OPTIMIZATION OF INTELLECTUAL CAPITAL TO REALIZE EMOTIONAL INTELLIGENCE THROUGH ORGANIZATIONAL STRESSORS

JAM
20, 3
Received, May '22
Revised, June '22
July '22
August '22
Accepted, August '22

Fachrudy Asj'ari
I Made Bagus Dwiarta
Suharyanto
Universitas PGRI Adi Buana Surabaya, Indonesia
Puri Setioningtyas Widhayani
The Hungarian University of Agriculture and Life Sciences Budapest Hungaria

Abstract: This research is important for the achievement of the college plan because at PGRI University Adi Buana Surabaya is also developing student cooperatives and employee cooperatives so that business sustainability occurs that can educate employees and students to get to know cooperatives and entrepreneurship. This study aims to test the influence of intellectual capital on emotional intelligence through organizational stressors as an intervening variable for cooperative actors in Surabaya. This study analyzes how intellectual capital plays a role in optimizing organizational stressors and emotional intelligence and how organizational stressors play a role in optimizing the emotional intelligence of cooperative actors in Surabaya. Some variables are analyzed as factors that affect emotional intelligence, namely intellectual capital and organizational stressors. This study is a type of explanatory study, reviewed from its analytical approach and classified into quantitative methods. The population of this study is all cooperative actors in Surabaya, and the sample is determined based on accidental techniques. Sampling in this study used Ferdinand's formula with the number of samples used as many as 156 people. The data was collected through questionnaires and analyzed using SEM (semantic equation modeling). This research is useful for the development of human resource management science. This study showed that intellectual capital has a significant and positive effect on organizational stressors, and intellectual capital has a significant and positive effect on emotional intelligence. In contrast, organizational stressors have insignificant and negative effects on emotional intelligence. The Cooperative is expected to solve or fix the cooperative actors' organizational stressors to solve the cooperative actor's problems.

Keywords: Intellectual Capital, Organizational Stressor, Emotional Intelligence, Cooperative

Cite this article as: Asj'ari, F., Dwiarta, I.M.B., Suharyanto, and Widhayani, P.S. 2022. Optimization Of Intellectual Capital To Realize Emotional Intelligence Through Organizational Stressors. Jurnal Aplikasi Manajemen, Volume 20, Number 3, Pages 488–499. Malang: Universitas Brawijaya. DOI: http://dx.doi.org/10.21776/ub.jam.2022.020.03.03.

Journal of Applied Management (JAM) Volume 20 Number 3, September 2022 Indexed in DOAJ - Directory of Open Access Journals, ACI - ASEAN Citation Index, SINTA - Science and Technology Index, and Google Scholar.

Corresponding Author: Fachrudy Asj'ari, Universitas PGRI Adi Buana Surabaya, Indonesia, DOI: http://dx.doi.org/10.21776/ub.jam.2022.020.03.03

Until the last few decades, knowledge had an actual existence but did not get proper recognition. In some areas of industrialization, employees become a vital resource in a company, namely physical resources. Therefore, the company seeks to provide knowledge to its employees as capital to compete with competi-

tors, and these resources make the company a ruler in the industrial world. During this period, many industries do not recognize the value of knowledge. But today, those perspectives will be different, as will the success of the entrepreneurial field brought about by intellectual capital. Intellectual capital is an essential component of people's knowledge base. Community-based knowledge relies on professional associations from different departments and industry sectors. Professional associations or partnerships depend on the quality of those human relationships.

Each team's emotional intelligence will help enhance acquisitions and accelerate the transfer of intellectual capital. Leaders in a knowledge-based organization must be familiar and well-versed with emotional intelligence traits to succeed. The pillars that drive and bring success based on a leader's knowledge are building relationships, sharing information, creating new ideas, improving learning, and providing new knowledge to the group or organization. He leads through his intellectual capital and emotional intelligence. The pillars of intellectual capital depend entirely on the components of emotional intelligence.

A person can become competitive in emotional skills only if they have more than average emotional intelligence. These skills are also commonly referred to as emotional competence, a combination of personal and social skills that lead to superior performance at work. An organization's knowledge is based on the demand for more intellectual assets than emotional intelligence. Individual knowledge and experience, the total of this responsibility lie in the leader's emotional intelligence, the leader's intellectual capital, and the team's emotional intelligence. The active emotional intelligence of the team comes from a working group where leaders and members have good intellect and intelligent emotions. Leaders in society's knowledge base strive to meet the diverse interests of workers with knowledge, organizational goals, and customer harmony. Leaders work towards success at the top to achieve leader-based knowledge. The need for emotional intelligence and intellectual capital of an emerging knowledge-based organizational leader is to balance the differences in the needs of employees, organizations, and customers (Gaur and Gupta, 2017).

The strategic plan in this research falls into the entrepreneurship skills of business actors, business sustainability, MSMEs and cooperatives, models of cooperation between educational institutions and the business world, and the improvement of HR competencies. The innovations targeted in research each year are to Identify the increase in employee emotional intelligence of cooperative actors through the application of intellectual capital and organizational stressors. Data is obtained through surveys, documentation, and questionnaires to respondents and further analyzed using quantitative descriptive statistics. Produce a cooperative development policy scenario in Surabaya. The second innovation targeted in research each year is the Respondents' perception of intellectual capital and organizational stressors and emotional intelligence obtained through the first phase of research is the initial condition of the analysis. Predictions of future cooperative improvement can be measured through simulation of problem-solving in the group of cooperative actor respondents. All stages of modeling, model simulation, and up-to-model validation are done with Amos software.

Intellectual capital and emotional intelligence complement each other. Emotions lead to creativity, innovation, initiative, and transformation for the better. Logical reasoning harmonizes the interests of process and technology with a touch of human feeling. Emotions are also one of the driving forces and drivers. There is a lot of evidence to suggest that a person's fundamental values and disposition in their life are rooted not only in the Intelligence Quotient but rather in their emotional abilities. In this modern era, a style of work tends to be more flexible and open that can combine various abilities and intelligence. The combination of emotional and intellectual in helping others solve a problem is extraordinary. The point of meeting emotional intelligence is to keep honing intellectual skills while feeling and believing in the state of the heart.

Ginanjar (2001) stated that the most appropriate measure for testing is the ability to store two

opposing ideas in opposing minds but still have the ability to function. High-level intelligence combines Emotional Quotient and Intellectual Quotient and maintains the ability to function and makes it better. Today, managing intellectual capital within an organization has become one of the most important issues in the organization. Many types of resources are not yet reflected. Given that they considerably affect manufacturing profits, functions, and value, it requires more attention, resources, and emphasis than the organization's management board. Managing intellectual capital enables organizations to develop and expand organizational benefits. Since organizational benefits can be achieved based on intellectual capital, there are improvements in them that require the effects of intellectual capital management. As a result, there will be improvements in business and values to be made. So many theorists believe that the next decade is the decade of value-making through intellectual capital for organizations and countries (Sarlak et al., 2012).

The concept of intellectual capital has become necessary in leading an organization in a broader scope and a broader sense, namely the transformational leadership of the state. Thus, creating divisions and establishing roles for elements of intellectual capital and affective elements in each stage of effective transformational leadership becomes important in building intellectual capital in an organization. Because in essence, transformational leaders tend to be calm in improving and renovating their organizations, they will choose to give knowledge to their employees and develop them. Transformational leaders can make decisions about determining business strategies, concept-making processes, enhancing innovation and creativity, expanding operations and knowledge-sharing cultures, understanding organizational social networks, determining factors related to change, assessing and evaluating the intellectual capital and knowledge of the management functions of an organization (Sarlak et al., 2012).

Based on the description in the background, it is known that, in general, this study aims to increase the emotional intelligence of cooperative actors in Surabaya. Intellectual capital refers to knowledge and knowing capability from social collectivity, such as organizations, intellectual communities, or professional practitioners. The orientation towards intellectual capital builds on central themes and differences in substantial and expanding literature over knowledge and knowledge process. Many of these themes have a long history in the philosophy and thought of westerners, going back to Plato, Aristotle, and Descartes. Nggermanto (2002) said today that three types of intelligence must be possessed by someone, namely Emotional Quotient (EQ), Intellectual Quotient (IQ), and Spiritual Quotient (SQ). These three elements are related to each other. Intellectual intelligence (IQ) is the minimum competence requirement, while spiritual intelligence (SQ) is instrumental in reaching the top.

In contrast, emotional intelligence includes different abilities but complements academic intelligence, i.e., cognitive abilities as measured by IQ. Still, Nggermanto (2002) says that IQ determines a person's success by 20 percent, while EQ contributes 80 percent. A person's emotional intelligence can be developed better and more prospectively than an Intellectual Quotient. Emotional intelligence can be applied to a wider scope, namely to work, learning, teaching, etc. When translated more deeply, the development of the emotional quotient can indicate the progress of human prowess in maintaining an emotion of self.

Surabaya, one of East Java's major industrial cities, became a center for the development and productivity of cooperatives. Therefore, the research aims to analyze how intellectual capital plays a role in optimizing the organizational stressors of cooperative actors in Surabaya. The second purpose is to analyze how intellectual capital can optimize the emotional intelligence of cooperative actors in Surabaya. The last purpose is to analyze how organizational stressors play a role in optimizing the emotional intelligence of cooperative actors in Surabaya. This research is essential for achieving the college plan because PGRI University Adi Buana Surabaya is also developing student cooperatives and employee cooperatives so that business sustainability occurs that can educate employees and students to get to know cooperatives and entrepre-

neurship. For employees and lecturers, college cooperatives are useful to meet their needs and prosper. In addition, the entrepreneurship skills of business actors are needed by PGRI Adi Buana University Surabaya students to apply entrepreneurial concepts and theories in universities. In addition, this research is also helpful for developing a model of cooperation between educational institutions and the business world and improving human resource competence.

LITERATURE REVIEW

State of The Art

Intellectual capital can be grouped into two categories, namely: non-monetary measurement and monetary measurement (Tan et al., 2007). Hartono in Ulum (2009) outlined some advantages of using non-monetary measurements in measuring intangible corporate assets. The advantage is the non-monetary measurement will be easier to show the elements that build intellectual capital in the company. While monetarily, it will be difficult to do. The second advantage is that monetary attributes can not measure internal development's influence in forming intellectual capital. The last advantage is capitalizing costs into assets will result in the manipulation of profits. Many overseas researchers have conducted research on the measurement of intellectual capital in literature and in direct application to companies (Abidin and Kadir, 2003). Beginning in 1992, Arthur Andersen researched the valuation of intangible assets. The survey was conducted on several companies in the UK. Andersen provides several methods that can be used to assess the company's intangible assets (Abidin and Kadir, 2003), which are Marked Based, Economic Based, and Hybrid Based Model. Marked Based, which includes equalable market values. Economic Based includes net cash flowlearings, brand contributions, and royalty methods. The Hybrid Based Model includes an asset and premium (PE) approach.

Cooperation

Article 33 of the 1945 Constitution mentioned that one of the economic milestones of the Republic of Indonesia is based on joint efforts and the principle of family. Therefore, the government established cooperatives as one of the tools to achieve prosperity. Cooperatives are also one of the tools to achieve greater capabilities for their members to participate in Indonesia's economic system, which focuses on the quality aspect of development based on strength. The structure of a cooperative organization is formed following ideology and development strategies to obtain strategic competitiveness. So each Cooperative may have a different form functionally because it adapts to the developed strategy, but ideologically especially related to cooperative organizational tools, will show similarities. It's good we talked a little about cooperative organizational tools. At least in cooperatives, we know three organizational devices that are commonly used, namely, meeting members, administrators, and supervisors.

Intellectual Capital

Williams in Ulum (2009) defined the enhanced value of a firm as attributable to assets, generally of an intangible nature, resulting from the company's organizational function, processes, and information technology networks, the competency and efficiency of its employees, and its relationship with its customers. Intellectual assets are developed from creating new knowledge and innovation, applying present knowledge to present issues and concerns that enhance employees and customers, packaging, processing, and transmission of knowledge, and the acquisition of present knowledge created through research and learning. Often Intellectual Capital is defined as a knowledge resource in the form of employees, customers, processes, or technologies that companies can use in the process of value creation for the company (Bukh et al., 2005). Petty and Guthrie (2000) suggested that intellectual assets can be considered Intellectual Capital. Most definitions of Intellectual Capital proposed by experts consider that the benefits of Intellectual Capital do not need to be immediately identified but tend to be accrualized through a long-term period (Abeysekera, 2007).

Intellectual Capital Dimension

Abidin and Kadir (2003) stated that Intellectual Capital consists of three main elements: Human Capital, Structural Capital or Organizational Capital, and Relational Capital or Costumer Capital. Brinker (1998) provides some basic measurable characteristics of Human Capital: training programs, credentials, experience, competence, recruitment, mentoring, learning programs, individual potential, and personality. Structural capital is an organization or company's ability to fulfill the company's routine processes and structures that support employee efforts to produce optimal intellectual and overall business performance. For example, the company's operational system, manufacturing processes, organizational culture, management philosophy, and all forms of intellectual property owned by the company. Relational capital is a harmonious relationship/ association network owned by the company with its partners, both from reliable and qualified suppliers, coming from loyal customers and satisfied with the services of the company concerned, derived from the company's relationship with the government and with the surrounding community. Relational capital can arise from various parts outside the corporate environment that can add value to the company.

Organizational Stressor

Waldo (1971) stated that the definition of organization is the structure of relationships between people based on the authority and is fixed in an administrative system. According to Thoha (2003), an organization is a structured relationship framework that shows the authority, responsibility, and division of labor to carry out a particular function. This structured relationship is called hirakaki, and the consequence of hirakaki is the existence of a category of superior groups with subordinate groups. In organizations, every individual is required to have human resource capabilities because the main factor of the organization is human resources. According to Thoha (2003), indicators of organizational stressors are first that humans differ in behavior because their abilities are not the same. The second is people think about the future and choose how to act. The third is a person understands his environment concerning his past experiences and needs. Five is someone has happy or unhappy reactions. The last is Many factors determine a person's attitude and behavior.

Emotional Intelligence

According to Robbins (2008), emotional intelligence is a person's ability to detect and manage emotional clues and information. George and Jones (2005) define emotional intelligence as the ability to understand and manage one's feelings and emotions as well as the emotions and feelings of others. According to Suharsono (2005), emotional intelligence is the ability to see, observe, recognize and even question oneself. Emotional intelligence not only serves to control the self but, more than that also reflects the ability to "manage" an idea, concept, work, or product, so that it becomes the interest of many people. Davies (in Casmini, 2007) explained that emotional intelligence is a person's ability to control oneself and others' emotions, distinguish one emotion from another and use those emotions to guide one's thought process and behavior. In contrast, according to Goleman (2001), emotional intelligence is the ability that includes self-control, passion, perseverance, and the ability to motivate oneself.

Indicators of Emotional Intelligence

According to Goleman (2001), to put Gardner's personal intelligence in the basic definition of emotional intelligence, he triggered and expanded that ability into five main abilities. Recognizing Self-Emotions, Managing Emotions, Motivating Yourself, Recognizing Other People's Emotions, and Building Relationships.

HYPOTHESIS DEVELOPMENT

Most definitions of Intellectual Capital proposed by experts consider that the benefits of Intellectual Capital do not need to be immediately identified but tend to be accrualized through a long-term period (Abeysekera, 2007).

Hypothesis 1: Intellectual Capital (X1) has a direct effect on Organizational Stressors (Y1)

Table 1. Preliminary Studies and What Researchers Will Conduct

No	Year	Name	Title	Conclusion
1	2010	Murti	The Effect of Intellectual Capital on Company Performance (Study on Companies Listed on the Indonesia Stock Exchange)	The positive influence of intellectual capital on the company's financial performance. The positive influence of intellectual capital on the company's future financial performance positive influence on a company's future financial performance
2	(2016)	Mulyani	The Influence of Intellectual Intelligence, Emotional Intelligence, and Spiritual Intelligence on Employee Performance with Religiosity as a Moderating Variable (Case Study of BNI Syari'ah Yogyakarta)	Intellectual intelligence has a significant positive effect on employee performance. Intellectual intelligence has a significant positive effect on employee performance. Spiritual intelligence has a significant positive effect on employee performance.
3	2016	Ananda Eka Puteri, Hamidah Nayati Utami, Ika Ruhana	The Effect of Organizational Stressor on Organizational Commitment and Employee Performance (Study on Employees of PT Telkom Indonesia Tbk Witel East Java, South Malang)	1. *Organizational stressors have a* negative and significant effect on organizational commitment. 2. *Organizational stressors have a* negative and significant effect on employee performance.
4	2019	Dedy Fajar Kurnain	The influence of stressors on employee performance through employee work stress at PT. Bank Negara Indonesia (Persero) Kediri branch. Journal of Business Sketches Universitas Gajayana Malang vol.6 No.2.	The individual, group, and organizational stressors have no significant effect on work stress. The individual, group, organizational, and work stress have no significant effect on performance.
5	2014	I. Ketut Surabagiarta and Suharyan	The Influence of Brand Equity and Customer Value on Customer Response of the Setia Bhakti Wanita Cooperative in Surabaya	1. There is an influence of empowerment on the productivity of Micro, Small, and Medium Enterprises in Jatikalang Village, Prambon District, Sidoarjo. 2. There is the influence of other variables outside the variables that affect this research.

Negative organizational stressors response is certainly very detrimental to the organization's cognitive performance or intellectual function (Purnawati, 2014). Intellectual capital can increase the company's organizational value and get better profits to increase revenue. Organizational stress can be reduced by increasing the company's organizational value (Ulum, 2019).

Hypothesis 2: Intellectual Capital (X1) has a direct effect on Emotional Intelligence (Y2).

Emotional intelligence not only serves to control the self but, more than that also reflects the ability to "manage" an idea, concept, work, or product, so that it becomes the interest of many people. Davies (in Casmini, 2007) explained that emotional intelligence is a person's ability to control oneself and others' emotions, distinguish one emotion from another and use those emotions to guide one's thought process and behavior. Intellectual capital is accumulating knowledge and skills to achieve a competitive advantage. Therefore emotional intelligence is a factor that affects intellectual capital. (Heidari et al., 2018)

Hypothesis 3: Organizational Stressor (X1) has a direct effect on Emotional Intelligence (Y2)

Emotional intelligence can influence Individual career development, and an organizational commitment, among others, determines the success of employee career development. Organizational commitment also has aspects that are influenced by organizational stressors (Rachmelya and Suryani, 2017).

METHOD

This study is a type of explanatory study, reviewed from its analytical approach and classified into quantitative methods. The variables in this study consisted of exogenous variables, namely intellectual capital, Organizational stressor as an intervening variable, and emotional intelligence as endogenous variables. The research population is all cooperative actors in Surabaya. The sampling technique in this study is accidental. Concerning the number of samples (sample size), Ferdinand (2002) provides the following sample size guidelines.

Fishbone Research Diagram

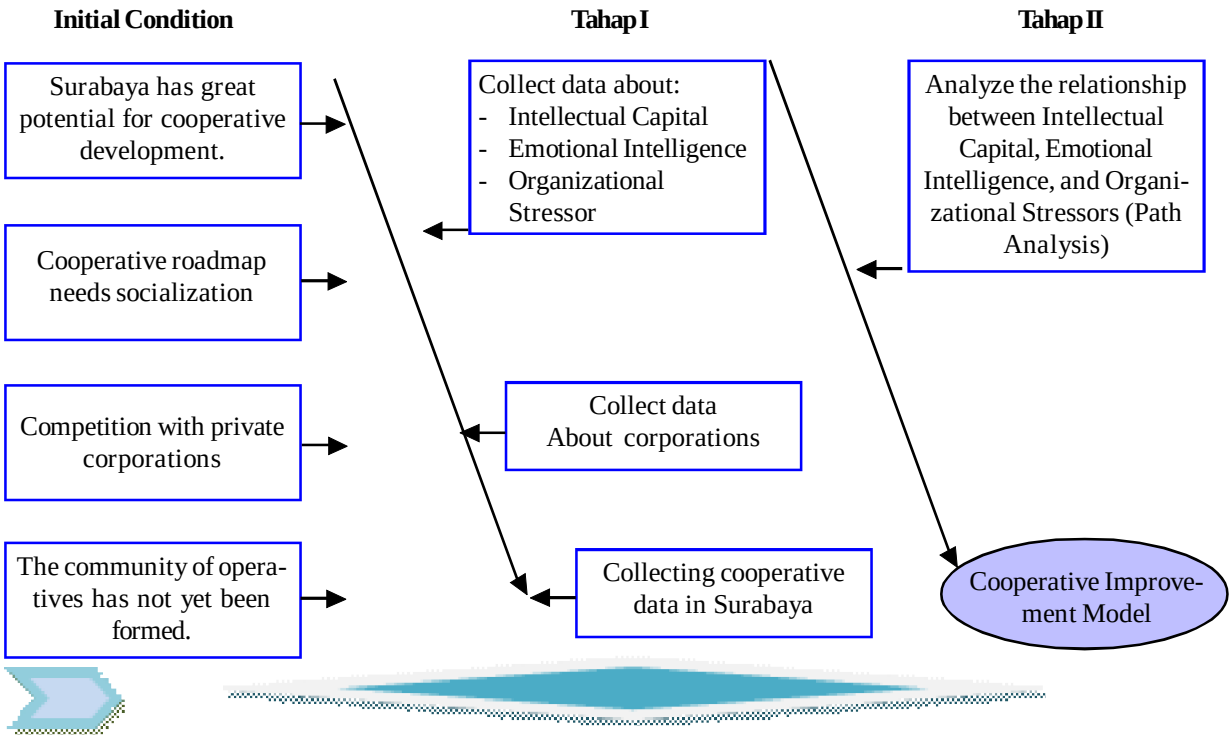

Figure 1. Fishbone Research Diagram

Sample 100-200 for maximum Likelihood Estimation technique depends on the number of parameters estimated. The guideline is 5-10 times the number of estimated parameters. Depending on the number of indicators used on all latent variables. The number of samples is the number of indicators multiplied by 5 to 10. The researcher can choose the estimation technique if the sample is very large. For example, if the sample count is 2500, the ADF estimation technique (Asymptotically Distribution Free Estimation) can be used.

Based on this opinion, in this study, the number of indicators is 26 consisting of intellectual capital indicators amounting to 16, organizational stressor indicators amounting to 5, and emotional intelligence indicators amounting to 5. So 26 times 6 equals 156. So the number of samples used in this study is 156 respondents. The conceptual framework developed in this research refers to the study of various libraries that have been carried out. Based on the literature review results, the theoretical framework of thought to be developed in this study is as in figure 2.

The first stage is to identify the embodiment of the emotional intelligence of cooperative actors through optimization of the application of Intellectual Capital and Organizational Stressors. Data is obtained through surveys, documentation, and questionnaires to respondents and further analyzed using quantitative descriptive statistics. Second stage is the Respondents' perception of Intellectual Capital and Organizational Stressors, and emotional intelligence obtained through the first phase of research is the initial condition of the analysis.

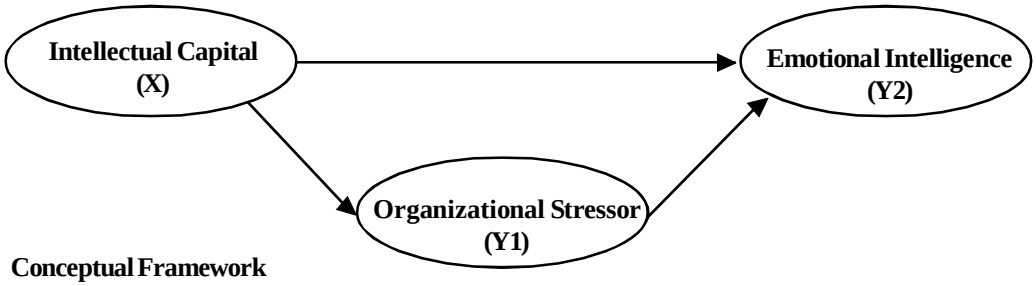

Figure 2. Conceptual Framework

Predictions of future emotional intelligence improvement can be measured through simulations of problem-solving in the group of cooperative respondents. The entire stage of modeling, model simulation, up to model validation is done with AMOS software. The final result of this research is to design a cooperative optimization model in Surabaya. The analysis results were obtained about the optimization of cooperatives in stage I (first) and the results of phase II (second) analysis in the form of variables that affect emotional intelligence. Cooperative actors are used as a basis for designing external models of research results.

RESULTS

SEM Assumption Test Results

Several assumption tests are carried out in SEM, namely normality and linearity.

Normality Test

The assumption of multivariate normality was tested with the help of the AMOS 6 software in Appendix 4, indicating that multivariate data is not normally distributed. That is indicated in the critical ratio of 5.903, with the Z_{count} calculated critical value for a 5% is 1.96. Since almost all CR values are > 1.96, the assumption of multivariate normality is not met. However, based on the central limit proposition, the statistics will be normally distributed if the sample gets bigger. With a sample size of N=156, the data on this dissertation study is considered to have met the central limit, so the assumption of data normality is not critical and can be ignored.

Linearity Test

The linearity assumption test is done with the Curve Fit method, calculated with the help of SPSS software. The result of linearity is presented in Table 2. The reference used is the principle of parsimony when all models used as a basis for significant or nonsignifiable testing mean the model is said to be linear. The model specifications used for testing are linear, quadratic, cubic, inverse, logarithmic, power, compound, growth, and exponential. The results of the linearity test of relationships between variables are presented in full in Table 2. While briefly presented in Table 2, the entire relationship is linear.

Table 2 shows that all relationships between variables are linear, so the assumption of linearity required in SEM analysis is fulfilled. The results of the direct path of influence hypothesis can also be seen in the path diagram image as follows.

Intellectual Capital (X1) has a direct effect on Organizational Stressors (Y1). The results of sem analysis of intellectual capital variables (x1) against organizational stressors (Y1) obtained a direct influence path coefficient of 0.259 and p-value of 0.013. There is enough empirical evidence to accept the hypothesis that "intellectual capital (X1) has a direct effect on organizational stressors (Y1)". Given the path coefficient marked positive (0.259), the relationship between these two variables is positive, meaning that the better intellectual capital, the higher the organizational stressor of employees. Intellectual Capital (X1) has a direct effect on Emotional Intelligence (Y2). The results of sem analysis

Table 2. Results of Linearity Assumption Testing

Independent Variable	Dependent Variable	Test Result (α = 0,05)	Decision
Intellectual Capital (X_1)	*Organizational Stressor* (Y_1)	Model linier signifikan	Linier
Intellectual Capital (X_1)	*Emotional Intelligence* (Y_2)	Model linier signifikan	Linier
Organizational Stressor (Y_1)	*Emotional Intelligence* (Y_2)	Semua model nonsignifikan	Linier

Source: Processed Data, 2022

Table 3. Direct Effect Hypothesis Testing Results

Independent Variable	Dependent Variable	Path Coefficient	p-value	Description
Intellectual Capital (X_1)	*Organizational Stressor* (Y_1)	0,259	0,013	Significant
Intellectual Capital (X_1)	*Emotional Intelligence* (Y_2)	0,257	0,012	Significant
Organizational Stressor (Y_1)	*Emotional Intelligence* (Y_2)	0,045	0,593	Nonsignificant

Source: Processed Data, 2022

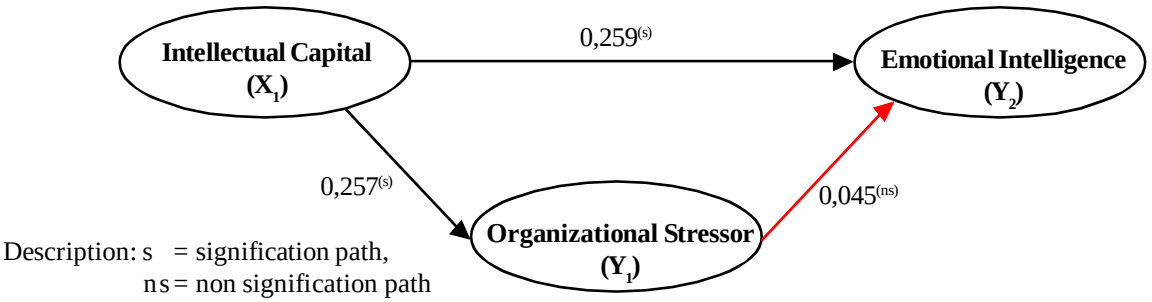

Figure 3. Diagram of Path of Hypothesis Testing Results

of intellectual capital variables (X1) to emotional intelligence (Y2) obtained the direct influence path coefficient of 0.257 and p-value of 0.012. There is enough empirical evidence to accept the hypothesis that "intellectual capital (X1) has a direct effect on emotional intelligence (Y2)". Given the positive path coefficient (0.257), the relationship between these two variables is positive, meaning that the better intellectual capital, the higher the employee's emotional intelligence. Organizational Stressor (X1) has a direct effect on Emotional Intelligence (Y2). The results of sem analysis of organizational stressor variables (Y1) to emotional intelligence (Y2) obtained a direct influence path coefficient of 0.045 and p-value of 0.593 (nonsignificant). There is not enough empirical evidence to accept the hypothesis that "organizational stressor (X1) has a direct effect on emotional intelligence (Y2)".

DISCUSSION

Intellectual Capital has a Direct Effect on Organizational Stressors

It means that the relationship between these two variables is positive, meaning that the better intellectual capital, the higher the organizational stressor of employees. It can be explained by the fact that the relationship between intellectual capital and organizational performance is indirect, suggesting that some variables exist that mediate or moderate the relationship. It is in line with research that states that intellectual capital, which includes human resources, structural capital, and relational capital is an intangible asset that plays a vital role as a resource in achieving sustainable competitive advantage. Through proper intellectual capital management, companies can develop their resources to support the achievement of organizational goals and objectives. Organizational stressors can be overcome by achieving organizational goals and objectives (Tan, 2017).

Intellectual Capital has a Direct Effect on Emotional Intelligence

The relationship between these two variables is positive, meaning that the better intellectual capital, the higher the employee's emotional intelligence. That is in line with several concepts described that intellectual capital is the accumulation of knowledge (hard skills and soft skills), experience, attitudes, critical thinking, creativity, and innovation used to increase organizational productivity. This accumulation of knowledge supports the emergence of emotional intelligence in supporting productivity. (Asrarudin, 2021). The premise that the emotional intelligence of the individual team members may contribute more to creativity in new product development than that of the leader is an intriguing proposition. The findings of this study confirmed several relevant studies that emotional intelligence influences intellectual capital that supports work productivity. (Moghaddam, 2017). Shifting the focus from the leader to the team members and, ultimately, the combined EI of the team may be critical in understanding the role of EI in the innovation process and the management of intellectual capital flows in the organization (Massaro et al., 2016).

Organizational Stressor has a Direct Effect on Emotional Intelligence

There is not enough empirical evidence to accept the hypothesis that "organizational stressor has a direct effect on emotional intelligence (Y2)". Work-related organizational stressors are conceptually a perceived imbalance between individuals and other individuals in the work environment. Unpleasant living conditions cause discomfort at work, so that good emotional intelligence can reduce the emergence of stressors (Ates, 2015). Components of emotional intelligence are self-awareness, self-management, social awareness, and relationship management. The components of self-awareness and self-management are related to the individual's personal capabilities. In contrast, the components of social awareness and relationship management are associated with the social capabilities of the individual. In this study, the relationship between self-awareness and self-management components, i.e., components relevant to the personal capabilities of the individual and job stress, was significant (Kumar and Muniandy, 2012).

CONCLUSIONS

Intellectual Capital has a significant and positive effect on the organizational stressor of Cooperative actors in Surabaya. Intellectual Capital has a significant and positive influence on the emotional intelligence of Cooperative actors in Surabaya. Organizational stressor has a significant and positive effect on the emotional intelligence of Cooperative actors in Surabaya.

RECOMMENDATIONS

Cooperative actors Employees should be able to increase emotional intelligence, such as dividing homework into corporate tasks and prioritizing what matters between family and work. The Cooperative is expected to solve or fix the cooperative actors' organizational stressors to solve the cooperative actor's problems. By giving enough time for cooperative actors to get the job done. For future researchers, researchers are expected to continue research on intellectual capital guided by the organizational stressor and emotional intelligence variables and by using additional variables that can reinforce research assumptions.

REFERENCES

Abeysekera, I. 2007. *Intellectual Capital Reporting Differences between a Developed and Developing Nation*. Journal of Intellectual Capital, Vol. 8.

Abidin, S. and Kadir. 2003. *Intellectual Capital Disclosure Commitment/ : Myth or Reality?*. Journal of Intellectual Capital, Vol.13, pp. 39-56.

Asrarudin, Dyah Utami Dewi. 2021. *Dampak Kecerdasan Emosional Dan Modal Intelektual Pada Produktivitas Belajar Online/Daring Pada Masa Pandemi Covid-19 Mahasiswa Institut Bisnis Dan Informatika Kosgoro 1957*. Mediastima Vol 27 No 1 April 2021.

Ates, O. T. 2015. *The Relationship between the Emotional Intelligence, Motivation and Organizational Commitment of Primary School Teachers*. Middle Eastern & African Journal of Educational Research, Issue 17.

Brinker, B. 1998. *Intellectual Capital: Tomorrow's Asset, Today's Challenge*. http://www.cpavision.org/vision/wpaper05b.cfm.

Bukh, P. N., Nielsen, C., Gormsen, P. and Mouritsen, J. 2005. *Disclosure of information on intellectual capital in Danish IPO prospectuses*. Accounting, Auditing & Accountability Journal, Vol. 18 No. 6, pp. 713-732. DOI: https://doi.org/10.1108/09513570510627685.

Casmini. 2007. *Emotional Parenting*. Yogyakarta: Nuansa Aksara.

Dimock, M. E. and G. O. Dimock. 1982. *Administrasi Negara Translation by Husni Thamrin Pane, Cetakan Kelima*. Jakarta: Rineka Cipta.

Gaur, Nishant and V. Gupta. 2017. *Emotional Intelligence as Predictor of Leadership Development in Knowledge-based Organizations*. International Journal of Management Research, Vol. 8, No.1. India: Delhi Technological University.

George and Jones. 2005. *Understanding and Managing Organizational Behavior 4th Edition*. Pearson Prentice Hall.

Ginanjar, A. A. 2001. *ESQ, Emotional Spiritual Quotient*. Jakarta: Arga.

Goleman, Daniel. 2001. *Emotional Intelligence: Kecerdasan Emosional, Mengapa EI Lebih Penting daripada IQ*. Jakarta: PT. Gramedia.

Heidari, M., Didar, H., and Vafa, Y. 2018. *Does Organizational Culture Effect on Association Between Intellectual Capital and Cost Characteristics?*. Journal of Accounting & Marketing, 07(03). DOI: https://doi.org/10.4172/2168-9601.1000277.

Kumar J. A. and Muniandy B. 2012. *The Influence of Demographic Profiles on Emotional Intelligence: A Study on Polytechnic Lecturers in Malaysia*. International Online Journal of Educational Sciences. 4(1):62–70.

Kurnain, D. F. 2019. *Pengaruh Stressor Terhadap Kinerja Karyawan Melalui Stress Kerja Karyawan di PT. Bank Negara Indonesia (Persero) Tbk. Cabang Kediri*. Jurnal Sketsa Bisnis Universitas Gajayana Malang vol.6 No.2.

Massaro M., Dumay J., Handley K., and Bagnoli C. 2016. *Knowledge Management and Intellectual Capital in SMEs. A structured literature review*. Journal of Knowledge Management, Vol 20, No. 2, pp. 258-291.

Moghaddam, M. N. 2017. *Evaluation of the Effect of Knowledge Management Process on Human Resource Productivity*. Engineering and Applied Sciences, 2(4), 59. DOI: https://doi.org/10.11648/j.eas.20170204.11.

Mulyani, Nurullitasari. 2016. *Pengaruh Kecerdasan*

Intelektual, Kecerdasan Emotional, dan Kecerdasan Spiritual Terhadap Kinerja Karyawan dengan Religiusitas sebagai Variabel Moderasi, Skripsi, Universitas Islam Negeri Sunan Kalijaga, Yogyakarta.

Murti, Anugraheni Cahyaning. 2010. *Pengaruh Modal Intelektual Terhadap Kinerja Perusahaan*. Skripsi. Semarang: Universitas Diponegoro.

Nggermanto, A. 2002. *Quantum Quotient–Kecerdasan Kuantum*. Bandung: Nuansa.

Petty, R., and J. Guthrie. 2000. *Intellectual capital literature review: Measurement, Reporting, and Management*. Emeraldinsight, Vol. 1, No. 2, pp. 155-176.

Puteri, A. E., Utami, H.N., and Ruhana, I. 2016. *Pengaruh Organizational Stressor Terhadap Komitmen Organisasional dan Kinerja Karyawan (Studi pada Karyawan PT Telkom Indonesia Tbk Witel Jatim Selatan Malang) 2016*. Jurnal Universitas Brawijaya Vol 39, No 2 (2016).

Rachmelya, E. and A. Suryani. 2017. *Pengaruh Kecerdasan Emosional Dan Stres Kerja Terhadap Kepuasan Kerja Dan Dampaknya Terhadap Komitmen Organisasi Frontliner Bakti Pt Bank Central Asia Tbk Kcu Jambi*. Ekonomis : Jurnal of Economics and Business Vol.1 No.1 September 2017.

Robbins S. P. and Judge. 2008. *Perilaku Organisasi Buku 2*. Jakarta: Salemba Empat.

Sherif, M. and Elsayed, M. 2016. *The Impact of Intellectual Capital on Corporate Performance: Evidence from the Egyptian Insurance Market*. International Journal of Innovation Management, 20, pp. 1-47. DOI: https://doi.org/10.1142/S1363919616500341.

Suharsono. 2005. *Melejitkan IQ, IE, dan IS*. Jakarta: Inisiasi Pers.

Tan, H. P., Plowman, D., and Hancock, P. 2007. *Intellectual Capital and Financial Returns of Companies*. Journal of Intellectual Capital, 8(1), pp. 76-95. DOI: http://dx.doi.org/10.1108/14691930710715079.

Thoha, Miftah. 2003. *Perilaku Organisasi Konsep Dasar Dan Aplikasi*. Jakarta: Rajawali.

Ulum, Ihyaul. 2009. *Intellectual Capital: Konsep dan Kajian Empiris*. Yogyakarta: Graha Ilmu.

Waldo, Dwight. 1971. *Pengantar Studi Public Administration Translation by Slamet W. Admosoedarmo*. Djakarta: Tjemerlang.