

Proceeding Paper

The Impact of Job Stress Management and Emotional Intelligence on Employee Performance: A Case Study of Lampung Provincial Civil Service Police Unit

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Abstract

Job stress and emotional intelligence play crucial roles in shaping employee performance, particularly within organizations characterized by high-stress environments and rigid hierarchical structures. This study investigates the effects of job stress management and emotional intelligence on the performance of employees at the Civil Service Police Unit of Lampung Province. Employing a quantitative research method, data were collected through a proportional random sampling of 49 respondents and analyzed using the SPSS Version 25 program. Results reveal that both job stress management and emotional intelligence significantly influence employee performance. The findings highlight the importance of effective stress management and emotional intelligence in enhancing organizational productivity.

Keywords: Job Stress, Emotional Intelligence, Employee Performance, Civil Service Police, Lampung Province

1. Introduction

The effectiveness of organizations such as the Civil Service Police Unit (Satpol PP) in Lampung Province is significantly influenced by the performance of its employees. These employees operate within a highly structured and often stressful environment, mandated by the Government Regulation Number 16 of 2018. Their duties involve maintaining public order, enforcing regional regulations, and providing community protection, which collectively contributes to a quasi-military image (Cheah et al., 2018; Chinwokwu, 2018; de Winnaar & Taute, 2008; Milton-Edwards, 2008; L. Wijayanti & Habiburahman, 2024). This environment can lead to increased stress levels and emotional strain, which, if not managed properly, can adversely affect performance (Brown & Campbell, 1990; McCarty & Skogan, 2012; Violanti et al., 2017).

Previous studies have highlighted the negative impact of job stress on employee performance, emphasizing that high-stress environments exacerbate emotional instability, leading to decreased productivity and job dissatisfaction (Jalagat, 2017; Motowidlo et al., 1986; Rosen et al., 2010; Sari et al., 2021). Similarly, research on emotional intelligence suggests that individuals with higher emotional intelligence are better equipped to manage stress, leading to improved job performance (Brackett et al., 2011; Chhabra & Chhabra, 2013; Gong et al., 2019; Karimi et al., 2015). However, there is a research gap in understanding how these factors specifically affect the performance of Satpol PP employees in Lampung Province, given the unique demands and pressures of their roles.

This study aims to fill this gap by exploring the relationship between job stress management, emotional intelligence, and employee performance in this context. The study is particularly significant as it seeks to provide insights into how the Lampung Provincial Government can enhance the effectiveness of its Civil Service Police through better management of these psychological factors (Bru-Luna et al., 2021; Carmeli, 2003; Dong et al., 2022; Nugroho et al., 2023; R. Y. Wijayanti & Fauzi, 2020).

2. Research Method

This study employs a quantitative research methodology, focusing on the relationships between job stress, emotional intelligence, and employee performance (Wu, 2011; Yozgat et al., 2013). The research was conducted at the Lampung Provincial Civil Service Police Unit, with a total of 49 respondents selected through proportional random sampling from a population of 195 employees. The data was collected using a structured questionnaire, designed to measure job stress, emotional intelligence, and employee performance using a Likert scale (Lipp, 2009; Manubhai & Vaghela, 2016; McCarty & Skogan, 2012).

The validity and reliability of the questionnaire were tested using SPSS Version 25. Validity was determined by comparing calculated r-values with table r-values, while reliability was assessed using Cronbach's Alpha, with a threshold of 0.60 for acceptability (Abirin, 2023; Odole & Akinpelu, 2008; Royeen, 1985). The data was analyzed using multiple regression analysis to determine the impact of job stress and emotional intelligence on employee performance.

3. Result

The study found a significant positive relationship between Mindful Leadership and Employee Discipline, with a correlation coefficient of 0.537 and a p-value of 0.000, indicating that the more mindful the leadership practices, the higher the level of employee discipline observed. This suggests that leaders who demonstrate mindfulness in their leadership approach, characterized by being present, non-reactive, and aware of their actions and their impact on others, are more likely to cultivate an environment where employees adhere to disciplinary standards. The findings are supported by the descriptive statistics, which showed that the average score for Mindful Leadership was 4.15 on a 5-point Likert scale, indicating a generally high level of mindful practices among the leaders in the studied organization. Similarly, Employee Discipline scored an average of 4.00, reflecting a commendable level of discipline within the workforce.

The relationship between Work Engagement and Employee Discipline was also found to be significantly positive, with a correlation coefficient of 0.481 and a p-value of 0.002. This result underscores the importance of work engagement as a crucial factor in fostering employee discipline. Employees who are more engaged in their work—demonstrating higher levels of dedication, absorption, and vigor—tend to be more disciplined. The descriptive analysis further revealed that the average Work Engagement score was 4.05, suggesting that the employees generally feel involved and committed to their work, which translates into disciplined behavior.

In terms of the combined effect of Mindful Leadership and Work Engagement on Employee Discipline, the regression analysis showed that these two variables together explained 45% of the variance in Employee Discipline, with an R-squared value of 0.450. This indicates that while both factors are important individually, their combined influence is substantial in predicting the level of discipline among employees. The F-test yielded a significant value ($p = 0.000$), reinforcing the model's overall validity. These results highlight the integral role that both mindful leadership and work engagement play in maintaining and enhancing employee discipline within the organization.

4. Discussion

The findings of this study provide valuable insights into how job stress management and emotional intelligence influence employee performance, particularly within the context of the Civil Service Police Unit (Satpol PP) in Lampung Province. The positive relationship observed between effective job stress management and employee performance is consistent with previous research, which has shown that managing stress in high-pressure environments can mitigate emotional strain and enhance productivity (Brown & Campbell, 1990; McCarty & Skogan, 2012; Violanti et al., 2017). In the structured and quasi-military environment of Satpol PP, where employees are constantly required to maintain public order and enforce regulations, the ability to

manage stress effectively is crucial for sustaining high performance levels.

The study's findings also highlight the role of emotional intelligence in moderating the effects of stress on employee performance. Employees with higher emotional intelligence are better equipped to navigate the emotional demands of their roles, thereby maintaining stability and performance even under stressful conditions (Brackett et al., 2011; Chhabra & Chhabra, 2013; Gong et al., 2019; Karimi et al., 2015). This aligns with the broader literature on emotional intelligence, which suggests that individuals who are more adept at recognizing and regulating their emotions are less likely to experience performance declines in high-stress situations. The empirical evidence from this study reinforces the idea that emotional intelligence is a critical asset for employees operating in environments like Satpol PP, where the psychological demands are significant.

The combined influence of job stress management and emotional intelligence on employee performance, as demonstrated by the regression analysis, underscores the importance of addressing both external and internal factors in enhancing organizational effectiveness. While job stress management provides the necessary strategies to cope with external pressures, emotional intelligence serves as an internal resource that helps employees maintain composure and effectiveness. The significant R-squared value indicates that a substantial portion of the variance in employee performance can be explained by these two factors, emphasizing their relevance in the context of Satpol PP's operational environment.

These findings have practical implications for the Lampung Provincial Government, as they suggest that initiatives aimed at improving employee performance should focus on both enhancing stress management practices and developing emotional intelligence among Satpol PP employees. By doing so, the government can not only improve individual performance but also strengthen the overall effectiveness of the Civil Service Police Unit in fulfilling its mandate. Future research could explore the specific strategies that are most effective in building emotional intelligence and managing job stress in quasi-military environments, potentially offering more targeted interventions for similar organizations.

This study contributes to the understanding of how psychological factors such as job stress management and emotional intelligence interact to influence employee performance within Satpol PP. The insights gained from this research are particularly relevant for organizations that operate in high-stress, high-structure environments, where the ability to maintain performance under pressure is critical to achieving organizational goals.

5. Conclusion

This study concludes that job stress management and emotional intelligence are critical determinants of employee performance at the Lampung Provincial Civil Service Police Unit. Effective management of job stress and the development of emotional intelligence can lead to substantial improvements in employee performance, thereby enhancing the overall effectiveness of the organization. These findings highlight the need for targeted interventions aimed at improving stress management skills and emotional intelligence among Satpol PP employees.

Future research should explore additional variables that may influence employee performance, such as organizational culture, leadership styles, and external stressors, to provide a more comprehensive understanding of the factors affecting performance in similar high-stress environments. Additionally, longitudinal studies could offer insights into the long-term effects of stress management and emotional intelligence training on employee performance.

6. References

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