

The Influence of Emotional Intelligence and Work Environment on Job Satisfaction and Its Implications for the Performance of Healthcare Workers at Robert Wolter Mongisidi General Hospital

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Abstract

This study aims to determine the effect of: emotional intelligence of health workers on job satisfaction at Tk.II Robert Wolter Mongisidi Hospital, work environment with job satisfaction of health workers at Tk.II Robert Wolter Mongisidi Hospital, emotional intelligence of health workers with performance at Tk.II Hospital. Robert Wolter Mongisidi, working environment with the performance of health workers at Tk.II Robert Wolter Mongisidi Hospital. job satisfaction of health workers with performance at Tk.II Robert Wolter Mongisidi Hospital. The population in this study were all health workers at Tk.II Robert Wolter Mongisidi Hospital as many as 203 people. Sampling in this study was carried out by random sampling technique using the formula Slovin as many as 67 people. The data collection method used a questionnaire. The validity and reliability tests were then carried out. The data analysis techniques used were descriptive analysis, multiple linear regression, hypothesis testing, and coefficient of determination. The results showed that: There is an influence of the emotional intelligence of health workers with job satisfaction at Tk.II Robert Wolter Mongisidi Hospital, There is an influence of the work environment with job satisfaction of health workers at Tk.II Robert Wolter Mongisidi Hospital, There is an influence of the relationship of emotional intelligence of health workers with performance at Tk.II Robert Wolter Mongisidi Hospital, There is an influence of work environment on the performance of health workers at Tk.II Robert Wolter Mongisidi Hospital, There is an effect of job satisfaction of health workers with performance at Tk.II Robert Wolter Mongisidi Hospital.

Keywords: Emotional Intelligence, Work Environment, Job Satisfaction, Performance of Health Worker.

I. INTRODUCTION

A hospital, as an entity responsible to shareholders and stakeholders, must be alert in response to changes driven by technological advancements, globalization, increasing competition, and the growing critical behavior of patients in choosing healthcare services.

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Ultimately, this serves as a catalyst for hospitals to consistently provide optimal services to the community. A hospital's success is largely determined by the performance of its employees. Healthcare workers who perform well should demonstrate positive attitudes towards their responsibilities, including discipline, dedication, maintaining work quality, and accountability.

Performance is characterized by the actions or inactions of employees. The level of an employee's contribution to the company is influenced by their performance. Performance, according to Afandi (2018), is the output that a person or group inside an organization may provide in line with their authority and responsibility in an endeavor to accomplish organizational goals in a way that is morally, legally, and ethically acceptable. According to Rivai and Basri in Masram (2017) "Performance is the result or level of success an individual achieves during a certain period in performing tasks compared to various possibilities, such as work standards, targets, or criteria that have been mutually agreed upon."

Meanwhile, "Performance basically refers to what employees do or do not do," state Mathis and Jackson in Masram (2017). All actions performed to raise an organization's or company's performance, including that of each individual and workgroup, are included in performance management. These definitions of performance lead to the conclusion that performance is the amount and quality of work that employees accomplish while performing their duties, in line with the organization's expectations as determined by specified employee performance standards or criteria.

The Indonesian Army (TNI AD) owns the Robert Wolter Mongisidi General Hospital in Manado, which serves TNI AD soldiers and their families in Manado and the neighboring areas. It is anticipated of RS Robert Wolter Mongisidi, a military hospital, to offer top-notch medical care to military personnel, government employees, and their families. The management, leadership, and all medical staff of RS Tk. II Robert Wolter Mongisidi must perform well in order to accomplish this. Emotional intelligence and internal control should also be taken into account when trying to enhance the performance of healthcare personnel. According to Goleman (in Sudaryo et al., 2017), emotional intelligence (EQ) is the capacity of an individual to control, regulate, and express their emotions through self-awareness, self-regulation, self-motivation, empathy, and social skills. Effective use of emotions to accomplish objectives, create fruitful working relationships, and succeed in the workplace is known as emotional intelligence (Setyaningrum, 2016). Faster self-calming, improved concentration, improved interpersonal relationships, increased adaptability, and more experience with independent problem-solving are all traits of people with high emotional intelligence (Misnawati, 2016).

Additionally, Djara (2020) distinguishes five aspects of emotional intelligence: Self-awareness, the capacity to identify one's own emotions as well as those of others; Self-control, or the capacity to control one's feelings; Interpersonal skills, or the capacity to build amicable relationships with others; empathy, or the capacity to comprehend and share the feelings of others and make adjustments accordingly; and self-motivation, or the drive that propels workers to reach their objectives, including peak performance. The work

environment has an impact on a hospital's ability to accomplish its objectives in addition to emotional intelligence. Employees carry out their everyday tasks in the workplace. A comfortable workplace allows workers to perform at their best and offers safety. It may affect workers' feelings.

The work environment, according to Sedarmayanti in Kristin (2021), is a place for many groups, furnished with facilities to help them accomplish company objectives in accordance with the organization's vision and mission. According to Afandi (2016), the work environment includes everything that surrounds employees and influences how well they execute their tasks, including temperature, humidity, ventilation, lighting, noise level, cleanliness, and the suitability of the instruments used. The equipment and conditions that employees encounter, the techniques they apply, and the general atmosphere that affects their work as individuals or as a group are all included in the work environment. Employee retention and productivity are positively correlated with their level of satisfaction with their workplace.

Employment fulfillment is another factor that affects healthcare workers' performance. One of the most important factors in attaining the best work outcomes is job satisfaction. Every person has high expectations for their workplace, and managers place a high value on productivity, which is directly impacted by it. According to Hendrawati (2020), job satisfaction is a reflection of how satisfied workers are with their jobs. Depending on their own values, each person has varying degrees of contentment. As a result, psychological factors influenced by how employees view their surroundings are a part of job fulfillment.

Job satisfaction, according to Duha in Nova (2020), is the favorable state that a person experiences within an organization as a result of a number of contributing elements. People who are satisfied with their jobs have positive views toward their jobs and the company, which results in positive feelings, thoughts, and actions. Contented workers are not inclined to think about quitting their company. Because they feel appreciated and supported in their professional growth, employees who are delight in their jobs are more motivated to perform well. When these conditions are satisfied, workforce utilization improves. Job satisfaction is a positive attitude employees hold towards various situations in the workplace. For organizations, addressing job satisfaction is vital and is primarily the responsibility of leadership. For employees, job satisfaction is an individual factor and a means to achieve productivity. Thus, in human resource management, job satisfaction benefits the organization, employees, and society at large.

This study aims to explore the relationship between performance, job satisfaction, emotional intelligence, and the work environment. The research is expected to provide data and insights that can help leaders improve the performance of healthcare workers, thereby ensuring excellent healthcare service delivery. Based on the above, the author is interested in conducting research entitled: "The Influence of Emotional Intelligence and Work Environment on Job Satisfaction and Its Implications for the Performance of Healthcare Workers at RS Tk II Robert Wolter Mongisidi."

II. LITERATURE REVIEW

Emotional Intelligence

The concept of emotional intelligence has gained widespread acceptance and recognition for its practicality. According to studies, professionals with high EQ and technical proficiency are able to handle conflict, spot gaps that need to be filled, see opportunities in hidden relationships, interact with others, and be thoughtful in order to produce more valuable, prepared, agile, and faster results than others. Robbins, according to Wirawan (2017): "An individual with high emotional intelligence will be able to know themselves, think rationally, behave positively, and establish good social relationships based on an understanding of others' emotions."

Indicators of Emotional Intelligence

According to Goleman (quoted by Rahayu, 2021), the Emotional Quotient (EQ) is comprised of five primary areas that function as markers of emotional intelligence. These sections include:

1. Self-Awareness

The capacity to identify or become conscious of one's emotions as they arise is known as self-awareness. To better understand oneself, this level necessitates consistent emotional monitoring.

2. Self-Management

The term "self-management" describes a person's capability to manage and control their emotions, which has a favorable effect on their ability to complete tasks, be intuitive, control emotional pressure, and postpone gratification until a goal is accomplished.

3. Self-Motivation

An emotion that tends to guide or make it easier to accomplish goals is called motivation. Empathy, self-control, self-motivation, and creativity are all correlated with the capacity to control emotions as a tool to accomplish particular goals.

4. Empathy

The capacity to comprehend the feelings, passions, and requirements of others is known as empathy. Higher levels of empathy entail recognizing and meeting others' needs and feelings without using words, whereas the lowest level reflects the capacity to read others' emotions. The greatest degree of empathy entails having a thorough comprehension of the issues or needs that underlie someone's feelings.

5. Relationship Management

This last stage entails the capacity to appropriately analyze social networks and events, successfully manage emotions during social interactions, and engage in fluid and productive exchanges.

Work Environment

An important factor in how well employees perform their jobs is the workplace. Employee excitement or passion for their work is greatly impacted by focusing on a supportive work environment or establishing circumstances that inspire employees. Employees can perform at their best in a favorable work environment because it gives them a sense of security. Expert definitions of the work environment are as follows: The work environment, according to Danang in Syahri (2018), is everything surrounding employees that may have an

impact on how they perform their jobs. The work environment, according to Sedarmayanti in Akmaludin (2021), consists of all the equipment and supplies used, the immediate surroundings, work procedures, and work arrangements, both individually and collectively. This explanation leads to the conclusion that the conditions around employees that affect their ability to complete the duties entrusted to them are referred to as the work environment.

Work Environment Indicators

Here are some indicators of the work environment outlined by A.A. Anwar Prabu Mangkunegara in Gustian (2016):

1. **Lighting**

Employee safety and productivity depend on adequate lighting. Poor illumination can cause mistakes in task execution, which lowers productivity and makes it more difficult to accomplish organizational objectives..

2. **Temperature**

The temperature of each component of the human body varies. Through a flawless physiological system that adapts to variations in the outside temperature, humans work to maintain a regular body temperature. This flexibility does have its limitations, though. In comparison to their usual body temperature, humans can adapt to outside temperatures by 20% in the case of heat and 35% in the case of cold.

3. **Humidity**

The quantity of water in the air is known as humidity, and it is typically given as a percentage. The temperature of the air affects this. Elevated temperatures and humidity can impede the body's ability to dissipate heat, which can impact blood circulation and heart rate.

4. **Air Circulation**

When oxygen levels drop and combine with toxic gasses or smells, the air is deemed polluted. Sufficient oxygen concentrations in the workplace support workers' physical comfort and general health.

5. **Noise**

Unwanted sound is referred to as noise, and it can impair hearing, interfere with attention, interfere with conversation, and eventually lead to health problems. Noise should be kept to a minimum in work environments that demand concentration in order to preserve productivity.

6. **Employee Relationships**

Individual and group dynamics are both a part of employee interactions. Encouragement from supervisors and coworkers can create a positive work atmosphere and increase job satisfaction. On the other hand, unsatisfactory relationships can lower motivation and contentment.

7. **Office Décor**

Color schemes, furniture placement, and general layout all play a role in office décor. It affects the environment at work, making it more enjoyable and productive.

8. **Music at Work**

According to experts, soft music that aligns with the mood, time, and setting can motivate employees to work. Therefore, music should be carefully selected for the workplace.

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9. Workplace Safety

Following safety procedures is crucial to preserving a secure workplace. To maintain safety and avoid mishaps, this involves having security guards, like the Security Guard Unit (SATPAM).

Job Satisfaction

There are several ways to define job satisfaction. A person's overall attitude about their work is referred to as "satisfaction" (Sutrisno, 2017). A favorable attitude toward one's work that arises from an assessment of employment attributes is known as job satisfaction. According to Robbins and Judge (quoted in Thifal, 2019), an individual who is highly satisfied with their employment has a favorable attitude about their work, whereas a person who is not as satisfied has a negative opinion of their profession. This supports Sutrisno's (2017) theory that people who are very satisfied with their jobs have a positive outlook on their employment.

Job Satisfaction Indicators

According to Robbins in Pangestu (2017), there are five indicators that influence job satisfaction:

1. Mentally Challenging Work

Workers typically favor positions that give them autonomy, performance evaluations, and opportunities to apply their talents and abilities. Occupations that are too easy lead to boredom, while occupations that are too difficult lead to dissatisfaction and a sense of failure. Enjoyment and contentment result from moderate trials.

2. Fair Compensation

Workers want a system of equitable pay and advancement. Satisfaction results from fair compensation that is determined by community wage norms, individual skill levels, and job needs. For better working conditions or a more desired job, many people are willing to accept lower pay. The sense of justice is the primary connection between pay and contentment.

3. Supportive Work Conditions

Because it influences both task performance and personal comfort, employees are concerned about the physical workspace. According to studies, workers prefer a workplace that is risk-free and has suitable lighting, temperature, noise levels, and other environmental elements.

4. Supportive Colleagues

The urge for social interaction is also satisfied by work. Consequently, having amiable and encouraging coworkers might improve job happiness. Research indicates that when managers are approachable, sympathetic, and take an interest in their staff, employee satisfaction rises.

5. Personality-Job Fit

Employees are more likely to succeed and be satisfied with their jobs if their personality fits the profession. Employees are more likely to perform effectively and feel satisfied with their jobs when they believe their skills meet the needs of the position.

Performance

The term "performance" refers to actual job performance, or the work outcomes an individual achieves. The word "performance" is sometimes equated with job effectiveness, work results, achievement of goals, work productivity, and other terms. This implies the importance of time management in completing tasks. According to Mangkunegara in Habibi (2018), performance is the quality and quantity of work achieved by employees in carrying out their duties according to the responsibilities assigned. According to Wibowo in Saftriani (2018), performance refers to the process of how tasks are carried out to achieve results. However, the results themselves also represent performance. According to Rivai, Basri, and Widyastuti (2018), performance is the outcome or level of success achieved by an individual or group over a specific period compared to various standards or targets set in advance.

The word "performance" describes a person's real job performance, or the results they attain at work. The phrases "performance" and "job effectiveness," "work results," "goal achievement," "productivity," and others are occasionally used interchangeably. This illustrates how crucial time management is to finishing projects. Performance, as defined by Mangkunegara in Habibi (2018), is the amount and caliber of work completed by employees in fulfilling their given obligations. Performance, as defined by Mangkunegara in Habibi (2018), is the amount and caliber of work completed by employees in fulfilling their given obligations. Performance, according to Wibowo in Saftriani (2018), is the process by which activities are completed in order to produce outcomes. But performance is also represented by the outcomes themselves. Rivai, Basri, and Widyastuti (2018) define performance as the result or degree of achievement attained by a person or group during a given time period in relation to different predetermined standards or goals.

Factors Affecting Performance

According to Davis in Mangkunegara (2017:67), the factors affecting performance are as follows:

1. **Ability Factors**

Potential ability (IQ) and practical ability (knowledge and competence) make up ability factors. Workers are more likely to meet performance standards if they possess above-average IQ, the education necessary for their positions, and the ability to carry out everyday duties. People with higher IQs are frequently needed by organizations.

2. **Motivation Factors**

Employee attitudes regarding their employment are referred to as motivation factors. Employee motivation propels them to strive for company objectives. Employees are motivated to achieve at their highest level by mental attitudes.

Performance Indicators

According to Afandi (2018), the following are employee performance indicators:

1. **Quantity of Work**

This refers to measurable units associated with the amount of work produced.

2. **Quality of Work**

This refers to measurable units that assess the quality or standard of work achieved.

3. **Efficiency in Task Execution**

Using resources wisely and cost-effectively.

4. **Work Discipline**

Compliance with applicable laws and regulations.

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5. Initiative

The ability to make decisions and act independently without being told, identifying tasks that need attention, and continuing to push forward even in difficult situations.

6. Attention to Detail

Measuring the extent to which the work achieves its objectives.

7. Leadership

The process of influencing or setting an example for followers to achieve organizational goals.

8. Honesty

Honesty is a quality that can be difficult to apply.

9. Creativity

A mental process that involves generating new ideas or concepts.

Research Paradigm

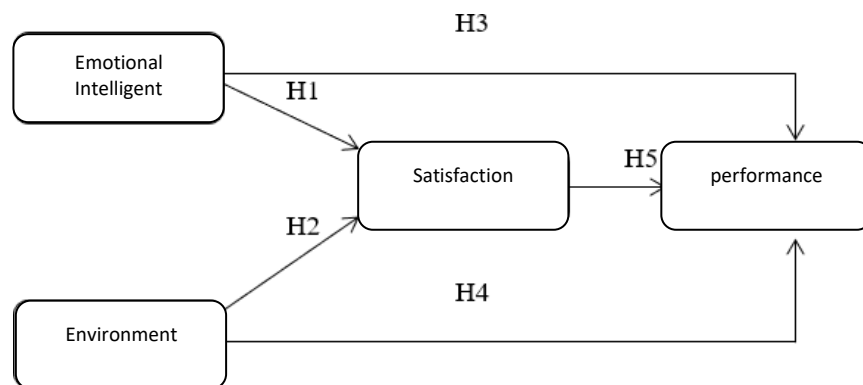


Figure 1. Research Paradigm

Research Hypothesis

Based on the problem identification and the framework above, the proposed hypotheses are as follows:

H1 : Emotional intelligence has a positive effect on job satisfaction at Robert Wolter Mongisidi Hospital, Level II.

H2: The work environment has a positive effect on job satisfaction at Robert Wolter Mongisidi Hospital, Level II.

H3: Emotional intelligence has a positive effect on performance at Robert Wolter Mongisidi Hospital, Level II.

H4: The work environment has a positive effect on performance at Robert Wolter Mongisidi Hospital, Level II.

H5: Job satisfaction has a positive effect on performance at Robert Wolter Mongisidi Hospital, Level II.

III. RESEARCH METHODOLOGY

This research is conducted using a quantitative method. This type of research is carried out systematically, planned, and clearly structured from the initial stage to the process of designing the research. Sugiyono (2017) argues that quantitative research is used to study a particular population and sample. The sampling technique is generally done randomly, data collection uses research instruments, and data analysis is quantitative/statistical in nature, with the aim of testing the hypotheses that have been established. The research method used is both descriptive and verificative. Sugiyono (2017) states that descriptive research is conducted to determine the values of independent variables, whether one variable or more.

Population and Sample

The population in this study is the entire healthcare workforce, specifically the PHL (Non-Permanent) Nurses at Robert Wolter Mongisidi Hospital, Level II, which consists of 203 people. The population is the area of generalization consisting of subjects with certain qualities and characteristics defined by the researcher to be studied and then concluded (Sugiyono, 2017).

“A sample is a part of the characteristics possessed by that population. If the population is large and the researcher cannot study all of them, for example, due to limitations in funds, labor, and time, the researcher can use a sample taken from that population” (Sugiyono, 2006). From the population of 203 people, the Slovin formula is used to determine the sample size as follows:

$$n = N / (1 + (N \times e^2))$$

Where:

n = Sample size

N = Population size

e = Margin of error (Standard error 10%)

Thus, the sample size obtained is:

$$n = 203 / (1 + 203(0.1)^2) = 67 \text{ respondents}$$

Based on the Slovin formula calculation, it is known that the sample size to be studied is 67 respondents. The sampling technique used in this research is random sampling. According to Sugiyono (2006), this is a sampling technique that is carried out randomly, so the data obtained is more representative by conducting the research process competently in the field. The random sampling procedure in this study is applied to the entire healthcare workforce, specifically the PHL Nurses at Robert Wolter Mongisidi Hospital, Level II.

Data Collection Techniques

Data collection techniques are the methods used to gather data and information in research on the issues that are the object of the study. The data in this study were collected from various sources related to the research. Sugiyono (2018) explains that primary data is the data obtained directly by the researcher. Primary data is obtained from the location where the research is conducted.

To obtain the expected research results, data and information are needed to support this study. The means to collect the data and information are through a questionnaire. In this study, the method used to obtain information from respondents is in the form of a questionnaire.

Before the questionnaire is given to respondents, a pre-test is conducted to assess whether the questionnaire is valid and reliable, ensuring it is suitable for use in the research.

Data Analysis Techniques

The steps taken after data from all respondents are collected involve data analysis. Sugiyono (2014:206) explains that data analysis is the activity that occurs after data from all respondents is gathered. The activities involved in data analysis include: grouping data based on variables and respondent types, tabulating data based on variables from all respondents, presenting data for each variable under study, performing calculations for problem formulation, and performing calculations to test the hypotheses that have been proposed.

Path Analysis

Path analysis is a technique for analyzing cause-and-effect relationships in multiple regression, where independent variables affect the dependent variable not only directly but also indirectly (Robert D. Rutherford in Talamma, 2016). Path analysis is used to test the hypotheses in this study, with the following steps:

- a. The path diagram model is determined based on the paradigm of relationships between variables as follows:

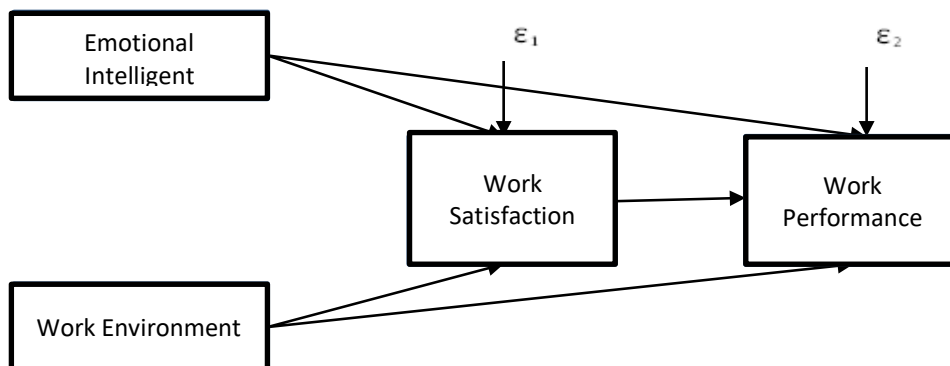


Figure 2 Path Diagram Model

- b. Creating the Structural Path Diagram as follows:

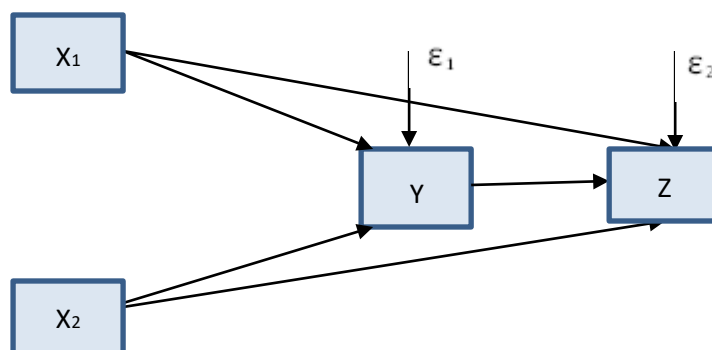


Figure 3 Path Diagram Structure

The path diagram in Figure 3.2 consists of three structural equations, where X0 and X2 are exogenous variables, while Y and Z are endogenous variables. Therefore, the structural equations are as follows:

$$Y = \text{PYX1} + \text{PYX2} + \epsilon_1 \text{ (as Substructure Equation 1)}$$

$$Z = \text{PZX1} + \text{PZX2} + \text{PZY} + \epsilon_2 \text{ (as Substructure Equation 2)}$$

(Sarwono in Dasmadi, 2021)

1. Analysis with SPSS, consisting of two steps: analysis for Substructure 1 and Substructure 2.

Substructure 1

Structural Equation Analysis:

$$Y = \text{PYX1} + \text{PYX2} + \epsilon_1$$

Explanation:

P = Regression Coefficient

Y = Job Satisfaction

X1 = Emotional Intelligence

X2 = Work Environment

ϵ_1 = Error

The first step is to calculate the regression equation using the SPSS application and the **Analyze** menu. The results (output) will include the Model Summary table, ANOVA table, and Coefficients table. (Sarwono, 2007: 27)

Substructure 2

Structural Equation Analysis:

$$Z = \text{PZX1} + \text{PZX2} + \text{PZY} + \epsilon_2$$

Explanation:

P = Regression Coefficient

Z = Performance

Y = Job Satisfaction

X1 = Emotional Intelligence

X2 = Work Environment

ϵ_2 = Error

The next step is to calculate the regression equation with the help of the SPSS application and the **Analyze** menu. The results (output) will include the Model Summary table, ANOVA table, and Coefficients table. (Sarwono in Dasmadi, 2021)

IV. RESULTS OF THE RESEARCH

In this study, the researcher processed the questionnaire data, which consisted of 10 statements for the Emotional Intelligence (X1) variable, 8 statements for the Work Environment (X2) variable, 8 statements for the Job Satisfaction (X3) variable, and 9 statements for the Health Worker Performance (Y) variable. The questionnaire was distributed to 67 health workers, specifically the PHL Nurses at Robert Wolter Mongisidi Hospital, Level II, as respondents in the research sample. The questionnaire used a Likert scale in the form of a checklist table.

Respondents' Responses

The responses from the respondents to the research variables were analyzed by evaluating the answers related to the statements provided. To gain a clearer understanding of the statements from the variables of Emotional Intelligence, Work Environment, Job

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Satisfaction, and Performance, the following presents the overview of the responses from the health workers at Robert Wolter Mongisidi Hospital, Level II, regarding these variables:

Table 1. Description of the Research Variables

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
Total_X1Kecerdasan_Emosional	67	35	46	40.13	2.912	.000	.293	-.800	.578
Total_X2Lingkungan_Kerja	67	26	38	32.21	2.952	-.138	.293	-.405	.578
Total_X3Kepuasan_Kerja	67	28	39	33.13	3.010	.176	.293	-1.081	.578
Total_YKinerja_Tenaga_Kesehata n	67	33	44	38.45	3.197	-.126	.293	-1.045	.578
Valid N (listwise)	67								

Source: Processed Data (2022)

Classical Assumption Test

a. Normality Test of the Data

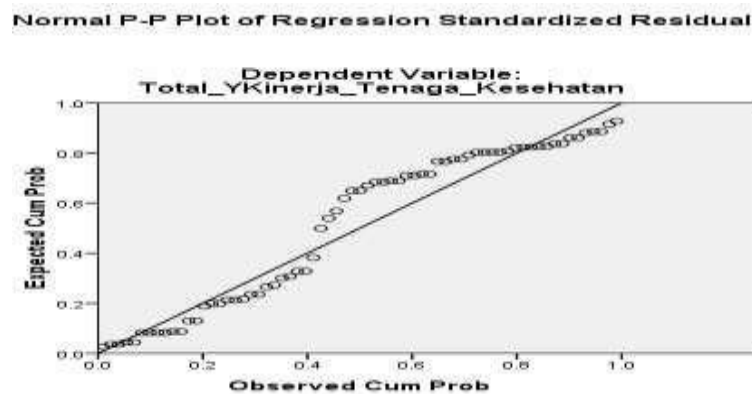


Figure 5. Normality Test

In the standard p-plot graph, it can be shown in the image above that the normality trend is observed from the points scattered along the diagonal line, and their distribution follows the path of the diagonal line. Therefore, it can be assumed that the normality assumption has been met by the regression model.

b. Multicollinearity Test

Table 2. Result Multicollinearity Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-3.049	5.954		-.512	.610		
Total_X1Kecerdasan_Emosional	.355	.103	.324	3.444	.001	.994	1.006
Total_X2Lingkungan_Kerja	.443	.102	.409	4.354	.000	.996	1.004
Total_X3Kepuasan_Kerja	.392	.100	.369	3.915	.000	.990	1.010

From the table above, it can be seen that the **Emotional Intelligence** variable has a tolerance value of 0.994 > 0.10 and a VIF value of 1.006 < 5. The **Work Environment** variable has a tolerance value of 0.996 > 0.10 and a VIF value of 1.004 < 5. The **Job Satisfaction** variable has a tolerance value of 0.990 > 0.10 and a VIF value of 1.010 < 5. Each variable has a tolerance value > 0.1 and a VIF value < 5, so it can be concluded that there is no indication of multicollinearity in this analysis.

c. Heteroscedasticity Test

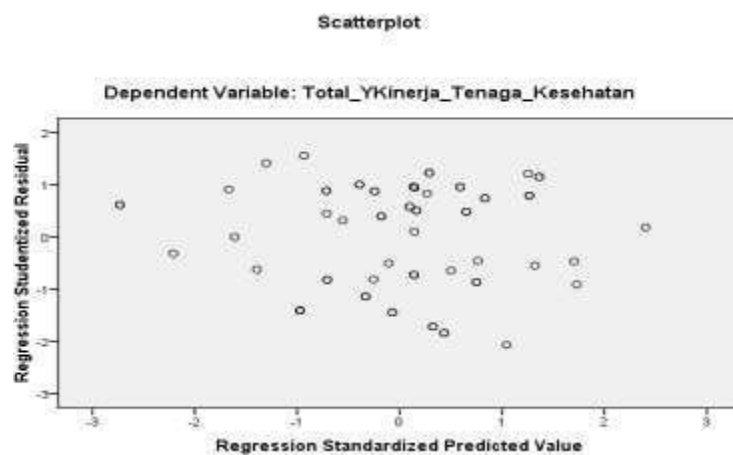


Figure 5. Results of the Heteroscedasticity Test

Based on Figure 5 above, it can be shown that the data (points) are uniformly distributed above and below the zero line, not clustering in one position or forming any particular pattern. Therefore, it can be concluded that there is no heteroscedasticity in this regression test.

Results of Multiple Regression Analysis

Table 3. Results of Multiple Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-3.049	5.954		-0.512	.610
Total_X1Kecerdasan_Emosional	.355	.103	.324	3.444	.001
Total_X2Lingkungan_Kerja	.443	.102	.409	4.354	.000
Total_X3Kepuasan_Kerja	.392	.100	.369	3.915	.000

a. Dependent Variable: Total_YKinerja_Tenaga_Kesehatan

The results are inserted into the multiple linear regression equation, so the following equation is obtained:

$$Y = -3.049 + 0.355X_1 + 0.443X_2 + 0.392X_3$$

Therefore, the interpretation of the equation is as follows:

1. **The constant value of -3.049** indicates that if all independent variables (Emotional Intelligence, Work Environment, and Job Satisfaction) are assumed to be zero, the value of Health Worker Performance (Y) will be -3.049.

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2. **The regression coefficient for Emotional Intelligence (X1) of 0.355** indicates that if the value of the Emotional Intelligence variable increases by one unit, then Health Worker Performance increases by 0.355 units, assuming all other independent variables are zero.
3. **The regression coefficient for Work Environment (X2) of 0.443** indicates that if the value of the Work Environment variable increases by one unit, then Health Worker Performance increases by 0.443 units, assuming all other independent variables are zero.
4. **The regression coefficient for Job Satisfaction (X3) of 0.392** indicates that if the value of the Job Satisfaction variable increases by one unit, then Health Worker Performance increases by 0.392 units, assuming all other independent variables are zero.

Hypothesis Test

Partial Test (t-test)

Table 4. Results of the t-test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-3.049	5.954		-.512	.610
Total_X1Kecerdasan_Emosional	.355	.103	.324	3.444	.001
Total_X2Lingkungan_Kerja	.443	.102	.409	4.354	.000
Total_X3Kepuasan_Kerja	.392	.100	.369	3.915	.000

a. Dependent Variable: Total_YKinerja_Tenaga_Kesehatan

Based on the table above, it is known that the calculated t-value for each independent variable has a partial effect on the dependent variable as follows:

1. **The Effect of Emotional Intelligence on Job Satisfaction at Robert Wolter Mongisidi Hospital, Level II.**
The Emotional Intelligence variable has a p-value of $0.001 < 0.05$, which means it is significant, while the calculated t-value of $3.444 >$ the t-table value of 1.66, indicating it is significant. Therefore, it can be concluded that Emotional Intelligence has a positive and significant effect on Job Satisfaction.
2. **The Effect of Work Environment on Health Worker Job Satisfaction at Robert Wolter Mongisidi Hospital, Level II.**
The Work Environment variable has a p-value of $0.000 < 0.05$, which means it is significant, while the calculated t-value of $4.354 >$ the t-table value of 1.66, indicating it is significant. Therefore, it can be concluded that the Work Environment has a positive and significant effect on Health Worker Job Satisfaction.
3. **The Effect of Emotional Intelligence on Health Worker Performance at Robert Wolter Mongisidi Hospital, Level II.**
The Emotional Intelligence variable has a p-value of $0.001 < 0.05$, which means it is significant, while the calculated t-value of $3.444 >$ the t-table value of 1.66, indicating

it is significant. Therefore, it can be concluded that Emotional Intelligence has a positive and significant effect on Health Worker Performance.

Simultaneous Test (F-test)

Table 5. Results of the F-test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	301.516	3	100.505	16.973	.000 ^a
	Residual	373.051	63	5.921		
	Total	674.567	66			

a. Predictors: (Constant), Total_X3Kepuasan_Kerja, Total_X2Lingkungan_Kerja, Total_X1Kecerdasan_Emosional

b. Dependent Variable: Total_YKinerja_Tenaga_Kesehatan

Based on the table above, it is known that the p-value is $0.000 < 0.05$, which means it is significant. The calculated F-value of $16.973 >$ the F-table value of 2.75, indicating it is significant. Therefore, it can be concluded that Emotional Intelligence, Work Environment, and Job Satisfaction have a positive and significant effect on Health Worker Performance.

Path Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.669 ^a	.447	.421	2.433

a. Predictors: (Constant), Total_X3KK, Total_X2LK, Total_X1KE

b. Dependent Variable: Total_YKTK

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.435 ^a	.189	.176	2.901

a. Predictors: (Constant), Total_X2LK

b. Dependent Variable: Total_YKTK

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.669 ^a	.447	.421	2.433

a. Predictors: (Constant), Total_X3KK, Total_X2LK, Total_X1KE

1	.420 ^a	.177	.164	2.923
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a. Predictors: (Constant), Total_X3KK

b. Dependent Variable: Total_YKTK

The Influence of Emotional Intelligence and Work Environment on Job Satisfaction and Its Implications for the Performance of Healthcare Workers at Robert Wolter Mongisidi General Hospital

1. The Effect of Work Environment on Health Worker Performance at Robert Wolter Mongisidi Hospital, Level II

The Work Environment variable has an Adjusted R of 0.189. This means that 18.9% of Health Worker Performance (Y) is influenced by the Work Environment.

2. The Effect of Job Satisfaction on Health Worker Performance at Robert Wolter Mongisidi Hospital, Level II

The Job Satisfaction variable has an Adjusted R of 0.177. This means that 17.7% of Health Worker Performance (Y) is influenced by Job Satisfaction.

V. DISCUSSION

1. The Effect of Emotional Intelligence on Health Worker Performance

Based on the research findings regarding the effect of Emotional Intelligence on Health Worker Performance, the partial hypothesis test shows that the t-value for the Emotional Intelligence variable is 3.444, while the t-table value with $\alpha = 5\%$ is 1.66. Thus, the calculated t-value is greater than the t-table value, and the significance value for Emotional Intelligence is $0.001 < 0.05$. This means that H_0 is rejected (H_a is accepted), indicating that Emotional Intelligence has a significant effect on Health Worker Performance. This suggests that better Emotional Intelligence will improve the performance of health workers at RS TK II Robert Wolter Mongisidi.

2. The Effect of Work Environment on Health Worker Performance

Based on the research findings regarding the effect of Work Environment on Health Worker Performance, the partial hypothesis test shows that the t-value for the Work Environment variable is 4.354, while the t-table value with $\alpha = 5\%$ is 1.66. Thus, the calculated t-value is greater than the t-table value, and the significance value is $0.000 < 0.05$. This means that H_0 is rejected (H_a is accepted), indicating that the Work Environment has a significant effect on Health Worker Performance. This suggests that a better Work Environment will improve the performance of health workers at RS TK II Robert Wolter Mongisidi.

3. The Effect of Job Satisfaction on Health Worker Performance

Based on the research findings regarding the effect of Job Satisfaction on Health Worker Performance, the partial hypothesis test shows that the t-value for the Job Satisfaction variable is 3.915, while the t-table value with $\alpha = 5\%$ is 1.66. Thus, the calculated t-value is greater than the t-table value, and the significance value is $0.000 < 0.05$. This means that H_0 is rejected (H_a is accepted), indicating that Job Satisfaction has a significant effect on Health Worker Performance. This suggests that better Job Satisfaction will improve the performance of health workers at RS TK II Robert Wolter Mongisidi.

4. The Effect of Emotional Intelligence, Work Environment, and Job Satisfaction on Health Worker Performance

Based on the research findings regarding the effect of Emotional Intelligence, Work Environment, and Job Satisfaction on Health Worker Performance, the simultaneous hypothesis test shows that the F-value for Emotional Intelligence, Work Environment, and Job Satisfaction is 16.973, while the F-table value with $\alpha = 5\%$ is 2.75. Thus, the calculated F-value is greater than the F-table value, and the significance value is $0.000 < 0.05$. This means that H_0 is rejected (H_a is accepted), indicating that Emotional Intelligence, Work Environment, and Job Satisfaction collectively have a significant effect on Health Worker Performance at RS TK II Robert Wolter Mongisidi.

VI. CONCLUSION AND SUGGESTIONS**Conclusion**

Based on the research findings and discussions presented earlier, the conclusions are as follows:

1. There is an effect of emotional intelligence of health workers on job satisfaction at RS Tk. II Robert Wolter Mongisidi.
2. There is an effect of the work environment on job satisfaction of health workers at RS Tk. II Robert Wolter Mongisidi.
3. There is an effect of the relationship between emotional intelligence and health worker performance at RS Tk. II Robert Wolter Mongisidi.
4. There is an effect of the work environment on health worker performance at RS Tk. II Robert Wolter Mongisidi.
5. There is an effect of job satisfaction of health workers on performance at RS Tk. II Robert Wolter Mongisidi.

Suggestions

1. To improve performance, health workers should enhance their skills. In addition, the work environment should be improved, and job satisfaction should be increased to reflect professionalism and boost performance.
2. Additionally, it is suggested that the criteria for certifying health workers be based on a performance evaluation system considering factors like Emotional Intelligence, Work Environment, Job Satisfaction, or other factors.
3. For future researchers, it is advisable to include additional variables that could influence Health Worker Performance, providing a comparison study for improving the quality of health service personnel in the future.

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