

EMOTIONAL STABILITY AND SELF-EFFICACY IN ACHIEVING CAREER SUCCESS

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1 **EMOTIONAL STABILITY AND SELF-EFFICACY IN ACHIEVING CAREER SUCCESS**

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Abstrac

This study intends to provide practical and theoretical insights into how employees maintain emotional stability and self-efficacy in achieving career success in hospitality employees in Surabaya. This study used a quantitative method using a questionnaire. This research used a purposive sampling technique. This study uses PLS software to analyze data. The results of the study found that emotional stability has a positive and significant effect on employee self-efficacy. Self-efficacy has a significant positive effect on employee career success. Emotional stability has a significant positive effect on employee career success. Self-efficacy has a positive and significant effect in mediating the emotional stability and career success of hotel employees in Surabaya. The results of this study support the social cognitive theory.



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INTRODUCTION

The current business situation requires organizations to be able to adapt to conditions that change very quickly. Organizations must be able to adapt themselves to optimally utilize the resources they have to adapt to the demands of the times and achieve organizational goals. Organizations will be successful when they can achieve their goals.

¹ The hotel industry is growing very fast with the number of hotels increasing every year. The development of this hotel has an impact on competition between hotel businesses. On the other hand, the success of the hospitality industry depends on the quality of its human resources (Dissanayake & Nandasena, 2019). The hotel industry faces various challenges to maintain its competitive advantage as a differentiator between companies in the availability of resources (Bashir & Verma, 2017). The real challenge of human resources in the hospitality industry is recruiting and retaining employees by acquiring employees who have the right skills, knowledge, and attitudes for their jobs.

Employees have a vital role to provide satisfactory service to create loyal customers. Currently, many employees in the hospitality industry come from the millennial generation (Martinez, 2017). Employees have a vital role to provide satisfactory service to create loyal customers. This generation has the willingness to learn, to be recognized, and they are creative people (Zemke in Öztürk & İkiler, 2021). However, according to Utami (2018) employees from the millennial generation have low loyalty to their organization, which in turn impact on high turnover rates in the hospitality industry. Therefore, it is necessary to understand what millennial employees want to become productive employees in the organization. Research by Mooney et al. (2016) reveals that many hotel industry employees turn over to other organizations because they want a career to achieve career success.

Human resource development is an important factor in organizational success, including career. Human resource development is an important factor in organizational success, including career. The importance of a career can not be denied in the workplace nowadays. Employee career success has an important role in organizational development (Noah in Nordin & Hong, 2021). Career choices are becoming increasingly complex as human abilities and desires evolve. Career success is often associated with promotion opportunities, position hierarchies, and retention. Therefore, every organization needs to retain employees who have career success. They will demonstrate their performance to be able to support the needs of the organization (Cicek et al., 2016).

Career success can be influenced by several factors, one of them is self-efficacy. Self-efficacy is a belief in one's ability to take action to achieve individual goals. Bandura (2011). explains that individual self-efficacy will generate self-confidence in abilities, skills, and knowledge in generating and implementing innovative ideas in completing work effectively and efficiently (Indriyani, 2022). Employee career success can be achieved with high self-efficacy (Abele & Spurk in Haenggli et al., 2021). This is supported by Day & Allen (2004) which explains that there is a relationship between career motivation, self-efficacy, and career success among employees in Southeastern Municipality (Afzal et al., 2019).

Another factor that influences career success is emotional stability. Emotional stability is a concept that explains how a person's self-control and skills in interpersonal interactions with various individuals in various background situations. This includes the ability to control oneself, emotional stability in dealing with problems, being able to control oneself, motivate others, manage moods, and able to empathize and build relationships with others (Hassan, 2013). Meanwhile, the results of other studies explain

that career success can be created with transformational leadership, emotional stability, and innovative behavior through self-efficacy (Kazmi et al., 2020). This is supported by Wadhwa (2022) finding that emotional stability has a positive and significant effect on career success.

Research conducted by Ng & Feldman (2014) explains that recognizing career success is very important because there is still little research that identifies the factors of a person's career success. In addition, the impact of self-efficacy has not been studied as a mediator between emotional stability and career success. This study wants to examine emotional stability, self-efficacy, and career success in the hospitality industry in Surabaya

The basic theory used in explaining this research uses the social cognitive theory put forward by Bandura (2018) This theory views personality as a cognitive-affective system resulting from the joint action of different functional mechanisms. The social cognitive approach addresses the psychological mechanisms that enable people to interact effectively with the environment, assign personal meanings to their actions, and carry out actions according to their own goals and standards.

The purpose of this study is to examine the effect of emotional stability on career success through self-efficacy in the hospitality industry in Surabaya. The benefit of this research for the hospitality industry is to understand how to motivate employees so that they work efficiently and innovatively and develop strategies that benefit the entire organization. Furthermore, this research focuses on articulating and testing theoretical frameworks and will contribute to the literature related to career success.

RESEARCH METHODS

This research is a quantitative study that explains the causal relationship between the variables of emotional stability and self-efficacy on career success in hotel employees in Surabaya. Research data were obtained from questionnaires given to hotel employees as online respondents. The population of this research is hotel employees in Surabaya. Determination of the number of samples refers to (Hair et al., 2019). Calculation of the number of respondents based on the number of indicators x parameters 5-10, so $15 \times 8 = 120$ respondents. This study used 123 respondents so that the information obtained was more accurate. Purposive sampling was used in determining the sample by calculation the employee's working period of at least 2 years. All item statement measurements use a five-point Likert scale. The questionnaire uses five answer choices. Score 1 = strongly disagree, score 2 = disagree, score 3 = neutral, score 4 = agree, and score 5 = strongly disagree.

Measuring self-efficacy refers to Abun (2021) as many as 6 items. Example item: I am about to complete and face a difficult task. Emotional stability is measured based on with a total of 4 items. Example item: I can control my emotions and deal with difficulties rationally. Career success is measured using 5 items from Judge & Hurst in Yan et al. (2018). Example item: information about opportunities for promotion. Research data processing was analyzed using Partial Least Square (PLS) software.

1 RESULTS AND DISCUSSION

Respondent Profile

The characteristics of the research respondents were male as much as 64.76% and 35.24% female. Most of education is Diploma (D-3) as much as 73.6%. Respondents with less than 5 years of service were 51%.

Convergent Validity

The loading factor for each indicator is used to determine the value of convergent validity. Rule of thumb to evaluate loading factor > 0.7 . In the opinion of Hair et al. (2019) that a value > 0.6 is considered sufficient and acceptable.

The factor loading values for emotional stability, self-efficacy, and career success in this study exceed 0.6, so all indicators in this study are valid, as shown in Figure 2.

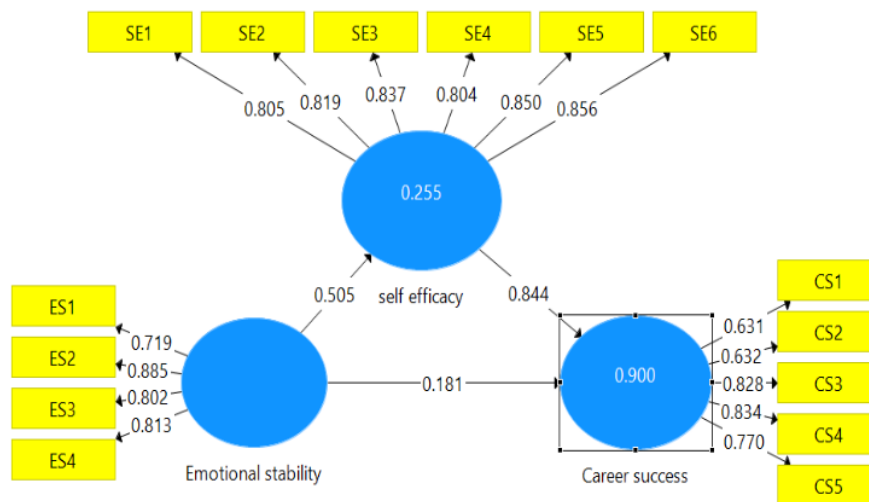


Figure 2. Measurement Model Test

Discriminant validity

The loading factor for each indicator is used to determine the value of convergent validity. The rule of thumb is used to evaluate a loading factor > 0.7 , but Hair et al. (2019) stated that a value > 0.6 was considered sufficient and acceptable. The factor loading values of emotional stability, self-efficacy, and career success in this study exceed 0.6, so the indicators in this study are valid, as shown in Table 1.

Table 1. AVE, Composite Reliability, Cronbach's Alpha, R Square

Variabel	AVE	Composite Reliability	Cronbach's Alpha	R Square
Emotional Stability	0.651	0.881	0.825	
Self Efficacy	0.687	0.929	0.909	0.255
Career Success	0.554	0.860	0.799	0.900

Source: SmartPLS (2023)

Hypothesis Testing

Testing the hypothesis using PLS software with the criteria for a t-table value of > 1.96 at a significance of 5%. The results of testing the hypothesis of direct and indirect effects between variables are presented in Table 2.

The result of the study shows that hypothesis 1: emotional stability has a significant positive effect on self-efficacy as evidenced by the t-statistic value (6.753) $>$ t-table (1.96) and the original sample 0.505 is positive and the p-value is 0.000, so hypothesis 1 is accepted. Furthermore, hypothesis 2: self-efficacy has a significant positive effect on career success as evidenced by the t-statistic value (27.043) $>$ t-table (1.96) and the original sample 0.844 has a positive value and a p-value of 0.000. This shows that hypothesis 2 is accepted. Hypothesis 3 states that emotional stability has a significant positive effect on career success. The result indicated by the t-statistic value (4.327) $>$ t-table (1.96) and the original sample 0.181 has a positive value and a p-value of 0.000. This shows that hypothesis 3 is accepted. Furthermore, emotional stability on career success through self-efficacy is evidenced by the t-statistic value (7.250) $>$ t-table (1.96) and the original sample of 0.426. The result shows that emotional stability has a positive value and a p-value of 0.000, so hypothesis 4 is accepted.

Table 2. Direct effect and indirect effect

Hypothesis	Path	Original Sample	T-Statistic	P-Value	Conclusion
1	Emotional Stability \rightarrow Self efficacy	0.505	6.573	0.000	supported
2	Self efficacy \rightarrow Career success	0.844	27.043	0.000	supported
3	Emotional Stability \rightarrow Career success	0.181	4.327	0.000	supported
4	Emotional Stability \rightarrow Self efficacy \rightarrow Career success	0.429	7.250	0.000	supported

Source: SmartPLS (2023)

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Influence of Emotional Stability toward Self Efficacy Hotel Employee in Surabaya

Emotional stability has a positive and significant influence on self-efficacy. The better the emotional stability, the greater the self-efficacy. The results of this study provide evidence that employees who have emotional stability are good at controlling emotions. Employees can recognize and understand other people's emotions in handling all problems rationally. This has an impact on employees' sense of confidence in their abilities in carrying out work to achieve performance (Deany et al., 2016). Emotional stability and self-efficacy are important factors for the hospitality industry in providing services to customers. Therefore, employees in the hospitality industry who have good emotional stability can be more confident in determining work attitudes and behavior. Employees with emotional stability will feel calm, happy, optimistic, and able to express ideas (Rahayu et al., 2021). With a sense of calm, not frustration, able to control emotions, employees can face difficult jobs so they can work effectively. The results of this study are in line with (Kazmi et al., 2020) which explain that emotional stability has a positive and significant effect on employee self-efficacy.

The effect of self-efficacy on the career success of hotel employees in Surabaya

Self-efficacy has a significant positive effect on career success. This means that increasing employee self-efficacy affects increasing career success for hotel employees in Surabaya. Increased self-efficacy in employees will make employees have career success in the hospitality industry in Surabaya. The higher the employee's self-confidence, the easier it will be for employees to achieve career success. According to Bandura (2011), self-efficacy is self-perception regarding one's belief in one's ability to carry out work. The results of the study explain that the self-efficacy of hotel employees in Surabaya is in the high category. Results of the self-efficacy questionnaire has a high average value. This shows that employees can complete the work very well. On the other hand, the average value of career success indicators is in the high category. These results indicate that increasing self-efficacy will affect the career success of hotel employees in Surabaya. Betz in Al-Bahrani et al. (2021) suggests that someone with low career self-efficacy tends to postpone their career decisions. When a person is able to make career decisions and has high self-efficacy, he has the power to achieve that goal (Ferguson in Kim & Doo, 2022). The results of this study are in accordance with the research of Abele & Spurk (2009). It explains that self-efficacy has a significant effect on objective and subjective career success. Likewise Adabi & Muchtar (2017) shows that self-efficacy significantly influences career success in teachers.

Influence of Emotional Stability toward Career Success Hotel Employee in Surabaya

Emotional stability has a significant positive effect on employee career success, which explains that the higher the employee's emotional stability, the more successful his career. Emotional stability is a trait that generally influences one's career success. Apart from being related to a person's behavior, emotional stability is related to a person's emotional state (Oprea et al., 2019). Emotional stability is closely related to individual behavior, namely calm, comfortable, relaxed and able to deal with stress (Karuppaiya, 2007). Meanwhile career success is often influenced by one's personality. This result is similar to the opinion of Hoff et al. (2022) His research shows that growth in emotional stability, conscientiousness, and extroversion are factors in a person's

personality. This factor greatly influences career satisfaction and success. These results are in line with Wadhwa (2022) that emotional stability has a positive and significant effect on the professional success of employees in South Asia.

The effect of Emotional Stability on the Career Success through Self-efficacy of Hotel Employee in Surabaya

The results of the study explain that self-efficacy is able to mediate between emotional stability and career success. These results explain that hotel employees who are able to control their emotions and handle difficulties will be able to overcome many challenges and difficult assignments. This in turn will have an impact on achieving a promotion. Based on the results of the analysis, the direct effect of emotional stability on career success has a value of 0.1810, while the indirect effect of emotional stability on career success through self-efficacy has a value of 0.426, so that self-efficacy can act as a partial mediation. Based on the results of this study it was found that career success of employees in hospitality can be shaped by stable emotional conditions and employee self-efficacy.

CONCLUSIONS AND RECOMMENDATIONS

This study concludes that emotional stability has a positive and significant effect on the self-efficacy of hotel employees in Surabaya. These results explain that the better the emotional stability possessed by hospitality employees, the higher the self-efficacy they have. Based on the research results, this study concludes that emotional stability has a positive and significant effect on the self-efficacy of hotel employees in Surabaya. These results explain that the better the emotional stability of hospitality employees, their self-efficacy will be higher. Self-efficacy has a positive and significant effect on employee career success. This explains that the higher the self-efficacy of hotel employees in Surabaya, the better their career success. Emotional stability has a positive and significant effect on the career success of hotel employees in Surabaya. The results of the study explain that emotional stability has an impact on career success. Self-efficacy can mediate emotional stability and career success of hotel employees in Surabaya.

On the other hand, both emotional stability and self-efficacy simultaneously increased the career success of hospitality employees in Surabaya by 90%. Meanwhile, self-efficacy partially is influenced by emotional stability by 25.5%. The results of this study support Bandura (2011) that individuals who have high levels of self-efficacy will be more motivated in generating creative ideas at work and achieving performance so that employees can face difficulties and find solutions (Newman et al., 2018). The results of this study are important for the hotel industry management in Surabaya to provide career opportunities for their employees so that employee retention is high for competitive advantage. Emotional stability and self-efficacy are important for employees to give their best performance in providing superior service to hotel guests.

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