

## Work Stress on Turn Overintention: Moderated by Emotional Intelligence in Nurses at The DR. Drs. M. HATTA BUKITTINGGI Brain Hospital

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### ABSTRACT

This study aims to examine (1) the effect of job stress on turnover intention and (2) the effect of job stress on turnover intention moderated by emotional intelligence. This research is a causal research. The population of this study were Rs nurses at Dr. Drs. M. Hatta Bukittinggi Brain Hospital. The number of samples used was the total population of 136 people taken using proportional random sampling. Data collection using a questionnaire with a Likert Scale. The analysis technique was used through SmartPLS 4 software. The results of data processing in this study indicate that: (1) Work stress has a positive and significant effect on Turnover Intention in Rs nurses at Dr. Drs. M. Hatta Bukittinggi Brain Hospital. (2) Emotional intelligence can moderate the relationship between work stress and turnover intention.

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## INTRODUCTION

Every company hopes to achieve its goals optimally and be responsible to stakeholders in the company. One aspect that can support the achievement of company goals is having human resources who have good attitudes and behavior. If the company's goals have been achieved, then the company must pay attention to how to retain their employees, so that employees who have good quality do not leave the company. This is because, one form of obstacle that is often faced by companies is the desire of employees to leave or move (turnover intention) which will ultimately make the decision of employees to leave their jobs (Dewi Trisnawati, 2016).

Turnover really needs to be managed so that there is no decrease in employees in a company. Turnover intention felt by employees is something that must be considered and managed both in companies, services, industry, and no exception to the field of services related to the community such as hospitals. The high turnover rate of professional nurses in nursing services is still a big concern in nursing practice, in maintaining quality nursing services, health service organizations need to keep the turnover rate among nurses from increasing, nurses who leave the hospital cause the remaining nurses' work stress to increase, which often causes emotional exhaustion and increased nurse work accidents,

turnover in nurses also causes economic losses to the organization due to reduced productivity and increased costs for recruiting and training new nurses (Dewanti 2019).

Based on the Regulation of the Minister of Health of the Republic of Indonesia No. 39 of 2019 article 1 related to Hospital Classification and Licensing, this regulation explains that a hospital is a health service institution that organizes comprehensive individual health services that provide inpatient, outpatient and emergency services. Currently, hospitals have one of the tough challenges, namely the number of visits that come for treatment, which continues to increase from year to year. With this addition, it can have an impact on work stress will increase and the psychological state of employees working in the hospital will decrease so that it can lead to feelings of wanting to leave the hospital.

According to Akhlaghimofrad & Farmanesh, (2021) work stress is a physical or emotional response shown by someone who is detrimental that occurs when job requirements do not match their abilities, resources, and needs. In research conducted by Irawanto (2021) work stress is a condition that affects emotions, and thought processes. The gap between job demands and existing resources will cause job stress and make people feel more negative and dissatisfied. Therefore, job stress will make individuals feel lazy and dissatisfied with the work that has become the responsibility of the individual. In addition to having a negative impact on work, (Khamisa (2017) states that work stress can have a positive impact depending on certain conditions. For certain people and under certain conditions, work stress can be self-motivating and as a stimulus to do work more enthusiastically at work so as to create increased work productivity.

Emotional intelligence is one of the factors that can affect turnover intention Li (2020). Emotional intelligence is the psychological state of a person who is able to understand and apply emotional information to himself. Emotional intelligence can be maximized by developing good self-commitment and can be developed through practice, experience and applicable management of existing problems in oneself Iskandar (2021). In particular, nurses need high emotional intelligence because they interact directly in patient care and are responsible for patient comfort. The low level of emotional intelligence possessed by nurses is characterized by the behavior of nurses who lack motivation so that they are lazy to work, cannot control emotions that cause stress, and lack empathy for colleagues which can cause conflict.

## LITERATURE REVIEW

The Job Demand-Control-Support (JDCS) theory, also known as the Karasek model, was developed by Robert Karasek in 1979. In the context of turnover intention, employees who work in high-demand environments but have low control and minimal social support are likely to experience higher levels of stress, potentially increasing their intention to leave. This link becomes more complex when considering the role of emotional intelligence as a moderator. Employees with high emotional intelligence are better able to deal with pressure as they can better manage emotions and stress and build supportive relationships.

### Turnover Intention

According to Sa'idah (2015) is an attitude shown by employees to want to leave a company. Where this desire has not yet reached the stage of moving from one workplace to another or leaving the workplace. (Sari & Respatia, 2022) defines that turnover intention is the tendency or intention of employees to stop working from their jobs voluntarily or move from one workplace to another according to their own choice.

### Factors that Influence Turnover intention

One of the factors that influence turnover intention is job stress. The results of research conducted by Siddiqui & Jamil (2015) show that work stress is one of the main factors that influence turnover intention. Iskandar (2021) explains that one of the factors that can affect turnover intention felt by employees is stress at work. This means that the higher the work stress experienced by employees, the higher the turnover intention will be. In addition, research conducted by Marcella (2022) revealed that there is a positive relationship between job stress and turnover intention experienced by

employees while working. According to Sobirin (2016) states that the factors influencing turnover intention are: Organizational justice, Employee engagement, job stress

Indicators of turnover intention

In this case, the turnover intention indicator is used as a characteristic that can evaluate and allow it to be measured against the turnover intention variable. Khamisa (2017) argues that there are three indicators to measure turnover intention. The three indicators are: (1) Thinking of quitting (2) Intention to quit (3) Intention to search for alternative.

### **Work Stress**

According to (Bhatti (2016) work stress is an individual reaction to features of the work environment that appear emotionally and physically threatening. In this case, job stress can be seen as an individual's response to his work environment that can threaten employees if they feel uncomfortable with their work and feel that their work does not provide them with decent career opportunities. Therefore, job stress will have a direct impact on reducing employee performance which will have a negative impact on the organization so that it will hinder the development and productivity of the organization.

Indicator of Job Stress

According to Silva, (2014) the dimensions of work stress are divided into 3 aspects, namely: (1) Working with clients (2) Work overload (3) Career progression and salary (4) Home-work interface (5) Leading training activities (6) Home-work interface

### **Emotional Intelligence**

The theory of emotional intelligence was developed based on the basic theory proposed by (Mayer & Salovey 1989), which suggests that abilities in social intelligence include skills in controlling one's own and others' emotions, as well as the ability to distinguish between feelings and emotions. This information is used to direct more adaptive actions through the thought process. Emotional intelligence is seen as characterizing the ability to perceive and express emotions accurately and adaptively, the ability to understand emotions and emotional knowledge, the ability to use feelings to facilitate thinking, intellectual growth and problem solving, and the ability to regulate emotions within oneself (Coetzee & Harry 2014).

According to (Goleman 2004) there are 5 components of emotional intelligence, namely: (1) Self-awareness: The main foundation of emotional intelligence, which includes an individual's ability to recognize their feelings when they are being experienced. (2) Self-regulation: Managing emotions in a way that produces a positive impact on performance, having a high level of self-awareness, the ability to delay gratification until goals are achieved, and being able to recover from emotional distress. (3) Self-motivation: An internal drive or self-motivation that encourages individuals to achieve their goals without depending on external rewards or incentives. (4) Empathy: Feeling and understanding the feelings of others, building trusting relationships, and adapting to others. (5) Social skills: Managing emotions effectively when interacting with others, having the ability to read situations carefully so that they can use skills to influence, negotiate, and cooperate with other individuals. There are several indicators of emotional intelligence developed by Mayer & Salovey (2000), namely: (1) Self-emotional appraisal (SEA): Refers to a person's ability to understand and evaluate their own emotions accurately. (2) Other emotional appraisal (OEA): Refers to an individual's ability to understand and accurately evaluate the emotions of others. (3) Use of emotions (UOE): Refers to an individual's ability to consciously and productively use their own emotions in various contexts. (4) Regulation of emotions (ROE): Refers to an individual's ability to consciously and effectively manage, control, and regulate their emotions.

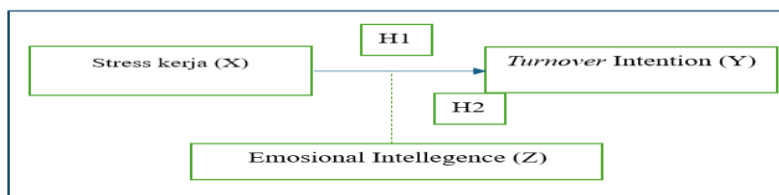


Figure 1. Conceptual Framework

## Hypothesis

Based on the above conceptual framework, the hypothesis in this study can be described as follows:

- H1 : Job stress has a positive effect on turnover intention
- H2 : Emotional intelligence moderates job stress on turnover intention

## METHOD

In this study, the authors used a research design classified as causative descriptive research. Causative descriptive research is research that shows the direction of the causal relationship between the independent variable and the dependent variable. The purpose of this study, using a causal research approach, is to determine the extent to which the independent variable affects the dependent variable. By employing this research method, researchers aim to investigate and assess the extent to which job stress influences turnover intention, with emotional intelligence serving as a moderating variable.

In this study, data and information were collected from nurses at the Bukittinggi Brain Hospital using a questionnaire to gather the necessary data.

## RESULT AND DISCUSSION

This examination utilizes the Smart PLS 4.0 information investigation apparatus. PLS (Partial Least Square) which is a variety based essential condition assessment (SEM) that can meanwhile test the assessment model (outside model) and test the fundamental model (Inner model). The assessment model is used to test the authenticity and steadfast quality while the hidden model is to test the hypothesis.

Based on table 13 above regarding 3 indicators regarding turnover intention, the Thought of quitting indicator has an average of 3.60 with a respondent achievement level of 72%, the Intention to search for another job indicator has an average of 3.52 with a respondent achievement level of 70%, and the Intention to quit indicator has an average of 3.53 with a respondent achievement level of 70%. For the three indicators of the turnover intention variable, the category is sufficient.

The overall total of the indicators used for turnover intention resulted in an average accumulation of 4 with a score and a respondent achievement rate (TCR) of 71% with a sufficient category. This indicates that the turnover intention variable in Bukittinggi Brain Hospital nurses is somewhat sufficient.

Based on table 14 above regarding 6 indicators of job stress, the working with clients indicator has an average of 3.14 with a respondent achievement level of 63%, the work overload indicator has an average of 3.05 with a respondent achievement level of 61%, the career progression and salary indicator has an average of 3.22 with a respondent achievement level of 63%, the relationships at work indicator has an average of 3 with a respondent achievement level of 60%, the leading training activities indicator has an average of 3.09 with a respondent achievement level of 62%, and the home-work interface indicator has an average of 3.08 with a respondent achievement level of 61%. For the six indicators of work stress variables, the category is rather low.

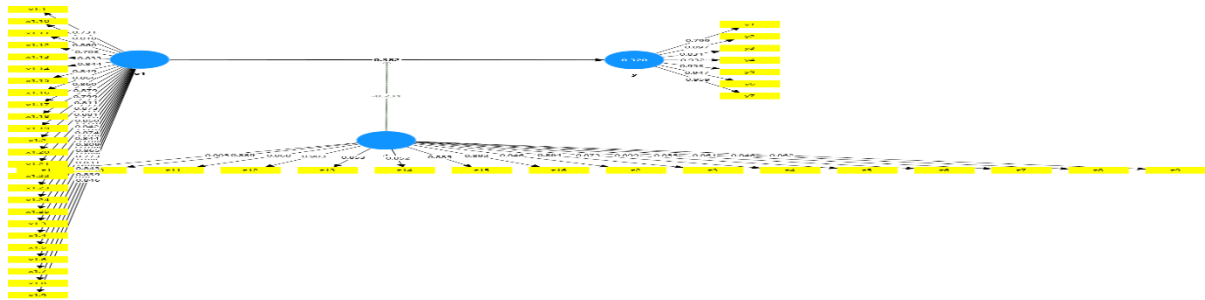
The overall total of the indicators used for job stress results in an average accumulation of 3 with a score and a respondent achievement rate (TCR) of 61% in the moderate category. This indicates

that the work stress variable in Bukittinggi Brain Hospital nurses is rather high and needs to be improved again by Bukittinggi Brain Hospital nurses.

Based on the emotional intelligence frequency distribution table above related to 4 indicators of emotional intelligence, the self emotional appraisal (SEA) indicator includes self-awareness of feelings and the ability to identify the types of emotions being experienced, as well as the extent to which these emotions have an impact on individual thoughts and actions. Self emotional appraisal has an average of 3.91 with a respondent achievement level of 78%, this indicator is included in the sufficient category. This indicates that the self emotional appraisal (SEA) indicator still needs to be improved so that Bukittinggi Brain Hospital nurses have the ability to understand and evaluate their own emotions more accurately.

The total of all indicators used for emotional intelligence results in an average accumulation of 4 with a score and a respondent achievement rate (TCR) of 80% with a sufficient category. Thus, it can be concluded that the nurses of Otak Bukittinggi hospital are sufficient. Therefore, it is necessary to make efforts to maintain and improve it further, so that Bukittinggi Brain Hospital nurses have optimal emotional intelligence. This is important so that their ability to understand and manage emotions, including the ability to understand, have knowledge about emotions, and use feelings to improve thinking, intellectual growth, and problem solving skills can be significantly improved.

### 1. Validity Test



**Figure 2. Initial Outer Model**

Based on the final results of outer loading, the indicators for each variable produce a convergent validity value with a loading factor value above 0.7. So that the cross loading value also shows good discriminatory validity. Another method that can be used to assess convergent validity is to look at the Average Variance Extracted (AVE) value, where the AVE value is greater than 0.5. The construct can be said to be valid if the AVE value is  $> 0.5$ .

**Table 1. Results of Analysis of Average Variance Extracted (AVE)**

	<b>Average Variant Extracted (AVE)</b>
Stress Kerja	0.821
Turnover Intention	0.869
Emotional Intelligence	0.828

Source: Processed primary data (2024)

It very well may be seen that the three variable have an AVE esteem above 0.5. Consequently, all points have met the necessities of discriminant validity.

### 2. Reliability Test

This reliability test is carried out by looking at the value of composite reliability and Cronbach's alpha can be said to be reliable if it has a value above 0.7. The following is the composite reliability result from the SmartPLS output: The reliability criteria can be seen from the composite reliability rating of each variable. The ollowing table 3 displays the results of the reliability test.

**Table 2. Composite Reliability Analysis Results and Cronbach's Alpha**

	<b>Composite Reliability (rho_a)</b>	<b>Cronbach's Alpha</b>
Stress Kerja	0.991	0.990
Turnover Intention	0.970	0.970
Emotional Intelligence	0.986	0.986

Source: Processed primary data (2024)

Based on the table above, the value of composite reliability and Cronbach's alpha in all constructs is above 0.7, which means that all constructs in the estimated model have met the requirements or are reliable.

## Hypothesis Testing

### Structural Model Measurement

This structural model test was conducted to determine the relationship between variables, significant value and R-Square of the research model. The structural model can be evaluated using the R-Square for the dependent construct t test and the significance of the structural path parameters. This can be seen in the structural model and the estimation results of R-Square using the SmartPLS4 application, as follows:

**Table 3. R-Square Analysis Results**

	Emotional Intelligence
Turnover intention	0.845

Source: Processed primary data (2023)

Table 4 shows that the R-Square value of the career adaptability variable is obtained at 0.845, this result indicates that 84.9% of the career adaptability variable can be influenced by emotional intelligence and career decision self-efficacy variables. While for the career decision self efficacy variable obtained 0.496, the results show that 49.6% of the career decision self efficacy variable can be influenced by the emotional intelligence variable.

**Table 4. Results of Inner Model Analysis**

	<b>Original sample (O)</b>	<b>Sample mean (M)</b>	<b>Standard deviation (STDEV)</b>	<b>T statistics ( O/STDEV )</b>	<b>P values</b>
<b>Stress Kerja -&gt; Turn Over Intention</b>	0.322	0.322	0.090	3.591	0.000
<b>Emotional Intelegence-&gt; Turn Over Intention</b>	0.399	0.393	0.094	4.243	0.000
<b>Emotional Intelegence x Stress Kerja -&gt; Turn Over Intention</b>	-0.177	-0.178	0.069	2.574	0.000

Source: Processed primary data (2024)

- a. Job stress with employee turnover intention has a t value of 3.591. This value is greater than the t table value (1.96). This indicates a significant relationship between job stress and employee turnover intention at Otak Hospital.
- b. Based on the calculation of the indirect variable coefficient, it is found that emotional intelligence moderates the effect of job stress on nurse turnover intention by 0.322. Because the interaction coefficient (turnover intentionx work stress) is positive 0.322 and t-statistic

<1.96, emotional intelligence has a positive and significant influence on the relationship between work stress and turnover intention of employees of Bukittinggi Brain Hospital, West Sumatra.

c.

**Table 5. Calculation of Indirect Variable Coefficient**

Variabel	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
Emotional Intelligence x Stress Kerja -> Turn Over Intention	-0.177	-0.178	0.69	2.574	0,010

Source: Processed primary data (2024)

Based on the calculation of the indirect variable coefficient, it is found that emotional intelligence moderates the effect of job stress on nurse turnover intention by 0.0231. Because the interaction coefficient (turnover intention x work stress) is positive 0.0231 and t-statistic <1.96, emotional intelligence has a positive and significant influence on the relationship between work stress and turnover intention of employees of Bukittinggi Brain Hospital, West Sumatra.

## CONCLUSIONS AND SUGGESTIONS

This study aims to analyze the effect of work stress on turnover intention, with emotional intelligence as a moderating variable, among nurses at Drs. M. Hatta Bukittinggi Brain Hospital. Based on the results and discussion in the previous section, the following conclusions can be drawn:

1. There is a direct and significant positive influence between work stress on turnover intention in nurses of the DR. Drs. M. Hatta Bukittinggi Brain Hospital. This means that when work stress is high, it affects the high turnover intention in nurses, whereas if work stress is low, it leads to a lower turnover intention in nurses at the Brain Hospital DR, Drs. M. Hatta Bukittinggi.
2. There is a positive and significant moderating influence between work stress on turnover intention by emotional intelligence. In this study, emotional intelligence is found to positively and significantly influence the relationship between work stress and nurse turnover at Brain Hospital DR. Drs. M. Hatta Bukittinggi.

Based on the research results and conclusions above, to reduce the turnover intention of Dr. Drs. M. Hatta Bukittinggi Brain Hospital, the authors provide the following suggestions:

1. The leadership of the DR. Drs. M. Hatta Bukittinggi Brain Hospital in the future must pay attention to whether the nurses' work stress has been controlled so that nurses who work in hospitals do not experience continuous stress which can interfere with their activities at work or outside.
2. Brain Hospital DR. Drs. M. Hatta Bukittinggi is expected to be able to control their emotional level at work again, making it easier to make decisions and place themselves in their work.

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