

The Effect of Work Stress, Emotional Intelligence, and Organizational Support on Nurse Performance at Bahteramas General Hospital, Southeast Sulawesi Province

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Abstract— This study aims to understand and explain: 1). The effect of work stress on the performance of nurses. 2) The influence of emotional intelligence on the performance of nurses. 3). Organizational support for nurse performance. 4). The effect of work stress, emotional intelligence, and organizational support on nurse performance. The sample size in this study was 75 respondents who were nurses at the Bahteramas General Hospital, Southeast Sulawesi Province. Determination of the sample is done by simple random sampling method where the researcher in selecting the sample can provide equal opportunities to all members of the population to be assigned as members of the sample. This type of quantitative research using multiple linear regression analysis tools. Regression is useful for models of more than one independent variable. To be able to assist the processing of the data in this research, the statistical program SPSS for windows is used.

The results showed that work stress had a positive and significant effect on the performance of nurses, emotional intelligence had a positive and significant effect on the performance of nurses. Furthermore, there is a positive and significant influence between organizational support variables on nurse performance. In addition, with the F-test, the results obtained that work stress, emotional intelligence, and organizational support have a positive and significant effect on the performance of nurses so that the overall hypothesis proposed in the study can be accepted.

Index Terms— Work Stress, Emotional Intelligence, Organizational Support, and Performance

1 INTRODUCTION

Performance is the result of a combination of several factors, namely internal factors, internal factors of the organization's environment, and external factors of the organization's environment. Employees' internal environmental factors are several factors from within employees which are factors that have existed for a long time in employees. Innate factors such as abilities, individual qualities, as well as physical and mental states. While the factors of information, talent, skills, work insight, and hard work attitude after being influenced by the external climate and the climate within the organization, the climate factor in this employee determines employee performance (Wirawan, 2009).

Organizational internal environmental factors, especially elements wherein carrying out their obligation's employees want help from where they work. This assistance can greatly affect the extent of the employee's overall performance. This assistance is in the form of vision, efforts, and desires of the agency, organizational rules, raw materials, technology, organizational methods, management systems, replacement, leadership, organizational climate, and co-workers (Wirawan, 2009).

Elements of the environment outside the organization, especially elements in the form of events, activities, or situations that occur in the environment outside the company that affects the overall performance of personnel. For example, economic life, political life, social life, human traditions and beliefs, and competitors. Therefore, if the three environmental factors can work collectively, it can affect employee work behavior which then affects employee performance. Overall employee performance then chooses organizational performance (Wirawan, 2009).

According to Law no. 36 of 2009, one of the most important aspects of human life is health. Until the end of 2020, when the body's power weakens, various diseases can easily attack the body's system in humans. If you don't get treatment right away, eating will cause the healing process to take a long time and lead to death. Health states that a series of activities carried out by the government and or the community in an integrated manner, for the maintenance and improvement of health degrees in the form of preventing disease to the stage of health recovery.

To achieve excellent service is inseparable from the success of nurses in carrying out their roles. Effective nurse profes-

sionalism will have an impact on services. If there are still low or poor results, the nurse will not be promoted and will be rotated to another room. Improvement through education, attending nursing school, at a higher level, professional ability, or cross-personal relationship skills. The training program is an effort to improve employee performance when handling various kinds of internal and external changes. It is hoped that this type of training can be used to improve the skills and capabilities of employees so that in the end, the target of the service industry will be achieved (Sani, 2011).

Bahteramas General Hospital is one of the public hospitals in Southeast Sulawesi Province, located on Kapt. Pierre Tendean Street Kendari. Bahteramas General Hospital is a referral center hospital in the Southeast Sulawesi region. The status of Bahteramas General Hospital is a Hospital with Plenary Accreditation (Star 5) by the Hospital Accreditation Committee (KARS) and as a Class B Teaching Hospital and functions as a Teaching Hospital for doctors and other health workers. This hospital has health service facilities consisting of outpatient services (ER, 19 polyclinics, 3 medical rehabilitation), inpatient services, and medical support services (9 supporting installations).

In addition to stress and emotional intelligence, organizational support which is part of the internal organization also affects the performance of nurses. The behavior of organizational members is formed from organizational support, although not directly (Eisenberg, 1986). In addition, hospital support as one of the public sectors has a role in shaping the behavior of nurses who can motivate and increase organizational commitment. In turn, this will support the creation of performance optimization, especially services to the community.

Observing the conditions described above that are faced by nurses in hospitals, namely the indications of nurses experiencing work stress and seeing the extent to which emotional intelligence and organizational support affect the performance of nurses. Therefore, to find out the influencing factors, it is important to research this matter. So, the researchers proposed research on "The Effect of Work Stress, Emotional Intelligence, and Organizational Support on the Performance of Nurses at Bahteramas General Hospital, Southeast Sulawesi Province".

2. LITERATURE REVIEW

2.1. Work Stress

The word stress originally appeared in physics and was later adopted by psychology. In physics stress is defined as pressure or force, these two terms can be used interchangeably but have different meanings. According to Manzoor et al., (2012) work stress can be defined as a form when people interact with each other during work and changes occur that force them to deviate from routine. Stress can be divided into positive pressure and negative pressure called eustress and distress. Eustress is a positive and beneficial form of stress. Eustress helps provide energy and motivation to fulfill responsibilities and achieve goals.

While distress is the pressure that continuously makes you feel overwhelmed and oppressed in carrying out responsibilities.

According to Morgan and King (1986) in Waluyo (2009), work stress is an internal condition, which can be caused by physical demands (body) or the environment, and social situations that are potentially damaging and uncontrollable. Meanwhile, according to Cooper and Hager (1994) in Waluyo (2009), work stress is defined as an internal or external response or process that reaches the level of physical and psychological tension to the limit or exceeds the subject's ability limit.

Too much stress can threaten a person's ability to deal with the environment. As a result, employees develop various kinds of stress symptoms that can interfere with the implementation of their work (Rivai, 2004).

2.2. Emotional Intelligence

Goleman (2001) states that emotional intelligence is a person's ability to manage feelings, among others, motivate himself and others, be tough to face frustrations, be able to overcome primitive impulses and momentary gratifications, regulate reactive moods, be able to empathize with others. . The ability to manage emotions has an impact on making decisions correctly and does not harm any of the parties involved.

Goleman (2001) states that emotional intelligence is a person's ability to manage emotions. Five aspects are used to measure emotional intelligence, including recognizing one's own emotions, managing one's emotions, motivation, empathy, and skills in building relationships with others.

Reuven (2005) describes emotional intelligence as a set of abilities, competencies, and non-cognitive skills that affect a person's ability to successfully cope with environmental demands and pressures. Furthermore, in his research, Reuven reveals an undeniable relationship between emotional intelligence and proven success in personal and work life.

2.3. Organizational Support

According to Rhoades & Eisenberger (2002), organizational support is employees' global beliefs about the extent to which the organization cares about their well-being and values their contribution. This organizational support is influenced by various aspects of the organization's treatment of employees, which in turn will affect the employee's interpretation of the organizational motives underlying the treatment, this indicates that employees expect to receive organizational support in various situations (Eisenberger, 1986).

Mohamed & Ali (2015) argue that the perception of organizational support represents the level of employee confidence regarding organizational commitment to their employees. Employees with high levels of perceived organizational support trust feel that the organization considers their well-being, values their contributions, and will help them when problems arise. In contrast, employees with low levels of perceived organizational support feel that the organization ignores their interests and may take advantage of them.

Furthermore, Robbins & Judge (2008) define that organizational support as the level where employees believe that the organization values their contribution and cares about their welfare. Employees will feel support from their company or

organization when the rewards seem fair, they have a say in decisions, and when they see their boss being sporty.

2.4. Employee Performance

According to Wirawan (2009), performance is the output produced by the functions or indicators of a job or a profession within a certain time. Performance can also be used to address company/organization outputs, tools, management functions (production, marketing, finance) or an employee's output. According to Mangkunegara (2012), performance is work performance or work results both in quality and quantity achieved by HR per unit period in carrying out their work duties by the responsibilities given to them.

According to Bangun (2012) performance is the result of work achieved by a person based on job requirements. Employee performance is good or not depending on motivation, stress level, job satisfaction, work environment, the physical condition of work, compensation system, job design, economic and technical aspects, and other behaviors (Handoko, 2008).

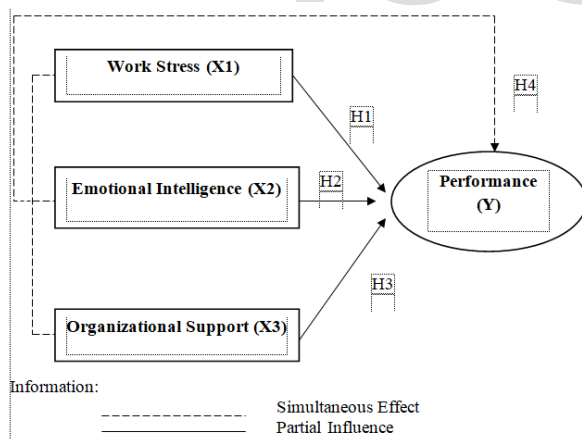
Another definition of performance is also put forward by Schermerson (1985) in Nawawi (2006) that performance is the quality and quantity of achievement of tasks, whether carried out by individuals, groups, or organizations. According to this definition of performance, the quantity aspect refers to the workload or work target, while the quality aspect relates to the perfection and neatness of the work that has been carried out.

3. CONCEPTUAL FRAMEWORK AND HYPOTHESES

3.1 Conceptual Framework

Based on the description above to provide direction for this research, a conceptual framework is needed as follows:

Figure 1. Conceptual Framework



3.2 Research Hypotheses

Based on the conceptual framework above, the hypotheses in this study are:

1. H1: Work stress has a positive and significant effect on the performance of nurses at Bahteramas Hospital, Southeast Sulawesi Province.
2. H2: Emotional Intelligence has a positive and significant effect on the performance of nurses at Bahteramas Hospital, Southeast Sulawesi Province.
3. H3: Organizational support has a positive and significant

effect on the performance of nurses at Bahteramas Hospital, Southeast Sulawesi Province.

4. H4: Work stress, emotional intelligence, and organizational support have a significant effect on the performance of nurses at Bahteramas Hospital, Southeast Sulawesi Province.

4. RESEARCH METHOD

Research Design

Based on the nature of the problem from the objectives to be achieved, this research is explanatory. Explanatory research generally aims to determine the factors/influences of the composition of a dimension of life (Solimun, 2010). According to Sugiyono (2010), explanatory research generally aims to explain the position of the variables to be studied and the relationship and influence between one variable and another.

Population and Sample

The population of this study was all nurses on duty at the Bahteramas General Hospital, Southeast Sulawesi Province, amounting to 300 people. Determination of the sample size is by using the Slovin formula. This study used a simple random sampling technique, which involved 75 nurses at the Bahteramas General Hospital, Southeast Sulawesi Province with the following criteria: nurses who were directly involved in providing nursing care to patients at the Bahteramas General Hospital, Southeast Sulawesi Province and were not on leave.

Method of collecting data

Data collection in this study was carried out by:

1. Observation, researchers conducted general observations and research at the Bahteramas General Hospital, Southeast Sulawesi Province, to obtain a general description of work stress, emotional intelligence, and organizational support, and nurse performance.
2. The questionnaire, conducted by submitting a list of statements to respondents at the Bahteramas General Hospital, Southeast Sulawesi Province to obtain the information needed to answer research problems.
3. Interviews were conducted by conducting direct questions and answers with respondents at the Bahteramas General Hospital, Southeast Sulawesi Province in the hope of obtaining additional information for the completeness of the data obtained through questionnaires.

Data Analysis Technique

Instrument Validity Test

This test is conducted to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire can reveal something that will be measured by the questionnaire. This test is carried out using Pearson Correlation, namely by calculating the correlation between the scores of each question item with the total score (Ghozali, 2011). A valid or invalid criterion is if the correlation between the scores of each question item with a total score has a significant level below 0.05, then the question item can be said

to be valid and if the correlation score of each question item with a total score has a significant level above 0 .05 then the question item is declared invalid (Ghozali, 2011)

Instrument Reliability Test

The reliability test is intended to determine whether the questionnaire can provide a constant measure or not. The technique used is the Cronbach Alpha coefficient technique. A variable is said to be reliable if it gives a Cronbach Alpha value > 0.60 (Ghozali, 2011)

Multiple Linear Regression Analysis

The analytical technique used in this study uses the concept of Statistical Product and Services Science (SPSS). SPSS is software that functions to analyze data, perform statistical calculations for both parametric and non-parametric statistics based on a window (Ghozali, 2011). By the background of the problem, formulation of the problem, research objectives, and the theoretical basis used as well as the proposed hypothesis, the model

used in analyzing the data is in the form of multiple linear regression.

Multiple linear regression analysis was used to measure the effect or relationship between the independent variable and the dependent variable, in this case including work stress, emotional intelligence, and government support as independent variables and nurse performance as the dependent variable.

5. RESEARCH RESULTS AND DISCUSSION

5.1 Research Results

Validity Test and Reliability Test

Instrument testing is carried out to test whether the instrument used in this study meets the requirements of a good measuring instrument or is by the standard research method. Given the data collection in this study using a questionnaire, the seriousness or sincerity of the respondents in answering the questions is an important element in the study. The validity or validity of social research data is largely determined by the instrument used.

Table 1. Validity Test and Reliability Test

Variables	Indicators	Items	n (Samples)	Validity	Sig	Information	Reliability	Cronbach's Alpha	Information
Work Stress (X1)	Physiological Symptoms	X1.1	n-30	0,727	0,000	Valid	0,760	0,774	Reliable
		X1.2	n-30	0,663	0,000	Valid	0,762		Reliable
		X1.3	n-30	0,852	0,000	Valid	0,751		Reliable
		X1.4	n-30	0,625	0,000	Valid	0,759		Reliable
		X1.5	n-30	0,864	0,000	Valid	0,754		Reliable
		X1.6	n-30	0,766	0,000	Valid	0,754		Reliable
	Psychological Symptoms	X1.7	n-30	0,720	0,000	Valid	0,761		Reliable
		X1.8	n-30	0,858	0,000	Valid	0,746		Reliable
		X1.9	n-30	0,824	0,000	Valid	0,755		Reliable
		X1.10	n-30	0,840	0,000	Valid	0,758		Reliable
		X1.11	n-30	0,817	0,000	Valid	0,758		Reliable
		X1.12	n-30	0,794	0,000	Valid	0,757		Reliable
	Behavioral Symptoms	X1.13	n-30	0,564	0,000	Valid	0,707		Reliable
		X1.14	n-30	0,601	0,000	Valid	0,696		Reliable
		X1.15	n-30	0,575	0,000	Valid	0,696		Reliable
		X1.16	n-30	0,592	0,000	Valid	0,700		Reliable
		X1.17	n-30	0,592	0,000	Valid	0,704		Reliable
		X1.18	n-30	0,584	0,000	Valid	0,715		Reliable
Emotional Intelligence (X2)	Self-awareness	X2.1	n-30	0,549	0,000	Valid	0,722	0,727	Reliable
		X2.2	n-30	0,662	0,000	Valid	0,686		Reliable
		X2.3	n-30	0,540	0,000	Valid	0,693		Reliable
	Self Setting	X2.4	n-30	0,741	0,000	Valid	0,732		Reliable
		X2.5	n-30	0,735	0,000	Valid	0,730		Reliable
		X2.6	n-30	0,707	0,000	Valid	0,734		Reliable

	Self-motivation	X2.7	n-30	0,662	0,000	Valid	0,724	0,756	Reliable
		X2.8	n-30	0,529	0,000	Valid	0,749		Reliable
		X2.9	n-30	0,624	0,000	Valid	0,736		Reliable
	Empathy	X2.10	n-30	0,678	0,000	Valid	0,733		Reliable
		X2.11	n-30	0,765	0,000	Valid	0,727		Reliable
		X2.12	n-30	0,718	0,000	Valid	0,733		Reliable
	Social Skills	X2.13	n-30	0,757	0,000	Valid	0,750		Reliable
		X2.14	n-30	0,648	0,000	Valid	0,744		Reliable
		X2.15	n-30	0,804	0,000	Valid	0,744		Reliable
Organizational Support (X3)	Keadilan	X3.1	n-30	0,551	0,000	Valid	0,757	0,756	Reliable
		X3.2	n-30	0,618	0,000	Valid	0,756		Reliable
		X3.3	n-30	0,775	0,000	Valid	0,752		Reliable
	Boss Support	X3.4	n-30	0,795	0,000	Valid	0,749		Reliable
		X3.5	n-30	0,719	0,000	Valid	0,745		Reliable
		X3.6	n-30	0,713	0,000	Valid	0,749		Reliable
	Award	X3.7	n-30	0,749	0,000	Valid	0,747		Reliable
		X3.8	n-30	0,830	0,000	Valid	0,746		Reliable
		X3.9	n-30	0,736	0,000	Valid	0,748		Reliable
	Working Condition	X3.10	n-30	0,772	0,000	Valid	0,747		Reliable
		X3.11	n-30	0,677	0,000	Valid	0,752		Reliable
		X3.12	n-30	0,587	0,000	Valid	0,756		Reliable
Performance (Y)	Work Discipline	Y1	n-30	0,639	0,000	Valid	0,740	0,768	Reliable
		Y2	n-30	0,558	0,000	Valid	0,680		Reliable
		Y3	n-30	0,643	0,000	Valid	0,767		Reliable
		Y4	n-30	0,710	0,000	Valid	0,676		Reliable
		Y5	n-30	0,735	0,000	Valid	0,746		Reliable
	Attitude and Behavior	Y6	n-30	0,706	0,000	Valid	0,744		Reliable
		Y7	n-30	0,584	0,000	Valid	0,743		Reliable
		Y8	n-30	0,792	0,000	Valid	0,742		Reliable
	Implementation of Hospital Procedures	Y9	n-30	0,721	0,000	Valid	0,749		Reliable
		Y10	n-30	0,616	0,000	Valid	0,775		Reliable
		Y11	n-30	0,741	0,000	Valid	0,686		Reliable
	Implementation of Nurse Activities	Y12	n-30	0,702	0,000	Valid	0,665		Reliable
		Y13	n-30	0,621	0,000	Valid	0,746		Reliable
		Y14	n-30	0,646	0,000	Valid	0,698		Reliable
		Y15	n-30	0,755	0,000	Valid	0,744		Reliable

Source: SPSS Data Processing Results for 2021

Based on table 1 above, shows that all indicator items that measure each variable are work stress (X1), emotional intelligence (X2), organizational support (X3), and performance (Y). Produces several validity coefficients that are more than 0.30 ($r > 0.30$). It can be stated that the data collection instrument used

in this study is valid.

Based on the results of the research instrument reliability test in table 5.9 above, it shows that all indicator items used to measure each variable are reliable, where all indicator items have a reliability/alpha coefficient greater than 0.60 (> 0.60) or 60%.

on the performance of nurses at Bahteramas General Hospital. From the results of the SPSS statistical program analysis, the results of the regression analysis are obtained as listed in the table as follows:

Multiple Linear Regression Analysis Results

By using the research data, as described in the description of the variable description, the multiple linear regression method was used which was processed using the SPSS program to analyze the effect of empowerment, commitment, and competence

Table 2. Recapitulation of the results of Multiple Linear Regression Analysis

Independent variable (X)	Regression Coefficient (β)	t-count	t _{significant}	Information
Work Stress	0,426	3.863	0,000	Accepted
Emotional intelligence	0,519	4.863	0,000	Accepted
Organizational support	0,448	4.650	0,005	Accepted
Constant (β ₀) = 0,482 R Square = 0,862 R = 0,781 F count = 603.537 F significant = 0,000 Standar error = 1,64192				

Source: SPSS Data Processing Results for 2021

Based on the results of the regression analysis in Appendix 6 which is summarized in table 5.13 above, it can be interpreted as follows:

1. The constant number (β₀) is 0.482 with a significant value of 0.023 which means it is greater than the value of = 0.05, it can be interpreted that statistically, the constant value (β₀) is significantly different from zero (β₀ = 0). Therefore, the constant value (β₀ = 0.482) can be included in the regression model.
2. F-value (F-count) = 60.537 with a significant value of F-sig = 0.000 which means that (F-sig < 0.05), then statistically the variables of work stress (X1), emotional intelligence (X2), organizational support (X3) towards employee performance (Y). Simultaneously provide a positive and significant influence
3. The value of R² (R-Square) of 0.862 indicates that the magnitude of the direct influence of work stress variables (X1) emotional intelligence (X2), and organizational support (X3) on employee performance (Y) is 86.2% and the rest is influenced by variables other variables not examined in this study amounted to 14.8%, this indicates that there are other variables whose role is quite large that are not examined.
4. The R-value (correlation coefficient number) is 0.781, this shows that the close relationship between work stress variables (X1) emotional intelligence (X2) and organizational support (X3) on employee performance (Y) is 78.1%. This relationship is statistically quite strong. Therefore, the resulting regression model can be said to be a "fit" model or can be a good predictor model in explaining the effect of work stress, emotional intelligence, and organizational support on perfor-

mance at the Bahteramas General Hospital, Southeast Sulawesi Province, which can be stated as follows:

$$Y = 1.320 + 0.426(X1) + 0.519(X2) + 0.448(X3)$$

5.2 Discussion

The Effect of Work Stress on Nurse Performance

Based on the results of data processing with a significant level of = 0.05, the results were obtained by the value of t-count = 3.863 with a significance value of t-sig = 0.000 which means it is smaller than the value of = 0.05. Based on these results, it is concluded that there is a positive and significant influence between the work stress variables on the performance of nurses at the Bahteramas General Hospital, Southeast Sulawesi Province. On this basis, the previously proposed research hypothesis can be accepted because it is proven true.

The results of the analysis are evidence that the Bahteramas General Hospital of Southeast Sulawesi Province pays attention to the management of nurses' work stress because it will greatly affect the performance and quality of services provided to patients. One form of attention given by the hospital is to consider the workload of each nurse, with a workload that is by the capacity, ability, skills, and expertise possessed by nurses will make nurses feel comfortable and happy in carrying out their duties and work, so work stress controlled, and performance increased in a positive direction.

The results of this study are in line with the theory put forward by Anatan and Ellitan (2007) suggesting that good work stress management will have an impact on improving organizational performance, considering the work environment and workload, and paying attention to various problems experienced by employees. reduce work stress and have an impact on improving performance.

The Effect of Emotional Intelligence on Nurse Performance

Based on the results of data processing with a significant level of $\alpha = 0.05$, the results were obtained by the value of t -count = 4.863 with a significance value of t -sig = 0.000 which means it is smaller than the value of $\alpha = 0.05$. Based on these results, it is concluded that there is a positive and significant influence between emotional intelligence variables on the performance of nurses at the Bahteramas General Hospital, Southeast Sulawesi Province. On this basis, the previously proposed research hypothesis can be accepted because it is proven true.

The results of the above study prove that nurses have a good level of emotional intelligence, this can be seen from a person's ability to deal with frustration, control impulses, control stress so as not to paralyze the ability to think at work. The implications of emotional intelligence possessed by nurses can be seen from the ease with which nurses control themselves, establish good and close relationships with other people such as co-workers, leaders, and subordinates.

The results of this study are in line with the theory put forward by Goleman (2000) in Nawawi (2006) which states that performance achievement is determined only by 20% of IQ, while 80% is determined by emotional intelligence (EQ). Therefore, if organizational leaders expect maximum employee performance in their company, the most appropriate effort is how to nurture themselves and foster subordinate HR to have good emotional intelligence.

The Effect of Organizational Support on Performance

Based on the results of data processing with a significant level of $\alpha = 0.05$, the results obtained are the value of t -count = 4.650 with a significance value of t -sig = 0.005 which means it is smaller than the value of $\alpha = 0.05$. Based on these results, it is concluded that there is a positive and significant effect between organizational support variables (X3) on the performance (Y) of nurses at Bahteramas General Hospital, Southeast Sulawesi Province. On this basis, the previously proposed research hypothesis can be accepted because it is proven true.

This explains that organizational support is reflected in the organization's concern for the performance of nurses through organizational appreciation for the contributions made by nurses, concern for opinions through the organization's sense of caring for all aspirations given by nurses, concern for the problems faced through a willingness to assist in placing nurses in their care. the right job according to his abilities and aid when faced with problems, concern for improving performance through rewards for contributions made. This means that nurses have felt the support of the organization and fully completed the tasks assigned by the organization.

The results of the study support the results of previous studies conducted by Subhan (2016) and Rionko (2010) which stated that organizational support had a positive and significant effect on employee performance. This means that the more employees feel they have support from the organization in terms of completing performance, the performance will increase.

Research Limitations

Limitations in this study are as follows

1. This research is limited to the analysis of survey data which presents the analysis of causal relationships at one point in time (cross-sectional), besides that because of the busyness of the respondents, the researcher has difficulty in obtaining more in-depth information on this research study. Thus, further researchers can examine more deeply through interviews with respondents or the in-depth interview method and Focus Group Discussion (FGD).
2. Lack of respondent's caring attitude and seriousness in answering the questions given. And the problem of subjectivity of the respondents can result in the results of this study being vulnerable to bias in the respondents' answers.
3. There is a limitation of research carried out with questionnaires, namely sometimes the answers given do not describe the real situation.

6. Conclusions and Suggestions

6.1 Conclusion

Based on hypothesis testing, research results, and discussion, some conclusions can be drawn as follows:

1. The higher the ability to manage stress, will improve employee performance. This means that stress is a normal condition for human existence. Stress can have both positive and negative impacts.
2. The higher the ability to manage emotional intelligence, will improve employee performance.
3. The better the support provided by the organization, the better the performance of employees. An increase in performance in the organization is influenced by the support both on a social scale and within the organization itself, both from superiors and co-workers. Giving appreciation to the work is a form of organizational support that can have a positive impact.
4. Good work stress management carried out by the organization will train employees' emotional intelligence to be more positive. This, indirectly, is a form of organizational support and organizational concern.

6.2 Suggestions

Based on the results and conclusions of this study, suggestions can be put forward as recommendations for this research. The suggestions are as follows:

1. Future researchers should consider testing mediating variables or moderating variables using the same variables, to obtain a variety of research results.
2. Future researchers should use different performance measurements and indicators to obtain even better results.
3. For the leadership, to reduce stress levels, it is better to review the workload given so that employee performance can be by the expected quality of performance.
4. For the leadership to provide understanding by strengthening emotional intelligence by conducting comprehensive coaching.
5. To improve employee performance, institutions should provide training and training on managing work stress

and emotional intelligence.

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