Emotional Intelligence and Work Stress on Employee Work Performance with Work Motivation as a Mediating Variable

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Abstract

Performance is the translation of 'performance' which means the output of a worker, a management process, or an organization as a whole, where the output must be demonstrable with concrete evidence and measurable (compared to established standards) . Many factors can influence employee performance, including motivation and job satisfaction. This study aims to determine the extent of the influence of emotional intelligence and work stress on work performance with work motivation as a mediating variable. People in an organization in order to achieve organizational goals within a certain period of time. Performance refers to the level of achievement of tasks that make up an employee's job. Performance is defined as Results of the function of a person's or group's work/activities in an organization which is influenced by various factors to achieve organizational goals in Specific time periodThe data analysis method used in this research is Partial Least Square (PLS) with the help of the Smart PLS version 3.0 program. The results of this study show that emotional intelligence has a negative and insignificant effect on work performance. Job stress has a positive and significant effect on job performance. Emotional intelligence has a positive and significant effect on work motivation. Work stress has a positive and significant effect on work motivation. Work motivation has a positive and significant effect on work performance. Emotional intelligence has a positive and significant effect on work performance moderated by work motivation. Job stress has a negative and insignificant effect on work performance moderated by work motivation.

Keywords: Emotional Intelligence, Job Stress, Job Achievement, Job Motivation, Company.
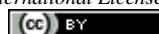
1. Introduction

In today's globalization conditions, the role of employees is the most important in winning the competition and having an impact on the progress of the company [1]. For this reason, companies organize, supervise, coordinate employees according to their duties and support the process of improving employee abilities by conducting various training and development. Employee development will have a positive impact on the company [2].

In companies, there are psychological factors that form the basis of the relationship between a person and their organization. Psychological factors that affect a person's ability in an organization include self-control, initiative, optimism, the ability to coordinate emotions and think calmly without letting oneself be carried away by emotions [3]. The company is one type of formal organization and where a system of cooperation is implemented in the implementation of various activities to achieve the expected organizational goals and objectives. One of the most important needs of company employees is the need to evaluate the achievements achieved.

In every organization or company, the current challenge that must be answered is to increase the organization's ability to manage resources efficiently, effectively and improve employee performance [4].

These challenges arise as a result of environmental changes, both external and internal environments in the era of highly competitive globalization. Human resources are not only seen as a production factor but more than that, as a source of competitive advantage.

Sarana smartphone is a company engaged in the sale of smartphones and service centers. This company has a variety of employees and is also experiencing problems in its current internal where employee performance fluctuates which is thought to be due to poor emotional intelligence and also employees are never disciplined at work so that they are often late in carrying out everything. Based on observations made at Sarana Smartphone Padang branch, there is a lack of work performance from its employees. This can be seen from the way employees serve customers who do not spread smiles, and are less communicative in explaining about products to customers. This causes customers to feel uncomfortable to ask about the desired product. If this happens continuously, it can result in a lack of desire for customers to come and shop, which can lead to a decrease in revenue from the company. The company needs to follow up on employee behavior in order to improve employee performance.

On the one hand, companies must be able to improve the work performance of their employees, on the other hand, employees are human beings who have

differences in attitudes, behavior, motivation, education, abilities, and experiences between one individual and another. Effective performance requires a combination of cognitive and emotional skills that allow individuals to analyze their environment and make the best decisions [5].

Work performance is a combination of three important factors, namely the ability and interest of a worker, the ability and acceptance of the explanation of task delegation, as well as the role and level of motivation of a worker. The higher the three factors above, the greater the work performance of the employee concerned [6]. Work performance has been described as behavior or actions that are relevant to organizational goals. Emotional intelligence is closely related to emotional and social skills, which positively influence skills such as empathy, teamwork, communication, achievement orientation, and negotiation, all of which are characteristics that support good work performance [7].

Emotional intelligence is strongly influenced by the environment, is not sedentary, can change at any time. For this reason, the role of the environment, especially parents in childhood, is very influential in the formation of emotional intelligence [8]. People who have high emotional intelligence will be able to understand themselves and the emotions of others. The person can use this understanding to improve his behavior and attitude in a more positive direction, so that he is able to control emotions, is more motivated, feels satisfied and is able to overcome problems with his work environment and life [9].

Previous research conducted showed that emotional intelligence has a significant effect on employee performance [10]. This means that emotional intelligence plays an important role in a person's success in carrying out their duties. Emotional intelligence is an employee's skill in emotional regulation in order to maintain a good work rhythm so that the employee can be motivated in carrying out his duties [11] (With good emotional intelligence can encourage harmonious working relationships [12].

High emotional intelligence can make a person more sensitive to many things, for example, better understanding one's own shortcomings, controlling oneself in unpleasant situations with coworkers, not seeing things from only one side, and appreciating time. The results of this study support research conducted which states that emotional intelligence has a positive and significant effect on motivation [13].

Next, work stress is one of the factors that affect employee performance. Job stress is an important aspect for companies, especially its relationship with work performance. Employees who have high stress levels will interfere with work concentration so that it will reduce the employee's work performance. So that

in the end the work performance obtained by employees is not optimal [14].

According work stress is an emotional state that arises because of the mismatch between the workload and the individual's ability to deal with the pressures he faces [15]. Stress can also be interpreted as a condition of tension that creates a physical and psychological imbalance that affects the emotions, thought processes, and conditions of an employee. Job stress is a condition faced by individuals in the workplace where they are faced with demands that they cannot meet or feel, so success feels out of reach. As a result, their minds become unbalanced, this can have a negative impact on their mental and physical health [16].

According states that the occurrence of stress is a challenge for employees, because it can be a stimulant between them to overcome the stress, so as to produce work performance [17]. In a different context, work stress also has an impact on hindering employees in achieving work performance, it depends on the mindset and perspective of each employee. In organizational life, employee performance can also affect the occurrence of stress.

Supported if a person with a high level of stress will result in failure in the organization because high levels of job stress will have a negative impact on the productivity of each employee [18]. Work stress is influenced by two factors, namely external factors and internal factors. Previous research conducted [19] stated that work stress has a significant effect on employee performance. Similar results were also produced in which stated that work stress has a significant effect on employee performance [20].

The next thing that can improve employee performance is work motivation. Motivation is given as a driving force for nurses to exert their abilities, skills, energy and time in carrying out various activities that are their responsibilities and obligations, so that the goals and objectives of the organization that have been determined can be achieved.

In previous research said that work motivation can be used as a trigger for individuals to be willing and willing to optimize their abilities, both in the form of expertise / skills, energy, and time, to carry out various activities that are their responsibility or duty to obtain company goals. Work motivation also intersects with the level of work stress. Pressure that is considered positive is when the pressure aims to improve employee performance and responsibility, but often there is excessive pressure that can make employees feel uncomfortable and experience stress at work.

Work motivation has an important effect on employee performance. This effect can be mediated by the level of job stress experienced by employees. When employees feel motivated, they tend to have strong intrinsic and extrinsic drives to achieve the goals and

standards set in their work. High motivation can increase perseverance, focus, and quality of work, and spur efforts to produce the best results. Motivated employees are more likely to face challenges and overcome obstacles more effectively, and strive to continuously develop their skills and knowledge

Based on the explanation of the background of the problem, the authors are interested in conducting research with the title "The Effect of Emotional Intelligence and Job Stress on Employee Job Performance of Smartphone Facilities with Work Motivation as a Mediating Variable".

2. Research Method

Type of Research

This type of research is included in the type of associative descriptive research, which is research that aims to find out and continue by explaining and describing the influence between two or more variables which will ultimately produce a theory that can function to explain, predict, and control a symptom.

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Sample

Samples are part of the number and characteristics possessed by the population, while sampling techniques are called sampling. According the sampling technique in this study was total sampling. Total sampling is a sampling technique where the number of samples is the same as the population. The reason for taking total sampling is because the population is less than 100. So the number of samples in this study was 78 employees.

Data Quality Test

The conclusion of research results depends on the quality of the data analyzed and the instruments used to collect research data. According to there are two concepts to measure data quality, namely reliability and validity, where a study will produce biased conclusions if the data is less reliable and less valid. The concepts of reliability and validity are understood through the basic ideas of these concepts, namely consistency and accuracy. In this study, the validity and reliability of the instrument were measured using statistical analysis through Partial Least Square (PLS).

Partial Least Square (PLS)

The data analysis method used in this research is Partial Least Square (PLS) with the help of the Smart

PLS version 3.0 program. PLS is a variant-based structural equation analysis (SEM) analysis that can simultaneously test the measurement model as well as test the structural model (Jogiyanto Hartono, 2019). According to him, the stages of analysis using PLS-SEM go through at least five stages of the process, namely conceptualizing the model, determining the algorithm analysis method, determining the resampling method, drawing a diagram.

Stages 1. Model Conceptualization

Model conceptualization is the first step in PLS analysis. At this stage researchers must develop and measure constructs Modeling in PLS consists of 2 (two) modeling, namely the inner model and outer model. The outer model (measurement model) describes the relationship between indicators and latent variables, while the inner model (structural model) describes the relationship between latent variables. path, and model evaluation.

Determining the Algorithm Analysis Method

In PLS using the Smart PLS 3.0 program, the algorithm analysis method provided is only the PLS algorithm with three scheme options, namely factorial, centroid and path This research uses the PLS path or structural weighting algorithm scheme.

Determining the Resampling Method

The methods used by researchers to perform the resampling process are bootstrapping and jackfinning The jackknifing method only uses a subsample of the original sample grouped in groups to resample, while the bootstrapping method uses the entire original sample to resample. The bootstrapping method is more often used in structural equation models, therefore in this study, researchers chose the bootstrapping method.

Drawing the Path Diagram

Based on the conceptualization of the model in stage 1, the path diagram in this study can be described as follows:
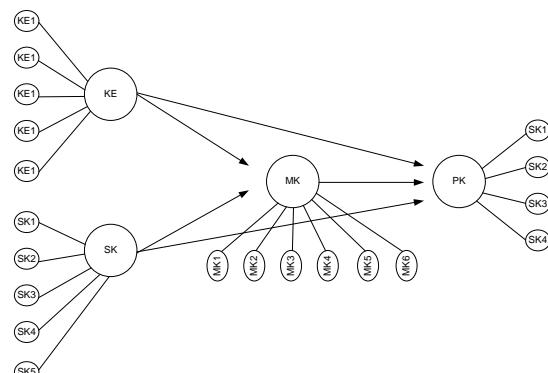

Figure 3.1 Measurement and Structural Models with PLS

Based on the path diagram in Figure 3.1, the equation for this research model is:

a. Measurement Model Equation (outer model)

Ghozali (2013) states that the outer model is often called (outer relation or measurement model) defines how each indicator block relates to its latent variable.

b. Structural Model Equation (inner model)

PK = γ1 KE + δ2 SK + δ3 MK + ζ1

Where, PK is Job Achievement, KE is Emotional Intelligence, SK is Job Stress, MK is Work Motivation.

Model Evaluation

The PLS evaluation model is carried out by assessing the outer model and inner model. The measurement model or outer model is used to assess the validity and reliability of the model, while the structural model or inner model is used to predict the relationship between latent variables (Imam, 2013).

Model evaluation steps in research include:

a. Outer model evaluation

The relationship between indicators and latent variables in this study is a personality or attitude so that it uses a reflective model. The outer model test with reflective indicators is as follows:

1) The convergent validity test can be seen from the loading factor value> 0.7, but the value of 0.5 - 0.6 for early stage research is considered sufficient, the average value of the loading factor is 0.5 - 0.6 variance extracted (> 0,5), and communality value (> 0,5) (Latan dan Ghozali, 2012).

2) Discriminant validity test is carried out by looking at the cross loading value which must be> 0.7 in one variable (Abdillah and Jogiyanto, 2015).

3) The reliability test is carried out by looking at the Cronbach's alpha and composite reliability values. The Cronbach's alpha and composite reliability values should be > 0.7 to be said to have high reliability (Latan and Ghozali, 2012), but a value of 0.6 is also acceptable (Jogiyanto Hartono, 2019).

b. Inner model testing

Inner model testing is carried out to test the relationship between latent variables (hypothesis testing). Tests for the structural model in this study are:

1) R square. In assessing the structural model with PLS, we start by looking at the R-squares value for each endogenous latent variable as the predictive power of the structural model. Changes in the R-squares value can be used to explain the effect of certain exogenous latent variables on endogenous latent variables whether they have a substantive effect. R-Squares values of 0.75, 0.50 and 0.25 can be

concluded that the model is strong, moderate and weak (Imam, 2013). The higher the R-square value, the better the prediction model of the proposed model (Abdillah and Jogiyanto, 2015).

2) Q2 Predictive Relevance (Q Square), this test is conducted to determine the prediction capability with the blindfolding procedure. Q2 > 0 indicates that the model has predictive relevance, Q2 < 0 indicates that the model lacks predictive relevance. In relation to f2, changes in Q2 have a relative impact on the structural model. If the Q2 predictive relevance value is 0.02, 0.15, and 0.35, it indicates that the model is weak, moderate, strong (Imam, 2013). This prediction can only be done for endogenous constructs with reflective indicators.

3) Path coefficient value. The path coefficient value indicates the level of significance in hypothesis testing as indicated by the t-statistic value> t-table (Imam, 2013). Performed with Bootstrapping procedures such as resampling selected at the stage.

4) The significance value used for the hypothesis is one-tailed t value 1.64 (Significance level = 5%). In this study, the hypothesis can be accepted if it has a t statistics value (t count) in the Path Coefficient output table greater than the t-table (1.64).

Explain the method of preparation and characterization techniques used. Describe briefly, but remain accurate as size, volume, replication and workmanship techniques. For the new method should be explained in detail so that other researchers can reproduce the

3. Result and Discussion

There are two stages in data processing techniques using the Structural Equation Modeling (SEM) method based on Partial Least Square (PLS), namely

a. The outer model testing stage (measurement model) and inner model testing (structural model).

1. Measurement Model Testing Stage (Outer Model)

There are two tests on the measurement model (Outer Model), namely validity test and reliability test. The validity test consists of convergent validity and discriminant validity. Then proceed with the reliability test which consists of calculating the composite reliability value and Cronbach's Alpha.

a. Convergent Validity

Convergent validity can be seen from the outer loading parameter (loading factor). A construct is declared valid if the outer loading (factor loading) value is more (>) than 0.7. However, for research in the early stages of development, a measurement scale with a loading factor value of 0.5 to 0.6 is considered sufficient (Ghozali, 2021). The following is a scheme of the smartPLS program model tested in this study.
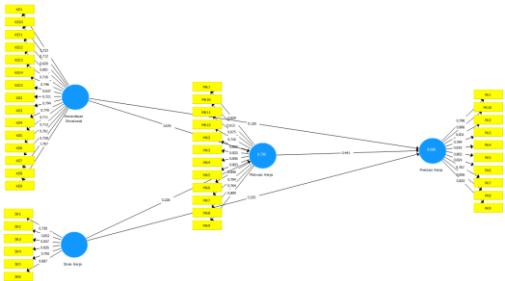
From the research results using the smartPLS program shown in the figure above, it can be seen that all indicators on the variables in this study have an outer loading value (loading factor) greater than 0.5. For more details, it can be seen in the table below.

Emotional Intelligence

Table 1. Outer Loading Value of Emotional Intelligence

Indikator	Kecerdasan Emosional	Keterangan
KE1	0.723	Valid
KE2	0.721	Valid
KE3	0.794	Valid
KE4	0.778	Valid
KE5	0.711	Valid
KE6	0.713	Valid
KE7	0.761	Valid
KE8	0.758	Valid
KE9	0.767	Valid
KE10	0.712	Valid
KE11	0.620	Valid
KE12	0.681	Valid
KE13	0.716	Valid
KE14	0.746	Valid
KE15	0.637	Valid

Based on the data in the table above, it shows that the value of each construct of the emotional intelligence variable has a loading factor value greater (>) than 0.5, meaning that each indicator that measures the emotional intelligence variable is declared valid.

Work Motivation

The results of the test of the outer loading value of the work motivation variable are presented in the table below.

Table 2. Outer Loading Value of Work Motivation

Indikator	Motivasi Kerja	Keterangan
MK1	0.829	Valid
MK2	0.803	Valid
MK3	0.833	Valid
MK4	0.856	Valid
MK5	0.803	Valid
MK6	0.840	Valid
MK7	0.704	Valid
MK8	0.764	Valid
MK9	0.809	Valid
MK10	0.612	Valid
MK11	0.675	Valid
MK12	0.716	Valid

Based on the data in the table above, it shows that the value of each work motivation variable construct has a loading factor value greater (>) than 0.5, meaning that

each indicator that measures the work motivation variable is declared valid.

Prestasi Kerja

Tabel 3. Nilai Outer Loading Prestasi Kerja

Indikator	Prestasi Kerja	Keterangan
PK1	0.798	Valid
PK2	0.831	Valid
PK3	0.784	Valid
PK4	0.810	Valid
PK5	0.802	Valid
PK6	0.824	Valid
PK7	0.767	Valid
PK8	0.856	Valid
PK9	0.833	Valid
PK10	0.806	Valid

Based on the data in the table above, it shows that the value of each construct of the work performance variable has a loading factor value greater (>) than 0.5, meaning that each indicator that measures the work performance variable is declared valid.

Work Stress

Table 4. Outer Loading Value of Job Stress

Indikator	Stres Kerja	Keterangan
SK1	0.738	Valid
SK2	0.852	Valid
SK3	0.837	Valid
SK4	0.826	Valid
SK5	0.792	Valid
SK6	0.687	Valid

Based on the data in the table above, it shows that the value of each work stress variable construct has a loading factor value greater (>) than 0.5, meaning that each indicator that measures the work stress variable is declared valid.

Discriminant Validity

The results of the discriminant validity test are presented in the table below.

Tabel 5. Nilai Cross Loading

	Kecerdasan Emosional	Motivasi Kerja	Prestasi Kerja	Stres Kerja
KE1	0.723	0.654	0.605	0.496
KE10	0.712	0.604	0.462	0.535
KE11	0.620	0.460	0.499	0.592
KE12	0.681	0.491	0.535	0.594
KE13	0.716	0.528	0.507	0.616
KE14	0.746	0.565	0.541	0.558
KE15	0.637	0.528	0.441	0.565
KE2	0.721	0.619	0.596	0.528
KE3	0.794	0.729	0.647	0.551
KE4	0.778	0.731	0.633	0.569
KE5	0.711	0.629	0.442	0.522
KE6	0.713	0.598	0.500	0.472
KE7	0.761	0.629	0.502	0.564
KE8	0.758	0.679	0.559	0.539
KE9	0.767	0.610	0.549	0.575
MK1	0.754	0.829	0.644	0.629
MK10	0.504	0.612	0.470	0.514
MK11	0.552	0.675	0.523	0.397
MK12	0.616	0.716	0.555	0.584
MK2	0.682	0.803	0.551	0.606
MK3	0.729	0.833	0.664	0.529

MK4	0.741	0.856	0.649	0.617
MK5	0.647	0.803	0.632	0.603
MK6	0.666	0.840	0.614	0.523
MK7	0.518	0.704	0.671	0.571
MK8	0.669	0.764	0.699	0.581
MK9	0.681	0.809	0.595	0.635
PK1	0.638	0.643	0.798	0.590
PK10	0.496	0.566	0.806	0.600
PK2	0.659	0.664	0.831	0.591
PK3	0.667	0.662	0.784	0.575
PK4	0.583	0.688	0.810	0.544
PK5	0.717	0.717	0.802	0.600
PK6	0.611	0.626	0.824	0.627
PK7	0.503	0.597	0.767	0.576
PK8	0.587	0.622	0.856	0.676
PK9	0.548	0.585	0.833	0.695
SK1	0.574	0.527	0.623	0.738
SK2	0.654	0.655	0.666	0.852
SK3	0.583	0.564	0.610	0.837
SK4	0.515	0.520	0.572	0.826
SK5	0.586	0.550	0.593	0.792
SK6	0.670	0.652	0.470	0.687

From the table above, information is obtained for the value of the indicator on the variable itself has a greater value than the value of the indicator on other variables. In this test, all existing indicators can be declared valid, so that based on the results of the cross loading value table above, it can be understood that the discriminate validity value based on the cross loading value of each variable is categorized as good because it has met the requirements.

Average Variance Extracted (AVE)

The results of the AVE value are presented in the following table:

Table 6. AVE test results

Variabel	AVE	Keterangan
Kecerdasan Emosional	0.524	Valid
Motivasi Kerja	0.599	Valid
Prestasi Kerja	0.659	Valid
Stres Kerja	0.625	Valid

Based on the table above, it is known that the AVE value of each emotional intelligence variable is 0.524, work motivation is 0.599, work performance is 0.659 and work stress is 0.625, meaning that the AVE value of each variable in this study is greater (>) than 0.5. Thus it can be concluded that each variable in this study has met the requirements as a good model and is declared valid.

Composite Reliability

The composite reliability test results are presented in the table below.

Table 7. Composite Reliability Test Results

Variabel	Composite Reliability	Keterangan
Kecerdasan Emosional	0.943	Valid
Motivasi Kerja	0.947	Valid
Prestasi Kerja	0.951	Valid
Stres Kerja	0.909	Valid

Based on the table above, it is known that the Composite Reliability value of each variable is emotional intelligence of 0.943, work motivation of 0.947, work performance of 0.951 and work stress of 0.909, meaning that the Composite Reliability value of each variable in this study is greater (>) than 0.7. Thus it can be concluded that each variable in this study has met the requirements as a good model and is declared valid.

Cronbach's Alpha

The Cronbach Alpha test results are presented in the table below.

Table 8. Cronbach's Alpha test results

Variabel	Cronbach's Alpha	Keterangan
Kecerdasan Emosional	0.935	Valid
Motivasi Kerja	0.938	Valid
Prestasi Kerja	0.942	Valid
Stres Kerja	0.878	Valid

Based on the table above, it is known that the Cronbach's Alpha value of each variable is emotional intelligence of 0.935, work motivation of 0.938, work performance of 0.942 and work stress of 0.878, meaning that the Cronbach's Alpha value of each variable in this study is greater (>) than 0.7. Thus, it can be concluded that each variable in this study has met the requirements as a good model and is declared valid.

Structural Test (Inner Model)

Collinearity Test (VIF)

The results of the Collinearity test are presented in the table below.

Table 8. Inner VIF Value

Kecerdasan Emosional		Motivasi Kerja		Prestasi Kerja		Stres Kerja	
KE1	3.781	MK1	3.157	PK1	3.442	SK1	1.781
KE10	2.822	MK10	2.157	PK10	3.228	SK2	2.431
KE11	2.124	MK11	2.762	PK2	4.989	SK3	2.792
KE12	2.811	MK12	2.935	PK3	3.431	SK4	2.755
KE13	2.539	MK2	3.328	PK4	2.945	SK5	2.106
KE14	2.578	MK3	4.200	PK5	2.830	SK6	1.515
KE15	2.275	MK4	4.586	PK6	3.084		
KE2	3.226	MK5	2.785	PK7	2.315		
KE3	3.723	MK6	3.898	PK8	4.868		
KE4	3.052	MK7	2.254	PK9	5.241		
KE5	2.248	MK8	2.785				
KE6	2.779	MK9	3.359				
KE7	2.811						
KE8	2.658						
KE9	3.124						

Based on the table above, it is known that the Collinearity (Inner VIF) value is smaller (<) than 10. This means that each relationship between variables has met the requirements for the Collinearity (Inner VIF) value. Thus, it can be concluded that there is no indication of multicollinearity in this study.

Path Coefficient Test

The results of the Path Coefficient Test are presented in the table below.

Table 9. Results of the path coefficient test

	Original Sample (O)
Kecerdasan Emosional -> Motivasi Kerja	0.670
Kecerdasan Emosional -> Prestasi Kerja	0.120
Motivasi Kerja -> Prestasi Kerja	0.441
Stres Kerja -> Motivasi Kerja	0.226
Stres Kerja -> Prestasi Kerja	0.335
Kecerdasan Emosional -> Motivasi Kerja -> Prestasi Kerja	0.295
Stres Kerja -> Motivasi Kerja -> Prestasi Kerja	0.100

Based on the table above, the results of the path coefficient test are as follows:

1) The value of the emotional intelligence coefficient on work motivation is 0.670. Which means that if emotional intelligence is increased by 1 unit, work motivation will increase by 0.670 or 67%. This means that the more emotional intelligence increases, the more work motivation will increase.

2) The value of the emotional intelligence coefficient on work performance is 0.120. Which means that if emotional intelligence is increased by 1 unit, work performance will increase by 0.120 or 12%. This means that the more emotional intelligence increases, work performance will also increase.

3) The value of the work motivation coefficient on work performance is 0.441. Which means that if work motivation is increased by 1 unit, work performance will increase by 0.441 or 44.1%. This means that the more work motivation increases, work performance will also increase.

4) The value of the work stress intelligence coefficient of work motivation is 0.226. Which means that if work stress is increased by 1 unit, work motivation will increase by 0.226 or 22.6%. This means that the more work stress increases, the more work motivation will increase.

5) The value of the work stress coefficient on work performance is 0.335. Which means that if work stress is increased by 1 unit, work performance will increase by 0.335 or 33.5%. This means that the more work stress increases, work performance will also increase.

6) The value of the emotional intelligence coefficient on work performance moderated by work motivation is 0.295. Which means that if emotional intelligence is increased by 1 unit, work performance moderated by work motivation will increase by 0.295 or 29.5%. This means that the more emotional intelligence increases, work performance moderated by work motivation will also increase.

7) The value of the work stress coefficient on work performance moderated by work motivation is 0.100. Which means that if work stress is increased by 1 unit, then work performance moderated by work motivation will increase by 0.100 or 10%. This means that the more work stress increases, the work performance moderated by work motivation will also increase.

Hypothesis Test

Hypothesis t test

The results of the t hypothesis test are presented in the table below.

Table 9. T-Statistic Test Results

	(O)	(M)	(STDEV)	(|O/STDEV|)	P V
Pengaruh Langsung					
Kecerdasan Emosional -> Motivasi Kerja	0.670	0.683	0.100	6.709	0.000
Kecerdasan Emosional -> Prestasi Kerja	0.120	0.136	0.128	0.938	0.349
Motivasi Kerja -> Prestasi Kerja	0.441	0.434	0.218	2.019	0.044
Stres Kerja -> Motivasi Kerja	0.226	0.212	0.113	1.997	0.046
Stres Kerja -> Prestasi Kerja	0.335	0.325	0.165	2.033	0.043
Pengaruh Tidak Langsung					
Kecerdasan Emosional -> Motivasi Kerja -> Prestasi Kerja	0.295	0.289	0.144	2.047	0.041
Stres Kerja -> Motivasi Kerja -> Prestasi Kerja	0.100	0.100	0.081	1.226	0.221

Based on the table above, it shows that the hypothesis test based on the beta value and p-value of 0.05 (5%) can be concluded that:

a. Based on the results of the hypothesis test of emotional intelligence on work performance shown by the t-count value of 0.938 and the p-value of 0.349 with a t-table of 1.651. From the results above, it can be seen that the t-count <t-table or 0.938 <1.651 and the p-value of 0.349> 0.05, meaning that Ha is rejected and Ho is accepted. So it can be concluded that emotional intelligence has a negative and insignificant effect on work performance.

b. Based on the results of the hypothesis test of work stress on work performance shown by the t-count value of 2.033 and the p-value of 0.043 with a t-table of 1.651. From the results above, it can be seen that t-count> t-table or 2.033> 1.651 and p-value 0.043 <0.05, meaning that Ha is accepted and Ho is rejected. So it can be concluded that work stress has a positive and significant effect on work performance.

c. Based on the results of the hypothesis test of emotional intelligence on work motivation, the t-count value is 6.709 and the p-value is 0.000 with a t-table of 1.651. From the results above, it can be seen that t-count> t-table or 6.709> 1.651 and the p-value is 0.000 <0.05, meaning that Ha is accepted and Ho is rejected. So it can be concluded that emotional intelligence has a positive and significant effect on work motivation.

d. Based on the results of the hypothesis test of work stress on work motivation, the t-count value is 1.997 and the p-value is 0.046 with a t-table of 1.651. From the results above, it can be seen that t-count> t-table or 1.997> 1.651 and p-value 0.046 <0.05, meaning that Ha is accepted and Ho is rejected. So it can be concluded that work stress has a positive and significant effect on work motivation.

e. Based on the results of the work motivation hypothesis test on work performance indicated by a t-count of 2.019 and a p-value of 0.044 with a t-table of 1.651. From the results above, it can be seen that t-count> t-table or 2.019> 1.651 and a p-value of 0.044 <0.05, meaning that Ha is accepted and Ho is rejected. So it can be concluded that work motivation has a positive and significant effect on work performance.

f. Based on the results of the emotional intelligence hypothesis test on work performance moderated by work motivation indicated by a t-count of 2.047 and a p-value of 0.041 with a t-table of 1.651. From the results above, it can be seen that t-count> t-table or 2.047> 1.651 and a p-value of 0.041 <0.05, meaning that Ha is accepted and Ho is rejected. So it can be concluded that emotional intelligence has a positive and significant effect on work performance moderated by work motivation.

g. Based on the results of the work stress hypothesis test on work performance moderated by work motivation, the t-value is 1.226 and the p-value is 0.221 with a t-table of 1.651. From the results above, it can be seen that the t-value <t-table or 1.226> 1.651 and the p-value is 0.221 <0.05, meaning that Ha is rejected and Ho is accepted. So it can be concluded that work stress has a negative and insignificant effect on work performance moderated by work motivation.

4. Conclusion

Based on the results of the research conducted, the following conclusions were obtained: Emotional intelligence has a negative and insignificant effect on work performance. Work stress has a positive and significant effect on work performance. Emotional intelligence has a positive and significant effect on work motivation. Work stress has a positive and significant effect on work motivation. Work motivation has a positive and significant effect on work performance. Emotional intelligence has a positive and significant effect on work performance moderated by work motivation. Work stress has a

negative and insignificant effect on work performance moderated by work motivation.

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