

Emotional Intelligence and Work Performance Are Affected on Performance

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ABSTRACT This study aims to determine the effect of Emotional Intelligence and Work Performance on Employee Performance. The study was conducted on employees who work at Digna Creative Nusantara with a total sample of 52 respondents. Determination of respondents was selected through Non Probability sampling with the type of saturated sample. The data analysis method used validity, reliability, classical assumptions, regression analysis, and t-test and F-test which were processed through the IBM SPSS 25 (Special Package For Statistical Science) application. The results showed that partially there was no significant effect on the emotional intelligence variable on employee performance seen $t_{\text{count}} < t_{\text{table}}$ that was $0.755 < 2.00856$, work performance had a positive and significant effect on purchasing decisions seen from $t_{\text{count}} > t_{\text{table}}$ that was $4.966 > 2.00856$ and there were The positive and significant influence between emotional intelligence and work performance together on employee performance is shown by the value of $F_{\text{count}} > F^{\text{table}}$, which is $26.036 > 3.19$.

Keywords: Emotional Intelligence, Work Performance, Employee Performance

1. INTRODUCTION

Every company that is founded has the hope that in the future it will experience rapid development in the business scope of the company and wants to achieve high work performance in its field of work, therefore the existence of any company that is formed, whether on a large or small scale, cannot be separated from the elements human Resources. Human Resources (HR) in question are people who provide energy, thoughts, talents, creativity and effort to the company. Every company tries to get employees who have involved in company activities that provide achievement of targets previously set by the company.

Emotional intelligence is one aspect that is quite determining in implementing an organization in achieving performance. To achieve success in improving employee performance, another skill is needed, namely emotional intelligence, namely the intelligence to control emotions in carrying out tasks and interacting with other employees. Achievements obtained in one's job are influenced by emotional intelligence which is in the first position and intellectual intelligence which is in the second position. Good emotional intelligence will enable a person to make firm and correct decisions even when under pressure.

Emotional intelligence means using emotions effectively to achieve goals appropriately, build productive work relationships and achieve success in the workplace. Work performance is a very important aspect in creating a healthy and refreshing climate in profit-oriented organizational life. Work performance is a process of objectively evaluating employee work abilities. Work performance must also be considered by a superior to achieve organizational goals, because work performance concerns the results provided by employees to the organization and ultimately provides great benefits for improving organizational management.

The business world is now required to create high employee performance for company development. Companies must be able to build and improve performance in their environment. The success of the company is influenced by several factors, one of the important factors is human resources, because human resources are actors from all levels of planning to evaluation who are able to utilize other resources owned by the organization or company.

Success and performance at the Digital Creative Nusantara Office can be seen from the performance achieved by employees, therefore Digital Creative demands that employees are able to display optimal performance because the good or bad performance achieved by employees will influence performance and success.

The Nusantara Creative Digital Company has set strict disciplinary standards to produce high performance. The fact is that there are often late arrivals to work, absences without information and permission. Therefore, many rules have been made and targets have to be achieved so that this company can produce maximum results and be able to compete with other companies. The following is employee attendance data in the sewing division for 2019-2020.

Table 1. Employee Attendance Data at Digital Creative Nusantara 2019-2021

Year	Number of working days	Number of Employees (People)	Total Employee Work (Year)	Alpha Employees (Days)	Sick Employees (Days)	Number of Absences	Absence Standard (%)	Absence Rate (%)
2020	240	52	12480	200	222	422	1	3.4
2021	240	52	12480	314	241	555	1	4.4

Source: HRD Digital Creative Nusantara, 2022

Table 1 shows that employee work performance at Digital Creative Nusantara has a high level of employee absenteeism, which of course has an impact on reducing employee performance and the company will suffer losses. Employee work performance at Digital Creative Nusantara has a high level of employee absenteeism, which of course has an impact on reducing employee performance and the company will suffer losses.

The following is the data from the performance assessment results of Digital Creative Nusantara employees:

Table 1. Average Results of Digital Creative Nusantara Employee Performance Evaluation Results

WORK BEHAVIOR	2020			2021		
	Weight (%)	Caption Value	Score (%)	Weight (%)	Caption Value	Score (%)
1. Discipline	10	80	8	10	75	7.5
2. Responsibility	10	80	8	10	70	7
3. Collaboration	10	85	8.5	10	75	7.5
4. Emotional Intelligence	10	80	8	10	70	7
WORK RESULT						
1. Quality of Work	20	90	18	20	80	16
2. Work Quantity	20	80	16	20	80	16
3. Work Skills	20	80	16	20	80	16
AMOUNT	100		82.5	100		77

Source: HRD Digna Creative Nusantara, 2022

Table 2 shows that the performance assessment results of Digital Creative Nusantara employees in 2020 and 2021 experienced a decline, seen from 2020 with a score of 82.5%, and a decline in 2021 with a score of 77%. Basically, this performance assessment is carried out twice a year and there are operational standards in performance assessment at Digital Creative Nusantara.

The work assessment results from previous data indicate that the performance of Digital Creative Nusantara employees in 2020 can be categorized as being at an average assessment standard of Good, whereas in 2021 it is at an average assessment standard that is quite good and not in line with what the company expects and of course there are problems. like this must be addressed immediately so as not to hamper the vision and mission of Digital Creative Nusantara.

Based on the description of the background, it attracted researchers' interest in studying more deeply the Emotional Intelligence and Work Performance of Employees at Digital Creative Nusantara into research entitled "The Influence of Emotional Intelligence and Work Performance on the Performance of Digital Creative Nusantara Employees"

2. METHOD

The type of research that will be used is associative research. Using associative research, the researcher wants to know the influence between the independent variables (which influence), namely Emotional Intelligence (X1), Work Performance (X2) and the dependent variable (which is influenced), namely Employee Performance (Y). The population used in this research were employees who worked at Digital Creative Nusantara with a total of 52 employees. The sampling technique in this research is Non Probability sampling with a saturated sample type. The data analysis method used is the Reliability Test. Questionnaire items are said to be reliable if the Cronbach's Alpha value is > 0.7 , which means that the measurement of the data instrument can be trusted. To measure reliability, an instrument with the Cronbach's Alpha formula is used. Multicollinearity Test and Hypothesis Test consisting of: 1) T test (partial) and 2) F test (simultaneous).

3. RESULT AND DISCUSSION

3.1 RESULT

3.1. 1. Characteristics Respondent

The number of respondents who filled out the questionnaire was 52 Creative Digital employees Indonesian archipelago based on gender, age, length of service, status and education.

3.1.1. 1 Characteristics Respondent By Type Sex

Creative Digital employee data The archipelago based on gender is as follows:

Table 3. Characteristics of Respondents Based on Gender

Gender	Amount	Presentation
Man	25	49%
Woman	27	51%
Total	52	100%

Source: results of questionnaire data processing, 2022

Based on table 3, it shows that in Creative Digital Nusantara respondents were 25 male employees or 49% and the remainder were female employees totalling 27 employees or 51% of the total number of respondents studied, namely 52 employees, which means that the majority of respondents were female.

3.1.1. 2 Characteristics Respondent By Age

Table 4. Respondent Characteristics Based on Age

Age	Amount	Percentage
< 25 years	40	76.9%
26-30 years old	10	19.2%
31-35 years old	2	3.9%
36-40 years old	-	-
41-45 years old	-	-
46-50 year	-	-
>51 years	-	-
Total	52	100%

Source: results of questionnaire data processing, 2022

Based on table 4, it shows that Digital employees are Creative Nusantara, according to the age group < 25 years, there are 40 employees, there are 10 employees in the 26-30 year group, 2 employees in the 31-35 year age group, no employees in the 36-40 year age group, no employees in the 41-40 year age group. There are no employees aged 45 years, there are no employees in the age group 46 - 50 years, and there are no employees in the age group > 51 years. So it can be interpreted that the majority of respondents based on age are < 25 years.

3. 1. 1. 3 Characteristics Respondent Based on Work Period

Creative Digital employee data Nusantara based on length of service are as follows:

Table 5. Characteristics of Respondents Based on Years of Work

Age	Amount	Presentation
< 8 months	28	53.8%
12 months	14	26.9%
18 months	10	19.3%
Total	52	100%

Source: Questionnaire results, 2022

Based on table 5, it shows that respondents with a working period of <8 months were 28 employees, respondents with a working period of 12 months were 14 employees, respondents with a working period of 18 months were 10 employees. It can be concluded that the majority of respondents based on work experience were <8 months.

3. 1. 1. 4 Characteristics Respondent Based on Last Education

Creative Digital employee data Nusantara based on their latest education are as follows:

Table 6. Characteristics of Respondents Based on Last Education

Education	Amount	Presentation
high school	28	53.8%
DIPLOMA	2	3.8%
S1	21	40.4%
S2	1	2%
TOTAL	52	100%

Source: Results of questionnaire data processing, 2022

Based on table 6, it shows that there are 28 respondents with a high school education, 2 respondents with a diploma, 21 respondents with a bachelor's degree, 21 employees with a master's degree, and 1 employee with a master's degree. It can be concluded that the majority of respondents based on their last education are high school.

3. 1. 2. Reliability Test

Test Reliability Variable Emotional Intelligence (X1)

Results calculation test reliability variable Emotional Intelligence using *IBM SPSS Statistics* 25.0 obtained as following :

Table 7. Reliability Test Results of Emotional Intelligence Instruments (X1)

Reliability Statistics		
Cronbach's		
Alpha Based		
on		
Cronbach's	Standardized	
Alpha	Items	N of Items
,917	,920	30

Source : *SPSS 25.0 Output Results*

Based on the results of the reliability output of the Emotional Intelligence variable (X_1) it shows that the *Cronbach Alpha value* is > 0.70 or $0.917 > 0.70$ so that the Emotional Intelligence variable (X_1) is reliable.

Test Reliability Variable Performance Work (X2)

Results of reliability test calculations for work performance variables using *IBM SPSS Statistics* 25.0 is obtained as follows :

Table 8. Instrument Reliability Test Results for Job Performance Variables (X₂)

Reliability Statistics		
Cronbach's Alpha Based on		
Cronbach's Alpha	Standardized Items	N of Items
,873	,883	24

Source: SPSS 25.0 Output results

Based on the results of the reliability output of the Job Performance variable (X₂) it shows that the *Cronbach Alpha value* is > 0.70 or $0.873 > 0.70$ so that the Job Performance variable (X₂) is reliable.

Test Reliability Variable Performance Employee (Y)

Results calculation test reliability variable performance Employee use *IBM SPSS Statistics* 25.0 is obtained as follows :

Table 9. Reliability Test Results of Employee Performance Instruments (Y)

Reliability Statistics		
Cronbach's Alpha Based on		
Cronbach's Alpha	Standardized Items	N of Items
,933	,938	22

Source: Spss 25.0 Output Results

Based on the reliability output of the employee performance variable (Y), it shows that the *Cronbach Alpha value* is > 0.70 or $0.933 > 0.70$ so that the employee performance variable (Y) is reliable.

3. 1. 3. Test Multicollinearity

Table 10. Multicollinearity Test Results

Model	Coefficients ^a					Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	
	B	Std. Error	Beta				
1 (Constant)	21,296	11,343			1,877	,066	
Emotional Intelligence	,067	,087	.101		,775	,442	,581 1,722
Work performance	,660	.133	,648		4,966	,000	,581 1,722

a. Dependent Variable: Employee Performance

Source : Results Outputs IBM SPSS Statistics 25.0

Based on table 10, it can be seen that the *Tolerance* value in the table *Collinearity Statistics* variable Emotional Intelligence as big as $0.581 > 0.10$, variable work performance is $0.581 > 0.10$, then the VIF value of the emotional intelligence variable as big as $1.722 < 10$, variable performance Work as big as $1.722 < 10$. With Thus it can be concluded that the regression model does not exist or is detected multicollinearity.

3. 1. 4. Hypothesis testing

3. 1. 4. 1 T test

Table 11. T Test (Partial) Variable X1 on Variable Y

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	Q	
1 (Constant)	21,296	11,343		1,877	,066
Emotional Intelligence	,067	,087	.101	,775	,442
Work performance	,660	.133	,648	4,966	,000

a. Dependent Variable: Employee Performance

Source: SPSS 25.0 Output Results

1. Influence Emotional Intelligence (X1) on Performance Employee (Y)

Based on table 4.21 above, the calculated t value $< t$ table is obtained, namely $0.755 < 2.00856$ with a significance value of $0.442 > 0.05$. So H_0 is accepted and H_a is rejected, It means variable Emotional Intelligence has no effect significant to employee performance.

2. Influence Work performance (X2) on Performance Employee (Y)

Based on table 4.22 above, the Work Performance Variable has a significant p -value of $0.000 < 0.05$ and a calculated t value $> t$ table, namely $4.966 > 2.00856$. So H_0 is rejected and H_a is accepted, Which It means variable Job Performance has influence positive And significant to employee performance.

3. 1. 4. 2 F test

Table 12. F Test (Simultaneous) X1, X2 against Y

ANOVA^a

		Sum of				
Model		Squares	Df	Mean Square	F	Sig.
1	Regression	1360.521	2	680,261	26,036	,000 ^b
	Residual	1280.248	49	26,128		
	Total	2640,769	51			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Job Performance, Emotional Intelligence

Source : Output Results IBM SPSS Statistics 25.0

From results calculation in on so obtained mark F_{count} as big as $26.036 > 3.19$, then it can be concluded that H_a is accepted and H_0 is rejected. It means there is an influence between Emotional Intelligence.

3. 2 DISCUSSION

The Effect of Emotional Intelligence (X1) on Employee Performance (Y)

Based on the results of testing the first hypothesis, results were obtained which stated that emotional intelligence had no significant effect on employee performance for Digna Creative Nusantara employees. This can be proven by the p -value (sig) < 0.05 , namely $0.001 < 0.05$ and the calculated t value $> t$ table, namely $4.314 > 2.00856$.

Work Performance (X2) on Employee Performance (Y)

Based on the results of testing the second hypothesis, results were obtained which stated that work performance. This can be proven by the p-value (sig) < 0.05 , namely $0.000 < 0.05$ and the calculated t value $> t$ table, namely $7.203 > 2.00856$, then H_0 is rejected and H_a is accepted.

The Influence of Emotional Intelligence (X1) and Job Performance (X2) on Employee Performance (Y)

Based on the results of testing the second hypothesis, results were obtained which stated that Work Performance This can be proven by the p-value (sig) < 0.05 , namely $0.000 < 0.05$ and the calculated t value $> t$ table, namely $7.203 > 2.00856$, then H_0 is rejected and H_a is accepted.

4. CONCLUSION

The results of testing the Emotional Intelligence variable partially did not have a significant effect on employee performance. at Digna Creative Nusantara. The results of testing the Work Performance variable partially have a significant effect on Employee Performance at Digna Creative Nusantara. Results of testing the Emotional Intelligence and Work Performance variables simultaneously or together on employee performance. at Digna Creative Nusantara.

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