

How to the Emotional Intelligence and Work Stress Impact on the Performance Employee at Private Hospital Services

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Abstract

This study aimed to analyze the effects of emotional intelligence on employee performance and job stress at PT ISS Puri Indah Hospital. The population in this study were 80 employees of PT ISS Puri Indah Hospital. The sample in this study at all of population to be studied is called saturated sample. The sampling technique used is nonprobability sampling. The result of this study showed that emotional intelligence positive and significant effect on employee performance, emotional intelligence positive and significant effect on job stress, and job stress has no effect on employee performance.

Keywords: Emotional Intelligence, Employee Performance and Job Stress

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INTRODUCTION

In this era of globalization, competition and the demands of professionalism which are increasingly high cause many pressures that must be faced by individuals in the work environment. In addition to the pressure that comes from the work environment, the family environment and social environment also have the potential to cause anxiety. The very detrimental effect of the anxiety disorder that is often experienced by the community and employees in particular is called stress.

Emotional intelligence is a person's skill in regulating his emotions where it is very important to have an employee in an organization to harmonize emotions with the workload of an employee. Job stress is an important aspect for the company, especially its relationship to employee performance. The Companies which have good performance can be help companies make a profit. Employee performance is one of the capital for the company to achieve its goals.

The research conducted by, *Moch. Soelton at all*, 623-628, How Complaining Behaviors Effect on Performance in Government Industries? *Saudi Journal of Business and Management Studies (SJBMS)* Universitas Mercu Buana, Vol. 3, June 2018, the researcher is a lecturer of Universitas Mercu Buana Jakarta. Emotional intelligence is basically an push to action, an immediate plan to overcome the problems that have been implanted, emotions and feelings, biological, psychological states and a set of tendencies to act. Emotional intelligence have five components according to Goleman which partially affects employee performance. The five components are self-awareness, self-regulation, motivation, empathy, and social skills.

The phenomenon that occurred in the company in this study was obtained from interviews with 10 employees of PT. ISS who works at Puri Indah Hospital Jakarta. This research was conducted at PT ISS at Puri Indah Hospital because it was very interesting that a hospital that operates twenty-four hours and assisted by ISS employees in serving patients needed good employee performance. But in working 24 hours at the hospital, the ISS employees must have good emotional intelligence and also cannot be separated from the work stress but it needed good performance. In this research, from seven of ten employees feel bored, which in turn causes stress due to the pressure faced and work that is not completed. In addition, employees feel emotional and depressed when angry with visitors when there is a problem regarding cleaning services. Then based on the results of interviews with the leaders of the company, the work assessment was carried out twice a year, every 6 months. In the first 6 months, employee performance usually decreases, this is because employees do not know that their performance is being assessed so that employees work less optimally.

The research conducted by Ratna, et al (2014) work stress has a positive impact on the performance of Mahardiani Yoanisa and Ari Pradhanawati. (2013) show that job stress does not affect performance. Zeb et al (2015) shows that there is a significant negative relationship between job stress and employee performance in the banking sector. Zafar et al (2015) that there is a positive and positive relationship between job stress and employee performance. And research conducted by *Katidjan at all* 429-446, *MIX: Scientific Management Journal*, Universitas Mercu Buana Jakarta, Vol. VII, No. 3, Oct 2017 performance is the work achieved by someone in carrying out the tasks assigned to him according to the criteria set. There are (three) main factors that influence performance, namely the individual (ability to work), work effort (desire to work), and organizational support (opportunity to work). Performance is also an achievement of organizational goals that can take the form of quantitative and qualitative outputs, creativity, flexibility, dependability, on other things desired by the

organization.

Identifications of the problems

Based on the description above, the problems in this study can be formulated as follows a) Does emotional intelligence affect the performance of PT ISS Indonesia employees ?(b) Does emotional intelligence affect the work stress of employees of PT. ISS Indonesia? (c) Does work stress affect the performance of employees of PT. ISS Indonesia?

Study of Literature

There are several notions of human resource management that have been developed by several experts, namely: According to Yani (2012: 1), human resource management (HRM) can be interpreted as the science of managing relationships and the role of the workforce effectively and efficiently so as to achieve the goals of the organization or company. Meanwhile, according to Bangun (2012: 6), human resource management can be defined as a process of planning, organizing, staffing, mobilizing, and supervising, to procure, develop, provide compensation, integrate, maintain and separate workers to achieve organizational goals.

Human Resource Management Function

According to Marwansyah (2014: 8) in the human resources sector, there are a number of operational functions, namely human resource planning, recruitment and selection, human resource development, compensation, occupational safety and health, industrial relations, and human resource research.

- a) *Human resource planning*. Human resource planning is a process that systematically examines human resource needs to ensure the availability of labor in quantity and quality, or the appropriate competencies when needed.
- b) *Recruitment and selection*. Recruitment or withdrawal is the process of attracting the attention of a number of potential employees and encouraging them to apply for jobs in an organization.
- c) *Development of human resources*. Human resource development is a planned effort carried out by management to improve employee competence and organizational performance through training, education and development programs.

Emotional Intelligence

Goleman (2015) suggested that emotional intelligence is a characteristic of people who stand out in real life: those who have a warm close relationship and become stars in the workplace. This is also the main characteristic of character and self-discipline, altruism, and compassion, the basic abilities needed if we expect the creation of a prosperous society. Robbins and Judge (2015: 70) Emotional intelligence (emotional intelligence) is a person's ability to (1) assess emotions in themselves and others, (2) understand these emotions, (3) regulate one's emotions regularly. According to Wibowo (2010: 85) Emotional intelligence is a set of abilities to feel, assimilate emotions in thinking, understanding and reasoning with emotions, and connecting emotions in yourself and others.

Dimensions and Indicators of Emotional Intelligence

According to Wibowo (2015: 85) Emotional intelligence is organized in 4 dimensions that reflect the recognition of emotion in ourselves and others, as well as the recognition of emotion in ourselves and others. These four dimensions can be explained as follows :

- a) *Self-awareness*. Self-awareness is the ability to feel and understand the meaning of our own emotions. We are more sensitive to weakening emotional responses to events and understanding their messages. People who have self-aware are better able to listen to their emotional responses to specific situations and use this awareness as conscious information.
- b) *Self-management*. Self-management is the ability to manage our own emotions, something we all do at a certain level. We keep the movements of the heart waiting in supervision.
- c) *Social awareness*. Social awareness is the ability to feel and understand the emotions of others. For the most part, this ability is demonstrated by empathy, having an understanding of and sensitivity to the feelings, thoughts, and situations of others.

According to Goleman (2015: 400), aspects of emotional intelligence are as follows:

- 1) Emotional self-awareness ; a) Improvement in recognizing and feeling his own emotions ; b) More able to understand the causes of feelings that arise; c) Recognize differences in feelings with actions
- 2) Manage emotions ; a) Higher tolerance for frustration and anger management; b) More able to express anger properly; c) Better in dealing with mental stress
- 3) Utilizing emotions : a) More responsible; b) More able to focus on the task at hand c) More self-control
- 4) Empathy ; a) More able to accept other people's perspectives; b) Improve empathy and sensitivity to other

people's feelings; c) It's better to listen to others

Job Stress

1. Definition of Job Stress

There are several notions of work stress that have been developed by several experts, namely : Robbins and Judge (2014: 368) define stress as a dynamic condition in which an individual is faced with opportunities, demands, or resources related to what the individual desires and whose results are considered uncertain and important. According to Moorehead & Griffin (2013: 289) Stress (stress) as a person's adaptive response to stimuli that places excessive psychological or physical demands on the person.

2. Main Causes of Stress

According to Moorehead and Griffin (2013: 179) Many things can cause stress, including: Organization Stressor : Organizational Stressors are various factors in the workplace that can cause stress. The general sets of organizational stressors are the demands of tasks, physical, role and interpersonal.

- a) *Task Demands* : Task demands are task stressors that are related to specific tasks performed by a person. Some jobs have more stressful properties than others.
- b) *Physical Claims* : Physical demands (physical demands) of a job are physical requirements on the job. This demand is a function of the physical characteristics of the situation and physical tasks needed in the work.
- c) *Role Claims* : The role demands can also cause stress to people in the organization. A role is a set of behaviors expected in relation to a particular position in a group or organization. as such, roles have formal requirements.

3. Stress Dimensions and Indicators

According to Robbins (2006: 375) indicators of job stress can be divided into three aspects, namely:

- 1) Physiological indicators, including :a) Increases heart rate and breath;b) Increases blood pressure; c) Causes headaches
- 2) Psychological indicators, including: a) Work tension; b) Saturation or work boredom c) Postponement of work
- 3) Behavioral indicators, including: a) Changes in the level of productivity or performance; b) Talk that is not calm; c) Anxiety

Performance

1. Understanding Performance

Mangkunegara (2010:9) suggests performance is work performance or output (output) both quality and quantity achieved by human resources of the period of time in carrying out their work duties in accordance with the responsibilities given to him.

2. Factors Affecting Performance

According to Kasmir (2016: 189), there are several factors that can affect performance, including :

- a) Ability and Expertise are the ability or skill that someone has in doing a job. The more you have the ability and expertise, then you will be able to complete the work correctly, according to the set.
- b) Knowledge someone who has good knowledge about work will give good results, and vice versa.
- c) Work Plan, design work that will facilitate employees in achieving their goals. That is, if a job has a good design, it will make it easier to carry out the work properly and correctly.
- d) Personality, each person has a personality or character that is different from each other. Someone who has a good personality or character, will be able to do the work really - truly full of responsibility so that the results of his work are also good.

3. Employee Performance Dimensions

Mangkunegara (2010:18), divides the following performance aspects are : 1) Quality of Work; 2) Employee Honesty; 3) Initiative; 4) Attendance; 5) Attitude; 6) Cooperation; 7) Justice; 8) Knowledge of work; 9) Responsibility; 10) Utilization of work time

The aspects of the work standard consist of quantitative aspects and qualitative aspects.

- 1) Quantitative aspects include: a) Work processes and working conditions; b) The time used or the length of time to do the work. ; c) Number of errors in carrying out the work.; d) Number and type of service delivery in the work
- 2) Qualitative Aspects ; a) Accuracy of work and quality of work; b) Level of ability in work; c) Ability to analyze data/information, ability/failure to use equipment/ machines ; d) Ability to evaluate

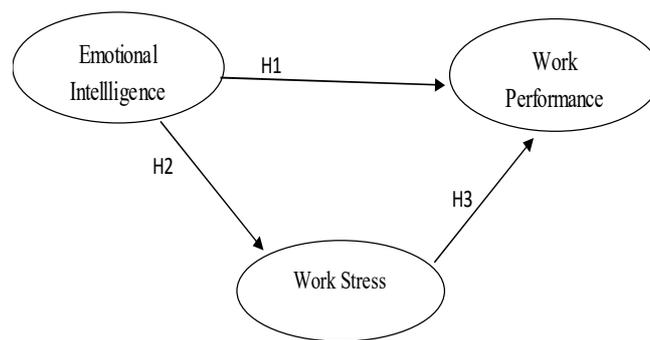


Figure : Research Conceptual Framework Model

1. Effect of Emotional Intelligence on Employee Performance
Emotional intelligence is the ability of a person to manage emotions in themselves and others. Intelligence can be a control for a person in dealing with various situations. The following hypotheses can be formulated : *H1: Emotional intelligence has a positive effect on employee performance.*
2. Effect of Emotional Intelligence on Employee Job Stress
Someone who works will experience work stress, therefore emotional intelligence will affect the work stress experienced by employees. The hypothesis can be formulated: *H2 : Emotional intelligence influences employee work stress.*
3. Effect of Job Stress on Employee Performance
Job stress is a response issued by a person to him which is often found in employees who feel fatigue in work. The hypotheses can be formulated: *H3 : Job Stress influences employee performance.*

Time and Place of Research

This research process begins with activities to identify problems in the place that will be used as a research location, formulation of identified problems, collection of theoretical bases that strengthen the basis of variables, the preparation of methods in data collection, preparation of instruments, to the determination of statistical testing techniques used. The object of his research were PT ISS Indonesia employees who worked at Puri Indah Hospital in Jakarta and this research was conducted from March 2018 to June 2018.

Research design

The research design conducted by the authors in this study uses causal research. Causal design tests the "causal" relationship. According to Sugiyono (2014: 37) the causal relationships are "causal relationships. There are independent variables (influencing variables) and dependent (influenced).

Definition and Operationalization of Variables

Based on the thesis proposal title that is taken by the author namely "the influence of emotional intelligence on work stress and its impact on employee performance", then the authors define each variable and make operational variables.

Variable Definition

In this research, the exogenous variable is emotional intelligence, while endogenous variables are performance and job stress as intervening variables. The operational definition of variables in this study is as follows:

1. Emotional Intelligence, According to Goleman (2015) emotional intelligence is a characteristic of people who stand out in real life: those who have a warm close relationship and become stars in the workplace.
2. Performance, Mangkunegara (2010: 9) suggests performance is work performance or output (output) both quality and quantity achieved by human resources of the period of time in carrying out their work duties in accordance with the responsibilities given to him.
3. Job Stress, Robbins and Judge (2014: 368) define stress as a dynamic condition in which an individual is faced with opportunities, demands, or resources related to what the individual desires and whose results are considered uncertain and important.

Operationalization of Variables

In order for this research to be carried out as expected, it is necessary to understand the various elements that form the basis of a scientific research contained in the operationalization of the research variables. The operationalization of variables in more detail are as follow

Population and Sample

The population in this study were 80 employees working at PT ISS Indonesia at the Puri Indah Hospital in Jakarta in the Facility Service section. And the sample is part of the number and characteristics possessed by the population. If the population is large, and researchers are unlikely to learn everything in the population. The sampling technique used in this study is Non probability Sampling. The number of samples in this study were 80 respondents.

Data collection technique

In this study, researchers used data collection techniques with interviews, questionnaires, and library research. Interviews are conducted if the researcher wants to conduct a preliminary study to find problems that must be examined, and also if the researcher wants to know things from the respondents that are deeper and the number of respondents is small.

Data analysis method

The data analysis method used in this study is SEM based on component or variance in which data processing uses Partial Least Square (Smart-PLS) version 3.0 PLS. PLS (Partial Least Square) is an alternative model of covariance based SEM. Besides being able to be used to confirm the theory, PLS can also be used to explain whether or not there is a relationship between latent variables. The testing steps that will be carried out are as follows:

Evaluation Measurement (outer) Model

Outer models are often called (outer relation or measurement model) which defines how each indicator block relates to its latent variable. A block with a reflection indicator can be written as follows:

$$x = \Lambda_x \xi + \varepsilon_x$$
$$y = \Lambda_y \eta + \varepsilon_y$$

Where x and y are indicators or manifest variables for exogenous and endogenous latent variables ξ and η , while Λ_x and Λ_y are loading matrices that describe simple regression coefficients that connect the latent variables with the indicators. Residuals measured by ε_x and ε_y can be interpreted as measurement or noise errors (Ghozali, 2014: 38).

Convergent validity

Convergent validity of the measurement model with reflection indicators is assessed based on the correlation between the item score / component score with the construct score calculated by PLS. According to Ghozali (2014: 39), individual reflexive measures are said to be high if they correlate more than 0.70 with the constructs to be measured. However, for research the initial stage of developing a scale measuring 0.5 to 0.60 loading is considered sufficient.

Discriminant validity

Discriminant validity testing of measurement models with reflective indicators can be assessed based on crossloading between indicators and their constructs. Another method for assessing discriminant validity is to compare the square root of average variance extracted (AVE) of each construct with the correlation between constructs and other constructs in the model.

Composite reliability

Composite reliability testing aims to test instrument reliability in a research model. The construct is stated to have good reliability or the questionnaire used as a research tool has been consistent, if in all the variables of Cronbach alpha and composite reliability values ≥ 0.70 .

Structural Model Testing or Hypothesis Test (Inner Model)

Inner model testing is the development of concepts and theories based models in order to analyze the relationship between exogenous and endogenous variables that have been described in the conceptual framework. Testing of the structural model was evaluated by looking at the R-square value which is a goodness-fit model test. The testing phase of the structural model (hypothesis testing) is carried out by the following steps:

R-square value

Look at the R-square value which is a goodness-fit model test. The second test can be seen from the results of the R square for endogenous latent variables of 0.19, 0.33 and 0.67 indicating that the model has a small, medium and large influence on the structural model.

Goodness of Fit Model.

The Goodness of Fit test for structural models in the inner model uses predictive-relevance value (Q^2). The Q -square value greater than 0 (zero) indicates that the model has a predictive relevance value.

Hypothesis Testing Results (Estimated Path Coefficients)

Estimated values for path relationships in the structural model must be significant. This significance value can be obtained by the bootstrapping procedure. Looking at the significance of the hypothesis by looking at the parameter coefficient value and the T-statistical significance value in the algorithm bootstrapping report the T-statistic significance value must be more than 1.96.

RESULTS AND DISCUSSION

PT ISS Indonesia was established in 1996 by acquiring ESGO, a subsidiary of Hong Kong's Environmental Services. In 1998 another acquisition by Reliance obtained a subsidiary from the Jardine -Hong Kong Group. Now PT ISS Indonesia operates in 9 cities and is ranked first in Indonesia. PT ISS Indonesia's vision is to become the best Facility services company in Indonesia. Whereas PT ISS Indonesia is providing and developing the best quality services for the benefit of all parties concerned.

Descriptive Analysis

Characteristics of Respondents, based on research conducted on 80 respondents, namely PT ISS Indonesia employees who work at Puri Indah Hospital in Jakarta, it can be seen the general description of the characteristics of respondents based on gender, age, length of work, and status. For more details, below are presented one by one general description of research respondents

- a) Characteristics of Respondents by Gender: It shows that out of 80 respondents there were 47 respondents or equal to 58.8% male sex. While 33 respondents or 41.2% were female. Based on Table 4.1, the data above shows that most of the employees who work at PT ISS Puri Indah Hospital in Jakarta.
- b) Characteristics of Respondents Based on Length of Work Characteristics of respondents based on length of work, it shows that out of 80 respondents who have the highest number of people between 20-25 years, as many as 62.5% and the lowest are respondents who have an age between > 30-35 years that is as much as 6.2%.

2. Descriptive Respondents' Answers

The statistics obtained in this study it can be explained that out of 29 items submitted to 80 respondents obtained as follows :

- 1) Descriptive Results of Answers to Questionnaire on Emotional Intelligence Variables. The instrument for emotional intelligence variables that have the highest mean value is in the statement of the employee able to handle the tension that occurs in him at work that is equal to 4.30 with a standard deviation value of 0.678, while for the lowest mean value is found in the employee's focus statement the assigned job is 1.84 with a standard deviation value of 0.872.
- 2) Descriptive Results of Answers to Questionnaire on Employee Performance Variables. It can be seen the instrument for employee performance variables that have the highest mean value in the statement able to complete the task on time is equal to 4.23 with a standard deviation value of 0.774, while the lowest mean value is in the statement is not able to minimize errors in carrying out tasks or jobs that is equal to 1.96 with a standard deviation of 0.843.
- 3) Descriptive Results of Work Stress Variable Questionnaire Answers: the statement is able to complete the task right time Employees often feel the heart rate increases which results in the rapid breathing rate of 3.18 with a standard deviation value of 1.222, while the lowest mean value is in Employee statements experienced a decrease in performance that is equal to 1.96 with a standard deviation of 0.901.

Data Quality Test Results

1. Evaluation of the Measurement (outer) Model.

- a. *Convergent Validity Testing Results* was assessed based on the correlation between the item score or component score with the construct score calculated by PLS. Individual indicators are considered valid if they have a correlation value above 0.70. But in scale development research, loading factors from 0.50 to 0.60 are still acceptable. It can be seen that all indicators have met convergent validity because it has a loading factor value above 0.60.

- b. *Discriminant Validity Testing Results*

The latent construct predicts that the indicators on their blocks are better than the indicators in other blocks. Another method to look at discriminant validity is to look at the r square root of average variance extracted (AVE) for each construct with a correlation between the construct and the other constructs in the model, so it can be said to have good discriminant validity.

Table of AVE Test Results

Variables	AVE
Emotional Intelligence	0.680
Performance Work	0.740
Work Stress	0.724

Source : Output PLS

Table of The Result Test of *Discriminant Validity (Fornell Lacker Criterion)*

	Emotional intelligence	Work Performance	Work Stress
Emotional intelligence	0.824		
Work Performance	0.641	0.860	
Work Stress	0.704	0.508	0.851

Source: Output PL

c. Test Results of Composite Reliability and Cronbach's Alpha

It means that the construct has good reliability or the questionnaire used as a tool in this study has been reliable or consistent and the results of composite reliability and cronbach's alpha testing ≥ 0.70 .

2. Structural Model Testing or Hypothesis Test (Inner Model)

Inner model testing is the development of concept and theory based models in order to analyze the relationship between exogenous and endogenous variables that have been described in the conceptual framework. The steps to test the structural model (inner model) are as follows:

a. Detailed R-square Test Results

The structural model indicates that the model on the variable Employee Performance and Work Stress can be said to be moderate because it has values above 0.33. The model of the influence of independent latent variables (Emotional Intelligence) on Employee Performance gives a R-square value of 0.417 which can be interpreted that the construct variability of Employee Performance that can be explained by construct variability of Emotional Intelligence is 41.7% while 58.3% is explained by other variables outside researched. Then the model of the effect of independent latent variables (Emotional Intelligence) on Job Stress gives a R-square value of 0.496 which can be interpreted that the construct of Job Stress that can be explained by Emotional Intelligence variability is 49.6% while 50.4% can be explained by other variables outside researched.

b. Results of Testing the Goodness of Fit Model

The R-square value of each endogenous variable in this study can be seen in the following calculations: Predictive relevance value is obtained by the formula:

$$Q^2 = 1 - (1 - R_1) (1 - R_p) = 1 - (0,583) (0,504) = \mathbf{0.7062}$$

The calculation results above show predictive-relevance value of 0.7062 which is greater than 0 (zero). This means that 70.62% of the variation in employee performance variables and work stress (dependent variable) is explained by the independent variables used.

c. Hypothesis Testing Results (Estimated Path Coefficients)

The significance of the hypothesis by looking at the parameter coefficient value and the T-statistic significance value in the bootstrapping report algorithm. To find out significant or insignificant can be seen from T-table at alpha 0.05 (5%) = 1.96, then T-table compared to T-count (T-statistic).

Discussion of Research Results

1) Effect of Emotional Intelligence on Employee Performance

Based on the hypothesis test in this study, the results of the T-statistic value of 5.443 and the original sample value of 0.561 were obtained. The T-statistic value is greater than the T-table value of 1.96 and the original sample value shows a positive value, this result shows that emotional intelligence has a positive and significant influence on employee performance. For example, an ISS employee if having emotional intelligence such as being able to control emotions in work will focus on providing good service.

2) *Effect of Emotional Intelligence on Job Stress.*

Based on the hypothesis test in this study, the results of the T-statistic value of 12,983 and the original sample value of 704 were obtained. The T-statistic value was greater than the T-table value of 1.96 and the original sample value showed a positive value, this result showed that emotional intelligence affected positive and significant work stress. For example, if an ISS employee if he has good emotional intelligence, he will be able to manage the pressure or stress on his work and in completing his work will also be good.

This illustrates the emotional intelligence possessed can improve its performance.

3) *Effect of Job Stress on Employee Performance*

Based on the hypothesis test in this study, the results of the T-statistic were 0.113 and the original sample value was 0.929. The T-statistic value is less than the T-table value of 1.96 and the original sample value shows a positive value, this result shows that work stress has a positive and insignificant effect on employee performance. And for example if an ISS employee has low work stress or very little work pressure it will be more able to work well so he will have good performance

Conclusions and Suggestions

This results of this study, the following conclusions can be drawn : The Emotional intelligence has a positive and significant impact on the performance, the Emotional intelligence has a positive and significant influence on the work stress and job stress does not affect the performance of PT ISS employees at Puri Indah Hospital Jakarta.

Based on the above conclusions, a number of suggestions can be put into consideration for company: we recommend that employees be able to maintain good relationships with fellow colleagues so that a harmonious atmosphere is established and good cooperation is created between fellow employees and employees are expected to be more focused in carrying out their work in accordance with the responsibilities given. and the companies should hold gatherings regularly so that employees feel a new atmosphere so that employees can relax and feel excited when working and the company should arrange the layout of employee gatherings so that employees do not feel bored with the usual atmosphere.

For the future researcher, it is hoped that it can develop a wider scope, such as expanding the population, increasing samples, or adding other variables such as work environment, level of education, experience and ability of employees.

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