The Effect Of Workload And Emotional Intelligence On Employee Performance
(Study On Nurses At Nahdlatul Ulama Hospital Jombang)

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ABSTRACT

This study aims to determine the effect of workload and emotional intelligence on the performance of nurses at the Nahdlatul Ulama Hospital, Jombang. This study uses a quantitative approach. The data analysis used is multiple linear regression analysis. The population is all nurses at the Nahdlatul Ulama Hospital, Jombang. The sampling method used was the saturated sampling method. Research data was collected by distributing questionnaires to 76 respondents. Data collection methods used include questionnaires, interviews, and documentation. The methods used to process and analyze data are validation, reliability testing, descriptive analysis, multiple linear regression analysis, classical assumption testing, and hypothesis testing. Data processing and analysis was carried out using SPSS. The results of this study show that workload has no significant effect on the performance of nurses at the Nahdlatul Ulama Hospital, Jombang and emotional intelligence has a significant effect on the performance of nurses at the Nahdlatul Ulama Hospital, Jombang.
Keywords: Workload, Emotional Intelligence, Employee Performance

INTRODUCTION

Things that cannot be separated and are very important for the survival of an organization / issuer include human resources (HR). Organizations or companies cannot stand and develop without the existence of human resources themselves.

Hospitals are stressful organizations by nature, and nursing is also considered a demanding profession characterized by extreme workload. In addition to performing their main duties as nurses, they also take on additional tasks such as bringing patients meals, housekeeping, and transporting patients. This situation results in nurses facing job responsibilities that are divided between professional and non-professional tasks/jobs (Kokoroko & Sanda, 2019). According to Mangkunegara in Gandung & Suwanto (2022) the term performance comes from the word job performance or actual performance. Performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Riyadi (2011) suggests that there are two factors that can affect employee performance, namely internal factors and external factors. Internal factors are factors related to a person's traits, including attitudes, personality traits, physical traits, desire or motivation, age, gender, education, work experience, cultural background and other personal variables. External factors are factors that affect employee performance that come from the environment, leadership, actions of coworkers, types of training and supervision, wage system and social environment. According to Reza and Arman, 2021 (in Maghfiroh et al., 2023) employee performance can be influenced by workload where load is a determining variable and can explain the results of employee performance. In addition, according to Ali, 2017 (in Maghfiroh et al., 2023) a variable that can affect performance is the emotional intelligence

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possessed by employees where this ability is very important for employees to maintain emotional stability and emotional management of employees. Meanwhile, according to Harini et al. (2018), factors that can affect performance are workload and work environment.

One of the factors that can affect employee performance is workload. According to Hart and Staveland, 1998 (in Inegbedion et al., 2020) the definition of workload is the perceived relationship between the amount of mental processing ability or resources required to complete a task. while Koesomowidjojo (2017) suggests that workload is any form of work given to human resources to be completed within a certain period of time.

The next factor that influences employee performance is emotional intelligence. Goleman (1996: 45) explains emotional intelligence as an ability such as the ability to motivate oneself and endure frustration; control impulses and not exaggerate pleasure; regulate mood and keep the burden of stress from paralyzing the ability to think; empathize and pray. As according to Cooper & Sawaf (1998), emotional intelligence is the ability to feel, understand, and effectively apply the power and sharpness of emotions as a source of energy, information, connection, and human influence. Prajuna et al. (2017) concluded that managing emotional intelligence for employees at work has a very positive impact on the company. These employees can increase self-awareness, increase work motivation and have social skills.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Miner (1998) says that performance can be defined as the extent to which a person meets expectations regarding how he can function, or behave, in his job. Meanwhile, Koopmans et al. (2014) define performance as a pattern of behavior and actions of employees related to organizational goals. According to Rivai (2008) defines employee performance as the real behavior that each person displays as a work achievement produced by employees in accordance with their role in the company.

According to Hart and Staveland, 1998 (in Inegbedion et al., 2020) Employee workload is defined as the perceived relationship between the amount of mental processing ability or resources required to complete a task. Workload according to Haryono (2004) is the number of activities that must be completed by a person or group of people during a certain period of time under normal circumstances. Koesomowidjojo (2017) suggests that workload is any form of work given to human resources to be completed within a certain period of time.

Research conducted by Maghfiroh et al. (2023); Gandung & Suwanto (2022); Rahayu et al. (2023) resulted in findings that workload has a significant effect on employee performance. However, in contrast to the results of research conducted by Yaswir (2021); Hadriansyah (2021); Nyoto et al. (2023) which resulted in the finding that workload does not have a significant effect on employee performance.

Goleman (1996: 45) explains emotional intelligence as the ability to motivate oneself and endure frustration; control impulses and not exaggerate pleasure; regulate mood and keep the burden of stress from paralyzing thinking ability; empathize and pray. According to Ary Ginanjar Agustian in Syaf (2016), emotional intelligence is an ability to listen to the whisper of emotions and make it an important source of information to understand yourself and others in order to achieve a goal. According to Cooper & Sawaf (1998), emotional intelligence is the ability to feel, understand, and effectively apply the power and acuity of emotions as a source of human energy, information, connection, and influence.

Research conducted by Yaswir (2021); Maghfiroh et al. (2023) show the results that emotional intelligence has a significant effect on employee performance. However, in contrast to research conducted by Gandung & Suwanto (2022) Irfan et al. (2021); Nyoto et al. (2023); Mukhsin et al. (2021) state that emotional intelligence has no significant effect on employee performance.

The hypothesis which is still a temporary conjecture on a problem formulation in this study, as follows:

H1: It is suspected that Workload (X1) has a significant effect on Employee Performance (Y).

H2: It is suspected that Emotional Intelligence (X2) has a significant effect on Employee Performance (Y).

METHODS

This research uses a quantitative approach. The type of research method used is explanatory research. Data analysis using multiple linear regression analysis. The subjects in this study were nurses at RSNU Jombang, totaling 76 nurses. The sampling method used is the saturated sampling method. So that all members of the population, in this case 76 nurses at RSNU Jombang, were sampled for this study. The data collection methods used include questionnaires, interviews, and documentation. The methods used to process and analyze data are validation, reliability test, descriptive analysis, multiple linear regression analysis, classical assumption test, and hypothesis testing. Data processing and analysis were carried out using SPSS.

RESULTS

From the results of research and data processing and through testing stages including validity tests, reliability tests, and classical assumption tests, it is stated that all instruments are feasible and can proceed to the next stage of analysis, namely multiple linear regression analysis. This analysis is used to determine whether or not there is an influence of the independent variables, namely Workload (X1) and Emotional Intelligence (X2) as a whole on the dependent variable, namely Employee Performance (Y). The results of multiple linear regression tests in this study are described as follows:

Table 1. Multiple Linear Regression Analysis Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	8.995	2.997		3.002	.004
Workload (X1)	-.232	.132	-.134	-1.766	.082
Emotional Intelligence (X2)	.158	.015	.773	10.181	.000

Source: SPSS Data (Processed), 2024

Based on table 1 above, the multiple linear regression analysis can be described as follows:

$$Y = 8.995 - 0.232X1 + 0.158X2$$

In this equation, it can be seen that the constant value (a) is 8.995 (positive). This positive sign means that the independent variable and the dependent variable have a unidirectional influence. The workload variable (X2) has a regression coefficient value of -0.232 (negative). This shows that if the workload increases, employee performance will decrease. Vice versa, if the workload decreases, employee performance will increase. The work environment variable (X2) has a regression coefficient value of 0.158 (positive). This shows that if emotional intelligence increases, employee performance will also increase. Vice versa, if emotional intelligence decreases, employee performance will also decrease.

Furthermore, to test the hypothesis, a t-test was conducted. the results of data processing using SPSS appear in the following table:

Table 2. t-test results

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
Workload (X1)	.870	1.150
Emotional Intelligence (X2)	.870	1.150

Source: SPSS Data (Processed), 2024

The following explanation based on table 2 will explain the testing of each variable:

1. Hypothesis Test of Workload (X1) on Employee Performance (Y)
   It is known that t count < t table, which is -1.766 < 1.999 with a significant value of the Workload variable (X1) of 0.082> 0.05 and has a negative coefficient direction. So it can be concluded that H1 is rejected, meaning that the Workload variable (X1) has an insignificant effect on Employee Performance (Y).
2. Hypothesis Test of Emotional Intelligence (X2) on Employee Performance (Y)
   It is known that t count> t table, which is 10.181> 1.999 with a significant value of the Emotional Intelligence (X2) variable of 0. 000 <0.05 and has a positive coefficient direction. This means that H2 is accepted, meaning that the Emotional Intelligence (X2) variable has a significant effect on Employee Performance (Y).

To determine how much the model's ability to explain the variation in the dependent variable, the coefficient of determination analysis / test is carried out. The results of the coefficient of determination (R^2) test can be seen in the following table:

Table 3. Determination Coefficient Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.830[a]	.689	.679	1.33110	1.812

Source: SPSS Data (Processed), 2024

Based on the output above, it is known that the coefficient of determination (Adjusted R Square) = 0.679, meaning that the independent variable, namely Workload and Emotional Intelligence, affects the dependent variable, namely Employee Performance by 67.9%. While the rest is influenced by other variables or factors that are not included in the research model.
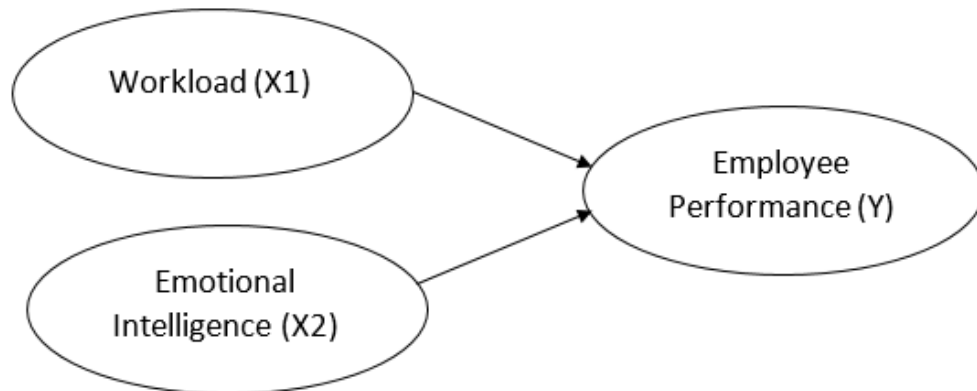
Figure 1. Research Model

DISCUSSION

H1 : The Effect of Workload on Employee Performance at Nahdlatul Ulama Hospital Jombang

Based on the results of data analysis and statistical tests, it shows that workload does not contribute to the performance of nurses at RSNU Jombang. The workload at RSNU Jombang can be stated as low, so it does not have an impact on reducing nurse performance. This is because nurses believe and feel that the tasks given daily are in accordance with work standards. Appropriate workload can help nurses to complete work on time and on target and can give them time to relax or rest enough after finishing work. The results of this study are in line with research conducted by Yaswir (2021) which resulted in the finding that workload does not have a significant effect on performance in nurses, this is due to the clear division of job descriptions, with the well-distributed tasks owned by nurses, the heavy workload can be divided and does not have an impact on decreasing performance. These findings indicate that workloads that are in accordance with the applicable standard operating procedures can prosper and optimize the overall performance of nurses. In addition, an appropriate workload can also have an impact on the quality of health services at RSNU Jombang. Workload is defined as a number of activities or tasks that must be completed by an individual or group within a certain time span. This definition highlights the quantitative aspect of workload, which includes the volume and intensity of work that nurses must handle.

H2 : The Effect of Emotional Intelligence on Employee Performance at Nahdlatul Ulama Hospital Jombang

Emotional intelligence is defined as a person's ability to feel emotions in oneself and others, understand the meaning of these emotions and regulate their own emotions in accordance with what the nurse feels. A nurse who can understand herself, understand the emotions of others, and be able to manage her emotions will have a positive impact on performance. After data analysis and statistical tests, the results show that emotional intelligence contributes to improving the performance of RSNU Jombang nurses. The emotional intelligence possessed by RSNU Jombang nurses is high so that it can improve nurse performance. RSNU Jombang nurses have emotional awareness and can recognize its impact,

making them more effective in understanding and meeting the needs of others and their own needs. RSNU Jombang nurses feel that they can maintain the value of integrity and take responsibility for their personal performance. This is related to self-regulation owned by the individual himself. Therefore, Kierstead (1999) in Behbahani, (2011) said that over the past few years, emotional intelligence has been considered as a potential factor in understanding and predicting individual performance in the workplace. In addition, RSNU jombang nurses are also optimistic in pursuing goals and can make commitments to group, institution, and organizational goals, as well as having a good understanding of others and being good at teamwork. Prajuna et al. (2017) suggest that managing emotional intelligence for employees at work has a very positive impact on the company. Employees can increase self-awareness, increase work motivation, and have social skills. Based on this opinion, it can be said that in addition to self-awareness of emotions, having self-motivation, empathy and social skills can encourage the management of emotional intelligence in individuals which plays an important role in improving performance. The results of this study are in line with research conducted by Yaswir (2021) and Maghfiroh et al. (2023) which shows that emotional intelligence has a significant effect on employee performance.

CONCLUSION

Based on the results of the analysis and discussion in the previous chapter, the following conclusions can be drawn:

1. Workload at Nahdlatul Ulama Hospital (RSNU) Jombang shows that the workload received is low so that it does not have an impact on the performance of nurses at Nahdlatul Ulama Hospital (RSNU) Jombang. Appropriate workload is able to help nurses to complete work on time and on target and can give them time to relax or rest enough after finishing work, so that it can optimize nurse performance.

2. Emotional intelligence in nurses at Nahdlatul Ulama Hospital (RSNU) Jombang shows that their Emotional Intelligence is high and contributes to improving nurses' performance. This shows that emotional intelligence which includes self-awareness and self-regulation, motivation, empathy, and social skills plays an important role and is able to encourage nurses at Nahdlatul Ulama Hospital (RSNU) Jombang to improve performance.

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