRODUCTION

Research Background

Human Resources (HR) is a key element in the organization compared with other elements such as capital, technology, and money because the man himself that control other humans. Humans choose technology and seeking capital, use and maintain, as well as being a source of competitive advantage. Therefore, the management of human resources within the organization becomes a very important thing because people have very different characteristics compared to other human resources because people have different feelings and thoughts. Human Resource Management is a program, activity for human resources, then develop, maintain and use it to support the organization achieve its objectives.

Employees at PT. Hasjrat Abadi, Tbk have a routine job the corresponding functions and objectives. An employee is said to have productivity when workloads are being achieved and if the realization of the results higher than the work that has been set by the company. Each section in PT. Hasjrat Abadi, Tbk has different functions that become tasks to be completed. Where this study examines the three parts that exist on the PT. Hasjrat Abadi, Tbk. Based on direct observation of researchers, this section has the third division of the different tasks. On the Corporate Secretariat employees task is to implement internal and external correspondence, provide information to the Board regarding the Strategic Partners, and distribute the results of the meeting of the Board of Directors. On the Human Resources Department, the task of managing employees is a competency-based human resources, performance, and contributions made to the company. While the Information Technology Section, employee task is to prepare and implement hardware resources, software, and network infrastructure. Employees are required in order to complete the job demands have been provided by the company. Employees who have a good productivities if the demands of the job that has been given can be achieved and if the realization of the work is higher than that has been set by the company.

In the work the employee is also required in order to set himself well as controlling his emotions in completing a given job. So that employees can achieve the targets set by the company. Employees are required to be able to complete the assigned task suddenly by a boss that must be completed at that time. Because PT. Hasjrat Abadi, Tbk is a State Owned Enterprise, is the fluctuating pressure of work can occur unexpectedly due to the development of economic policies and other interests either by directors and government. Therefore, employees must be able to control myself as well as possible to the demands of the task that has been given. Pressure or demands which are not able to be controlled by the employees of PT. Hasjrat Abadi, Tbk will cause tension within the employee and if not insurmountable will experience stress which can lead to a lack of productivity of the employee.

Theoretical Review

Emotional Intelligence

The term "emotional intelligence" (Emotional Quotient) was first raised in 1990 by psychologist Peter Salovey of Harvard University and John Mayer of the University of New Hampshire to explain the qualities of emotions that seem to be important for success. Salovey and Mayer define emotional intelligence or often called Emotional Intelligence (EI) as a subset of social intelligence that involves the ability to monitor social feeling that involves the ability to others, sort through it all and use this information to guide our thoughts and actions. Emotional intelligence is strongly influenced by the environment, not to be settled, and may change at any time. EI skills are not opposed to the skills IQ or cognitive skills, but they interact dynamically, both at the conceptual level and in the real world. Gardner in his book entitled "Frame Of Mind", saying that it is not just one kind of intelligence monolithic important for success in life, but there is a wide spectrum

of intelligence with the seven main varieties of linguistic, mathematical / logical, spatial, kinesthetic, musical, interpersonal and intrapersonal. According to Robbins (2008), emotional intelligence (Emotional Intelligence) is the ability to detect and manage instructions - instructions and emotional information.

Work Stress

According to Robbins (2003) stress showed a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what you want and the results are perceived as uncertain and important. Siagian (2007) states that stress is a condition that affects the emotional tension, the mind, and physical condition. Stress that is not handled well generally results in the inability to interact positively with their environment, both in terms of the work environment and other outdoor environments. This means that the employees concerned will face a variety of negative symptoms that ultimately will affect employee performance. Veithzal (2004) stated that job stress is a state of tension that creates physical and psychological imbalance, which affects emotions, thought processes and conditions of an employee, in this case the pressure caused by a work environment where employees are working. Job stress is feeling pressure or feel distress experienced employees in the face of the work (Mangkunagara, 2005).

Based on expert opinion can be concluded that job stress arises from the excessive demands of the work environment that does not conform with the desire or ability of employees, and the response of each individual who can deal with it differently. Job stress is a reaction to the imbalance characteristics of employees with the characteristic elements of the job and it can occur in certain circumstances to the employment situation affecting emotions, thought processes and physical conditions of employees in their work. Employees who experience stress usually become nervous and feel worry, employees are often irritable and can not calm or an attitude which can not cooperate, especially in the work.

Employee Productivity

Wibisono (2007) suggests that productivity is the ratio of output to input; is a measure of efficiency in the use of limited organizational resources to produce goods and services. The greater the ratio the greater the efficiency. Sutrisno (2009) defines labor productivity as the ratio of the work with the time required to produce a product of one's labor. Klinger and Nanbaldian in Gomes (2003) states that productivity is a function of multiplication of employee effort (effort), which is supported by high motivation, and the ability of Human Resources (ATP) which is obtained through exercises that increase productivity, means good performance, will be fed back to the organization's activities on, or the motivation of Human Resources at a later stage. Productivity is influenced by several factors that exist in every person, among other things: knowledge, Skills, Abilities, Attitudes, and Behaviors. Program successful productivity improvement is characterized by the presence of a broad share of employees or workers well, resulting in a good performance and it will generate optimal productivity. In general, productivity is defined as the efficient use of resources generate. While the measure of productivity in general is associated with the output ratio of one or more inputs that emit output (goods and services) is.

2. RESEARCH METHODOLOGY

Types of Research

The type of this research is causal research that aim to describe the influence of Variable X on Y. This research is a quantitative method since using multiple regression as a tool to analyze the data.

Data Collection Method

There are two types of data that are used to make an appropriate result, which are:

1. Primary data. Primary data is data originated by the researcher specifically to address the research problem.
2. Self-administered Survey. The researcher also gets primary data from the result of questionnaires. Questionnaires are distributed to respondents so they can respond directly on the questionnaire. There were two sections in the questioner in the questioner that should be filled in by the respondents. The first section asked about respondent's identities and the second section asked about things that related with the variables.

Secondary data

Secondary data is data collected for some purpose other than the problem at hand. The secondary data is taken from books, journals, and relevant literature from library and internet. These secondary data were used in the background, literature review, research method, and discussions.

Operational Definition and Measurement of Research Variables

In this research, the general explanation about four variables in this current research that will be analyzed, are stated as follows:

1. Emotional Quotient (X_1). Emotional Quotient is the a subset of social intelligence that involves the ability to monitor social feeling that involves the ability to others, sort through it all and use this information to guide our thoughts and actions as employee in PT. Hasjrat Abadi, Tbk Manado Branch Office.
2. Work Stress (X_2). Intelligence is the ability to adapt to new needs by using the tools think appropriate purpose as employee in PT. Hasjrat Abadi, Tbk Manado Branch Office. To Measure the Intelligence Quotient can be classified by seven dimensions as indicators according to Robbins (2001).
3. Employee Productivity (Y). Performance is the result of work that can be accomplished by a person or group of people in PT. Harjrat Abadi, Tbk Manado Branch Office, in accordance with the authority and responsibilities of each, in an effort to achieve the goal in question legally, do not violate the law and in accordance with moral and ethical.

Data Analysis Tool

1. Validity and Reliability,
2. Classical Assumptions.
3. Multiple Regression.
4. R and R².
5. F – Test
6. t - Test

3. DATA ANALYSIS AND DISCUSSION

Data Analysis

Validity and Reliability Test

Validity Test

Tabel 1. Validity Test

Indicators	Pearson Correlation	Indicators	Pearson Correlation
X1.1	.322	X2.4	.617
X1.2	.620	Y.1	.796
X1.3	.637	Y.2	.912
X1.4	.556	Y.3	.803
X1.5	.280	Y.4	.748
X1.6	.624	Y.5	.642
X1.7	.666	Y.6	.796
X2.1	.906	Y.7	.912
X2.2	.918	Y.8	.803
X2.3	.926		

Source: Data Analysis, 2016

From the table above shows the validity test of variable $X_1 - Y$ and dependent variable are bigger than r value. The table shows the total number for $X_1 - Y$ are above 0.3, means that all the indicators are valid.

Test Reliability

Tabel 2. Reliability Test

Variable	Cronbach's Alpha
X_1	.655
X_2	.872
Y	.921

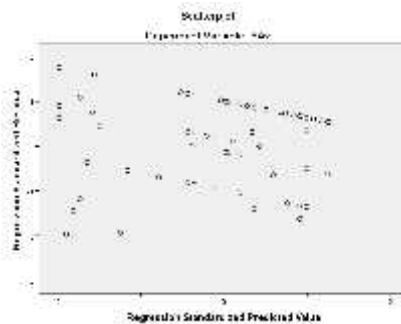
Source: Data Analysis, 2016

Table above shows the Cronbach's Alpha > 0.6, indicated that all research instrument indicator of variable are reliable.

Classical Assumption

Heteroskedastisity Test

A good regression model is free from the case of heteroscedastisity. Basis for decision-making of a regression model said that heteroscedastisity occur if there is no clear pattern, and the point spread above and below the number 0 (zero) on the Y axis, does not occur heteroscedastisity. Figure below will explain the test results as follows:



Graph 1. Heteroskedastisity

Source: Data Analysis, 2016

Based on the graph above it can be seen that there is no established pattern, in other words the graph describing the plot spread above and below the number 0 (zero) on the Y-axis. This proves that the independent variable X_1 and X_2 on Y are free of Heteroscedasticity.

Multicollinearity Test

The purpose was to test the assumption of multicollinearity in the regression model to test whether there is a correlation between the independent variables. A good regression model should be free from the problem of multicollinearity and there is no correlation between the independent variables.

Table 3. Multicollinearity Test

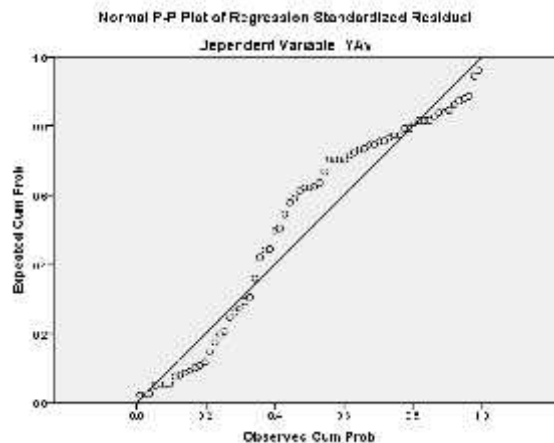
Variable	VIF
X_1	1.007
X_2	1.007

Source: Data Analysis, 2016

Table above shows the calculation of Multicollinearity. Moreover, it can be known through the VIF and tolerance, whereby if the value of VIF and tolerance to be around the number < 10 then the regression model above are free from multicollinearity. Based on the results in the table above can be seen by SPSS output does not occur because the symptoms of multicollinearity VIF value of X_1 and X_2 was below numbers < 10 , this means that there is no connection between the independent variables. Thus, multicollinearity assumptions are met (free of multicollinearity).

Normality Test

Testing the normality assumption is to test whether the regression model, the independent variable X_1 and X_2 and Y has a normal distribution or not. Regression model is good if the data distribution is normal or near normal, if the data is spread around the diagonal line and follow the direction of the diagonal line, then the regression fulfill the normality assumption.



Graph 2. Normality Test

Source: Data Analysis, 2016

From the figure above it can be seen that the points spread and spread around the diagonal line in the direction diagonal lines. This proves that the model Regression of The Influence of X_1 and X_2 on Y in test normality assumption was met.

Coefficient Regression

As has been pointed out in the previous section that the objective of this study to know the effect of X_1 and X_2 on Y and to test the truth of the hypothesis used quantitative analysis with linear regression methods. In calculating the regression between independent variables on dependent variable, with the help of a computer program package Based on the statistical software SPSS Version 19.0, of the data processing on the attachment is as follows:

Table 4. Unstandardized Coefficient Beta

Variable	B
(Constant)	2.939
X_1	.199
X_2	.267

Source: Data Analysis, 2016

From the analysis, obtained by linear regression equation as follows

$$Y = \text{Constant} + b_1X_1 + b_2X_2 + e$$

$$Y = 2.939 + 0,199 X_1 + 0,267 X_2 + e.$$

From the multiple linear regression equation above, it can inform the interpretation as follows:

1. Constant value of 2.939 means that if the variables in this research of Variable X_1 and X_2 are equal to zero than the Y will increase at 2.939 point.
2. Coefficient value of 0.199 means that if the variables in this research of X_1 increased by one scale or one unit, it will improve and increase Y at 0.199.
3. Coefficient value of 0.267 means that if the variables in this research of X_2 increased by one scale or one unit, it will improve and increase Y at 0.267.

Thus, if there is any change in factors measuring of X_1 and X_2 will change dependent variable Y .

Coefficient Correlation and Determination

The correlation coefficient is used to measure the The Influence of X_1 and X_2 on Y . The correlation coefficient values can be seen in the table below:

Table 5. Coefficient Correlation (r) and (r²)

R	R Square
.784 ^a	.615

Source: Data Analysis, 2016

Based on the analysis of correlation (r) is equal to 0.784 indicates that the Correlation of The Influence of X_1 and X_2 on Y has a strong relationship. To determine the contribution The Influence of X_1 and X_2 on Y can be seen that the determinant of the coefficient (r²) in the table above. R² value of 0.615 in this study may imply that the contribution of independent variable on dependent variable of 61.5 % while the remaining 38.5% is affected by other variables not examined in this study.

Hypothesis Test

Simultaneously Test

Simultaneous testing conducted to determine the The Influence of X_1 and X_2 on Y hypothesis test is carried out simultaneously by using F numbers in the table below. Testing is done by

comparing the number of significant level of calculation results with significance level 0.05 (5%) with the following criteria:

1. If $F_{count} (sig) \geq 0.05$ then H_0 is accepted and H_a rejected.
2. If $F_{count} (sig) < 0,05$ then H_0 is rejected and H_a accepted

Table 6. Simultaneously Test (F – test)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.884	2	.942	4.873	.011 ^a
	Residual	12.759	66	.193		
	Total	14.643	68			

a. Predictors: (Constant), X2Av, X1Av

b. Dependent Variable: YAv

Source: Data Analysis, 2016

Value of 4.873 of F_{Count} significant 0.011. Because the $sig < 0.05$ means the confidence of this prediction is above 95% and the probability of this prediction error is below 5% which is 0.000. Therefore H_0 is rejected and accepting H_a . Thus, the formulation of the hypothesis that The Influence of X_1 and X_2 on Y Simultaneously, accepted.

Partially Test

Partial test is used to test the effect of each independent variable X_1 and X_2 in Partial Impact on Y by performing comparisons between the t_{count} values with t_{Table} value at $= 0.05$ or compare the probability of the real level 95% of the partial coefficient (r) so that it can be seen the influence of the independent variables individually. Using the criteria of hypothesis testing by t test as follows:

1. $t_{count} \leq t_{tabel} (0,05)$, then H_0 is accepted and rejecting H_a .
2. $t_{count} > t_{tabel} (0,05)$, then H_0 is rejected and accepting H_a .

The data table below shows the t-test partially result:

Table 7. Partial Test Analysis (t-test)

Model	t	Sig.
X_1	2.487	.006
X_2	3.114	.003

Source: Data Analysis, 2016

Based on the calculations in the table above, the interpretation as follows:

1. t_{count} for X_1 2.487 bigger than the value of 1.984 t_{table} means X_1 has significant influence partially on Y. The sig. value at 0.006 means that prediction of X_1 influence on Y doing errors is more than 5% which is 1.0%, thus the confidence of this prediction is below 95%. Therefore, H_a accepted.
2. t_{count} for X_2 3.114 greater than the value of 1.984 t_{table} means X_2 has significant influence partially on Y. The sig. value at 0.003 means that prediction of X_2 influence on Y doing errors is 0.0%, thus the confidence of this prediction is above 95%. Therefore, H_a received.

Discussion

Emotional Intelligence and Work Stress have a close relationship with Employee Productivity in PT. Hasjrat Abadi,Tbk. Manado. This is evidenced by the results of the calculation of the value of R and R2 which illustrates that the Emotional Intelligence and Work Stress have a strong

influence on Employee Productivity at PT. Hasjrat Abadi, Tbk. Manado with a value contribution Effect of Emotional Intelligence and Work Stress on Employee Productivity in Office Ministry of Religious Affairs in the South Minahasa District of 61.5%. At PT. Hasjrat Abadi, Tbk. employees have a routine job the corresponding functions and objectives. An employee is said to have productivity when workloads are being achieved and if the realization of the results higher than the work that has been set by the company. Each section in PT. Hasjrat Abadi, Tbk has different functions that become tasks to be completed. It can be denied that employee at Hasjrat Abadi activities do not occur in isolation. Everything that happens in the company is influenced by things that happen outside it, such as the sources of production factors are used, the prospect of marketing, taxation, licensing, environmental and others.

Employees at PT. Hasjrat Abadi, Tbk. need emotional intelligence to distinguish one emotion to another, and use these emotions to guide the process of thinking and behavior. This capability is unique capabilities contained in a person, so this is a very important in a person's psychological abilities. Employee stress showed a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what you want and the results are perceived as uncertain and important. Siagian (2007: 300) states that stress is a condition that affects the emotional tension, the mind, and physical condition. Stress that is not handled well generally results in the inability to interact positively with their environment, both in terms of the work environment and other outdoor environments. This means that the employees concerned will face a variety of negative symptoms that ultimately will affect employee performance.

Similar study conduct by Paulo N. Lopes, Daisy Grewal, Jessica Kadis, Michelle Gall and Peter Salovey about Evidence that emotional intelligence is related to job performance and affect and attitudes at work. They found that the relation between emotional intelligence, assessed with a performance measure, and positive work place outcomes was examined in 44 analysts and clerical employees from the finance department of a Fortune 400 insurance company. Emotionally intelligent individuals received greater merit increases and held higher company rank than their counterparts. They also received better peer and/or supervisor ratings of interpersonal facilitation and stress tolerance than their counterparts. With few exceptions, these associations remained statistically significant after controlling for other predictors, one at a time, including age, gender, education, verbal ability, the Big Five personality traits, and trait affect.

Hassan Jorfi, Saeid Jorfi and Sirous Korahi Moghadam in their research about Impact of Emotional Intelligence on Performance of Employees. They found that emotional intelligence is essential factor responsible for determining success in life and psychological wellbeing seems to play an important role in shaping the interaction between managers and employees in their work environment. This study is undertaken to understand the performance level of managers and employees in educational administrations of Iran, the study focuses on understanding the emotional intelligence of the managers and employees and its link to their performance level on the job. Little research to date has examined how emotional intelligence influence manager-employee performance in organizations settings. Data (N=155) for this study were collected through questionnaires that participants were managers and employees of educational administrations of Iran Building on top of emotional intelligence theory, this paper explores how emotional intelligence manager and employee are influenced by performance. Today's environment is global and very complex, and the association between emotional intelligence and performance in establishments of Iran remains an important area of worry for managers and employees' globally. Emotional intelligence is crucial factor for organization's performance and growth and plays an important role in performance of today's competitive organizations. The findings of the study indicate that emotional intelligence has a positive impact on the performance level of the managers and employees in educational administrations of Iran.

Another study conducted by Uzma Hanif Gondal and Tajammal Husain about Comparative Study of Intelligence Quotient and Emotional Intelligence: Effect on Employees' Performance. Their study aims to explore the cognitive and emotional aspects of intelligence and its related behavioral and psychological outcomes on employees' performance. Intelligence is considered as an important predictor for analyzing the employees' capabilities and their behaviors to perform the particular task. This is a quantitative cross-sectional study based on 300 employees selected from different organizations of telecom industry, Lahore. The study reveals interesting findings about the nature of the relationship between individuals' intelligence quotient level and their respective performance. Indicating a new line of research that Intelligence Quotient is found to be insignificantly related with employees' performance revealing that IQ alone is not sufficient for the success of employees. Whereas, emotional Intelligence is found to have significant relationship with employees' performance signifying that emotional intelligence is more important than Intelligence quotient at workplace. Study in the end offers practical implication for organizations that emotional intelligence measures can be used in conjunction with other sources of information and psychometric tests like Intelligence Quotient, to support the human resource for the purpose of improving the overall effectiveness of an organization.

4. CONCLUSION AND RECOMMENDATION

Conclusion

From the chapter 4 about the data analysis and discussion, this research concludes findings as follows:

1. Emotional Intelligence and Job Stress have significant influence on Employee Productivity, Simultaneously.
2. Emotional Intelligence has significant influence on Employee Productivity, Partially.
3. Job Stress has significant influence on Employee Productivity, Partially.

Suggestion

1. Manager or leader in PT. Hasjrat Abadi, Tbk Manado should pay attention to Emotional Intelligence and Job Stress, since this two variables have significant influence on employee productivity.
2. To improve this research, the next researcher should add more variable or intervening to make a better result for the influence on purchase intention.

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