

Investigating The Role of Emotional Intelligence in The Relationship Between Adversity Quotient and Self Efficacy to Work Stress

Aulia Aulia¹, Mochamad Sofwan², Chintia Handayani³, Intan Apriadi⁴, Priyono Priyono⁵, Mochamad Soelton⁶

¹Universitas Mercu Buana, Indonesia
Email: soelton@mercubuana.ac.id

Abstract

Human resources are very important for companies in managing, regulating, and empowering employees so that they can function productively to achieve company goals. Human resources in the company need to be managed professionally to realize a balance between the needs of employees and the demands and capabilities of the company's organization. Employees are placed according to their skills and abilities, high level of company work, high work motivation, high work participation, effective workplace communication, and high work discipline, employee wages and salaries are determined fairly according to position, education, and responsibilities tall one. Objective: This study aims to analyze the role of Adversity Quotient and Self Efficacy on Job Stress mediated by Emotional Intelligence at PT. Tripuri Mitra Nobelindo. Methodology: Using a saturated sample with a total of 50 employees, the analysis was carried out quantitatively with the method of collecting questionnaires. Structural Equation Model (SEM) was used as an analytical method and Smart-PLS was used as an analytical tool. **Findings:** Adversity Quotient and Self-efficacy has a significant negative effect on Job Stress, Adversity Quotient and Self Efficacy has a significant positive effect on Emotional Intelligence, Emotional Intelligence has a significant negative effect on Job Stress, Adversity Quotient and Self Efficacy does not have a significant effect on Job Stress through Emotional Intelligence.

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INTRODUCTION

Quality human resources are a very important factor in organizations in the current era of globalization. But to make quality human resources is not easy, one factor that needs to be considered is the emotional intelligence of its employees. Companies must also pay attention or ensure that employees can enjoy their work so that organizational goals are achieved. PT. Tripuri Mitra Nobelindo is a company engaged in the distribution and is a distributor of Schyller brands from Italy, Ebalta from Germany, Nokian Capacitor from Finland, TenT from China, and Powermat from India. Quality Human Resources greatly affect the productivity of the company. One of the factors that must be considered by the company is work stress mediated by emotional intelligence so that employees

can work according to the desired professional standards to achieve the vision and mission of a company (Martins et al., 2010; Mayer et al., 2000; Hopkins & Bilimoria, 2008). This symptom in work situations is specifically called work stress. Simply put, stress has the potential to encourage or interfere with work performance, depending on the level of stress.

When there is no stress, work challenges are also absent, and job performance is low. whether employee attendance in January to December has increased or vice versa there has been a decrease causing the variable of work stress to experience a problem (Rauschenbach et al., 2013; Rawat, 2014; Reddy et al., 2012; Hayes & Matthes, 2009; Soelton et al., 2020; Soelton & Nugrahati, 2018). It can be seen that many employees arrive late, even though the company already has regulations by giving verbal sanctions and there are also pay deductions for employees who violate them. In the table above there are still many employees who have permits, such as permission to come at noon, permits with various other kinds, and the last can be seen that there are still many employees who are often sick and cannot come to work (Jordan & Troth, 2002; Joseph & Newman, 2010; Sudiro et al., 2023; Rohman et al., 2023)

Research conducted by (Chang, et al., 2006; Darolia & Darolia, 2005; McGowan, 2001; Mikolajczak et al., 2007) states that Self Efficacy negatively affects Work Stress which means that the better the application of Self Efficacy, the lower the Work Stress shown by employees. This is in line with research conducted by (AbuAlRub, 2004; Adeyemo, 2007; Antón, 2009; Aquino & Alberto, 2003; Bhat et al., 2014; Baharuddin et al, 2019) which states that Emotional Intelligence negatively affects work stress. The negative influence of emotional intelligence on work stress means that employees are exposed to work stress caused by low emotional intelligence possessed. Meanwhile, research conducted by (Smith et al., 2008; Larson, 2004; Law et al., 2004; Limonero et al., 2004; Salguero et al., 2012; Kusnadi, 2018) shows that self-efficacy has a negative influence on work stress. This means low work stress and high levels of self-efficacy.

Based on data due to differences in the results of previous studies related to work stress with various variables, the author is interested in examining factors that affect work stress, namely the role of Adversity quotient, Self-efficacy, and Emotional Intelligence. Because of the results of research conducted by previous researchers regarding Adversity Quotient, Self Efficacy, and Emotional Intelligence influence Work stress variables (Nikolaou & Tsaousis, 2002; Shi & Wang, 2007; Goldenberget al., 2006; Goleman, 2000; Guignon & Cholet, 2003).

The authors are also interested in examining whether the emotional intelligence variable can be an intervening variable between Adversity Quotient, Self-efficacy, and Work Stress, where emotional intelligence acts as an intervening factor that explains the relationship between Adversity Quotient and Self-efficacy to Work stress. So it can be concluded that emotional intelligence can have an indirect and significant or insignificant effect on Work Stress. With this relationship between Adversity Quotient, and Self Efficacy with Work stress, emotional intelligence can act as a mediator

variable. Previous studies have differences and similarities and examined direct or indirect relationships carried out in various types of companies. The difference in the characteristics of the field of companies engaged in advertising becomes its gap or gap with the studies conducted in this study. (Thory, 2013; Van Rooy et al., 2006; Whitman et al., 2009; St-Vincent et al., 2006; Suparna et al., 2005; Kearney, 2015; Knight et al., 2007; Spector et al., 2006; Oginska-Bulik, 2005).

Over the past few years, much attention has been paid to emotional intelligence (EI) in the organizational literature (Petrides et al., 2007; Saklofske et al., 2003; Smith et al., 2008). Petrides et al., (2007) proposed two different conceptualizations of EI, namely trait EI and ability EI. EI ability refers to an individual's ability to understand, understand, use and regulate emotions in oneself and others. Meanwhile, IE traits are conceptualized as traits that refer to a collection of behavioral dispositions and self-perceptions that are located at lower levels of the personality hierarchy (Petrides et al., 2007). EI traits are measured through self-report inventories, while EI abilities are measured through performance-based tests.

EI is another mechanism that can reduce stress (Edward & Warelow, 2005; Limonero, Tomas-Sabato, Fernández-Castro, et al., 2004; Slaski & Cartwright, 2002). EI is a construct related to individual skills that helps individuals to understand why some people are vulnerable to the negative consequences of stress. EI is defined as an individual's ability to perceive, understand and express emotions (Mayer & Salovey, 1997). In accordance with the definition of IE which refers to: (1) the ability to identify one's own emotions and the emotions of others; (2) the ability to adequately regulate and change our moods; and (3) the ability to improve one's own abilities (Mayer & Salovey, Citation 1997). In this study, EI is considered as a trait that helps reduce individual stress and can be a substitute for emotion-based coping techniques. Research gap from previous studies above, so to bridge the role between the variables Adversity Quotient, Self Efficacy Against Work Stress with the mediation of Emotional Intelligence. With the role of mediating variables expected to strengthen emotional intelligence is a set of abilities possessed by humans such as the ability to motivate themselves, and endure frustration, it can be concluded that the mediation function can position emotional intelligence variables in increasing the role of adversity quotient on work stress and can increase the role of self-efficacy on work stress (Limonero et al., 2004; Salguero et al., 2012; Shi & Wang, 2007; Goldenberget al., 2006; Goleman, 2000; Guignon & Cholet, 2003; Gunkel et al., 2013).

Work Stress

Soelton et al., 2020 (in Pervez, 2010; Petrides et al., 2007. Palmer et al., 2005; Soelton et al., 2023; Sudiro et al, 2023) suggests that stress is a feeling of pressure experienced by employees in facing work. This work stress will appear, including unstable emotions, feelings of unease, like being alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased

blood pressure, and indigestion. While Robbins (2014), suggests that stress is a dynamic condition faced by a person when forced to face opportunities, obstacles, or demands related to what he wants which at the same time the outcome is uncertain but very important. In general, stress conditions are disorders of a psychological nature but can also have an impact on an individual's physiology. Factors that can cause work stress include lack of control over work, mismatch of demand for workers, and lack of support from colleagues and management. Each individual's reaction to dealing with stress is different. For some individuals, it is possible to cope with high job demands, but this may not necessarily happen to others, so the ability to deal with stressful circumstances depends largely on subjective evaluation (OSHA, 2014).

Adversity Quotient

According to (Rintaugu, 2013; Slaski & Cartwright, 2002; Smith et al., 2002)Stoltz (dalam Anggawira & Andika, 2019) , Adversity Quotient is the intelligence of the individual in dealing with a problem in his life that can trigger stress in the individual. Adversity Quotient has a considerable influence on an individual's life to overcome problems or difficulties that come. With Adversity Quotient can not only face bad conditions and failure, but also can turn it into a higher chance of success. The adversity quotient is the intelligence of the individual in dealing with a problem in his life that can trigger stress in the individual. Adversity Quotient has a considerable influence on an individual's life to overcome problems or difficulties that come. With Adversity Quotient can not only face bad conditions and failures but also can turn it into an opportunity used as an instrument to assess how much individuals can solve a problem that is full of challenges. Someone who can survive when an individual faces a problem then the individual will continue to try persistently, and passionately, and always be motivated to get through the problems faced higher.

Self Efficacy

Self-efficacy It is the belief in a person with the ability possessed that he can do something or overcome a situation will succeed in doing it. Then (Bandura in Howard, 2008; Saklofske et al., 2003; Kumariet al., 2015; Lambert et al., 2009) also adds that self-efficacy has an important impact, even acting as the main motivator for one's success. Moreover, Baron dan Byrne Also defines self-efficacy as a person's belief in his ability or competence for the performance of a given task, achieving a goal, or overcoming an obstacle. While efficacy according to AlwisolIt is a self-assessment, of whether you can do good or bad actions, right or wrong, can or cannot do as required. From the various opinions above, it can be concluded that self-efficacy is a belief in a person in the ability to act to achieve a predetermined goal, can affect the situation well, and can overcome an obstacle.

Emotional Intelligence

According to Goleman (2015); Salovey et al., (2002); Schutte et al., (2007); Seaward, (2005), Expressing emotional intelligence is a trait of people who stand out in real life, those who have warm close relationships and become stars in the workplace. These are also key characteristics of character and self-discipline, altruism, and compassion, the basic skills needed if we hope to create a prosperous society. According to Robbins dan Judge (2015), emotional intelligence is one's ability to (1) assess one's emotions in oneself and others, (2) understand the maxims of these emotions, and (3) regulate one's emotions regularly.

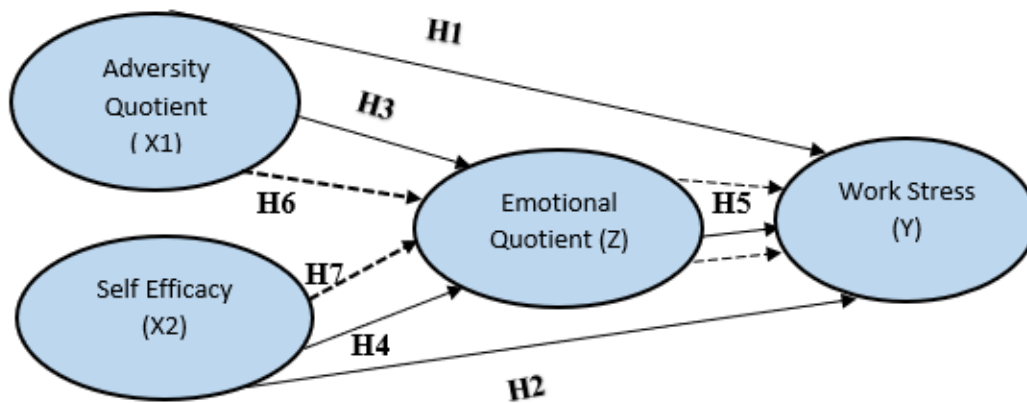


Figure 1
Conceptual Framework

The Effect of Adversity Quotient on Work Stress

According to research (McGowan, 2001; Martins et al., 2010; Mayer et al., 2000; Rauschenbach et al., 2013; Utama and Surya (2019) The study showed that the Adversity Quotient negatively affected work stress; although the Adversity Quotient lowered job stress, it did not fully explain the relationship. The key to the Adversity Quotient is to turn difficulties by CO2RE into personal motivation. According to the literature on Adversity Quotient and work stress, there is a relationship between the two, and it is effective.

Fighting power or adversity quotient (AQ) is an individual's ability to overcome difficulties and obstacles in his life (Phoolka and Kaur, 2012) Previous research conducted by Tricahya (2010) regarding the relationship between adversity quotient and stress conducted on working students, it is known that there is a negative relationship between adversity quotient and stress. According to research by (Utama and Surya (2019) this study shows that the Adversity Quotient has a negative effect on work stress, even though the Adversity Quotient reduces job stress, it does not fully explain the relationship. The key to Adversity Quotient is turning difficulties by CO2RE into personal motivation. According to the literature on Adversity Quotient and job stress, there is a relationship between the two, and it is effective.

H1: Adversity Quotient generates a negative impact on Work Stress

The Effect of Self-Efficacy on Work Stress

Self-efficacy has been shown to have a significant effect on work stress. In conclusion, partial self-efficacy has a significant effect on work stress. The results of this study can support previous research conducted by (Rawat, 2014; Reddy et al., 2012; Hayes & Matthes, 2009; Kusnadi, 2014 & Ferdianto, 2014) It is proven that self-efficacy has a significant effect on work stress. If a person's self-efficacy is low then work stress will be high, otherwise, if a person's self-efficacy is high then his work stress is low.

Bandura in Heslin and Klehe (2006) says that self-efficacy is a person's belief in his ability to achieve success in carrying out tasks. Through self-efficacy training, a person can improve his abilities and self-confidence that he is capable and has a strong belief that he has the potential within himself to be able to complete responsibilities or achieve goals that have been dreamed of (Sitanggang & Nini, 2014; Hulu & Irna, 2013 (Minauli & Imelda, 2011) Self-efficacy has been shown to have a significant effect on work stress. In conclusion, partially self-efficacy has a significant effect on work stress. The results of this study can support previous research conducted by Kusnadi, (2014) and Ferdianto, (2014) proves that self-efficacy has a significant effect on work stress, if a person's self-efficacy is low then work stress will be high, conversely if a person's self-efficacy is low self-efficacy is high then work stress will be low.

H2: Self Efficacy generates a negative impact on Work Stress

The Effect of Adversity Quotient on Emotional Intelligence

Based on the results of research conducted by (Hopkins & Bilimoria, 2008; Jordan & Troth, 2002; Gusniwati (2021) shows that there is a significant relationship between Adversity quotient and emotional intelligence. Adversity quotient is often identified with the ability to fight against adversity. Wardhani (2010) suggests that problem solving is a process of applying previously acquired knowledge to new, unfamiliar situations. Based on the results of research conducted by Gusniwati (2021) which shows that there is a significant relationship between Adversity quotient and emotional intelligence.

H3: Adversity Quotient generates a positive impact on Emotional Intelligence

The Effect of Self-Efficacy on Emotional Intelligence

Based on Research Results (Darolia & Darolia, 2005; Joseph & Newman, 2010; AbuAlRub, 2004; Adeyemo, 2007; Abdurrahman et al, 2021) Provide positive and significant results between self-efficacy and emotional intelligence.

In other words, self-efficacy is defined as each individual's belief in his ability to do what he wants until it is actually achieved (Sudiro et al., 2023). The emotional atmosphere is a stimulus reaction both from within and outside the individual that can affect emotional intelligence. Furthermore, to show

self-control and individual self-confidence, self-control is needed, in this case, emotional intelligence. 36 Based on the results of the study (Sudiro et al, (2023) gave positive and significant results between self-efficacy and emotional intelligence.

H4: Self Efficacy generates a positive impact on Emotional Intelligence

The Effect of Emotional Intelligence on Work Stress

Karambut, (2012) states higher emotional intelligence so that work stress decreases. The lower the level of emotional intelligence, the level of work stress will increase. Based on the hypothesis test, it is known that emotional intelligence has a significant negative effect on work stress

According to (Antón, 2009; Aquino & Alberto, 2003; Bhat et al., 2014; Darvish (2011) , explains that employees have high emotional intelligence regarding work stress so they can increase job satisfaction, control emotions, increase self-awareness and maintain relationships with other people. This study proves that emotional intelligence has a significant negative effect on work stress. Karambut (2012) states that the higher the emotional intelligence, the lower the work stress. The lower the level of emotional intelligence, the higher the level of work stress will increase. Based on the hypothesis test It is known that emotional intelligence has a significant negative effect on work stress.

H5: Emotional Intelligence generates a negative impact on work stress

The Effect of Adversity Quotient on Work Stress is mediated Emotional Intelligence

(Smith et al., 2008; Larson, 2004; Law et al., 2004; Limonero et al., 2004; Wardani (2019)) Stated that the results of the study show that emotional intelligence affects adversity intelligence. Results of research conducted by Utama et al (2019) that adversity quotient negatively affects work stress. Based on the results of the study ((Sudiro et al., 2023; Wardani (2019) states that the results of the study show that emotional intelligence affects adversity intelligence. The results of research conducted by (Utama et al (2019) state that adversity quotient has a negative effect on stress Work.

H6: Adversity Quotient generates a negative impact on Work Stress mediated by Emotional Intelligence

The Effect of Self-Efficacy on Work Stress is mediated by Emotional intelligence

Research (Chang, et al., 2006; Mikolajczak et al., 2007; Nikolaou & Tsaousis, 2002;Yunalia & Etika (2020)) Also mentioned that there is a positive correlation between emotional intelligence and self-efficacy, in the study it was explained that the emotional intelligence component is a positive predictor of self-efficacy owned by a person. Based on Research Results Permatasari & Arianti (2015) Concluded that there is a significant relationship between Self Efficacy and Work Stress.

Based on research (Sudiro et al., Rohman et al., 2023) also states that there is a positive correlation between emotional intelligence and self-efficacy, in this study it is explained that the component of emotional intelligence is a positive predictor of one's performance. self-efficacy (Sarhosh & Rezaee,

2014). Based on research results (Rohman et al., 2023; Permatasari & Arianti (2015) concluded that there is a significant relationship between Self Efficacy and work stress.

H7: Self Efficacy generates a negative impact on Work Stress mediated by Emotional Intelligence

METHODS

The research design began with the identification of problems in study locations, formulating problems, and developing basic theories to strengthen the foundation of each variable. This study used a saturated sampling technique, wherein samples were drawn from the entire population. Furthermore, a survey was conducted using a questionnaire method and SEM (Partial Least Square). The population for this study consisted of employees with a total of 50 people. Online questionnaires with a Likert scale were used to collect both main and secondary data. The items for each variable were adapted from previous studies, independent of the mediator and dependent factors, with slight modifications (Soelton et al., 2020; Sudiro et al., 2023; Rohman et al., 2023; Soelton et al., 2023) with slight modifications. While this study measures Adversity Quotient as measured by indicators Level of Control, Difficulty level, Degree of Recognition, Reach level, Endurance level. The self efficacy is measured by indicators of Completion of targets that must be completed, Motivate yourself in order to complete the task, Struggle, Rising from failure, Have confidence to succeed. Work stress is measured by indicators Working conditions in the office are less stable, Procedures for doing work are not helpful, Pressure is too high, Organizational structure in the office is not good, Positions are not following the responsibilities given, Pressure given is not following the position held, the attitude of the leadership of the organization. Furthermore, emotional quotient is measured by indicators of A. Able to correct and recognize his own emotions, Able to understand the causes of feelings, Has a high tolerance for anger management, Able to express anger appropriately, Better at coping with stress, More responsible, Able to grieve over the task performed, More self-control, Able to increase empathy and sensitivity to the feelings of others, Better at solving problems as they arise, Prefer to share, cooperate, and like to help.

The questionnaire was tested for reliability and validity before use. Structural equation modeling (SEM) can be used in social science investigations to analyze econometric and psychometric results, as it causally evaluate additive models that have been theoretically verified (Haenlein & Kaplan, 2004; Statsoft, 2013). PLS-SEM (Partial Least Square Structural Equation Modeling) data analysis have advantages and disadvantages, particularly with regard to the assumption and consequent fit statistics, and are based on the Covariance Approach SEM (CB-SEM) and PLS-SEM. For CB-SEM to be utilized, the following criteria are required: 1) a large sample size; 2) normally distributed data; 3) reflective construct indicators; and 4) trigger factors (errors), which arise when the program fails to produce results due to the lack of identifying the model (Reinartz et al., 2009; Sarstedt

& Hwang, 2020). PLS-SEM, on the other hand, can overcome this constraint by creating intricate models of causal links with latent variables. It is resistant or immune to multivariate statistical statistics that simultaneously manage numerous explanatory and response variables (Ramzan & Khan,2010).

RESULTS AND DISCUSSION

Result

The results of data processing in Table 1 below, shows that out of 50 respondents, there were 20 (40%) male respondents, and 30 (60%) female respondents. The highest number of respondents aged < 20, namely 29 (58%) respondents and the lowest were respondents between aged 25-30 years, namely 6 (12%) respondents. While the last level of education was Senior high School with 22 (44%) respondents, while respondents with a few other levels of education were 9 (18%) respondents. While employees with the longest working period of 1-3 years were 21 (42%) respondents, for the last working period > 5 year there were 4 (8%) respondents.

Table 1. The respondents' characteristics

No	Gender	Age's	Education level	Work Period
1	Male = 20 (40%)	<20 = 29 (58%)	Senior High School = 22 (44%)	<1 = 10 (20%)
2	Female = 30 (60%)	20 – 25 = 10 (20%)	Dipl = 9 (18%)	1 – 3 = 21 (42%)
3		25 – 30 = 6 (12%)	S1 = 19 (38%)	3 – 5 = 10 (20%)
4		>30 = 5 (10%)		>5 = 4 (8%)

Source: Process Data, 2023

To assess this model using PLS, start observing the R-Square (Goodness of Fit/GoF) tested by R2 for each assigned latent variable. According to (Ghozali (2014) , an R2 value of 0.75 indicates strong, 0.50 indicates moderate and 0.25 indicates weak. The relevance of the predicted value (Q-squared) is 0.02 which means small, 0.35 means medium, and 0.35 means large. Testing the GOF/Goodness of Fit model uses Predictive Relevance (Q2) on the inner model. The value (Q2/Q-square) must be greater than zero (0) which indicates the model has predictive relevance.

The results of data R Square (R2) value which is a Goodness of Fit (GoF) Model test. In assessing the calculation results show a predictive-relevance value of 0.9508, which is greater than 0 (zero). This means that 95.08% of emotional intelligence and work stress (dependent variable) are explained by the independent variable used. Thus the model is said to be feasible having relevant predictive value.

Table 1
Composite Reliability & Cronbach's Alpha Test Results

Variable	Cronbach Alpha's	Composite Reliability	Description
Adversity Quotient	0.878	0.912	Reliable
Emotional Intelligence	0.952	0.959	Reliable
Self Efficacy	0.918	0.935	Reliable
Work Stress	0.903	0.922	Reliable

Source: Output PLS, 2022

The estimated values for the path relationships in the structural model must be significant. The significance value of this hypothesis can be obtained by the bootstrapping procedure. See the significance of the hypothesis by looking at the parameter coefficient values and the significance value of the T-statistic on the bootstrapping report algorithm. Find out whether it is significant or not can be seen from the T-table at alpha 0.05 (5%) = 1.96, then the T-table is compared with the T-count (T-statistics). The following table shows the hypothesis testing shows that: Adversity quotient and Self-efficacy have a significant negative effect on work stress, Adversity quotient and Self-efficacy have a Significant positive effect on emotional intelligence, Emotional intelligence has a significant negative effect on work stress. Adversity quotient It does not have a significant effect on work stress through emotional intelligence. Self-efficacy Significant negative effect on work stress through emotional intelligence.

Table 2
Hypothesis Testing Results

	Original Sample	Standard Deviation	T-Statistics	P Values	Description
Adversity Quotient → Work Stress	-0.480	0.189	2.535	0.012	Negative – Significant
Self Efficacy → Work Stress	-0.354	0.159	2.221	0.020	Negative – Significant
Adversity Quotient → Emotional Intelligence	0.330	0.158	2.094	0.025	Positive – Significant
Self Efficacy → Emotional Intelligence	0.797	0.114	7.025	0.000	Positive – Significant
Emotional Intelligence → Work Stress	-0.408	0.169	2.409	0.016	Negative – Significant
Mediation					
Adversity Quotient → Emotional Intelligence → Work Stress	0.053	0.068	0.775	0.439	Unmediated
Self Efficacy → Emotional Intelligence → Work Stress	-0.325	0.130	2.508	0.012	Full Mediation

Source: Output PLS, 2022

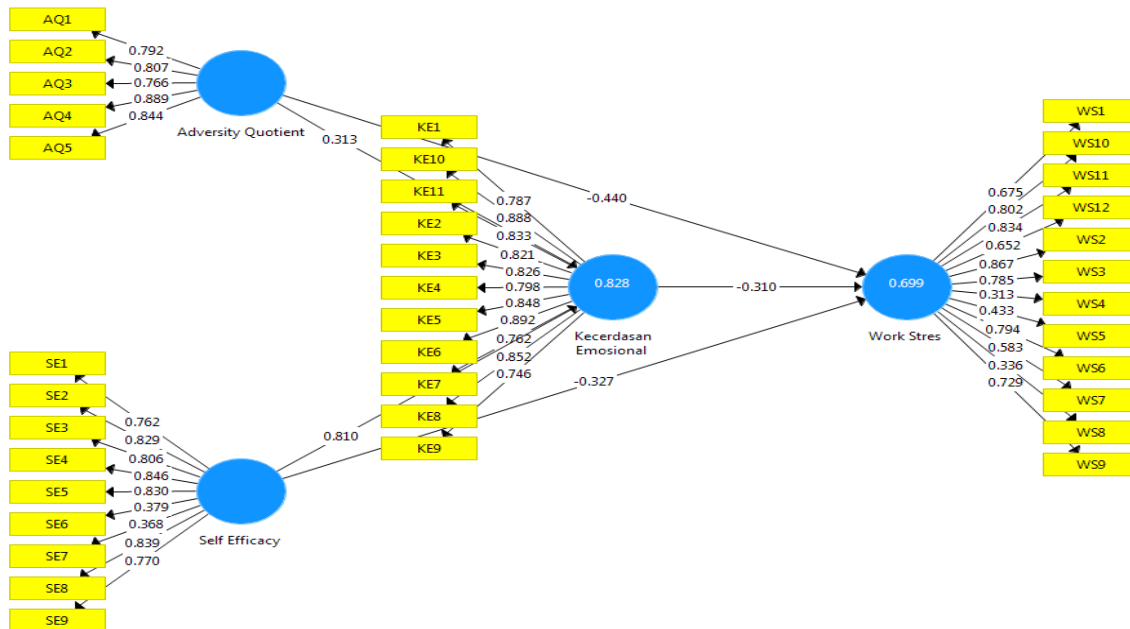


Figure 2

Bootstrapping Test Results

The model was analyzed in order to verify the accuracy and dependability of each dimension and the indicators used to measure each previously constructed variable. Since the composite reliability needs to be greater than 0.70, the dimensional analysis of the model can be defined by explaining the discriminant validity value and evaluating the square root value of AVE (Average Variance Extracted) with a boost value and loading factor each > 0.5 , construct validity, as well as Cronbach Alpha.

R^2 value indicates a strong creation. This is supported by empirical studies that identify the proposed model as the accurate one. The AVE value > 0.5 similarly shows every variable in the model satisfies the criteria for discriminant validity. Each variable is considered as reliable when its Cronbach Alpha value is greater than 0.7 (> 0.70) and meets the requirements for composite reliability. Based on the measurement results using factor analysis processing on indicators from the dimensional models, each indicator processed in Table 2 above is classified as invalid since the majority of the loading issue values are > 0.50 (more than 0.50).

In this case, measurement model analysis aims to test the validity and reliability of each dimension and the indicators used to measure each previously constructed variable. Analysis of the measurement model can be explained by explaining the discriminant value of validity by looking at the square root value of the Average Variance Extracted (AVE) with recommended values above 0.5, loading factor (> 0.5), building validity, and composite reliability (Cronbach's Alpha > 0.70). Similarly, the AVE value > 0.5 indicates that all variables in the model meet the discriminant validity criterion. The second composite reliability and Cronbach's Alpha values for each variable are > 0.70 (above 0.70), which means that all variables studied are reliable.

DISCUSSION

The Effect of Adversity Quotient on Work Stress

Based on the hypothesis test in this study, the results of the T-statistic value of 2.535, the original sample value of -0.480, and the P Values of 0.012. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P Values value shows less than 0.05, this result shows that the adversity quotient has a negative and significant effect on work stress. The adversity quotient (AQ) is the ability of an individual to overcome difficulties and obstacles in his life Salguero et al., 2012; Shi & Wang, 2007; Phoolka and Kaur, 2012; Goldenberger et al., 2006; Goleman, 2000) . Fighting power indicates an attitude and ability to deal with sources of stress. When the control ability of fighting power is higher, the perception of work stress will be low. Similarly, when an employee has high fighting power, the work stress of the employee will go down.

The Effect of Self-Efficacy on Work Stress

Based on the hypothesis test in this study, the results of the T-statistic value of 2.221, the original sample value of -0.354, and the P Values of 0.020 were obtained. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P Values value shows less than 0.05, this result shows that self-efficacy has a negative and significant effect on work stress. Through self-efficacy training, a person can increase his abilities and confidence that he is capable and have a strong belief that has the potential within yourself to be able to complete responsibilities or achieve a goal that has been dreamed of (Guignon & Cholet, 2003; Gunkel et al., 2013; Pervez, 2010; Petrides et al., 2007. Sitanggang & Nini, 2014; Hulu, & Irna, 2013; Minauli & Imelda, 2011) . Employees who have high self-efficacy will be more confident in carrying out their duties well, to avoid potential work stress. Thus it was concluded, the higher the self-efficacy indicates the lower the work stress. Conversely, the lower the self-efficacy indicates the higher the work stress.

The Effect of Adversity Quotient on Emotional Intelligence

Based on the hypothesis test in this study, the results of the T-statistic value of 2.094, the original sample value of 0.330, and the P Values of 0.025. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a positive value, and the P Values value shows less than 0.05, this result shows that the adversity quotient has a positive and significant effect on emotional intelligence. Emotional intelligence and fighting power play a role in each other. Individuals who have fighting power in themselves have resilience in themselves which makes individuals skilled in overcoming problems, not easily giving up in facing difficulties by recognizing these difficulties and being able to manage their difficulties, and the individual feels ready to face challenges and solve them. Which in this case with high fighting power will increase the level of

emotional intelligence of a person. (Thory, 2013; Van Rooy et al., 2006; Whitman et al., 2009; St-Vincent et al., 2006).

The Effect of Self-Efficacy on Emotional Intelligence

Based on the hypothesis test in this study, the results of the T-statistic value of 7,025, the original sample value of 0,797, and the P Values of 0,000. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a positive value, and the P Values value shows less than 0.05, this result shows that self-efficacy has a positive and significant effect on emotional intelligence. Self-efficacy can help improve individual competence or ability in general, but it can also increase individual confidence in their ability to complete a task and increase the individual's ability to do the desired thing until it is achieved. Someone who has high efficacy will feel confident in carrying out and developing his abilities so that he can control the emotions that arise, manage them optimally to become positive emotions, motivate themselves to achieve the targets shown by people around them, and be able to build good relationships with people around. This means that the higher a person's self-efficacy, the higher the level of emotional intelligence. Conversely, the lower a person's self-efficacy, the lower his emotional intelligence will be (Suparnaet al., 2005; Kearney, 2015; Knight et al., 2007; Spector et al., 2006).

The Effect of Emotional Intelligence on Work Stress

Based on the hypothesis test in this study, the results of the T-statistic value of 2.409, the original sample value of -0.408, and the P Values of 0.016 were obtained. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P Values value shows less than 0.05, this result shows that emotional intelligence has a negative and significant effect on work stress. Emotional intelligence is enhanced for decision-making by controlling emotions, increasing self-awareness, and maintaining relationships with others. Employees who can control their feelings, can motivate themselves, and can manage their own emotions will not be easily stressed over their work. They will try to deal with the problems they feel so that the level of stress that should occur can be minimized (Oginska-Bulik, 2005; Palmer et al., 2005).

The Effect of Adversity Quotient on Work Stress through Emotional Intelligence

Based on the hypothesis test in this study, the results of the T-statistic value of 0.775, the original sample value of 0.053, and the P Values of 0.439 were obtained. The T-statistic value is smaller than the T-table value of 1.96, the original sample value shows a positive value, and the P Values value shows a value of more than 0.05, this result shows that the adversity quotient does not have a significant effect on work stress through emotional intelligence. The level of fighting power of an employee in the company will not affect the level of stress experienced by employees where emotional intelligence is a mediating variable. Employees feel that they have struggled to control

themselves from the influence of adverse things and analyze mistakes at work, but work stress still appears in their work (Rintaugu, 2013; Saklofske et al., 2003; Kumariet al., 2015; Lambert et al., 2009; Salovey et al., 2002).

The Effect of Self-Efficacy on Work Stress through Emotional Intelligence

Based on the hypothesis test in this study, the results of the T-statistic value of 2.508, the original sample value of -0.325, and the P Values of 0.012 were obtained. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the p-value shows less than 0.05, this result shows that self-efficacy has a negative and significant effect on work stress through emotional intelligence. The condition of self-efficacy can be achieved by self-control of self-emotions, increased self-awareness, and maintaining relationships with others. Thus, employees who can improve their self-efficacy well will be able to cope with the stress that is likely to occur when doing work. This explains if the level of self-efficacy in controlling emotions at work increases, the level of stress that is likely to occur will be resolved. (Schutte et al., 2007; Seaward, 2005; Slaski & Cartwright, 2002; Smith et al., 2002).

CONCLUSION

Based on the observations and discussion in the previous chapter, the authors try to draw the following conclusions: In conclusion, this study highlights how SE and AQ can have a significant relationship with WS. He also stressed the importance of the role of WS in organizations, especially the office industry, given the global conditions around the world. The acceleration of the times causes employees to experience an alarming level of stress, and this occurs massively and goes uncontrollably.

In addition, the longevity of organizations, the maintenance of competition and the ability to adapt to a changing environment depend on how open they are to accept a pattern of division of labor that is fair and acceptable to employees. As a result of intense progress and transformation, positive and negative stress has been introduced. WS can affect individuals in many ways. WAS can increase creativity, are a major factor in organizational development, and emphasize work in both positive and negative ways. But WS can overturn the regulatory system painstakingly built by the founders of the organization. Employees easily get around the dislike of the company in various ways that they are not aware of which will plunge the company to the brink of collapse.

Adversity quotient and Self-efficacy have a significant negative effect on work stress, meaning that the higher the level of adversity quotient possessed by employees at work, the lower the work stress felt by employees in their organization and the higher the self-efficacy, it will show lower the work stress. Adversity quotient and Self-fficac have a Significant positive effect on emotional intelligence, meaning that the better the fighting power felt by employees, will increase emotional

intelligence and the higher a person's self-efficacy, the higher the level of emotional intelligence. Emotional intelligence has a significant negative effect on work stress. This means that higher emotional intelligence will make work stress levels decrease. Adversity quotient It does not have a significant effect on work stress through emotional intelligence. Self-efficacy Significant negative effect on work stress through emotional intelligence.

Recommendation, Organizations are expected to always look for information about the level of adversity quotient from employees so that employees have a high adversity quotient and can work well and create employee comfort so that employees avoid work stress. Among them are providing social support, providing counseling for employees, and making fair regulations so that employees are more disciplined in worship which will later overcome stress levels that may occur in the environment where they work. The organization provides a fair workload for each of its employees. There is transparency in promotions given by leaders to employees. Stricter rules apply to employees who do not comply with company policies. One of them is by carrying out activities that are beneficial to employees so that teamwork between each division and superiors and subordinates will be increasingly closely intertwined. So that superiors and employees will be able to solve problems / problems that occur in the company properly, without excessive emotions.

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