



THE EFFECT OF QUALITY OF WORK LIFE AND EMOTIONAL INTELLIGENCE ON PERFORMANCE AS VARIABLE ORGANIZATIONAL COMMITMENT THROUGH MEDIATION

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Abstract

The purpose of this study was to determine the effect of the quality of working life and emotional intelligence on the performance through organizational commitment as a mediating variable. The population of this study on nurses at Christian Hospital Ngesti Waluyo Temanggung as many as 189 people. Methods of data collection using questionnaires, interviews, and literature study. The sampling technique using proportional cluster sampling technique as many as 129 people. Methods of data analysis using classical assumption test, regression analysis and path analysis. Data were analyzed using IBM SPSS Statistics 21. The results showed that the quality of work life had a positive effect on organizational commitment. Emotional intelligence positive effect on organizational commitment. Quality of work life has a positive effect on performance. Emotional intelligence has a positive effect on performance. Organizational commitment has a positive effect on performance. The quality of work life positive effect on performance through organizational commitment. Emotional intelligence positive effect on performance through organizational commitment. Suggestions for the agency is to perform the briefing prior to work and to supervise and control the tasks and responsibilities of the nurse, then evaluated and the results communicated to the person concerned.

INTRODUCTION

Human resources is essentially a very important thing in an organization, because of the effectiveness and success of the organization depends on the quality and performance of human resources that exist in the organization (Susmiati & Sudarma, 2015). This realization has prompted strategic human resources as a major field of study in the development of management approaches and organization of human resources (Wright et al., 2005),

The phenomenon that often happens is that the performance of an agency that has been so good can be damaged either directly or indirectly

by various employee behaviors that are difficult to prevent (Susanti & Palupiningdyah, 2016).

Organizations must be aware and more realistic to get and be able to implement human resources effectively and efficiently. If individuals in a company that is human resources can run effectively, the company continues to run effectively (Ghonyah & Masurip, 2011). Consequently, managers play an important role to manage the performance of human resources in the right way in order to achieve company goals (Hamid et al., 2017). The organization that will be the winner in this century is only an organization that has high-performance human resources so that it is responsive to the environment (Widodo, 2010).

With regard to high performance, there are three perspectives among existing theories. A universalistic perspective that argues that some human resources practices are better than others and all organizations must implement such practices. Contingency perspectives argue that human resources policies must be consistent with aspects of the organization. The last perspective is a configuration that emphasizes the importance of patterns of human resource practices that affect performance (Delery & Doty, 1996).

The abundant number of employees requires an organization to think about how to utilize and optimize employee performance. This is because employees are one of the important assets needed by the organization to carry out the production process. The problem that arises is how to produce employees who have optimal performance. Optimal employee performance is one of the goals of the organization to achieve high work productivity (Taurisa & Ratnawati, 2012).

Employee performance is the level of success of employees in carrying out their duties and responsibilities. Many factors that affect employee performance can all be classified into two groups. Internal factors are factors that originate from within the employee where all values are embraced, perceptions, motivations, and goals to be achieved. While external factors of employees are factors that come from outside the employee (Ismail, 2006).

The first aspect that affects performance is the quality of work life. The quality of work life means the degree to which members of an organization can meet important personal needs through their experience in the organization. The quality of work life has gained prominence in organizational behavior as an indicator of the overall experience of employees at work. It plays a key role in any organization and influences people, work, performance and self-development and organizational development. Basically refers to and focuses on the relationship between employees and the environment in which employees work cooperatively and achieve results collectively (Chib, 2012).

The quality of work life is a form of philosophy that is applied by management in managing the organization in general and in particular human resources. A positive work atmosphere will create a quality of life conducive to the achievement of organizational goals. This condition is based on the quality of one's work life related to the behavior of the company's management, both inside and outside the workplace. Efforts to improve the quality of work life of an employee can

provide broad positive feelings, and ultimately will have an impact on improving the performance of employees (Irawati, 2015).

Walton (1974) states that the quality of work life is the perception of workers on the atmosphere and environment around their workplace. In subsequent developments the quality of work life is one form of philosophy applied by management in managing organizations and human resources in particular (Nahdluddin & Maf-tukhah, 2015).

The second aspect that affects performance is emotional intelligence. Emotional intelligence is defined as a set of abilities that involve perception and reasoning in an abstract way with information that arises from feelings (Mandell & Pherwani, 2003). Emotional intelligence as a capacity of emotion to increase thinking. This includes the ability to accurately feel emotions to access and generate emotions so that they can help thinking, understanding emotions, and emotional knowledge, and to reflect emotions emotionally so that they can encourage emotional and intellectual growth (Mayer et al., 2004).

Goleman (2000) states emotional intelligence is the ability to recognize our own feelings and the feelings of others, the ability to motivate ourselves, and the ability to manage emotions well in ourselves and in relationships with others. Meanwhile, according to Khanifah and Palupiningdyah (2015) emotional intelligence is the ability to understand, recognize, feel, manage and lead the feelings of oneself and others and apply them in personal and social life and related to the achievement of the desired goals and set.

In addition to the quality of work life and emotional intelligence that became the focus of this study is organizational commitment as a factor that influences performance. The success of an organization in achieving its objectives can be seen from high performance, where good organizational work can be demonstrated through active contributions of employees to the organization with organizational commitment (Aisyah & Wartini, 2016). Organizational commitment is defined in terms of the strength of the identification of individuals with specific organizational involvement. Commitment generally can occur because of 3 factors, namely strong belief and acceptance of the organization's goals and values, willingness to work hard on behalf of the organization, and a definite desire to maintain organizational membership (Porter et al., 1974).

Further by Fitriastuti (2013) organizational commitment is the desire of members of the organization to maintain its membership in the

organization and are willing to strive to improve its performance for the achievement of organizational goals.

The development of hospital management, both from the management and operational aspects is strongly influenced by various demands from the environment (Handayani, 2011). Previous research was from the research of Ramadhoan (2015) which examined the relationship between the quality of work life, employee performance, organizational commitment, and job satisfaction conducted on 600 employees of BRI in Malang, East Java. However, the study was conducted on a private nurse in the hospital in the district of Temanggung. The problem that often arises regarding the performance of nurses is the absence of nurses from the number of 189 nurses divided into 14 parts. The absence is referred to based on the absence of prior leave permission notification to the personnel sector. The results of the preliminary study confirm that there are still many nurses who are less orderly in terms of attendance. Whereas presence is one indicator of performance.

Hypothesis Development

Effect of Quality of Work Life on Organizational Commitment

The results of Farid et al. (2015) show that eight levels of dimensions of the quality of work life are fair and appropriate compensation, working conditions, use and capacity building, opportunities for growth and security, social integration, constitutionalism, work and total living space, and relevance social correlates positively with three dimensions of organizational commitment, namely affective, normative, and continuous. Setiyadi and Wartini (2016) states that a good quality of work life can foster the desire of employees to stay and survive in the organization. Based on the description of the development of the hypothesis, it can be arranged as follows:

H1: Quality of Work Life has a positive and significant effect on Organizational Commitment.

Effect of Emotional Intelligence on Organizational Commitment

The relationship between emotional intelligence on organizational commitment researched by Anari (2012) was found to be positively and significantly correlated. The implication of this finding is to maintain and pay attention to teacher knowledge. Organizations need to choose teachers who have high emotional intelligence because they have a positive impact that can maintain their membership and can balance in

working with the demands of existing organizations. Organizations also need to have the responsibility to provide an attractive and conducive work environment that will motivate teachers to improve organizational commitment. Based on the description of the development of the hypothesis, it can be arranged as follows:

H2: Emotional intelligence has a positive and significant effect on organizational commitment.

Effect of Quality of Work Life on Performance

The quality of work life is an effort to pay attention to and take care of employee needs in addition to their basic needs. The overall climate of the workplace is adjusted in such a way as to produce more experienced workers. The quality of work life is seen as an umbrella where employees feel satisfied with the work environment and work wholeheartedly and their support for management to improve productivity and the working life environment (Jain & Thomas, 2016). Based on the description of the development of the hypothesis, it can be arranged as follows:

H3: Quality of Work Life has a positive and significant effect on Performance.

Effect of Emotional Intelligence on Performance

Emotional intelligence is explored in a special sector to understand the various emotions and abilities that individuals have and how to overcome them. This is also supported to study the positive and negative effects of emotions (Gondal & Husain, 2013). Research conducted by Shih and Susanto (2010) shows that emotional intelligence both directly and indirectly influences work. The results of this study are because most conflicts cannot be avoided and occur to someone who does work. When conflicts arise, emotional intelligence can facilitate people to choose the appropriate conflict management style in a certain period of time that can improve performance. Based on the description of the development of the hypothesis, it can be arranged as follows:

H4: Emotional intelligence has a positive and significant effect on performance.

Effect of Organizational Commitment on Performance

Organizational commitment has an influence on the size of the performance (Ranihusna, 2010). Research by Tolentino (2013) shows that organizational commitment between academic staff and administrative personnel is

significantly different related to performance. Academic staff have a higher level of affective and normative commitment, while ongoing commitment is significantly higher for administrative staff. In order to improve performance, organizational commitment of academic staff and administrative staff must be strengthened to feel that organizational problems are also their problem.

Whereas for employees at the bank found that three dimensions of organizational commitment are important factors to improve the performance of banking employees. In this study shows that all dimensions of organizational commitment predict performance independently and together. That means that employees are willing to complete work goals because employees have the same goals and values as the organization (Hafiz, 2017). Based on the description of the development of the hypothesis, it can be arranged as follows:

H5: Organizational commitment has a positive and significant effect on performance.

Effect of Quality of Work Life on Performance through Organizational Commitment

The results of the mediation analysis conducted by Nayak and Sahoo (2015) show that organizational commitment partially mediates the relationship between the quality of work life on performance. This means improving performance because the quality of work life is partly due to the effect of organizational commitment. Health care organizations must consider aspects of organizational commitment in order to maximize the effects of quality of work life on performance. Based on the description of the development of the hypothesis, it can be arranged as follows:

H6: Organizational Commitment mediates the effect of Quality of Work Life on Performance.

Effect of Emotional Intelligence on Performance through Organizational Commitment

The main objective of Raza (2014) research is to explore the impact of emotional intelligence on job performance through the mediating effect of organizational commitment. The results show that there is a positive and significant impact on emotional intelligence on organizational commitment and performance. This study emphasizes the importance of emotionally intelligent workers. Thus the actions that need to be taken at work by keeping in mind the importance of these variables to increase productivity and efficiency of workers.

This can help entrepreneurs to get committed employees and maximum performan-

ce from their work. With this research one can increase employee productivity, maximize the level of organizational commitment and ultimately can improve job performance as well as the employee's retention period. Based on the description of the development of the hypothesis, it can be arranged as follows:

H7: Organizational Commitment mediates the effect of Emotional Intelligence on Performance.

Based on the attachment of the variables outlined, the research model proposed in the study can be seen in Figure 1.

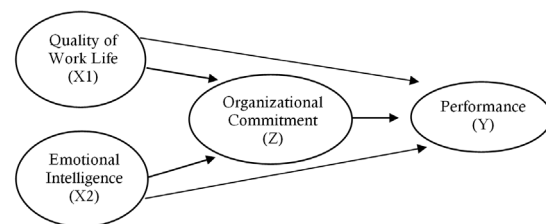


Figure 1. Framework

The population in this study were 189 nurses at Ngesti Waluyo Temanggung Christian Hospital. The sampling technique uses proportional cluster sampling.

Data collection methods using questionnaires using 1-5 Likert scale, observation and interviews conducted on the head of the nursing staff. The variables used in this study are the Quality of Work Life variable as an independent variable measured using 16 statement items. Emotional intelligence as an independent variable is measured using 10 statement items. Organizational commitment as a mediating variable is measured using 6 statements. Performance as a dependent variable is measured using 10 statements.

The instrument test uses the validity and reliability test using IBM SPSS Statistics 21 program. The validity of an indicator question item can be seen in the sig count output in the total construct row. If the sig count < sig table then the question item is declared valid.

The quality of work life of the 16 items of the statement is known that all statement items meet the criteria, namely the value of r count > r table (0.361). Thus all statement items can be used to measure indicators in the Working Life Quality variable.

Emotional Intelligence from 10 statement items is known that all statement items meet the criteria, namely r count > r table (0.361). Thus all statement items can be used to measure indicators in the Emotional Intelligence variable.

Organizational Commitment from 6 statement items is known that all statement items meet the criteria, namely $r \text{ count} > r \text{ table}$ (0.361). Thus all statement items can be used to measure indicators in Organizational Commitment variables.

The performance of 10 statement items is known that all statement items meet the criteria, namely $r \text{ count} > r \text{ table}$ (0.361). Thus all statement items can be used to measure indicators in the Performance variable.

While the results of reliability testing, a questionnaire was declared reliable if someone's answer to the question was consistent or stable over time. Reliability testing in this study uses the IBM SPSS Statistics 21 program. The reliability of an instrument is said to be good if it has a Cronbach Alpha value > 0.70 .

Table 5. Reliability Test Results

No.	Variables	Cronbach's Alpha	Criteria	Info.
1.	Quality of Work Life	.872	.70	reliable
2.	Emotional Intelligence	.732	.70	reliable
3.	Organizational commitment	.848	.70	reliable
4.	Performance	.901	.70	reliable

Classic Assumption Test

Normality test

Test a data that is normally distributed or not by Kolmogorov-Smirnov (K-S) non-parametric statistical test. If a significant level of probability is > 0.05 , then the research data is normally distributed.

Table 6. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		129
Normal Parameters ^{a,b}	Mean	.00000000
	Std. Deviation	4.06419328
Most Extreme Differences	Absolute	.056
	Positive	.056
	Negative	-.046
Kolmogorov-Smirnov Z		.641
Asymp. Sig. (2-tailed)		.806

a. Test distribution is Normal.

b. Calculated from data.

Test Multicollinearity

Multicollinearity test can be done by looking at the value of Tolerance and Variance Inflation Factor (VIF). Regression is declared free from multicollinearity if the Tolerance value is > 0.10 and the VIF value is < 10 .

Table 7. Test Results Multicollinearity

Coefficients ^a								
Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta				Tolerance	VIF
1	(Constant)	24.148	2.763		8.739	.000		
	QWL	.304	.060	.568	5.090	.000	.436	2.293
	EI	.137	.075	.163	1.839	.068	.689	1.451
	OC	-.319	.162	-.195	-1.969	.051	.554	1.804

a. Dependent Variable: JP

Table 8. Test Results Heteroskedasticity

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.450	1.673		.269	.789
	QWL	-.008	.036	-.029	-.217	.829
	EI	.030	.045	.070	.653	.515
	OC	.108	.098	.131	1.105	.271

a. Dependent Variable: RES2

Heteroscedasticity Test

Detecting the occurrence of heteroscedasticity by performing the Glejser Test, ie if a significant value is greater than 0.05, it can be concluded that heteroscedasticity does not occur.

RESULT AND DISCUSSION

Hypothesis testing

Partial Determination Coefficient R²

Used to find out how much the influence of variable X (quality of work life and emotional intelligence) on Y (performance) and X (quality of work life and emotional intelligence) on intervening variables (organizational commitment) partially. If R² approaches 1 (one), the stronger the model is in explaining the variation of the independent variable to the dependent variable. But if R² approaches 0 (zero), the variation of the independent variable will be weaker in explaining the dependent variable.

Table 9. Coefficient of Determination Quality of Work Life and Emotional Intelligence on Organizational Commitment

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.668 ^a	.446	.437	2.260

a. Predictors: (Constant), EI, QWL

b. Dependent Variable: OC

The magnitude of the contribution of the variable quality of work life and emotional intelligence to organizational commitment is known from the value of adjusted R² that is equal to 0.437 or 43.7%. This means that 43.7% of the variables are explained by the variable quality of work life and emotional intelligence, while the remaining 56.3% is explained by other factors outside the model.

Table 10. Coefficients of Determination of Work Life Quality, Emotional Intelligence, and Organizational Commitment on Performance

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.566 ^a	.321	.304	4.113

a. Predictors: (Constant), OC, EI, QWL

b. Dependent Variable: JP

The large contribution of the variable quality of work life, emotional intelligence, and organizational commitment to performance is known from the value of the determination coefficient of adjusted R² of 0.304 or 30.4%. This means that 30.4% of the performance variables are explained by the variables of work-life quality, emotional intelligence, and organizational commitment, while the remaining 69.6% is explained by other factors outside the model.

Partial test

Statistical test t basically shows how far an individual explanatory/independent variable is measured in explaining the dependent variable variation. This hypothesis is tested using statistical tests with criteria if the number of degree of freedom (df) is 20 or more and if $t > 2$ (in absolute value) and the degree of trust is 5%, then H₀ is rejected and H_a is accepted. In other words, an independent variable individually affects the dependent variable.

Based on Table 11, variable quality of work life (X1) has a t-value of 10.095 with a significant level of $0.000 < 0.05$. So it can be concluded that H1 which states "the quality of work life has a positive and significant effect on organizational commitment" is accepted.

Nurses with lower quality work are nurses who are less motivated to work and less committed to agencies. The quality of work life has the aim of not pressing and forcing its employees to continue working as in the Ngesti Waluyo

Table 11. Effect of Quality of Work Life on Organizational Commitment

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	8.947	1.100		8.134
	QWL	.218	.022	.667	10.095

a. Dependent Variable: OC

Table 12. Effect of Emotional Intelligence on Organizational Commitment

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	13.841	1.450	9.543	.000
	EI	.180	.043	4.218	.000

a. Dependent Variable: OC

Table 13. Effect of Quality of Work Life on Performance

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	23.450	2.052	11.429	.000
	QWL	.283	.040	7.024	.000

a. Dependent Variable: JP

Christian Hospital. One of the efforts of Ngesti Waluyo Christian Hospital in improving the quality of work life is to provide total living space and flexible work arrangements to nurses. This means that Ngesti Waluyo Christian Hospital also allows employees to use their time more efficiently by scheduling activities in a way that suits their best situation. Flexible work arrangements are considered to contribute to work dedication and nurse commitment to Ngesti Waluyo Christian Hospital.

The results of the study are the influence of work-life quality on organizational commitment supported by previous (Farid et al., 2015; Mohd. Ahamar Khan, 2015).

Based on Table 12, emotional intelligence variable (X2) has a calculated t value of 4.218 with a significant level of $0.000 < 0.05$. So it can be concluded that H2 which states emotional intelligence has a positive and significant effect on organizational commitment is accepted.

Nurses of Ngesti Waluyo Christian Hospital to be able to maintain the level of commitment to the agency in a consistent manner need to have high emotional intelligence so that nurses must manage and control their emotions in a balanced manner. Strong emotional intelligence requires high self-confidence in order to motivate nurses to be more positive with their own emotions and the emotions of others. Nurses of Ngesti Waluyo Christian Hospital who have high confidence will show their commitment to the agency.

The results of the study of the influence of emotional intelligence on organizational com-

mitment are supported by previous research (Rathi & Rastogi, 2009; Anari, 2012).

Based on Table 13, variable quality of work life (X1) has a value of t count of 7.024 with a significant level of $0.000 < 0.05$. So it can be concluded that H3 which states the quality of work life has a positive and significant effect on performance is accepted.

The quality of work life needs to be implemented, which can support the nurse performance of Ngesti Waluyo Christian Hospital. One of the factors of quality of work life that can improve the nurse's performance of Ngesti Waluyo Christian Hospital is a safe and healthy environment. It is widely accepted that nurses should not be exposed to working conditions that can negatively affect their physical and mental health. Safety and work safety at the Ngesti Waluyo Christian Hospital has been determined in accordance with the correct procedure. Whereas for a healthy environment, Ngesti Waluyo Christian Hospital is very concerned about the level of noise, lighting, and workspace that can support the improvement of nurses' performance.

The results of research on the influence of the quality of work life on performance are supported by previous research (Aketch, et al, 2012; Rai & Tripathi, 2015).

Based on Table 14, emotional intelligence variable (X2) has a t-value of 5.084 with a significant level of $0.000 < 0.05$. So it can be concluded that H4 which states emotional intelligence has a positive and significant effect on performance is accepted.

Table 14. Effect of Emotional Intelligence on Performance

Coefficients ^a						
Model		Unstandardized Coefficients		standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	26 052	2,311		11.271	.000
	EI	.346	.068	.411	5.084	.000

a. Dependent Variable: JP

Table 15. Effects of Organizational Commitments on Performance

Coefficients ^a						
Model		Unstandardized Coefficients		standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	29 777	2,833		10.510	.000
	OC	.395	.141	.241	2.802	.006

a. Dependent Variable: JP

Emotional intelligence is a very important factor for nurses of Ngesti Waluyo Christian Hospital who are directly related to patients or families of patients to improve the performance of both individual performance and agency performance. Emotional intelligence possessed by the Ngesti Waluyo Christian Hospital is combined with a combination of technical skills and analysis that can produce optimal performance. In improving performance, nurses of Ngesti Waluyo Christian Hospital are required to be able to develop self-control skills, this is so that nurses can express it in a more positive way.

The results of the study are the influence of emotional intelligence on performance supported by previous research (Shih & Susanto, 2010; M. Shahhosseini, A. D. Silong, I. A. Ismaill, J. N. Uli, 2012; Kim & Kang, 2013).

Based on Table 15, Organizational commitment variable (Z) has a t value of 2.802 with a significant level of $0.006 < 0.05$. So it can be concluded that H5 which states organizational commitment has a positive and significant effect on performance is accepted.

The level of commitment, both the commitment of nurses to the Ngesti Waluyo Christian Hospital and the Ngesti Waluyo Christian Hospital to nurses is needed because through this commitment a professional performance will be created. Organizational commitment given to nurses is one variable that greatly influences the high and low performance of nurses. Organiza-

tional commitment shows a strong belief, ability, and desire to involve and defend themselves to Ngesti Waluyo Christian Hospital, so that it will be a component of effectiveness in improving the performance of nurses in service to patients.

The results of the study of the influence of organizational commitment on performance are supported by previous research (Al Zefeiti & Mohamad, 2017; Tolentino, 2013; Hafiz, 2017).

Indirect Influence Path Analysis

Intervening variables are tested using path analysis method. Path analysis is an extension of multiple linear regression analysis, or path analysis is the use of regression analysis to estimate the relationship between variables (casual models) that have been predetermined based on theory (Ghozali, 2011). Path analysis cannot determine causal relationships and also cannot be used as a substitute for researchers to see the relationship between variables.

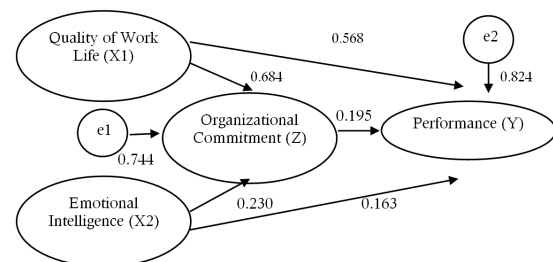
**Figure 2.** Path analysis

Table 16. Direct, Indirect, and Total Influence

No.	Variables	Influence	Organizational Commitment	Performance	Total
1.	Quality of Work Life	Directly	-	.568	.568
		Indirect	.684	.195	$.684 \times .195 = .134$
		Total Effect			$.568 + .134 = .702$
2.	Emotional Intelligence	Directly	-	.163	.163
		Indirect	.230	.195	$.230 \times .195 = .045$
		Total Effect			$.163 + .045 = .208$
3.	Organizational Commitment	Directly	-	.195	.195

Based on the calculation in Table 16, shows that the value of direct influence is 0.568, indirect effect is 0.134, and the total indirect effect is 0.702, so the total value of indirect influence > direct influence is $0.702 > 0.568$, meaning that organizational commitment in this study has an influence mediation. So it can be concluded that H6 which states “organizational commitment mediates the influence of the quality of work life on performance” is accepted.

Improved nurse performance that is influenced by the quality of work life is partly due to the effects of organizational commitment. Ngesti Waluyo Christian Hospital must consider aspects of organizational commitment to maximizing the influence of the quality of work life on nurse performance.

Based on the calculation in Table 4.27 shows that the value of direct influence is 0.163, indirect effect is 0.045, and the total indirect effect is 0.208, so the total value of indirect influence > direct influence is $0.208 > 0.163$, meaning that organizational commitment in this study has an influence mediation. So it can be concluded that H7 which states “organizational commitment mediates the influence of emotional intelligence on performance” is accepted.

Emotional intelligence affects the performance of nurses through organizational commitment because nurses have high emotional intelligence both in assessing and expressing so that nurses become more confident and have perfect control over the tasks they do. Nurses who have emotional intelligence can maintain attachment to Ngesti Waluyo Christian Hospital so that nurses' performance increases in providing health services to patients.

CONCLUSION AND RECOMMENDATION

The quality of work life has a positive and significant influence on organizational commitment at Ngesti Waluyo Christian Hospital. This means that the higher the quality of work life that is owned by nurses can encourage the organizational commitment of nurses at Ngesti Waluyo Christian Hospital.

Emotional intelligence has a positive and significant influence on organizational commitment at Ngesti Waluyo Christian Hospital. This means that the more nurses can recognize their emotions and the emotions of others and can motivate themselves and be able to manage their emotions, the higher the desire of nurses to remain in the agency.

The quality of work life has a positive and significant effect on the nurse performance of Ngesti Waluyo Christian Hospital. This means that the higher the quality of work life that is owned by nurses can improve the performance of nurses at Ngesti Waluyo Christian Hospital.

Emotional intelligence has a positive and significant influence on the performance of nurses at Ngesti Waluyo Christian Hospital. This means that the more nurses can recognize their emotions and the emotions of others and can motivate themselves and manage their emotions, the higher the performance of nurses.

Organizational commitment has a positive and significant influence on the performance of nurses at Ngesti Waluyo Christian Hospital. That is, the higher the level of organizational commitment, the higher the performance of nurses in carrying out their duties. The quality of work life has a positive and significant effect on the per-

formance of nurses through organizational commitment. These results prove that the higher the quality of work that the nurse has, the nurse's desire to remain in the institution will influence the performance of nurses at Ngesti Waluyo Christian Hospital.

Emotional intelligence has a positive and significant effect on nurse performance through organizational commitment. This result proves that nurses who can recognize their emotions and emotions of others and can motivate themselves, and can manage their emotions with high emotional intelligence, the desire to remain in the institution will be higher, so that through organizational commitment will affect performance nurses at Ngesti Waluyo Christian Hospital.

The advice given in an effort to improve the performance of nurses is Ngesti Waluyo Christian Hospital provides support and encouragement to nurses by conducting routine breeding before doing work both in each group or as a whole nurse to achieve personal identity, interpersonal openness between nurses, and not the existence of stratification in agencies.

Nurses must be more friendly, both easily smiling and greeting or giving greetings to patients, families, nurses, and superiors.

Ngesti Waluyo Christian Hospital conducts supervision and control so that the work is in accordance with the responsibilities of the nurse, then evaluates and the results are delivered to the nurse concerned.

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