



Emotional Intelligence and Spiritual Intelligence Its Effect on Job Satisfaction through Work Stress as Intervening Variables in the Tourism Sector

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ABSTRACT

Emotional intelligence and spiritual intelligence are interrelated in managing work stress so that employees can obtain job satisfaction. Employees with high emotional intelligence and spiritual intelligence tend to be able to control their stress levels so that they can feel that they have job satisfaction with what they do. Work stress can negatively affect job satisfaction if employees cannot control it, because work tests can have an undesirable impact on employees. When the source of stress increases, then job satisfaction decreases. Management needs attention to monitoring and helping to control and improve the emotional intelligence and spiritual intelligence of employees, that it is also necessary to always supervise and control the level of employee work stress because employees who experience work stress will have an impact on job satisfaction which directly affects their performance.

KEYWORDS: emotional intelligence, spiritual intelligence, work stress, job satisfaction, tourism sector

I. Introduction

The tourism industry is one of the sectors to grow a very promising economy, this is because tourism sector is also a sector that is resistant to the impact of the global crisis (Subarkah, 2018). The tourism industry is currently experiencing fairly rapid development. Business competition in the tourism industry is also very fierce. This is under what Rifai and Indrihastuti (2018) stated business organizations live in a competitive environment, for this reason, business organizations always make efforts that can strengthen their existence by creating competitive advantages in their environment.

As one of the pilot ecotourism sectors in Indonesia, Lembah Indah Edu and Resort Malang manage several existing rides, this causes each employee to have different job satisfaction with the work they do. Each employee who manages each different ride has different levels of difficulty, targets, and demands. For example, the management of glamour camping is very different from villas. Where the villa carries the concept of lodging such as a house or not much different from a hotel, while glamour camping has an inn concept in the form of permanent camping with facilities such as a hotel. Likewise, other vehicles such as hydroponics and animal husbandry education require special skills in agriculture. And also restaurant and café management that has its targets. The problem that arises from the number of rides that are managed, employees tend to compare employee job satisfaction on one ride with another.

The impact of different demands or targets on employees causes employee work stress (Ashkanasy, N. M., Ashton-James, C. E., & Jordan, P. J. 2003). Competition and the demands of professionalism are increasingly high causing a lot of pressures that individuals have to face in the work environment. In addition to the pressures that come from the work environment, the family environment and social environment also have the potential to cause anxiety. This is what causes many employees to experience stress. Stress has both positive and negative impacts. The positive impact of stress at low levels to moderate levels is functional in the sense that it acts as a driver of performance improvement to cause job satisfaction. Meanwhile,

the negative impact of high levels of stress is a drastic decrease in employee performance so employees do not have job satisfaction (Yanrizal, 2020).

In addition to work stress, important factors that can affect job satisfaction are emotional intelligence and spiritual intelligence (Hartanto, 2017). Emotional intelligence is the ability of employees to control, use, or express emotions in a way that can produce something good. Employees who have high emotional intelligence can manage stress and find the right way to deal with stress. Conversely, if employees have low emotional intelligence, they will find it difficult to find a way to deal with stress (Anwar, 2017). Whereas spiritual intelligence is defined as a sense of morals, the ability to adjust rigid rules that are in line with understanding and love, and the ability to see when love and understanding come to their limits, also allowing oneself to grapple with good and evil, imagining the uninitiated and lifting oneself from humility.

This emotional intelligence helps employees develop their personality through attitude and mentality (Navas, M. S., & Vijayakumar, M. 2018). This is because, whether a person is successful in work is not only due to intellectual intelligence factors but also due to emotional intelligence factors. Emotional intelligence allows a person to be able to develop the intelligence of the heart, such as resilience, initiative, optimism, and adaptability. Nowadays many people are highly educated but their careers are hampered or perhaps worse, they are eliminated due to their low emotional intelligence. Research by Nuraningsih and Putra (2015) states that employees with higher emotional intelligence will foster a sense of job satisfaction that is also high and their chances of leaving the company are lower than employees who have low job satisfaction. Employees who have high emotional intelligence will have lower work stress. Employees who have emotional intelligence can deal well with work stress (Shamsuddin, N., & Rahman, R. A. 2014).

Spiritual intelligence is seen when employees get the values of life not only at home but also look for every meaning of life that comes from the work environment. Employees who can give meaning to life and bring spirituality into the work



environment will make them better people so that employees can get job satisfaction for their performance better than those who work without having spiritual intelligence. The research of Ismaryadi and Utami (2021) states that the influence of spirituality and spiritual intelligence used allows nurses to solve their problems with a spiritual approach that can achieve well-being and self-actualization.

Employee job satisfaction is very important because employees in a company are the most dominant factor in determining the success or failure of company activities (Naseem, K. 2018). Employee job satisfaction must be created as well as possible so that work morale, dedication, love, and work discipline are high. Novitawati, Gunawan, and Viktor (2022) argue that to form superior human abilities, it is necessary to make optimal use of employee work performance so that it can be under company expectations.

Job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the characteristics that apply to him. The issue of job satisfaction is very important to pay attention to because high satisfaction will create a pleasant work atmosphere and will encourage employees to excel. Rifai, Sela, and Sayekti (2021) argue that the increasing job satisfaction of employees can improve employee performance, where employee performance is one of the important factors in human resource management.

II. Literature Review

Emotional Intelligence is a person's ability to detect and manage clues and emotional information (Anwar, 2017). Emotional intelligence is a person's ability to recognize his emotions to know their strengths and weaknesses, One's ability to manage those emotions, One's ability to motivate and give impetus to progress to oneself, One's ability to know the emotions and personalities of others, One's ability to cultivate relationships with others well (Sunil, K., & Rooprai, K. Y. 2009) ... If we are indeed able to understand and implement the five main areas of emotional intelligence, then all business trips or any career we do will be more likely to run smoothly (Andewi, 2016). Emotional intelligence is the ability to monitor one's own and others' feelings, beliefs, and self-states and use the information obtained to guide the thoughts and actions of both oneself and others (Andewi, 2016). Emotional intelligence is one of the personalities that is important for individual success, especially in service-based businesses (Hartanto, 2017).

Nowadays people are starting to recognize another term of intelligence besides the two bits of intelligence above, namely spiritual intelligence. Spiritual intelligence as a moral sense, the ability to adjust rigid rules coupled with understanding and love and the equal ability to see when love and understanding come to their limits, also allow us to grapple with good and evil, imagine the uninitiated and lift us from humility (Karambut and Noormijati, 2011). Such intelligence places our behavior and life in the context of a broader and richer meaning, intelligence to judge that a person's actions or life path are more valuable and meaningful (Hidayati, 2013). Spiritual intelligence is intelligence

to face problems of meaning or value, that is, intelligence to put our behavior and life in the context of a broader and richer meaning, intelligence to judge that one's actions or life path are more meaningful than others (Anwar, 2017). Spiritual Intelligence is the ability to give spiritual meaning to thoughts, behaviors, and activities, as well as being able to synergize IQ, EQ and SQ comprehensively (Mahdani, 2017).

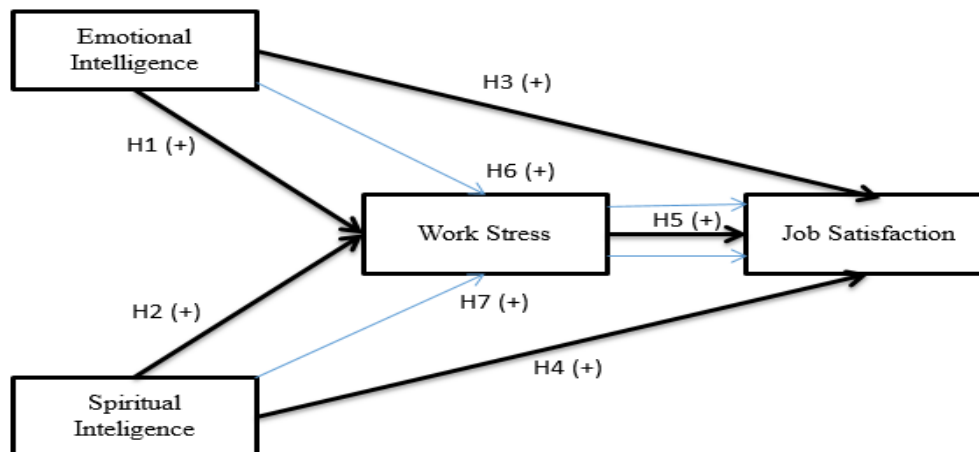
The concept of spiritual intelligence proposes five core abilities namely the capacity for transcendent consciousness (divine being or oneself), the ability to incorporate spiritual states into its consciousness, the ability to purify everyday experiences, the ability to harness spirituality to solve problems; and the ability to engage in virtuous/wise behavior (e.g., forgiveness). The latter of these capacities has been removed because according to its more accurate interpretation as preferred behavior. In its development, the indicator of spiritual intelligence added two additional core abilities namely the conscious recognition that physical reality is embedded more deeply, multidimensional reality; and the pursuit of psychological health awareness, not only for oneself but for the global community (Hidayati, 2013).

Work stress is a dynamic condition in which a person is confronted with opportunities, obstacles, or demands related to what he wants and for that, his success turns out to be uncertain (Widharthana and wiyani, 2019). Stress is an adaptive response, moderated by individual differences, which is a consequence of any action, situation, or event that places special demands on a person (Nuraningsih and Putra, 2015; Chang, C. P., & Chang, F. J. (2010). The influence of work stress not only brings a negative impact but can provide motivation for employees and the impact benefits the company itself. Work stress is the feeling of pressure that employees experience in the face of work. This work stress can be seen from Simpton, including unstable emotions, feelings of unease, solitude, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure, and experiencing indigestion (Karambut and Noormijati, 2011).

Job satisfaction is the feeling of supporting or not supporting employees at work. Job satisfaction is an emotional attitude that is pleasant and loves his work (Rachmelya and Suryani, 2017). Job satisfaction is an employee's pleasant or unpleasant view of their work. This feeling will be seen from the positive attitude of employees towards work and everything faced in their work environment (Widharthana and Wiyani, 2019). Satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and matters related to physical and psychological factors (Hartanto, 2017). Employees will feel satisfied at work if aspects of work and aspects of themselves support them and vice versa if these aspects do not support them, employees will feel dissatisfied (Andewi, 2016). Job satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by work morale, discipline, and work achievements. Job satisfaction is enjoyed in work, outside of work, and a combination of inside and outside of work (Hidayati, 2013).



Figure 1. Research framework



Source: illustration by researcher, 2022

III. Research Methods

This research uses a quantitative approach which can be interpreted as a research approach based on the philosophy of positivism used to examine certain research objects, and data collection using research instruments with statistical data analysis that aims to test predetermined hypotheses. The type of research used is explanatory research which is research about causal relationships by showing the existence of independent variables and dependent variables.

The data used in this study are quantitative data and qualitative data, quantitative data in this study is data in the form of numbers with a likert scale obtained from questionnaires to employees at Lembah Indah Edu & Resort regarding the research variables studied. The data sources in this study come from primary data and secondary data. The variables in this study are emotional intelligence (X1), spiritual intelligence (X2), work stress (Y1), and job satisfaction (Y2) with indicators on each variable that can be seen in table 1 as follows:

Table 1. Research variables and indicators

Variables	Indicators	
Emotional Intelligence (X1) (Issom, 2019)	Self-awareness (X1.1)	
	Self-regulation (X1.2)	
	Motivation (X1.3)	
	Empaty (X1.4)	
	Social skills (X1.5)	
	the ability to be flexible (spontaneously and actively adaptive), (X2.1)	
	high level of consciousness, (X2.2)	
	ability to adapt and take advantage of suffering, (X2.3)	
	the ability to face and transcend pain, (X2.4)	
	quality of life inspired by vision and mission, (X2.5)	
Spiritual Intelligence (X2) (Hidayati, 2013)	unwillingness to cause unnecessary losses, (X2.6)	
	tendency to see the interrelationships between things (holistically viewed), (X2.7)	
	a real tendency to ask "why or what if" in search of a fundamental answer, (X2.8)	
	devoted and responsible leaders. (X2.9)	
	Intimidasi dan tekanan (Y1.1)	
	Work Stress (Y1) (Yanrizal, 2020)	The difference between demands and existing resources to carry out duties and obligations (Y1.2)
		Incompatibility with work (Y1.3)
		Dangerous work (Y1.4)
		More workloads (Y1.5)
Position oversight (Y2.1)		
Co workers (Y2.2)		
Job Satisfaction (Y2) (Widarthana, 2019)	Wages (Y2.3)	
	Promotion (Y2.4)	
	The work itself (Y2.5)	
	Conditions of employment (Y2.6)	

The population in this study was all employees with a total population of 47 respondents. The sample determination method used in this study is a census, this sample determination technique is carried out because all members of the population

are used as samples. This method is used because the population numbers are less than 100 respondents. Data collection was carried out through observation, interviews, documentation, and questionnaires provided to respondents. The research instruments



used are first carried out with validity and reliability tests to ensure that the instruments used meet valid and reliable requirements.

To test the hypothesis, a path analysis model is used which is a model to analyze the influence of various independent variables on one dependent variable through intervening variables (Ghozali, 2016: 45). Path analysis is an extension of multiple linear regression analysis to measure causality relationships between predefined variables based on theory. Path analysis alone cannot determine cause-and-effect relationships nor can it be used as a substitution for researchers to look at causality relationships between variables. The relationship of causality between variables has been formed with models based on theoretical foundations. What path analysis can do is determine the pattern of relationships between three or more variables and cannot be used to confirm or reject the hypothesis of imaginary causality. To partially test the hypothesis, the T-test and the F-test were used to test simultaneously, in this study also used the coefficient of determination (R^2) which was used to measure how far a model's ability to explain the variation of dependent variables was. The value of the coefficient of determination is between zero and one. A small R^2 value means that the ability of independent variables to describe dependent variables is very limited.

IV. Results and Discussion

The research was conducted in Balesari Village, Ngajum District, Malang Regency. This beautiful valley combines an instagramable landscape with educational concepts in the fields of agriculture, plantations, to animal husbandry. With a land area of 18 ha, this beautiful valley tour is equipped with villa facilities, glamping (glamour camping), and a camping ground. Because this beautiful valley tour uses the concept of eduresort, there is also edufarm covering vegetable picking activities and feeding livestock. The types of agriculture that exist there include organic vegetables, hydroponics, and orchards. Lembah Indah Edu and Resort has a mission to "develop ecotourism innovatively and educationally with maximum resource management". This requires good management of emotional intelligence, spiritual intelligence, and work stress to achieve job satisfaction. By achieving employee job satisfaction, employees will be able to think more advanced, develop and be innovative.

The research data came from a questionnaire filled out by respondents who were employees of Lembah Indah Edu and Resort. The respondents who filled out the questionnaire were 47 respondents. The results of the questionnaire of each variable consist of several indicators and statement items. Each indicator and statement item contains answers about the perceptions of the respondent to emotional intelligence, spiritual intelligence, job sres, and job satisfaction. Respondents' answers were taken from the results of the questionnaire using a Likert scale with 5 alternative answers.

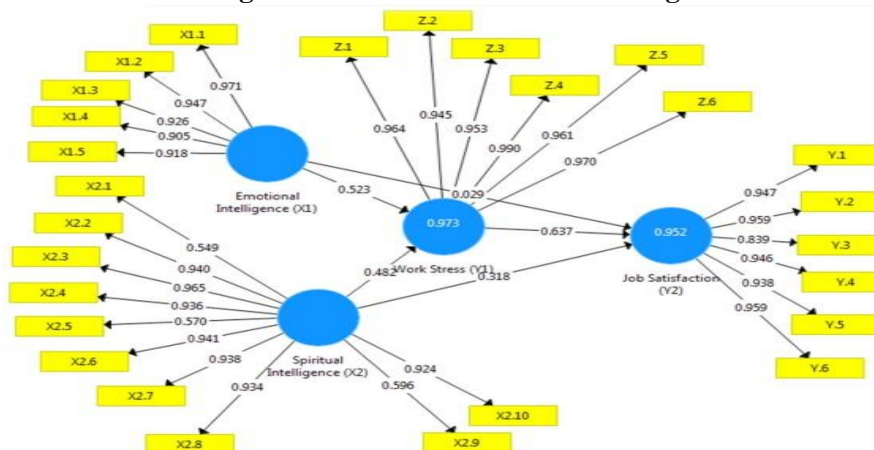
Table 2. Characteristics of respondents

	Keterangan	Jumlah	Presentase
Gender	Male	28	59,60 %
	Women	19	40,40 %
Age	20 - 30 year	28	59,60 %
	31 – 40 year	12	25,50 %
	41 – 50 year	5	10,60 %
	> 50 year	2	4,30 %
	1 – 2 year	23	48,90 %
Length of Service	> 3 – 5 year	19	40,40 %
	> 5 year	5	10,60 %

Source: Data processed (2022)

The measurement model shows how to manifest variables or observed variables represent latent variables to measure. Convergent validity is measured using the outer loading parameter. Individual reflexive measures can be said to correlate if the value is more than 0.6 with the construct to be measured (Ghozali and Latan, 2015). From the results of the measurement model analysis above, it is known that there are not several items whose loading factor values are < 0.4 , namely X2.1, X2.5, and X2.9 as shown in the following table. So that there are 3 invalid items, then those 3 items are not included in the next test.

Figure 2. Measurement model testing



Source: Data processing results with Smart-PLS (2022)



In addition to seeing the value of the construct loading factor as a validity test, in the measurement model, a reliability test is also carried out. Reliability tests are carried out to prove the accuracy, consistency, and accuracy of instruments in measuring a construct. In Path Analysis using Smart-PLS,

measuring the reliability of a construct can be done in two ways, namely with Cronbach's Alpha and Composite reliability. However, the use of Cronbach's Alpha to test the reliability of a construct will provide a lower value (underestimate) so it is more advisable to use Composite Reliability.

Table 3. Cronbach's alpha & composite reliability

Variable	Cronbach's Alpha	Composite Reliability	Standard Nilai	Description
X1 Emotional Intelligence	0,963	0,972	0,700	Reliabel
X2 Spiritual intelligence	0,953	0,960	0,700	Reliabel
Y1 Work Stress	0,985	0,987	0,700	Reliabel
Y2 Job satisfaction	0,969	0,975	0,700	Reliabel

Source: Data processing results with Smart-PLS (2022)

Based on the table above, it can be seen that the value of all variables in reliability testing using either Cronbach's Alpha or Composite Reliability is > 0.7. Therefore, it can be concluded that the variables tested are reliable so that they can proceed to test structural models. Evaluation of structural models or inner models aims to predict relationships between latent variables.

The structural model was evaluated by looking at the magnitude of the variance percentage described by looking at R-Square values for endogenous latent constructs, and AVE for productiveness by using resampling procedures such as jackknifing and bootstrapping to obtain stability from estimates.

Table 4. R² Value of dependent variable

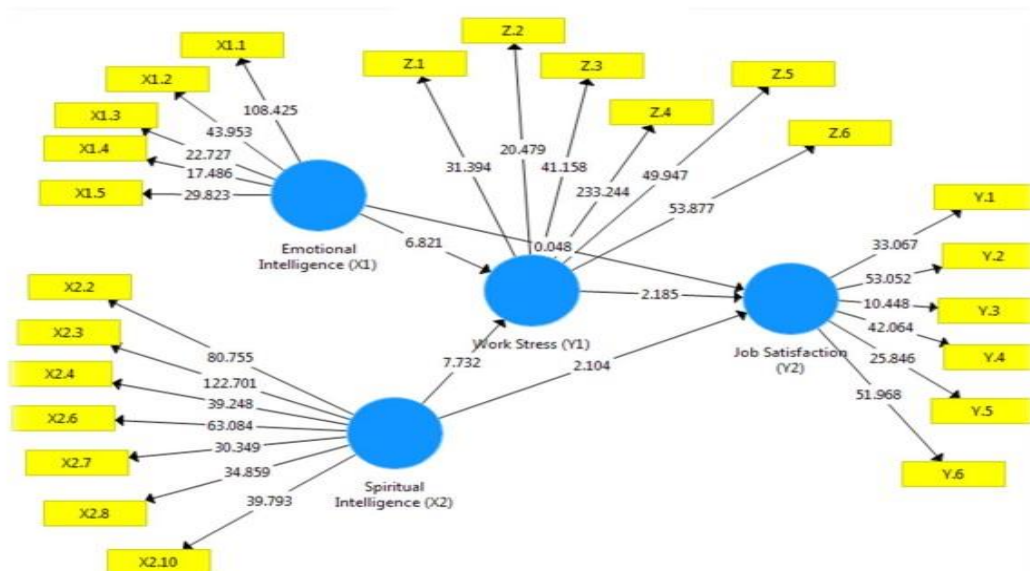
Dependent Variable	R Square
Work Stress (Y1)	0,974
Job satisfaction (Y2)	0,953

Source: Data processing results with Smart-PLS (2022)

The results showed that the model of the influence of emotional intelligence, spiritual intelligence, and work stress on job satisfaction gave a value of 0.953, which can be interpreted that the variability of the construct of job satisfaction which can be explained by the variability of the construct of emotional agility, spiritual intelligence, and work stress is 95.30% while the rest is explained by other variables outside this study. Likewise,

the model of the influence of emotional intelligence and spiritual intelligence on work stress gave a value of 0.974, which can be interpreted that the variability of the work stress construct that can be explained by the variability of the construct of emotional intelligence and spiritual intelligence is 97.40%, while the rest is explained by variables outside this study.

Figure 3. Structural model testing



Source: Data processing results with Smart-PLS (2022)



To find out whether a hypothesis is accepted or rejected can be done by paying attention to the value of significance between constructs, t-statistics, and p-values. In this way, measurement estimates and error standards are no longer calculated with statistical assumptions but are based on empirical observations. In the bootstrapping method in this study, the

hypothesis is accepted if the significance value of t-values > t-table and or p-values value < 0.05, then Ha is accepted and Ho is rejected and vice versa. The T value of the table can be known by looking at table T and by paying attention to the df (degree of freedom) with a predetermined significance of 5%.

Table 5. Path coefficient

Constructs	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Emotional Intelligence -> Work Stress	0,477	0,472	0,075	6,321	0,000
Spiritual intelligence -> Work Stress	0,525	0,530	0,074	7,143	0,000
Emotional Intelligence -> Kepuasan Kerja	0,008	-0,011	0,152	0,052	0,959
Spiritual intelligence -> Job satisfaction	0,367	0,361	0,182	2,012	0,045
Work Stress -> Job satisfaction	0,608	0,631	0,276	2,201	0,028
Emotional Intelligence -> Work Stress -> Job satisfaction	0,290	0,300	0,145	1,997	0,046
Spiritual intelligence -> Work Stress -> Job satisfaction	0,319	0,333	0,151	2,116	0,035

Source: Data processing results with Smart-PLS (2022)

Based on the results of data analysis from research that has been carried out by testing the influence of emotional intelligence and spiritual intelligence on job satisfaction through work stress, it shows: First, emotional intelligence has a significant positive effect on work stress in employees so that the first hypothesis is accepted. These results indicate that the better the emotional intelligence that employees have, the better the employees will be at reducing work stress. The emotional intelligence depicted by employees can motivate them to be able to achieve their goals to be achieved the more improved the employees can be better at reducing work stress because by being able to motivate themselves, the boss does not need to put a lot of pressure so that employees do not experience work stress in carrying out work employees are not suppressed with many regulations (Ashkanasy, N. M., Ashton-James, C. E., & Jordan, P. J. 2003).

Emotional intelligence in the world of work is very important because many areas of work can run using an analytical way of thinking as opposed to using feelings or emotions (Chang, C. P., & Chang, F. J. 2010).. In the aspect of emotional intelligence, there is self-awareness, self-regulation, motivation, empathy, and social skills. Each of these aspects has a role in managing stress in the individual. Self-awareness is the ability of an individual to understand what he needs and feels. Individuals who have self-awareness can know their feelings and have a high sensitivity in life. Self-awareness consists of the ability to understand one's own emotions, know the impact of one's feelings, know the advantages and disadvantages of the individual self, have high sensitivity, understand the self-esteem possessed and the abilities of the individual (Karambut and

Noormijati, 2011). About work stress, self-awareness plays a role in helping individuals find out the causes of the work stress experienced. When individuals find out the cause of their stress, it will be easier to find ways to manage the stress. Therefore, if you have high self-awareness, individuals avoid physical, psychological, and behavioral disorders caused by work stress because they already know the causes of the stress experienced.

Self-regulation is the ability of an individual to manage his emotions so that the emotions released can be a good thing. This self-regulation ability consists of comforting oneself, reducing anxiety, letting go of sadness, managing emotions so as not to be explosive, adjusting to new situations, and increasing a sense of optimism. The relationship with work stress is that if the individual can manage emotions and release anxiety can help the individual when feeling stressed and carrying away emotions. Because if the individual has high emotions and is uncontrollable can trigger work stress. Therefore, managing emotions is important to control work stress. The better the management of emotional intelligence, the more stable the work stress (Nuraningsih and Putra, 2015). The results of this study are in line with Rachmelia's research (2017) states that emotional intelligence has a positive effect on employee work stress.

Secondly, spiritual intelligence has a significant positive effect on work stress in employees, so the second hypothesis is accepted. These results indicate that the better the spiritual intelligence that employees have, the better the employees will be at reducing work stress. The spiritual intelligence depicted by employees of the beautiful valley edu and resort is that employees can reflect on what is considered valuable from all kinds of events by adhering to religion which is believed to be



improved the better the employee can be in reducing work stress because by being able to reflect and evaluate himself so that employees are formed with a good and responsible personality, the boss does not need to put a lot of pressure so that employees do not experience work stress in carrying out the work of employees is not suppressed with many regulations.

Work stress can be temporary or long-term, mild or severe, depending largely on how long the cause of stress lasts, and how much strength to deal with it. With mild work stress most people can handle it or at least be able to cope with its effects quickly. On the contrary, stress that is temporary or sedentary will be bad for a person. Problems then arise, because the body cannot rebuild its ability to deal with stress, therefore it needs the ability that can overcome problems to avoid work stress. The increasing spiritual intelligence will increase the stability of work stress (Hidayati, 2013)

Third, emotional intelligence does not affect job satisfaction in employees so the third hypothesis is rejected. These results show that the low or high emotional intelligence of employees will not affect low or high job satisfaction. The emotional intelligence depicted by employees of the beautiful valley edu and resort is that employees can motivate themselves to be able to achieve the goals to be achieved further improved, employees do not influence job satisfaction because job satisfaction is formed not from employees, but there are important factors from superiors in the form of satisfaction when superiors always check work results and provide input to facilitate work Next.

Emotional intelligence is an important factor in the execution of tasks and increased employee satisfaction. Therefore, a person's ability to process and use emotions intelligently at work as well as a broad view in facing all problems and broad-mindedness in finding solutions to every problem is an important part and must be maintained continuously, maintained, and can even provide great benefits, including a feeling of satisfaction in carrying out work. The results of this study are different from Widarthana's research (2019); Farrastama, D. N., Asmony, T., & Hermanto, H. (2019) showed that emotional intelligence has a positive and significant effect on job satisfaction. This result means that the more the level of emotional intelligence increases, the more job satisfaction will increase.

Fourth, Spiritual intelligence has a significant positive effect on job satisfaction in employees so the fourth hypothesis is accepted. This indicates that the better the spiritual intelligence that employees have in the beautiful valley edu and resort, the more employee job satisfaction will increase. The spiritual intelligence depicted by the employees of the beautiful valley edu and resort is that employees can reflect on what is considered valuable from all kinds of events by adhering to religion which is believed to be improved so that employees can feel job satisfaction because by having better spiritual intelligence, employees will be formed as employees who have integrity and good responsibility. The formation of a good

employee personality makes colleagues or superiors feel more comfortable and sympathetic towards subordinates such as in the form of satisfaction when superiors always check work results and provide input to facilitate the next job.

Spiritual intelligence is used to describe the other side of human intelligence, although spiritual intelligence is inseparable from intellectual intelligence and emotional intelligence. Spiritual intelligence is the latest scientific finding discovered by Danah Zohar and Ian Marshall in the mid-2000. Spiritual intelligence is the highest intelligence (Hidayati, 2013). Hartanto (2017) explains that spirituality does not have to be associated with one's closeness to the divine aspect, because even a humanist or atheist can have high spirituality. Spiritual intelligence has more to do with the enlightenment of the soul. A person who has a high spiritual intelligence can interpret life with a positive meaning at every event, problem, and even suffering in it. By giving a positive meaning, it will be able to awaken the soul and perform positive deeds and actions (Hidayati, 2013). So that employees with good spiritual intelligence can control their work stress so that they can get job satisfaction from their performance.

Fifth, Work stress has a significant positive effect on job satisfaction in employees so the fifth hypothesis is accepted. This indicates that the better the management of employee work stress in the beautiful valley of edu and resorts, the more employee job satisfaction will increase. The work stress of employees in the beautiful valley of edu and resorts is depicted as being caused if the boss puts too much pressure and demands more, meaning that if work stress is better managed in a way that the boss gives more confidence and also does not exert too much pressure then job satisfaction will increase (Pugliesi, K.1999). Employees of the beautiful valley of edu and resorts will feel job satisfaction due to the comfort while working which is caused by the attitude of the boss towards his not-too-stressful carrying. Stress is a state of tension that affects a person's emotions, thought processes, and condition (Nandi, et al, 2004). Meanwhile, job satisfaction is a pleasant emotional state in which employees perceive their work. The two are interconnected, and one of the impacts of stress psychologically can decrease employee job satisfaction (Peltzer, K., Shisana, O., Zuma, K., Van Wyk, B., & Zungu-Dirwayi, N. 2009).

The results of previous studies have shown that work stress negatively affects job satisfaction (the higher the work stress, the lower the level of employee job satisfaction) (Widarthana, 2019). There is a positive and significant influence between work stress on job satisfaction. Lack of satisfaction can be a source of stress, while high satisfaction can alleviate the effects of stress. That means that stress and job satisfaction are intertwined. The increasing stability of work stress will increase job satisfaction (Andewi, 2016; Naseem, K. 2018).

Sixth, Emotional intelligence has a significant positive effect on job satisfaction through work stress, so the sixth hypothesis is accepted. In previous tests, emotional intelligence did not have a direct effect on job satisfaction, but emotional intelligence had a direct effect on work stress and work stress



also had a direct effect on job satisfaction. Then emotional intelligence can influence job satisfaction through work stress (Chang, C. P., & Chang, F. J. 2010). This means that in increasing job satisfaction, emotional intelligence must be improved so that work stress management also increases, then the increase in good work stress management will have an impact on the minimal occurrence of work stress by employees so that it can increase employee job satisfaction itself. The results of this study are in line with the research (Rachmelia, 2017; Shamsuddin, N., & Rahman, R. A. 2014; Navas, M. S., & Vijayakumar, M. (2018) who researched the effect of emotional intelligence and work stress on job satisfaction and its impact on organizational commitment.

Seventh, Spiritual intelligence has a significant positive effect on job satisfaction through work stress, so the seventh hypothesis is accepted. In previous tests, spiritual intelligence had a direct effect on work stress and job satisfaction, as well as work stress, had a direct effect on job satisfaction. The high direct influence between constructs has an impact when testing with intervening, then the results also have an indirect influence. This means that the more enhanced the spiritual distance, the

better the management of work stress will be so that very few employees experience work stress. The lack of work stress can increase the job satisfaction of the employees themselves (Sunil, K., & Rooprai, K. Y. 2009; Mikolajczak, M., Menil, C., & Luminet, O. (2007). The results of this study are in line with the research of Hartanto (2017) who researched improving employee performance through emotional intelligence, spiritual intelligence, work stress, and employee job satisfaction.

V. Conclusion

Based on the results of research that has been carried out, emotional intelligence and spiritual intelligence partially have a significant positive effect directly on work stress in employees, but emotional intelligence does not directly affect job satisfaction in employees. Spiritual intelligence has a direct significant positive effect on job satisfaction in employees, while work stress has a significant positive effect directly on job satisfaction in employees. Emotional intelligence has an indirect significant positive effect on job satisfaction through work stress in employees, while spiritual intelligence also has an indirect significant positive effect on job satisfaction through work stress on employees in the tourism sector.

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