

THE INFLUENCE OF EMOTIONAL INTELLIGENCE ON WORK STRESS AMONG EMPLOYEES WORKING FROM HOME (WFH) IN JABODETABEK

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ABSTRACT

The research aims to find out how emotional intelligence influences the work stress of employees who do work From Home (WFH) in JABODETABEK. This research approach uses a quantitative approach with the psychology measurement scale. The population in this study is an employee who runs Work From Home in the JABODETABEK area with an incidental sampling research technique with a total of 202 subjects. The Measuring instruments in this study use the work stress scale adapted from Igor (1997), and the Emotional Intelligence Questionnaire Trait adapted from Petrides (2001). The statistical analysis method uses one Predictor regression analysis. The results of this study showed $p < 0.05$ which means there is a significant negative influence between emotional intelligence to work stress employees who are running work from home in the JABODETABEK area. The effect of emotional intelligence variables amounted to 16.5% against work stress variables.

Keywords: Emotional Intelligence, Work Stress, Employee Work From Home.

INTRODUCTION

In December 2019, precisely in the city of Wuhan, a phenomenon occurred that shocked the world with the outbreak of a virus. The World Health Organization (WHO) calls this virus severe respiratory syndrome coronavirus-2 (SARS-CoV-2) and the name of the disease is Corona virus disease 2019 (COVID-19) WHO (in Yuliana, 2020). The initial spread of this virus is not yet known whether it can be transmitted from human to other human. However, as time goes by, the curve of the spread of the virus continues to increase. This has been proven by several cases of medical workers who fell ill, suspected of being infected while treating patients who were positive for COVID-19. This is in accordance with the opinion of Relman (2020), that pneumonia transmission can be transmitted from human to human.

Common symptoms of patients infected with the Corona virus are fever (temperature > 38°C), cough and difficulty breathing. Apart from that, it can be accompanied by worsening shortness of breath, fatigue, gastrointestinal symptoms such as diarrhea and other respiratory tract symptoms (Yuliana, 2020). The process of spreading this virus comes from fluids that come out through the mouth and nose such as coughing, sneezing and can also be caused by physical contact between humans. This is what resulted in the Corona virus developing relatively quickly so that it easily spread to various regions in China and several other countries in the world.

From the end of December 2019 to March 18 2020, there were 159 countries exposed to COVID-19 (Yuliana, 2020). One of the countries that is also infected by the spread of the Corona virus is Indonesia. It is known that in mid-February 2020, the Indonesian Government officially announced that there were positive Corona cases and/or patients for the first time.

Based on the phenomena that occur, of course they have a huge impact on Indonesian society, both in terms of social and economic life and the psychological well-being of a group of people

themselves. For this reason, as an effort to minimize the spread of the Corona Virus, the Indonesian Government has issued a policy to implement Large-Scale Social Restrictions.

This policy is contained in Government Regulation Number 21 of 2020 concerning Large-Scale Social Restrictions in the Context of Accelerating Handling of Corona Virus Disease 2019 (COVID-19), (State Gazette of the Republic of Indonesia of 2020 Number 91, Supplement to State Gazette of the Republic of Indonesia Number 6487) which is also followed by Decree of the Governor of DKI Jakarta number 380 of 2020 and other provinces in Indonesia (Syarief, 2020). In principle, PSBB is implemented to suppress the increasingly widespread spread of COVID-19, which is based on epidemiological considerations, the magnitude of the threat, effectiveness, resource support, operational technical, economic, social, cultural and security considerations.

National Scale Social Restrictions (PSBB) are intended so that someone is able to implement a Social Distancing system (maintain distance) in order to suppress or slow the spread of disease (Amalia, M.F., 2020). The Center for Disease Control also believes that social distancing is the act of avoiding all forms of gatherings, maintaining distance between people and avoiding various gatherings that involve many people (Rekaharnis, 2020).

Based on government regulations regarding social distancing, all activities involving large numbers of people are temporarily stopped. This policy also applies to employees of private sector and government institutions or ASN. Hasibuan (2020), based on a report from the DKI Jakarta Provincial Manpower, Transmigration and Energy Service, on Monday 3 March 2020 that at least 517,743 workers in the capital city have implemented Work From Home.

Work From Home (WFH) is a term for working remotely, more precisely working from home (Dewayani, 2020).

In other words, workers or employees do not need to go to the office to meet face to face with other employees to carry out office tasks, but can do it from home. A study conducted by Asrianti (2020), explains that working from home is as effective as working in the office.

On the other hand, the implementation of WFH for a long period of time and also relatively changing time limits, indirectly has an impact on the lack of sense of responsibility within each employee. This is caused by sudden changes in the work cycle and the work patterns carried out by employees every day are very different. Work From Home is a relatively new working condition for employees who are used to working in the office, so adapting to a new, less conditional work environment has a big impact on employee discomfort at work. In line with a study conducted by Kusumajati (2010), changing workplaces disrupts daily routines with a different work atmosphere causing employees to experience a decrease in work motivation. Scott (2020), in his research on 15 countries, found that 41 percent of workers, with high work activities at home, felt depressed. Only 25 percent of research participants said they were comfortable working in the same place for a long time.

Based on a study conducted on ASN and private sector employees on April 26 2020, the main obstacle faced when working from home is the increase in working hours, usually they work from 08:00-15:00 with 8 hour working hours. However, since the implementation of WFH, every employee has to be on standby starting at 7-8 am on their laptop to take absences and wait for tasks given by their superiors, not only that, Saturdays and Sundays which should be holidays are still used for work, because there is no clarity regarding the scope of work.

Apart from increasing working hours, the family environment is also an obstacle for WFH employees, such as disruption in the family environment due to schools being closed so that children or other family members stay at home.

Moreover, an employee who is married and a housewife is often distracted by the obligation to complete work at home. Occasionally household chores can be postponed, but the task of accompanying children who study at home often coincides with office duties. Demands as a parent, who has the obligation to guide children and as an employee who has the obligation to complete office work within the specified time. This is a conflict in itself for employees who do WFH. Every individual basically has conflict, especially when faced with two or more conflicting choices and he has to choose or make a decision that must take priority (Susanto, 2010). The pressure, demands

or tension experienced by a person can have an impact on the emergence of stress. Stress is a feeling of pressure experienced by employees when facing work (Mangkunegara 2013). Employees who do not have the ability to control pressure within the company will create tension which causes stress at work.

Widyasari (2010), work stress is an oppressive feeling or feeling of pressure that arises due to work demands that cannot be balanced by the individual. Fahmi (2014), also defines stress as a condition that puts pressure on a person's self and soul beyond their limits, so that if it continues without a solution it will have an impact on their health. Work stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and condition of an employee (Rivai and Sagala, 2011).

The work stress experienced by employees who are currently undergoing the WFH system is due to an inability to balance work situations. Just as employees who do WFH every day have to stand in front of their laptops with uncertain times, adjusting to a new work environment, holiday time used for work, a less conducive work environment, especially for employees who are married, they have to divide their time between life and office duties. According to Luthans (2006), several factors that cause work stress are extra-organizational stressors (stress that comes from outside the organization), organizational stressors (stress that comes from the organization), group stressors, and individual stressors. Nasrudin (2010), also believes that the causes of work stress include the work environment, uncomfortable environmental conditions, and the individual himself.

Research conducted by Utomo (2015) on 31 employees of PT. PLN Persero is known that workload and work environment have a significant effect on employee work stress. The pressure faced by employees in carrying out WFH is the result of the employee's inability to adapt to the work situation. Work stress that is not handled properly usually results in a person's inability to interact positively with their environment, both within the work environment and outside of work (Chandra and Adriansyah, 2016). Stress or tension arises as a result of an imbalance between the person's perception of the demands he faces and his perception of his ability to cope with these demands (Fraser, 1992).

The level of work stress a person experiences depends on how much pressure they experience. Job stress can have various consequences on individuals. Robbins & Judge (2015), stated that the impacts arising from work stress are psychological, physiological and behavioral. Cox (in Pangewa, 2005), stated that stress can cause several things, namely subjective consequences (anxiety, boredom), behavioral consequences (unstable emotions), cognitive consequences (lack of concentration, less ability to make decisions), physiological consequences (increased pressure blood), as well as organizational consequences (causing low performance). The stress experienced by a person can result in decreased performance levels due to lack of concentration at work, feelings of disappointment, irritability, and susceptibility to disease (Fridayadi, 2019).

Seyle (Azzahra, 2017), distinguishes two types of stress, namely, eustress and distress. Eustress is stress that has a positive impact, such as employees becoming more enthusiastic about carrying out their work activities at home and being more productive. Distress is stress that has a negative impact, such as employees who feel bored while waiting for assignments from their superiors. The stress experienced by work from home employees is part of psychological distress, this is because work from home employees often feel negative emotions such as feeling depressed, bored, irritable, irritated, which affects their physical condition, in this case headaches, difficulty sleeping, heart palpitations, and blood pressure increases (Leguminosa, Nashori, & Rachmawati 2017).

The important thing that must be considered by someone who experiences work stress and/or is facing this condition is how to see a perception or assessment of the situation, so that they have the ability to face or take advantage of the situation. Because, basically every individual has their own way of perceiving and dealing with stressors. For this reason, the important thing that WFH employees must have is the ability to perceive situations with their emotional abilities. Emotional abilities or what is usually called emotional intelligence.

Emotional intelligence is an emotional ability which includes the ability to control oneself, being able to withstand frustration, and controlling impulses, motivating oneself, being able to regulate

mood, empathize and build good relationships with other individuals (Geloman, 2016). In this case, it is necessary for WFH employees to have this ability, with high emotional intelligence employees will have good emotional stability. Emotional stability is an individual's ability to provide satisfactory responses and the ability to control his emotions so as to achieve behavioral maturity (Hidayati, Purwanto & Yuwoso., 2008).

Petrides (2001), states that emotional intelligence or the nature of emotional intelligence consists of 4 factors, namely, emotionality, self-control, well-being and sociality. In general, individuals have different levels of emotional intelligence, the factors that influence how emotionally intelligent an individual is are factors within the individual such as the state of the brain and external factors such as the family environment and the external environment (Geloman, in Trisnani, 2019). According to Kusuma (in Avionela & Fauziah, 2016), emotional intelligence in employees is used to feel, understand and regulate every emotion so that employees can still complete the tasks given by their superiors in any conditions and situations. Hidayani, at al., (2008), explains that employees who use emotions effectively will be more responsible, better able to focus on tasks, less impulsive, more able to control themselves, which ultimately can increase employee work motivation. High emotional intelligence will help individuals deal with conflicts appropriately and create comfortable working conditions, so that individuals do not easily experience work stress.

Referring to the World Health Organization (WHO)'s determination of COVID-19 as a Global Pandemic and the issuance of Government Regulation No. 21 of 2020 concerning PSBB in order to accelerate the handling of Covid-19, requiring employees to work from home, where employees who usually go to the office to work, then shifted to doing office work from home. This does not mean that employees who do WFH may find it difficult to balance this situation. Based on preliminary studies that have been conducted, almost the majority of employees who undergo Work From Home experience pressure which leads to work stress while working at home. Factors that become obstacles are, apart from changes in work situations, relatively variable working hours, as well as employees' inability to balance work and life tasks, which ultimately results in employees feeling pressured which leads to work stress.

Thus, every employee should have the ability to manage emotions. Employees who have high emotional intelligence will be able to balance life with work demands and can adapt to new situations or conditions. This can reduce work stress in employees. So it is important for employees to have good emotional intelligence abilities.

This is in line with research conducted by Sanjaya (2012), on 46 employees of PT. Summit Oto Finance Kudus, with respondents being 25 marketing employees and 21 collection employees. The results of his research show that emotional intelligence can play a role in moderating employee work stress. An employee who has good emotional intelligence can reduce work stress. Meanwhile, Rasid (2016), in his research on 330 government and private bank employees in Multan, Punjab province, Pakistan. The results of this research show that there is a significant influence between emotional intelligence and work stress in bank employees. Employees with emotional intelligence are better able to handle psychological and physiological stress situations and in return lead to lower levels of work stress. Another research was conducted by Triana (2015), on 80 junior high school teachers in District Y and District The work of certified teachers indicates that the higher the teacher's emotional intelligence, the lower the work stress. This is confirmed by research by Akbar (2013), which concluded that emotional intelligence is one of the factors that influence work stress, where individuals who have positive emotional intelligence will have less work stress and vice versa.

Based on the phenomenon above, the author is interested in conducting research on emotional intelligence on work stress in employees who work from home (WFH), with the research title "The influence of emotional intelligence on work stress among employees working from home (WFH) in Jabodetabek" to see the extent to which WFH employees are able to manage emotional intelligence to avoid work stress.

RESEARCH METHODS

This research uses quantitative methods, which is an approach to testing objective theory by examining the relationship between variables. Creswell (2016), quantitative methods involve the process of collecting, analyzing, interpreting data and writing up research results.

The population in the research are employees who work from home. This research technique uses a non-probability sampling technique. Sampling was carried out using an incidental sampling technique with a sample size of 202 work from home employees in Jabodetabek.

The work stress variable in this study uses an instrument obtained from the aspects mentioned by Igor 1997, consisting of 15 statement items then. After testing validity and reliability, this research only consisted of 14 statement items.

The emotional intelligence variable in this study uses the Trait Emotional Intelligence Questionnaire (TEIQue-SF) instrument from Petrides 2001 consisting of 30 statement items. After carrying out validity and reliability tests, in this study it only consists of 26 statement items.

This research uses data collection techniques in the form of questionnaires. A questionnaire is a data collection technique that is carried out by giving a set of written questions or statements to respondents to answer (Sugiyono, 2018). This research was conducted online, the questionnaire was given using Google Form. The measurement scale used in this research uses a Likert scale.

RESEARCH RESULTS AND DISCUSSION

Table 1: Job Stress Category

Category	Score	Frequency	Percentage%
High	$X \geq 42$	61	30,2%
Low	$X < 42$	141	69,8%
Total		202	100%

Based on the categorization test results, there were 61 people with high levels of work stress (30.1%), and 141 research respondents (69.8%) with low levels of work stress. Then in terms of emotional intelligence, there were 17 research respondents (8.4%) who had a low level of emotional intelligence and 185 research respondents (91.6%) with a high level of emotional intelligence.

Table 2: Emotional Intelligence Category

Category	Score	Frequency	Percentage%
High	$X \geq 104$	185	91,6%
Low	$X < 104$	17	8,4%
Total		202	100%

These results show that employees who work from home in Jabodetabek have a high level of emotional intelligence followed by low work stress. It is said that most employees have been able to develop their emotional intelligence abilities, so that employees who do WFH in the Jabodetabek area can understand themselves to face the situation they are experiencing. This has a positive impact on employees in minimizing work stress.

Coefficient of Determination Results

Variable	R	R Square	Adjusted R Square
Emotional Intelligence	0,406	0,165	Coefficient Results
Work Stress			

This research shows that the level of emotional intelligence has an influence of 16.5% on the stress felt by employees working from home and 83.5% is influenced by other factors. The results in this study have a negative relationship, which means that the higher the emotional intelligence, the lower the work stress, and conversely, the lower the emotional intelligence, the higher the work stress.

With good emotional intelligence, employees can be aware of positive and negative emotions with their perception abilities, resulting in low work stress.

CONCLUSION

Based on the results of data analysis using hypothesis testing in research conducted by the author, it can be concluded that there is a significant influence between emotional intelligence on work stress for work from home employees in the Jabodetabek area. The influence of emotional intelligence on work stress is 16.5%, there are still other factors that influence work stress. The influence of emotional intelligence in this research is negative, which means that the higher the emotional intelligence that WFH employees have, the lower the work stress they experience. Likewise, the lower the employee's emotional intelligence, the higher the work stress.

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