

# ICOBBI

THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE  
ON BUSINESS AND BANKING INNOVATIONS

Surabaya, 6 - 7<sup>th</sup> March 2021

THEME : " *Unlocking New Marketing Strategies on ASEAN  
After Covid-19 Pandemic* "

## COLLABORATION WITH

Magister Manajemen Sekolah Tinggi Ilmu Ekonomi Perbanas Surabaya  
Universitas 17 Agustus 1945 Surabaya  
Sekolah Tinggi Ilmu Ekonomi 66 Kendari  
Institut Bisnis dan Keuangan Nitro Makassar

### PUBLISHED BY :

Magister Manajemen Sekolah Tinggi Ilmu Ekonomi Perbanas Surabaya Indonesia  
Jl. Nginden Semolo 34th - 36th Surabaya  
Phone : 0822-4784-5434  
Website : [pascasarjana.perbanas.ac.id](http://pascasarjana.perbanas.ac.id)





THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS  
"Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic"

**Proceeding Book of**  
**The 3<sup>rd</sup> International Conference on Business and Banking Innovations**  
**(ICOBBI) 2021**  
**“Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic”**

**Steering Committee**

Dr. Drs. Emanuel Kristijadi, M.M.  
Dr. Basuki Rachmat, S.E., M.M.

**Organizing Committee**

Manager : Prof. Dr. Dra. Tatik Suryani, Psi., M.M.  
Vice Manager : Dr. Ronny, S.Kom., M.Kom., M.H.  
Secretary and Treasury : Dewi Aliffanti, S.E.  
Tanza Dona Pratiwi, S.E.  
Publication and Proceeding : Dio Eka Prayitno, S.Sos.  
Technology Supporting : Hariadi Yutanto, S.Kom., M.Kom.  
Risky Andriawan, S.T.  
Anton Ghozali.,S.Kom  
Supporting : Pitriani  
Inggar Wilujeng



THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS  
"Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic"

## Reviewers :

1. Prof. Jessa Frida T Festijo (Lyceum of the Philippines University)
2. Prof. Krisda Tanchaisak, Ph.D (Ramkhamhaeng University Thailand)
3. Prof. Dr. Dra. Tatik Suryani, Psi., M.M ( STIE Perbanas Surabaya, Indonesia)
4. Dr. Soni Harsono, M.Si (STIE Perbanas Surabaya, Indonesia)
5. Prof. Abdul Mongid, Ph.D. (STIE Perbanas Surabaya, Indonesia)
6. Dr. Lutfi, M.Fin. (STIE Perbanas Surabaya, Indonesia)
7. Burhanudin, Ph.D. (STIE Perbanas Surabaya, Indonesia)
8. Mohammad Shihab, Ph.D. (Universitas 17 Agustus 1945 Surabaya, Indonesia)
9. Dr. Yudi Sutarso, M.Si (STIE Perbanas Surabaya, Indonesia)
10. Dr. Ronny., S.Kom., M.Kom (STIE Perbanas Surabaya, Indonesia)
11. Dr. Muazaroh, SE., MT (STIE Perbanas Surabaya, Indonesia)

## Editor and Layout :

1. Dr. Ronny, S.Kom., M.Kom., M.H.
2. Dewi Aliffanti, S.E.
3. Tanza Dona Pratiwi, S.E.
4. Dio Eka Prayitno, S.Sos.

## Published 6<sup>th</sup> & 7<sup>th</sup> March 2020

Magister Manajemen Sekolah Tinggi Ilmu Ekonomi Perbanas Surabaya Indonesia  
Jalan Nginden Semolo 34<sup>th</sup> - 36<sup>th</sup> Surabaya, East Java 60118  
Telpon 082247845434  
Website : <http://pascasarjana.perbanas.ac.id/>  
Indexed by google scholar

ISBN : 978-623-92358-3-3

The originality of the paper is the author's responsibility





THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS  
"Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic"

## FOREWORD

Alhamdulillah, praise be to Allah Subhanahu Wa Ta'ala for granting us the opportunity to organize and publish the proceedings of the 3<sup>rd</sup> International Conference on Business and Banking Innovations (ICOBBI) with the topic "Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic". This proceeding contains several researches articles from many fields in Business & Marketing, Banking & Sharia Banking, Accounting & Financial Management, Human Resources Management, Operations Management, Investasi, Insurance & Capital Market, Strategic Management, Technology Management, and Information System.

The 3<sup>rd</sup> International Conference on Business and Banking Innovations was held on 6<sup>th</sup> – 7<sup>th</sup> March 2021 by virtual (online) meeting and organized by the Master Management Study Program of STIE PERBANAS Surabaya in Collaboration with three Higher Education Institutions in Indonesia and two Universities from Asia countries. Keynote speakers in this conference were: Prof. Jessa Frida T Festijo (Lyceum of the Philippines University), Prof. Krisda Tanchaisak, Ph.D (Ramkhamhaeng University Thailand) and Burhanudin, Ph.D (Head of Undergraduate Program In Management of STIE Perbanas Surabaya, Indonesia).

I would like to give high appreciation to the Rector of STIE Perbanas Surabaya for his support at this event. Acknowledgments and thank you to all the steering and organizing committees of the ICOBBI for the extra ordinary effort during the conference until this proceeding published. Thank you very much to all presenter and delegates from various Universities. Beside it, I would like to express our gratitude to the three universities, namely Universitas 17 Agustus Surabaya, STIE 66 Kendari, Institut Institut Bisnis dan Keuangan Nitro Makassar which has been the co-host of this event.

Hopefully, the proceeding will become a reference for academics and practitioners, especially the business and banking industry to get benefit from the various results of the research field of Business and Banking associated with Information Technology. Proceedings also can be accessed online on the website <https://pascasarjana.perbanas.ac.id>.

Chair of the Master Management Study Program  
STIE Perbanas Surabaya

**Prof. Dr. Tatik Suryani, M.M.**



### Tabel of Content

Cover ..... i  
 Committee ..... ii  
 Reviewers ..... iii  
 Foreword ..... iv  
 Table of Content ..... v

#### Business and Marketing

Evaluation of Business Strategy Implementation and its Impact to Consumer Purchase Decision) ..... 1 - 5  
 Prima Roza Paluta; Yudo Anggoro

Analysis of Factors Affecting Scholar' Disinterest in Entrepreneurship .....6-11  
 Erma Yuliaty; Siti Mundari; Sri Hadijono; Adiati Trihastuti

Analysis Influence Between Customer Preceive Value On Customer Engagement Through Mediation Affective Commitment And Trust At Aston Inn Batu Hotel Customers In New Normal Era .....12-23  
 Abi Darin Widodo; Tjahjani Prawitowati

The Influence of Customer Relationsho Management (CRM), Customer Behaviour, and Service Quality on Customer Satisfaction at the HK Medical Center Clinic Makassar .....24-29  
 Dhita Pratiwi Ar; Akhmad Muhammadin; Karta Negara Salam; Andi Makkulawu Panyiwi Kessi; Rezvanny Maricar

The Influence Of Cultural, Social, Personal And Psychological Factors On Customer's Decision Of Choosing Bank Insurance .....30-40  
 Novita Rosanti

Analysis of User Satisfaction with Fintech Applications: FintekSyariah Use EUCS Method .....40-50  
 Fadliyani Nawir; Syahrial Maulana; A. We Tenri Fatimah Singkeruang

The Influence Of Celebrity Endorsement On The Trust And Decisions Of The People Buying In Online Shop Through Social Media In Makassar.) .....51- 55  
 Rosnaini Daga

Analysis Of Costumer Satisfaction Index (CSI) On Marketing Mix From A Management Perspective To Determine The Level Of Customer Satisfaction (Case Study At PT. Global Technindo Utama) .....56 - 66  
 Muhammad Heykal; Soni Harsono



THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS  
 "Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic"

- The Role of Co-creation and Co-creation Experience on Brand Loyalty .....67 - 77  
 One Arto Wiro Suprayogo; Yudi Sutarso
- The Effect of Social Media Usage, Brand Awareness, and e-Wom Activites on SMEs  
 Customer Satisfaction in East Java .....78 - 87  
 Gede Ariyoga Setya Utama; Tatik Suryani
- Analysis of Product Diversification Strategies in Effort to Increase Total Revenue  
 (Case Study at PT. Kebon Agung Surabaya) .....88 - 91  
 Tofan Andrew Irawan; Basuki Rachmat
- The Influence of Self-Efficacy on Customer Intentions to Use BRImo BRI Application by Mediating  
 The Perceived Usefulness, Easy of Use and Risk at BRI Bank in Surabaya.....92 - 99  
 Krista Pancasari; Soni Harsono
- Banking and Syar'i Banking**
- The Effect of Bank Liquidity, Asset Quality, Profitability and Bank Size on Capital Adequacy in  
 Government Banks.....100 - 103  
 Widia Rani Agustiningih; Muazaroh
- Exploring Digital Banking in the Philippines: An Aid for Financial Inclusion.....104 - 113  
 Michelle Lei S. Victorino
- The Effect of Internal and External Factors of Non Performing Loan (NPL) at Foreign Exchange  
 Commercial Banks (Go Public) in Indonesia from 2016 – 2020.....114 - 121  
 Ajeng Tiara Dewi; Suhartono
- The Effect of Operational Efficiency on Profitability in Banking Sector Registered in BEI  
 2015-2020 .....122 - 127  
 Intan Dwi Mentari; Suhartono
- The Effect Of Market Share In The Third Party Fund, Fund Distribution, And Placement With Other  
 Banks On The Profitability Of Banks In Timor Leste .....128 - 143  
 Leonardo Bele Bau Amaral





Analysis of Corporate Social Responsibility at PT. Bank Rakyat Indonesia Tbk .....144 - 152  
 Ummy Kalsum

Factors Affecting Health Score Bank In Private Commercial Bank National Foreign  
 Exchange .....153 - 167  
 Windra Eka Mawarni; Abdul Mongid

### Accounting and Financial Management

Strengthening Competitiveness of MSMEs in the New Normal Era: Strategies in Accounting  
 Perspective .....168 - 171  
 Abdul Rahman; Lina Ria Marokana Pasaribu

Real Options Valuation of Coal Mining Project Using Binomial Lattice Model .....172 - 181  
 Setiady Ikhsani; Yunieta Nainggolan

The Effect Of The Covid-19 Pandemic On Financial Performance In The Indonesian  
 Banking Sector .....182 - 187  
 Arfiana Dewi; Elliv Hidayatul Lailiyah; Rita Nataliawati; Mokhtar Sayyid

Analysis of Financial Ratio and Macroeconomic Variables to Predicting Financial Distress A Study  
 on Extractive Companies Registered in BEI.....188 - 191  
 Talita Yuni Elrawati; Emanuel Kristijadi

Effects of Inflation and Economic Growth on the Profitability of Regional Development Banks  
 (BPD) in Indonesia Listed on the Indonesia Stock Exchange. ....192 - 197  
 A. We Tenri Fatimah Singkeruang; Fadliyani Nawir; Nuraeni Saeni

The Impact of Financial and Non-Financial Compensation on Employee Motivation: Case Study  
 Panin Bank in Makassar City .....198 - 204  
 Ceskakusumadewi Baharuddin; Ramlah; Alda Kurniasari

### Human Resources

The Influence Of Work Ability Dan Self Confidence On Employee Performance On Cosmetic  
 Companies In Surabaya Indonesia .....205 - 212  
 Siti Mujanah

Millenial Generation Level of Trust Toward OJK.....213 - 216  
 Distiani Fitria Kusuma



Human Resource Allocation Management System for A Multi-Office Architecture Firm...217 - 221  
 Giovanni Riandy Tyashadi; Yuliani Dwi Lestari

The Effect of Critical Thinking And Spiritual Intelligent on Employee Performance With Career Development as Intervening Variables on Manufacture Industries .....222 - 226  
 Sumiati

The Effect of Organizational Culture, Work Environment, Work Dicipline and Work Loyalty on Employee Performance at PT. Bank Central Asia Surabaya .....227 - 232  
 Mufidatul Laili; Lutfi

The Effect Of Work Stress, Work Motivation, Work Environment And Job Satisfaction On Employee Performance PT Bank Central Asia, Tbk Surabaya .....233 - 237  
 Merryza Yulinda Putri; Suhartono

The Effect of Workload and Emotional Intelligence on Nurse Performance: In the Perspective of Human Relationship Theory .....238 - 243  
 Amiartuti Kusmaningtyas; Pipit Erfiana

The Effect of Servant Leadership and Kaizen Work Culture on Quality of Work Life, Job Satisfaction and Performance of Hospital Employees in Lamongan Regency.....244 - 249  
 Umar Yeni Suyatno, Ida Aju Brahmasari; Ida Ayu Brahma Ratih

Analysis Of The Influence Of Leadership And Motivation On Employee Performance At Pt. Bank Mandiri Kcp Surabaya Sungkono .....250 - 254  
 Diyah Fitriani; Abdul Mongid

### **Operating Management**

Decision-Making Model in Selecting Strategy for Food Supply in Livestock Business using Analytical Hierarchy Process (AHP). A Case Study of WD Putra Farm.....255 - 258  
 Ayu Agustine Hernowo ;Yuliani Dwi Lestari

Determination of Alternative Retail Layout Using Market Basket Analysis A Case Study of Maga Swalayan .....259 - 263  
 Desi Nur Hana Kurnia; Yuliani Dwi Lestari





THE 3<sup>rd</sup> INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS  
"Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic"

## Operating Management

Performance of Pertamina-Indonesia among Oil and Gas Companies in the Fortune Global 500 of Southeast Asia. Can She Take the Lead?.....264 - 273  
Krisna; Subiakto Sukarno

Multi Criteria Decision Making Analysis of Supply Chain Alternatives for Coal Mining Concession at Central Kalimantan Case Study: PT Hamparan Mulya .....274 - 284  
Franklyn Berris Panjaitan; Yos Sunitiyoso

Urban Development Management Strategy In Providing Housing And Habitable Settlement Areas In Kendari City.....285 - 295  
Indira Yuana

# The Effect of Workload and Emotional Intelligence on Nurse Performance: In the Perspective of Human Relations Theory

Amiartuti Kusmaningtyas<sup>1</sup>, Pipit Erfiana<sup>2</sup>

<sup>1</sup>University of 17 Agustus 1945, Surabaya, East Java, Indonesia

<sup>2</sup>University of 17 Agustus 1945, East Java, Indonesia

Email: [amiartuti@untag-sby.ac.id](mailto:amiartuti@untag-sby.ac.id)

## ABSTRACT

This study aims to test the research model that has been carried out by Stenhouse, R, et al. (2016) which modified with several variables relevant to the research object. This research is still feasible considering that conflicts of interest between individuals are relatively present in an organization so that if such conditions are not handled properly, it will affect individual performance. Therefore, this study will be examined using human relationship theory, wherein previous studies using psychometric theory. The research method used quantitative methods, using the entire population as a research sample of 85 respondents. Data analysis used multiple regression analysis. The results showed that workload and emotional intelligence had no effect on work stress, but it had an effect on individual performance. Suggestions are given to carry out further research by examining the further relationship that has no effect between workload and emotional intelligence on work stress.

**Keywords:** *Workload, Emotional Intelligence, Work Stress, Individual Performance.*

## 1. INTRODUCTION

Human interactions always occur in both formal and informal spheres. In its process, conflict is inevitable where what is expected cannot be fulfilled. Therefore, creating satisfaction will always take place at times like that. Given that, research on relationships between humans is still worthy of research, because relationships between humans go along as long as humans live, coexisting with ethics and morals which affect daily activities whose purpose is to create harmony between the parties.

Previous research that has been conducted and analyzed using psychometric theory, a theory related to objective measurement techniques regarding a person's skills and knowledge, abilities, attitudes, personality traits, and educational achievement, resulting that these measurements can then be used to conceptualizing and measuring a person's personality for placing someone at work. In this study, the discussion was analyzed using human relations theory. The reason that can be put forward is that even though someone has been placed in an appropriate position that fitted to their personality, good relationships with other people are still needed so that organizational objectives can be achieved.

In line with the reason stated, this study aims to extend/modify the research that has been conducted by Stenhouse, R, et al. (2016) but using the perspective of human relations theory. The conceptual framework model was then tested on 85 inpatient nurses/paramedics at Dian Husada Mojokerto hospital.

## 2. THE LITERATURE REVIEW

The study of human relationships seems perpetual to be investigated. This is because human relations are always emphasis on collaborative activities, achieving personal and organizational goals, and productive work results (Halloran, 2003; Keith Davis, 2009; Siagian, 2013; Dubin R, 2013). The theory of human relations pays attention to individuals humanely, makes individuals feel passionate about work, aware of their purpose in being in a group, and are willing to cooperate. For this reason, in order to achieve effective cooperation, which is the purpose of building relationship, it is necessary to have: 1. Effective communication, 2. High sense of responsibility, 3. Recognizing the presence of leadership in group members both formal and informal, 4. There is a growth of norms - group norms that can influence the

behaviours patterns of members, 5. The existence of democratic decision-making.

Relationships between humans can be well established if the principles in a relationship are consistently created and implemented by the parties with full responsibility. If building a pleasant work atmosphere, creating a reasonable work relationship, engaging a proper placement for workers has become a commitment between parties in an organization's relationship thus will motivate someone to work hard. In the end, it will increase one's work productivity (Siagian, 2013).

Relations between people in the organization cannot be separated from the obligations/workloads of each individual. In fact, the obligations/workload of each individual will be carried out well when there is a conducive relationship between them.

The workload can be interpreted as the amount of work performed that must be completed within a certain period of time and influenced by the conditions of colleagues who may not be supportive (Meshkati, 1998; Grounewegen, 1991; Carayon & Gurses, 2005). For a paramedic/nurse, the workload in carrying out his/her profession can include physical, cognitive, time pressure, emotional, quantitative, and qualitative workloads (Carayon & Alvarado, 2007). In addition to the workload in human relations, human's psychological aspects also play an important role. This is because the essential characteristic of human relationships lies in the spiritual process which is focused on happiness based on individual character, trait such as temperament and behavior, and other psychological aspects found in humans (Suriakusumah, 1979). Psychiatric aspects in the world of work can be interpreted to what extent a person is able to control emotions at work, in the sense that someone is also required to be emotionally intelligent at work. This is because in dealing with other people it is possible to have a conflict of interest with one another.

Emotional intelligence is a person's ability to withstand the pressures that arise around him, has effective emotional sensitivity, is able to control himself, has high empathy, and is able to regulate emotions (Cooper & Ayman, 2002; Chandra, 2010; Goleman, 2015; Agustian & Ginanjar, 2005). Someone who has emotional intelligence will be able to think and use his emotions to improve his thinking abilities. Emotional intelligence can be interpreted as the ability to understand emotions and their relationships and use them as a basis for reasoning and problem solving, that's why emotions are used to increase cognitive activity (Salovey, Mayer, David, 2000). For a nurse, emotional intelligence is manifested in the form of his ability to motivate himself, cope the frustration when with patients, act friendly and polite, have an empathy for the patient's condition (Goleman, 2015).

Excessive workload will have a bad impact, will cause fatigue both physically and mentally, and make a person feel depressed / stressed at work (Manuaba, 2000), likewise when someone unable to manage / regulate emotions, it can also cause stress (Staal, 2004; Hariharan & Ratih, 2008, Karambut, 2012; Goswami, 2013).

Job stress is an imbalance condition that occurs in a person as a result of their distorted perception to complete tasks or their ability to adapt to job demands (Keenan & Newton, 1984; Kavaganh, Hurts, Rose, 1990). Job stress not only impairs one's physical and mental health but also makes one unproductive and leading to poor performance. For a nurse, stress at work will appear when serving patients which there is no more enthusiasm, no engaging communication, there is no more creativity and innovation, unproductive work methods, leaving no empathy for patients (Cooper, Cary & Straw, Alison 1995).

Individual performance is the final result achieved by a person in carrying out tasks according to the standards and criteria specified (Robbins & Coulter, 2010; Rivai, 2005). Good individual performance is manifested when a person focuses on work, and this can happen if the individual works in a conducive conditions, both physically and mentally (Bernardin & Russel, 2003). Conversely, if the individual's performance has met the requirement and even exceeding the specified criteria, then this can have a positive impact on the individual to become even better at work. For nurses, the performance of nurses is manifested in providing nursing care to patients, having an interpersonal relationship between nurses and patients, being able to integrate *care*, *core*, and *cure* so as to produce optimal nursing care for patients (Montavlo, 2007; Delaune & Ladner, 2011).

Based on the definition above this study aims to extend/modify a conceptual framework model between workload and emotional intelligence on the nurse performance in the perspective of human relation theory.

### 3. RESEARCH METHOD

The research was conducted in a quantitative approach redefining the conceptual framework model of extension / modification results from the perspective of the theory of human relations. The study population consisted of 85 nurses who had worked for at least one year and served in the inpatient room of Dian Husada Mojokerto hospital. The research sample used the entire population of 85 nurses.

The data source uses primary data from distributed questionnaires, measured by a Likert scale with a scale of 1-5 namely strongly disagree to strongly agree and



have been tested for validity and reliability first. The data analysis method was using multiple linear regression analysis with SPSS software version 26. Hypothesis testing is performed using technical analysis F-test and t test.

Operational definitions of variables in research include: workload, emotional intelligence, work stress and nurse performance. Workload indicators adopt the opinion of Carayon & Alvarado (2007) including: physical and cognitive workload, time pressure, quantitative, and qualitative workloads. Emotional intelligence indicators using Golemann's (2015) concept include: self-awareness, self-regulation, social skills and empathy. Adopting the opinion of Cooper.et.al (1995), work stress includes: decreased motivation, disturbed communication, creativity & innovation. The performance of nurses using the concept by Montavlo (2007) includes: humanistic & altruistic, instilling faith & hope, cultivating sensitivity to one's self.

**4. THE RESEARCH RESULTS**

Results of the data analysis test used multiple regression analysis, as shown in the following:

**Validity and reliability test**

The data analysis of the validity test results was carried out by comparing the value of r-squared with r-table for the significance level of degrees of freedom 5% (df) = n -2. The result of the validity test showed that all r-squared values are greater than the r-table value of 0.256 so that all items are declared valid.

The reliability test was carried out based on the Cronbach alpha value > 0.60. The results of the reliability test of each variable have Cronbach alpha > 0.60 so that the variables of workload, emotional intelligence, work stress and individual performance are said to be reliable.

The classical assumption test (normality test, multicollinearity, heteroscedasticity) shows that the data in the study meets the normality requirements, the data in the study comes from a normally distributed population. The multicollinearity requirement indicates that multicollinearity does not occur, meaning that there is no correlation between the independent variables.

The heteroscedasticity test also shows that heteroscedasticity does not occur because the plot points are spread evenly so that in the regression model there is an unequal variance of the residuals from one observation to another.

Model	Sum of Squares	df	Mean Square	F	Sig.
Emotional intelligence & workload job → stress	28.256	2	14.128	6.616	.002 <sup>b</sup>
Job stress → individual performance	25.963	1	25.963	11.822	.001 <sup>b</sup>

Table 1 Feasibility test model:

**Figure 1** The feasibility test of the model in Table 1 is carried out to find out that the model being analyzed has a high / good level of model feasibility, in the sense that the variables used in the model are able to explain the phenomena being analyzed. This study shows that workload, emotional intelligence can explain job stress (F = 6,616 at the 0% significance level). Likewise, job stress is able to explain individual performance (F = 11,822 at the 0% significance level).

Table 2 The coefficient of determination

Model	R	R-Square	Adjusted RSquare	SE of estimate	Durbin Waston
Emotional intelligence & workload job → stress	.373 <sup>a</sup>	.139	.118	1.46128	1.766
Job stress → individual performance	.353 <sup>a</sup>	.125	.114	1.48195	1.543

- a. Predictors: emotional intelligence, workload; dependent variable: job stress
- b. Predictors: job stress; dependent variable: individual performance

**Figure 2.** The coefficient of determination in Table 2 is used to describe the model's ability to explain the variations that occur in the dependent variable. The results showed that the two independent variables (workload and emotional intelligence) influenced work stress by 13.9%, while 86.1% of the other variations were explained by other variables not examined in the model. Likewise, for the results of further research which shows that job stress affects individual performance by 12.5%, while 87.5% of other variations are explained by other variables which not examined in the model.

Table 3  
 Test for the Effect of Causality

Model	Standardized Coefficients Beta	t	Sig.
Workload	.192	1.827	.071
Emotional intelligence	.179	1.649	.090
Work stress	.353	3.438	.001

- a. Dependent variables: job stress; predictors: emotional intelligence, workload.
- b. Dependent variable: individual performance; predictors: job stress.

**Figure 3.** The test for the effect of causality in Table 3 is carried out on the causality hypothesis developed in the regression equation model. The regression coefficient is, in principle, a representation of the tested causality coefficient. The resulting standardized regression equation is:

$$SK = 0.192 BK + 0.179 KC$$

$$KI = 0.353 SK$$

Hypothesis testing is carried out to state that the regression coefficient of the model is significant or not equal to zero. It is carried out with the t-test, where the t-test results on the workload produce a t-value of 1.827 and produce a significance level of 7.1%, so that if the significance level used is 5%, then the hypothesis cannot be accepted. This means that the workload does not affect the work stress of the nurse at Dian Husada Mojokerto hospital.

The t-test for emotional intelligence produces a t-value of 1.649 and results in a significance level of 9%, so that if the level of the significance used is 5%, then the hypothesis cannot be accepted. This means that emotional intelligence has no effect on the work stress of the nurse at Dian Husada Mojokerto hospital.

The t test for work stress produces a t-value of 3,438 and produces a significance level of 0.1%, so that if the significance level used is 5%, then the hypothesis can be accepted. This means that work stress affects the performance of the nurse at Dian Husada Mojokerto hospital.

The results of standardized regression analysis show that job stress is the most influential variable in explaining the performance of nurses at Dian Husada Mojokerto hospital followed by workload and emotional intelligence.

## 5. DISCUSSION

The results of statistical analysis indicate that the overall model is a viable model, capable of explaining the phenomena being analysed. However, when examined the results of hypothesis testing for workload,

emotional intelligence and work stress on individual performance there are differences. The results of statistical tests of workload and emotional intelligence do not affect work stress, but work stress affects individual performance.

It can be interpreted that a heavy workload and low emotional intelligence do not have an impact on the stress of a nurse at work. Different results when hypothesis testing is carried out on work stress shows its effect on individual performance, so the weaker the pressure at work, the more the nurse's performance increases. Need to study further for reasons of workload and emotional intelligence that do not affect work stress.

## 6. THE IMPLICATIONS OF RESEARCH RESULTS

The literature that explaining the theory of human relations is strengthened by theoretical concepts and empirical support regarding factors that can affect individual performance in relation to the performance of nurses at Dian Husada Mojokerto hospital.

In human relations there will be a harmonious relationship if the principles in a relationship are also carried out consistently with the full responsibility. Work relationships will be well established if someone works in accordance with the workload so that it will not cause fatigue both, physically and mentally (Siagian, 2013). Likewise, in human relationships, if someone is capable in regulating emotions, this will make someone able to survive in the most difficult situations in his life (Goleman, 2015) including in the world of work. Workloads that match one's abilities and skills in dealing with pressure are able to reduce stress at work (Cooper, Cary & Straw, Alison, 1995). In work, someone who is able to cope with stress at work is proven to be able to improve their performance (Bernardin & Russel, 2003).

To sum up, it is clear that a person will be able to produce high performance if they do not feel burdened during work, and this condition can be achieved when a person is not burdened while carrying out his job and has skills in managing emotions or in dealing with pressure.

## 7. CONCLUSION

Based on the results of the tests that have been carried out, the conclusions in the study are:

1. The conceptual framework model proposed can be categorized as a feasible model, in the sense that the variables used in the study are able to explain the phenomena being analyzed.
2. Workload and emotional intelligence in the model are able to explain their effect on work stress.
3. The work stress in the model is able to explain its effect on individual performance.

## REFERENCES

- [1] Agustian & Ginanjar A. 2005. *The Secret to Success in Building Emotional and Spiritual Intelligence ESQ (Emotional Spiritual Quotient)*. Jakarta: Arga.
- [2] Barry L. Reece, Rhonda Brandt, Karen F. Howie. 2011. *Effective Human Relations: Interpersonal and Organizational Applications*. Eleventh Edition. South-Westren: Cengage Learning.
- [3] Bernardin, HJ & Joyce, EA, Russel. 2003. *Human Resource Management (An Experimental Approach)*. International Edition. Singapore: McGraw. Hill. Inc.
- [4] Carayon, P. & Gurses, AP 2005. A human factor engineering conceptual framework of nursing workload and patient safety in intensive care units. *Intensive Crit Care Nurs*. 21 (5): 284-301, accessed March 5, 2015 from: <http://www.ncbi.nlm.gov/pubmed>
- [5] Carayon, P. & Alvarado, C. 2007. Workload and patient safety among critical care nurse: systems engineering initiative for patient safety. *Crit Care Nurs Clin North Am*. 8 (5): 121-129, accessed February 16, 2009.
- [6] Chandra, B. 2010. *Health Research Methods*. Jakarta: EGC Medical Book.
- [7] Cooper, R. & Ayman, S. 2002. *Executive EQ Emotional Intelligence in Leadership and Organizations*. Translation: Alex Tri Kantjono Widodo. Jakarta: Gramedia Pustaka Utama.
- [8] Cooper, Cary & Straw, Alson. 1995. *A Successful Stress Management in a Week*. Jakarta: Kesaint Blanc.
- [9] Dubin, Robert. 2013. *The World of Work*. Englewood Cliff. New Jersey: Prentice Hall.
- [10] DeLaune, SC & Ladner, PK 2011. *Fundamentals of Nursing Standards & Practices*. New York, USA: Delmar.
- [11] Goleman, Daniel. 2015. *Working with Emotional Intelligence*. Jakarta: Gramedia Pustaka Utama.
- [12] Goswani, Kakali., Rita T. 2013. Realtion Between Emotional Intelligence and Job Stress among Engineers at Managerial level at Public Sector Organization. *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*. Vol. 7. Issue 3. (I). pp.44-47.
- [13] Grounewegen. 1991. *Understanding Job Satisfaction*. London: Macmillan Press.
- [14] Hariharan, M. & Rath, R. 2008. *Coping with life stress: The Indian Experience*. India: SAGE Publications India Pvt Ltd.
- [15] Halloran, Jack. 2003. *Applied Human Relations: An Organizational Approach*. New Jersey: Prentice Hall.
- [16] Karambut, CA., Eka Afnan T., Noormijati. 2012. Analysis of the Influence of Emotional Intelligence and Job Stress. *Management Application Journal*. Vol.10.3 (9). pp.655-668
- [17] Keith, Davis. 2009. *Human Behavior at Work: Organizational Behavior*. New York: McGraw-Hill.
- [18] Keenan, A & Newton, TJ 1984. Frustration in Organizations: Relationship to Role Stress, Climate and Psychological Strain. *Journal of Occupational Psychology*. 57 (1). 57-65.
- [19] Manuaba. 2000. *Relationship between Workload and Work Capacity*. Jakarta: Rineka Cipta.
- [20] Meshkati N, Hancock PA. 1998. *Human Mental Workload*. Netherlands: Elsevier Publisher.
- [21] Montavlo, I. 2007. The National Database of Nursing Quality Indicators (NDNQI). *Journal of Issues in Nursing*. Vol. 12. No.03
- [22] Rivai, V. 2005. *Performance Appraisal: The right system for assessing employee performance and enhancing company competitiveness*. Jakarta: Raja Grafindo Persada.
- [23] Robbins, Stephen P. & Coulter, M. 2010. *Management*. Ed. 10. Jakarta: Erlangga.
- [24] Salovey, Peter. Mayer JD Caruso, David. 2000. *Positive Psychology of Emotional Intelligence*. Pdf.
- [25] Siagian, Sondang. 2013. *Human Resources Management*. Jakarta: Earth Literacy.
- [26] Staal, MA 2004. *Stress, Cognition and Human Performance: A literature review and Conceptual*



Framework. *Nasa Technical Memorandum*.  
212824, 9.

[27] Stenhouse, R. et.al. 2016. Do emotional intelligence and previous caring experience influence student nurse performance? A comparative analysis. *Nurse Education Today* 43 (2016) .1-9. Netherlands: Elsevier Publisher.

[28] Suriakusumah. 1979. *The Role of Human Relations and Public Relations in Work Organizations*. Bandung: LAN RI.