

Original Research

The Importance Of Emotional Intelligence and Ethics in The Work Life Balance of Employees at The Kintamani Apung Restaurant

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Article Info	Abstract
Article History: Received: 01-September- 2023 Accepted: 19-September- 2023	<i>Introduction:</i> This research aims to determine the importance of emotional intelligence and ethics in the work life balance of employees at Restaurant Apung Kintamani. It is hoped that this research will provide value (benefits) and contributions related to problems in the field. Researchers want to provide benefits both theoretically and practically. <i>Methods:</i> This research uses qualitative research methods. Researchers try to illustrate the importance of emotional intelligence and ethics in employee work-life balance based on existing theories in reality on the ground. The data source used in this research is primary sources. Primary sources come from data in the form of opinions and experiences of people who are research subjects. The data collection technique for this research is through interviews, observation and documentation.
Keywords: Emotional Intelligence, Ethics, Work Life Balance.	<i>Results:</i> Human Resources (HR) is something that is very important and must be possessed in an effort to achieve organizational or company goals. Human resources (HR) are a very important factor that cannot be separated from an organization, whether institutional or company. HR is also the key that determines the company's development. Having good quality and reliable human resources is the dream of all companies, which means that all employees must undergo training or training before being accepted. Several things that need to be considered are the emotional intelligence and ethics of an employee which will have an impact on the employee's work balance. By balancing these two characteristics, it will be easier for employees to divide their time between work, friendship and family.

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INTRODUCTIONS

Human resources (HR) are productive individuals who work as drivers of an organization, both within institutions and companies who function as assets and must be trained and developed. Human Resources (HR) are very important and must be possessed in an effort to achieve organizational or company goals. Human resources are the main element of an organization compared to other resource elements such as capital and technology, because humans themselves control other factors. Human resources (HR) are a very important factor that cannot be separated from an organization, whether institutional or company. HR is also the key that determines a company's development. In essence, human resources are humans who are employed in an organization as movers, thinkers and planners to achieve the organization's goals.

Basically in our lives we must have a good attitude, especially in speaking and behaving because it reflects our nature and habits. The environment is also very influential on future life, whether the environment has a positive or negative influence. One of the interconnected traits is between our emotional intelligence and ethics, how we make these two things have a good impact on ourselves and the environment.

Emotional intelligence is a term in the world of education that describes a dimension that shows human abilities

emotionally and socially. This intelligence is able to shape a person's character so that he is able to recognize and manage his own emotions, is able to recognize the emotions of others, is able to motivate himself and is able to have social relationships with other people.

Based on this, emotional intelligence refers to a person's ability to recognize emotional meaning and relationships and find the right reasons to solve problems. Emotional intelligence is a person's ability to control their emotions intelligently. This is also related to how to maintain a balance between emotion and reason. So far, intellectual intelligence is believed to be the only thing that determines a child's future success. However, there is something that is no less important, namely emotional intelligence. Good emotional intelligence is expressed in accordance with the theory of Salovey and Mayer, according to which there are four aspects of emotional intelligence, including recognizing, understanding, managing and using emotions.

From the description above, it can be emphasized that emotional intelligence in a person can be indicated based on the various concepts explained by the initiator, in the end emotional intelligence can help individuals lead to success in life. We can see this from research conducted by Syaparuddin and Elihami in the Primary School Education journal which states that if a person's emotional intelligence is in accordance

with what is needed and desired, then a person can live their life well.

Ethics in its development greatly influences human life. Ethics gives humans an orientation for how they live their lives through a series of daily actions. That means ethics helps humans to take attitudes and act appropriately in living this life. Ethics (Etymology), comes from the Greek word "Ethos", which means moral character or custom. As a subject, ethics is related to the concept that individuals or groups have to assess whether the actions they have taken are wrong or right, bad or good.

Ethics is a reflection of what is called self-control, because everything is created and applied from and for the benefit of the person or professional group itself. Ethics begins when humans reflect on ethical elements in expressing spontaneous opinions. The need for reflection is felt, because one person's ethical opinion often differs from the opinions of other people. Therefore ethics is needed, with the aim of finding out what humans should do. Ethics ultimately helps us to make decisions about what actions we need to take and what we need to understand together is that this ethics can be applied in all aspects or sides of our lives, thus this ethics can be divided into several parts according to the aspects or sides of human life. .

K Bertens in his ethics book explains it even more clearly. Ethics comes from ancient Greek. The Greek word ethos in

the singular has many meanings: habitual residence; Meadow; pen; habit, custom; morals, character; feelings, attitudes, ways of thinking. In the plural form it means custom. In this sense, ethics is related to good living habits, good ways of living, both for oneself and for society.

These good living habits are embraced and passed down from one generation to another. These good living habits are then frozen in the form of rules, regulations or norms which are disseminated, known, understood and taught orally in society. We can also see good life habits from previous research conducted by Desi Mayasari and Kristian Sanjaya in the Scientific Journal of Medical Records and Health Informatics that someone who has good ethics can apply the positive messages conveyed about how to behave and communicate well, the aim of which is that the relationship that exists can continue positively between the two of them.

The balance of satisfaction is an important factor for employees because by paying attention to these conditions, employees will feel that they can balance their roles well between work in the office and personal life, known as work life balance. The psychological factor that plays a role is the individual's ability to manage conflict, where employees as individuals who have various roles in the office and in their personal lives need the ability to manage conflict well so that a balance of

satisfaction between work and the employee's personal life can be achieved.

Lockwood in Kreitner and Cassidy (2006), work-life balance is a state of balance between two demands where an individual's work and life are the same. Where work-life balance in the employee's view is the choice of managing work and personal obligations or responsibilities to the family. Meanwhile, in the company's view, work-life balance is a challenge to create a supportive culture in the company where employees can focus on work while at work.

A business or company will not run well without a reliable and skilled workforce to realize the goals of the business. Employees are one of the factors in the success of a business because their presence makes all work easier. According to the 1969 Law concerning Basic Provisions Concerning Labor in article 1 it is stated that employees are workers who carry out work and provide the results of their work to employers who do the work where the results of their work are in accordance with their profession or work based on expertise as their livelihood. In line with this, according to Law No. 14 of 1969 concerning the Principles of Labor, labor is every person who is able to carry out work, both inside and outside the employment relationship in order to produce services or goods to meet the needs of society (Manulang, 2002) . Employees are the main wealth in a

company, because without their participation, the company's activities will not be carried out.

The Floating Restaurant is a place to relax with views of the lake which is located above the lake surface. This place is located in Bangli Regency, Kintamani District, Kedisan Village, where this area is a tourism destination that is very popular with many people, especially foreign and local tourists. The phenomenon that occurs at the Kintamani Floating Restaurant is that the employees at the Kintamani Floating Restaurant do not have enough basic emotional skills which will have an impact on the surrounding environment and the business itself. The basic emotional skills in question are a lack of attitude in controlling one's own and other people's emotions and not wanting to listen to opinions or input from people around them. Apart from that, the Kintamani Floating Restaurant needs to improve the performance of its employees, especially in the areas of attitude and ethics towards fellow employees and visitors. If there is no balance in the work environment at the Kintamani Floating Restaurant, a positive work atmosphere and environment cannot be created, whether in friendships, family or work.

Previous research was conducted by Syaparuddin, and Elihami (2020) with the title Increasing Emotional Intelligence (EQ) and Spiritual Intelligence (SQ) of Bilokka 4 State Elementary School Students as an Effort

to Improve Personal Quality in the Civics Learning Process. From the five components of emotional intelligence (EQ), namely recognizing one's emotions, managing emotions, motivating oneself, recognizing other people's feelings, and building relationships that can be carried out by good quality students at SD Negeri 4 Bilokka.

Furthermore, research by Desi Mayasari, and Kristian Sanjaya (2019) with the title Communication Ethics in Management Relationships (Qualitative Study: Communication Ethics of Aftap Officers towards Donors in Management Relationships at PMI Surakarta City) Based on the results of research related to communication ethics that occur between Aftap Officers and donors that as an officer, the feeling felt is that they are quite happy with the behavior of their donors because gradually they can apply the positive messages conveyed about how to behave and communicate

well, with the aim of ensuring that the relationship that is established can continue positively between the two of them.

Similar research was also conducted by Evanea Setiadewi Hartono, Mirwan Surya Perdhana (2021) with the title Work Life Balance of Bank Employees Phenomenological Study at Bank Setia in Yogyakarta. From the research results it is known that work life and personal life cannot be mixed up, this makes the participants as a bank employee becomes increasingly unable to divide or manage his or her time. It is then hoped that they can improve time management and create a structured activity agenda so that these two different things in life do not clash and can run hand in hand. If this is done, there will definitely be positive impacts that complement each other. Personal life will have a good impact on work life, and work life will also have a good impact on personal life.

METHODS

In this research, researchers used qualitative data in the form of information such as a general description of the company and other information used to discuss the problem formulation. In simple terms, it can also be interpreted as research that is more suitable for examining the condition or situation of the research object. Researchers try to illustrate the importance of emotional intelligence

and ethics in the work life balance of employees at Restaurant Apung Kintamani based on existing theories and realities in the field. This is based on the consideration that researchers want to understand more, study in depth, and explain the impact that occurs if there is a good time balance carried out by employees. Meanwhile, the data source used comes from data in the form of opinions and experiences from people who are research subjects,

namely people involved in the application of human resources who have emotional and ethical intelligence which can influence work life balance.

Data collection techniques use interviews, observation and documentation. In this research, the author chose research informants based on informant criteria that were appropriate to the problem being researched by the author. The informant criteria are as follows:

1. People who understand or know the quality of work of employees at the Kintamani Floating Restaurant

2. People who have experience at the research location. In research informants, the selection of informants is important so it is necessary to choose well and appropriately.

The method used in selecting informants in this research was purposive sampling. Where in this method data collection is carried out

based on an assessment of who meets the informant criteria. Researchers used two informants in this study, namely:

- a. The key informant or (Key Informant), namely the Manager of Restaurant Apung Kintamani.
- b. The main informants were 3 employees of Restaurant Apung Kintamani who were representatives from the supervisory, cleaning and administration fields.

The data analysis technique used is inductive qualitative data analysis, namely an analysis based on the data obtained which is then developed into a hypothesis. This research is a qualitative type with descriptive methods, so it is relevant if the research uses qualitative analysis in the results of this research. This qualitative analysis was carried out by carrying out intensive analysis of data obtained in the field in the form of interviews, documentation and observations.

RESULT AND DISCUSSION

In the results of this discussion, the researcher will discuss the importance of emotional intelligence and ethics in the work life balance of employees at the Kintamani floating restaurant based on the results of research conducted by the researcher.

Results of Discussion Regarding Emotional Intelligence from Mr. I

Nengah Warjita as Manager of Restaurant Apung Kintamani

Based on the results of the interview that the researcher conducted with Mr. I Nengah Warjita, it can be stated that he has a good understanding of how to control emotions well and can place emotions according to their portions. In fact, as a restaurant manager, he also has a calm attitude in dealing with situations or conflicts that occur, this is based on the ability to control his own thoughts and

those of others. This is in accordance with the theory put forward by (Mayer and Salovey, 1997; Mayer et al., 2004) which states that emotional intelligence is the ability to understand emotions accurately, assess and express them; using emotions to guide the thought process; understanding emotions and knowledge about emotions; and managing emotions so as to support emotional and intellectual growth. So discussing the research theory above, researchers can conclude that Mr. I Nengah Warjita already has good emotional intelligence so that it can help in the process of carrying out work or in everyday life.

Results of Discussion Regarding Emotional Intelligence from Mr. Fernando Elnino Tuela as a Security Department Employee

Based on the results of the researcher's interview with Mr. Fernando, it can be said that emotional intelligence is important for him because the demands of his job also require him to always be able to maintain and control his emotions. As said in the interview above, in order to maintain the good name of the restaurant, he must also be able to control himself so that he doesn't lose control and doesn't quickly get emotional. By reading the character of customers or visitors, he can also determine how to behave. This is also related to the theory from Goleman

(2009; 58) regarding several aspects of emotional intelligence such as recognizing one's emotions, managing emotions, motivating oneself, recognizing other people's emotions and building relationships. Therefore, Mr. Fernando's attitude has a good impact on himself and the surrounding environment.

Results of Discussion Regarding Emotional Intelligence from Mrs. Putri Abriantini as an Employee in the Cleaning Department

Based on the results of the researcher's interview with Mrs. Putri, it can be said that when facing a conflict, Mrs. Putri tends not to handle it directly but instead has to calm herself down so she can communicate it well with her co-workers. This mother daughter tends to have characteristics that are in accordance with someone who has good emotional intelligence as stated in theory (Goleman, 2015: 43), namely the characteristics of someone who has good emotional intelligence, such as being able to control impulses, regulate mood. and empathize with others. We can see this from the results of the interview above that Mrs. Putri also chooses to calm her colleagues and accept other people's points of view, which of course is called having high empathy too.

Results of Discussion Regarding Emotional Intelligence from Mrs. Ni

**Ketut Desiani as an Employee in the
Cashier Department**

Based on the results of the researcher's interview with Mrs. Desiani, it was said that she had a higher emotional level than the other informants. We can see this from Mrs. Desi explaining that she will evaluate and introspect herself on what is wrong and right, what should be done and what should not be done. So that the feeling of guilt that arises is not too strong, he does this so that he doesn't easily worry about things that actually don't need to be worried about because mistakes at work are a common thing. As stated in Mangkunegara's theory (2014: 164), emotional intelligence is the ability to understand oneself and others correctly, have an identity, a mentally mature personality. Don't be jealous, don't hate, don't get hurt, don't hold grudges, don't have excessive feelings of guilt, don't worry, don't get angry easily and don't get frustrated easily.

**Results of discussions regarding
ethics from Mr. I Nengah Warjita as
Manager of Restaurant Apung
Kintamani**

Based on the results of the researcher's interview with Mr. I Nengah Warjita, it can be said that he really upholds good and polite ethics. As we saw in the interview above, he said that every social being must have a good attitude, whether between colleagues or with subordinates,

because he also knows how to maintain a good attitude so that he can always provide comfort to employees. As a restaurant manager, you must have been trained for both basic skills and other levels, so for Mr. I Nengah Warjita, ethics is a basic thing that must be possessed by everyone without exception. As stated in the theory of Gorys (2005:14) which states that ethics is related to good living habits, both in a person and in a society or group of people. So Mr. I Nengah Warjita also applies this in his daily life both inside and outside of work.

**Results of Discussion Regarding
Ethics from Mr. Fernando Elnino
Tuela as Security Department
Employee**

Based on the results of the researcher's interview with Mr. Fernando Elnino Tuela, it can be said that ethics is a very influential thing for life and work. Because having someone who has good ethics towards fellow employees or visitors will also have a positive impact on the surrounding environment. As said in the interview above, when he received visitors whose behavior and words were inappropriate, he chose to remain calm and not do anything that could threaten himself or the good name of his restaurant. We can see this in Bertens' theory which says that there are two meanings of ethics as practical and as reflection. As a

practical matter, ethics means good moral values and norms that are either practiced or not practiced, even though they should be practiced. Ethics as a practical matter has the same meaning as morals or morality, namely what should be done, should not be done, is appropriate to do, and so on. Ethics as reflection is moral thinking. So he can also behave well because he can sort out what to do and what not to do.

Results of Discussion Regarding Ethics from Mrs. Putri Abriantini as an Employee in the Cleaning Department

Based on the researcher's interview with Mrs. Putri, it can be said that she has her own understanding of ethics, namely a person's good attitude which we can see from how a person uses their emotions in solving a problem. This statement came not just as a joke but because he experienced it himself, the problems he experienced while working gave him new knowledge that someone can treat us well if we can also respect them. Whether it can be called ethics or not, it is like the theory of (Abudinn Nata, 1996: 88), namely that ethics is a science that studies matters of good and bad in human life, especially those related to the movements of thoughts and feelings which are considerations and feelings, so that they can achieve the goal is in the form of action.

Results of discussions regarding ethics from Mrs. Ni Ketut Desiani as an employee in the cashier department

Based on the researcher's interview with Mrs. Desiani, she explained that work ethics really need to be paid attention to, because if someone does not have good work ethics, it will have a bad impact on the atmosphere of the work environment and fellow co-workers. Ethics is not only good behavior between people, but someone who has good work discipline can also be said to have a positive work ethic. As the results of the interview above show, the work he does is in accordance with the rules that apply in the restaurant and he has a strong belief in serving his work sincerely and sincerely. We can see this from the theory put forward by Asifudinyang (2007: 98) which says that an attitude of discipline has been instilled in all of us even since we were born into the world. A disciplined attitude at work, apart from making work more organized, also brings good ethical values to the organizational environment when working.

Results of the discussion regarding Work Life Balance from Mr. I Nengah Warjita as Manager of Restaurant Apung Kintamani

Based on the results of the researcher's interview with Mr. I Nengah Warjita, it can be said that balancing time between work and

family is quite difficult, but it comes back to what is prioritized and what needs to be done first. But that doesn't mean that family is an option, but more about dividing time between the two things. With predetermined working hours, Mr. I Nengah Warjita can divide his time well, by sorting out necessary and unnecessary activities and spending time while on holiday so that it can be seen from Schermerhorn's (2005) theory that work-life balance is a person's ability to balancing work demands with personal and family needs. Individuals who can balance their roles well, even though these individuals have demanding duties and responsibilities in two roles both within the organization and outside the organization.

Results of the Discussion Regarding Work Life Balance from Mr. Fernando Elnino Tuela as a Security Department Employee

Based on the results of the interview, the researcher with Mr. Fernando explained that dividing work time between friends and family was not quite difficult because he prioritized work. This was based on the fact that Mr. Fernando also did not live with his family in Bali. This way, time with family is not reduced, because communication is also maintained smoothly via telephone or sending messages. Basically, dividing time requires a person's ability to

determine priorities that should come first. There is a theory from McDonald and Bradley (2017) in Pangemanan et al (2017) regarding time balance which refers to the amount of time that an individual can give, both to their work and things outside their work.

Results of Discussion Regarding Work Life Balance from Mrs. Putri Abriantini as an Employee in the Cleaning Department

Based on the results of the researcher's interview with Mrs. Putri, it can be said that balancing time inside and outside work is very feasible. As the results of the interview above explain, he also has good time management regarding this matter, where he continues to carry out activities or activities outside of work well without abandoning his responsibilities as an employee. This allows Mrs. Putri to have good time to refresh because she can do it after coming home from work. Of course, in accordance with the theory of Parkes and Langford (2008) defines work life balance as an individual who is able to commit to work and family, and is responsible for both non-work activities.

Results of the discussion regarding work life balance from Mrs. Ni Ketut Desiani as a cashier employee

Based on the results of the researcher's interview with Mrs. Desiani, it can be seen that dividing her

time is not that difficult considering that she does not do many activities outside of work. Having a positive work environment makes Mrs. Desi choose to spend time having fun at work so that the activities she does are more beneficial in the future. Having a good and non-competitive work environment makes employees more enthusiastic about working so that dividing their time between work and family becomes less difficult and difficult. Like the factors explained in theory (Baron & Bryne, 2005), attitude is an evaluation of various aspects of the social world. Where in attitude there are components such as knowledge, feelings and tendencies to act. The attitude of each individual is one of the factors that influences work-life balance. The attitude here referred to is the treatment of fellow co-workers which is very influential, therefore building a positive work environment is one of the good things in a business.

CONCLUSION AND RECCOMENDATIONS

Based on the results of the discussion regarding the Importance of Emotional Intelligence and Ethics in the Work Life Balance of Employees at Restaurant Apung Kintamani, the following conclusions can be drawn: Human Resources (HR) is something that is very important and must be possessed in an effort to achieve organizational or company goals. Human resources (HR) are a very important factor that cannot be separated from an

organization, whether institutional or company. HR is also the key that determines the company's development. Having good quality and reliable human resources is the dream of all companies, which means that all employees must undergo training or training before being accepted. Several things that need to be considered are the emotional intelligence and ethics of an employee which will have an impact on the employee's work balance. By balancing these two characteristics, it will be easier for employees to divide their time between work, friendship and family. This is proven by the fact that a good employee's emotional intelligence will have an impact on a person's behavior towards other people, thereby providing a positive work atmosphere.

By practical results study This expected can broaden students' knowledge and can support existing theories, especially in the science of Human Resource Management, especially in the field of employee performance

LIMITATION

Study This only focused on Employee at Denpasar State Property and Auction Service Office, on next research expected can use mixed methods which results in a better understanding of the research problem compared to using only one approach.

CONFLICT OF INTEREST

Authors disclose no conflicts of interest Related to the work in this manuscript.

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