

The Effect of Emotional Intelligence on Resilience with Self-Efficacy as Mediation: A Study on Generation-Z

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Abstract

Currently, resilience is an ability that is expected to be possessed by every individual because with resilience a person can rise from the problems faced in a productive way. Resilience itself is influenced by how well a person manages emotions and is able to be calm, and how confident the individual is in his ability to solve the problems faced. The purpose of this study was to determine the effect of emotional intelligence on resilience with self-efficacy as mediation. The research respondents were 96 Gen Z respondents. The research instrument was an online questionnaire. Analysis technique with SEM-PLS. The results showed that self-efficacy perfectly mediates the effect of emotional intelligence on individual resilience.

Keywords

Emotional
Intelligence,
Self - Efficacy,
Resilience,
Gen-Z.

I. Introduction

Currently, Generation Z is often referred to as the Strawberry Generation (Prihatina, 2022). This term is synonymous with Gen-Z because their characteristics and traits are similar to strawberries which look good on the outside but are easily destroyed when given pressure. Strawberry Generation has characteristics that easily give up and avoid challenges (Kasali, 2017). This is because they grew up with parents who have better welfare than previous generations. This phenomenon then gives the conclusion that Generation Z is known as a generation that is less resilient in facing various difficulties in their lives. Several studies also prove that Generation Z has a lower level of resilience compared to other generations (Angeles & Perkins, 2024; Dimock, 2019; Harari et al, 2023).

Efforts to identify what factors can affect a person's resilience are proven through previous research which found that resilience is influenced by many factors including emotion regulation, self-efficacy, empathy, self-control, desire to seek new challenges and optimism (Revich & Shatte, 2003). This means that self-efficacy is one of the factors that influence a person's resilience. Bandura (1997) states that self-efficacy is a person's belief in his ability to organize and perform a series of actions needed to achieve the desired results. Individuals with high self-efficacy will be able to face a problem and task responsibilities, believe in their own abilities and dare to rise from failure. Conversely, someone with low self-efficacy tends to despair easily and has low effort to achieve goals. Another factor that can affect a person's resilience is emotional intelligence. Individuals can be said to have high resilience if they have the ability to show adaptive recovery patterns in the face of pressure or stress (Masten, 2015).

The ability of individual resilience can be improved by increasing the various factors that influence it. Grotberg (1999) revealed that individuals can learn to be able to respond to various obstacles faced resiliently by changing feelings of helplessness when dealing with pressure into the power to empower. The ability to bounce back from negative emotional experiences is highly dependent on a person's ability to control their emotions. The ability to control one's emotions is

called self-control. Self-control is one of the components of emotional intelligence (Goleman, 2000). Emotional intelligence includes several components, namely self-awareness, self-regulation, motivation, empathy and social skills (Goleman, 2000). In particular, emotional intelligence is an ability that helps a person understand themselves and others, realize the emotions of themselves and others, build harmonious relationships, be able to think flexibly and realistically, adapt to change.

This study aims to examine the influence of emotional intelligence, self-efficacy and resilience. The researcher argues that emotional intelligence and self-efficacy are positively related. In particular, researchers will examine the mediating effect of self-efficacy and how it affects the relationship between emotional intelligence and the level of resilience of individuals, especially in the current generation, namely Gen-Z, where similar research has not been carried out.

II. Theoretical Background

Emotional Intelligence

Emotional intelligence is the conscious mind power of every human being that functions as a logically driven controller. Salovey and Mayer (1990) state emotional intelligence as part of social intelligence that involves a person's ability to feel the feelings of others and make this information in taking an action. Goleman (1996) defines emotional intelligence as the ability to motivate oneself and endure frustration, control impulses, regulate moods and keep the burden of stress from paralyzing one's ability to think, empathize and pray. Meanwhile, Cooper and Sawaf (1998) state that emotional intelligence is the ability to feel, understand and be able to use the power of emotions as a source of power, information and influence in social interactions.

Self-efficacy

Self-efficacy is a person's ability to regulate himself (Baron & Byrne, 2005). Meanwhile, Omrod (2009) states that self-efficacy is a form of individual evaluation of their ability to perform a task, achieve goals and produce something. Self-efficacy refers to beliefs about the ability to organize and carry out actions to achieve results. Self-efficacy describes self-confidence about one's ability to deal with stress in life. Self-efficacy can help increase resilience when facing difficulties because self-efficacy builds positive feelings, and develops motivation and behavior in the face of challenges (Schwarzer and Warner, 2013).

Resilience

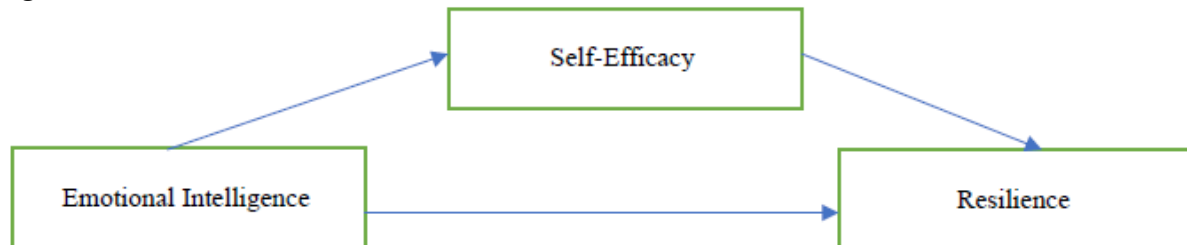
The term resilience was first formulated by Jack and Jeanne Block called ego resilience (Klohn, 1996). Block states that ego resilience is a high and flexible adaptability when faced with internal or external pressures. Resilience generally leads to positive adaptation patterns during or after facing difficulties or risks. Resilience is an idea that refers to the capacity of dynamic systems to survive or recover from disturbances (Masten, 2007). Another definition of resilience is as a dynamic process in which individuals display positive adaptive abilities despite experiencing significant trauma or adversity. Resilience can be used as a measure of the ability to cope with stress. Some influencing factors according to Barankin & Khanlou (2014) include individual factors, family factors and social environmental factors. Resilience consists of four dimensions including determination, endurance, adaptability and recuperability (Taormina, 2015).

III. Methods

This research approach is quantitative associative with field study research setting because researchers cannot intervene in events or things that occur in the research setting. The instrument used to obtain primary data is an online questionnaire (google form) with a 4-point Likert scale. This study has 3 (three) variables, namely emotional intelligence as an exogenous variable, resilience as an endogenous variable and self-efficacy as a mediating variable. The populations in this study are all workers who fall into the Gen Z category in Palangkaraya, Central

Kalimantan. The sampling technique used was purposive sampling with 97 respondents. The research instrument was an online questionnaire. Measurement of emotional intelligence variables adapted from Meyer and Salovey (2000), self-efficacy variables adapted from Chen & Gully (2001) while resilience variables measured by items adapted from the 10-item Connor Davidson Resilience Scale (Campbell skill and Stein (2007). Research data analysis using Partial Least Square (PLS).

Figure 1. Research Model



The hypothesis in this study is as follows:

H1 : Emotional Intelligence has a significant effect on Self-Efficacy

H2 : Self-Efficacy has a significant effect on Resilience

H3 : Emotional Intelligence has a significant effect on Resilience

H4 : Emotional Intelligence has a significant effect on Resilience through Self-Efficacy

IV. Results and Discussion

Measurement Model (Outer Model)

Outer model is a measurement model to describe the relationship between indicator blocks and latent variables (Abdillah & Jogiyanto, 2015). This model is used to test the validity and reliability of constructs based on the outer loading value, AVE (Average Variance Extracted), Fornell-Lacker, Cronbach Alpha and Composite reliability.

Table 1. Outer Model Evaluation

Latent Variable	Indicators	Outer Loading	Composite Reliability	Cronbach Alpha	Average Variance Extracted	Conclusion
Emotional Intellegence	KE 1	0,737	0,911	0,889	0,563	Valid & Reliable
	KE 2	0,772				
	KE 3	0,760				
	KE 4	0,802				
	KE 5	0,745				
	KE 6	0,761				
	KE 7	0,713				
Self Efficacy	KE 8	0,708	0,920	0,896	0,658	Valid & Reliable
	EF 1	0,731				
	EF 2	0,822				
	EF 3	0,791				
	EF 4	0,835				
	EF 5	0,853				
	EF 6	0,831				
Resilience	RL 1	0,739				
	RL 2	0,765				

RL 3	0,757				
RL 4	0,702				
RL 5	0,787	0,934	0,922	0,588	Valid & Reliable
RL 6	0,764				
RL 7	0,776				
RL 8	0,833				
RL 9	0,763				
RL 10	0,779				

Convergent validity is measured by the loading factor or outer loading parameter, a construct is said to be valid if it has an outer loading value > 0.7 (Ghozali, 2021). From Table 1, it can be seen that each indicator used to measure latent variables in this study is concluded to meet the convergent validity criteria.

In addition, based on AVE (Average Variance Extracted), which is the average variation of each measurement item, it can also reflect the convergent validity of a variable with an AVE value ≥ 0.50 .

Reliability in this study is measured by the Composite reliability parameter, which is a measure used to show how far the variable reliability is and meets Cronbach Alpha. A variable is said to meet the reliability requirements if it has a composite reliability value 0.7 and a Cronbach Alpha value > 0.7. According to Ghozali (2021) the reliability test is used to demonstrate the fact of measuring constructs with accuracy, consistency and accuracy. Based on table 1, it can be concluded that the indicators and research variables have met the reliable criteria.

Table 2. Discriminant Validity

Latent Variable	Self Efficacy	Emotional Intellegence	Resilience
Fornell-Lacker Criterion			
Self Efficacy	0,811		
Emotional Intellegence	0,806	0,750	
Resilience	0,799	0,716	0,767

At the variable level, discriminant validity is measured using the Fornell-Lacker Criterion. According to this criterion, a model has good discriminant validity if the root AVE of the variable is greater than the correlation between variables. In table 2, it can be seen that with the Fornell Lacker criterion, the self-efficacy variable has an AVE root (0.811) greater than the correlation between others. Likewise, the emotional quotient variable has an AVE root (0.750) and the resilience variable with an AVE root (0.767) where each shows the correlation value between the variables themselves is greater than the correlation of these variables with other variables.

Inner Model Evaluation

R-Square evaluation is used to explain the extent to which endogenous variables are influenced by other latent variables with the criteria if the r-square value of 0.75 is said to be a strong model, the r-square value of 0.5 is said to be moderate and the r-square value of 0.25 is said to be weak.

Table 3. R-Square

Latent Variable	R Square	Adjusted-R Square
Self Efficacy	0,650	0,646
Resilience	0,653	0,646

Based on table 3, it can be seen that the R-Square value of the self-efficacy variable is 0.650 which indicates that emotional intelligence affects self-efficacy by 65% while for other variables not mentioned in this study it has an influence of 35%. And the R-Square of the resilience variable is 0.653 which indicates that emotional intelligence affects resilience by 65.3% while the remaining 34.7% is influenced by other variables.

Table 4. F-Square

Latent Variable	Self Efficacy	Resilience
Self Efficacy		0,407
Emotional Intelligence	1,856	0,042

Based on table 4, the F-Square value shows the effect size value of emotional intelligence which is quite large in influencing self-efficacy and resilience. This is evidenced by the F-Square criteria > 0.025.

Hypothesis Test

In SEM PLS, the criterion used to determine whether a hypothesis is accepted or rejected is the Path Coefficient value. In Widaya (2019) to determine the significance value through T-Statistics and p-value, if the T-statistic value > 1.96 and p-value < 0.05 then the hypothesis can be accepted.

Table 5. Path Coefficient

Path Coefficient	Original	Sample		T-	P	
	Sample (O)	Mean (M)	STDEV	Statistic	Values	Results
Emotional Intelligence > Self Efficacy	0,806	0,804	0,048	16,967	0,000	Accepted
Self Efficacy > Resilience	0,635	0,621	0,126	5,028	0,000	Accepted
Emotional Intelligence > Resilience	0,204	0,216	0,173	1,183	0,119	Rejected
Emotional Intelligence > Self Efficacy > Resilience	0,512	0,500	0,112	4,550	0,000	Accepted

The results of testing the first hypothesis show that emotional intelligence is proven to have a significant positive effect on self-efficacy. Emotional intelligence is the ability a person has in recognizing, managing and regulating emotions. Meanwhile, self-efficacy according to Bandura (Hanifah et al., 2020) is an individual's belief about his ability to carry out tasks and activities to achieve goals. Emotional intelligence is closely related to self-efficacy because low self-efficacy will result in individuals not having confidence in themselves to do something. If someone has high emotional intelligence, self-efficacy will also increase. The results of this study support previous research by Aliza and Oktafiani (2012) and Putri (2015) which state that emotional intelligence affects individual self-efficacy.

The results of testing the second hypothesis show that self-efficacy is proven to have a positive and significant effect on resilience. Self-efficacy as a form of individual belief in their capacity and ability to solve problems certainly affects resilience. Southwick (2011) states that the level and changes in individual self-efficacy can predict resilience after traumatic events. The existence of high self-efficacy will be a motivation for individuals to survive and be able to deal with various stressors that exist. Research related to the relationship between self-efficacy and resilience has been conducted in various contexts such as education, social, health and personality psychology (Schwarzer & Warner, 2013). Research in the psychological context found

that self-efficacy and resilience are significantly related to well-being (Mamta & Sharma, 2013), mental health and quality of life (Tehranineshat, 2020). In a meta-analysis of research related to the relationship between self-efficacy and resilience, it was found that self-efficacy has a positive correlation with individual resilience abilities (Utami, 2017).

The results of testing the third hypothesis show that emotional intelligence has no significant effect on resilience. This study adapts Mayer and Salovey's Emotional Intelligence Theory where there are 4 (dimensions) of forming emotional intelligence, namely perception of emotions or understood as the ability to understand the emotions of oneself and others based on situations and expressions that appear. Then the dimension of Managing emotions in the self is a person's capacity to apply strategies in improving / overcoming their emotional conditions. The next dimension of managing other's emotions is the ability to understand the causal relationship of different emotions so that they can distinguish other people's emotions. And fourth, the dimension of utilizing emotions which relates to how individuals are able to take advantage of the effects of their emotions, for example when the mood is positive, individuals can use it to think creatively. The findings in this study indicate that emotional intelligence does not affect resilience directly; this is thought to be because the individual's ability to recognize and regulate their emotional state is still low in several aspects of emotional intelligence. Based on the results of the description analysis related to individual perceptions of emotional intelligence, there are 4 (four) items that have the lowest mean value, namely the statement "being able to understand and reflect on feelings", item "being able to control mood swings", item "being able to motivate yourself and others and item "being able to distinguish between different expressions of feelings". Emotional intelligence theory is part of social intelligence and this theory itself is described as an ability and trait that needs to be trained and developed. The respondents of this study are gen Z who are very familiar with gadgets and internet technology but have minimal social interaction, they are used to interacting in cyberspace which of course is not able to express situations, emotions and real feelings, therefore their ability to recognize and understand emotions is less than optimal.

The results of the fourth hypothesis test show that the effect of emotional intelligence on resilience mediated by self-efficacy is proven and acceptable. In the findings of this study, the role of self-efficacy is very important in encouraging resilience in relation to emotional intelligence in gen Z. Or in other words, the self-efficacy variable acts as a mediating variable. Or in other words, the self-efficacy variable acts as a mediating variable. Baron & Kenny (1986) explain that a variable is referred to as a mediating variable when the variable is able to influence the relationship or influence between the predictor (independent) and criterion (dependent) variables. Perfect mediation is a situation that occurs because there is no effect of the independent variable on the dependent variable when the mediating variable is included in the research equation or model. In the context of this study, individuals with suboptimal levels of emotional intelligence are not able to directly encourage their resilience abilities. The ability to respond to emotions, build emotional awareness so that it rises from negative feelings and the spirit to motivate oneself must first be improved in order to be able to foster self-belief and optimism that all challenges and obstacles can certainly be overcome so that when this self-efficacy arises from processing and processing emotions to be positive, it will encourage an increase in the resilience of the individual itself. As expressed by Isaacson (2002) which states that resilience is the result of the interaction between beliefs and stressors contained in the environment so that it can form coping abilities in individuals.

V. Conclusion

The results of this study indicate that self-efficacy fully or perfectly mediates the effect of emotional intelligence on generation Z resilience. In other words, it means that emotional intelligence can encourage a person's resilience to be maximized but must be followed by an increase in individual self-efficacy because self-efficacy has an indirect effect on the effect of

emotional intelligence on resilience as evidenced by the results of the study. The practical advice that can be given to organizations, especially with Gen Z workers, is how to build emotional intelligence and individual self-efficacy by building more awareness of self-recognition such as practicing empathy, thinking positively, finding mentors, sharing and celebrating success / achievements together, increasing activities and social interactions at work, and as much as possible utilizing technology in portions so as not to lose its "human" side.

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