International Journal of Multicultural and Multireligious Understanding

http://ijmmu.com
editor@ijmmu.com
ISSN 2364-5369
Volume 8, Issue 1
January, 2021
Pages: 150-160

The Impact of Emotional Intelligence to Employee Performance at PT WKR

Yul Tito Permadhy[1]; Fitria Ayuningtyas[2]

[1] Department of Business and Management, Faculty of Economics and Management, Universitas Pembangunan Nasional Veteran Jakarta, Indonesia

[2] Department of Communication, Faculty of Social and Political Sciences, Universitas Pembangunan Nasional Veteran Jakarta, Indonesia

http://dx.doi.org/10.18415/ijmmu.v8i1.2304

Abstract

In an organization, one of the most critical assets is human resources. Human resources are one of the main factors that play a role in determining the success of an organization to achieve predetermined goals. The employees very much learn the achievement of organizational goals. Many factors can influence the achievement of organizational goals. One of them is emotional intelligence. This research aimed to determine how much influence emotional intelligence on employee performance at PT WKR. The method used is quantitative by using an explanative approach, which has a population of 138 people. In comparison, the sample is 42 people because the samples taken vary in position, the researcher used the proportionate stratified random sampling technique. The results of the calculation of the correlation coefficient analysis in this research are r = 0.424, which means a moderate relationship between emotional intelligence and employee performance at PT WKR. The result of the coefficient of determination calculation is 18%, meaning that emotional intelligence has an influence of 18% on the performance of employees at PT WKR. The remaining 82% is influenced by other factors not examined by the researcher. The results of the calculation of the correlation significance test in this research obtained the t-test results of 3.269; therefore, t count is greater than t table, emotional intelligence has a significant impact on employee performance at PT WKR.

Keywords: *Emotional Intelligence; Employee; Performance; Organizational*

Introduction

In an organization, one of the most critical assets is human resources. Human resources are one of the main factors that play a role in determining the success of an organization to achieve predetermined goals. The employees very much commit the achievement of organizational goals. Many factors can influence the performance of organizational goals. One of them is emotional intelligence.

Striving for this emotional intelligence ability to develop in employees will significantly improve employee and company performance and indirectly increase turnover in the company.

Many examples prove that people who only have the intelligence or have a lot of high degrees are not necessarily successful in the world of work, whether according to their fields or not. It is often that those with less formal education are successful. Most educational programs focus solely on intellectual intelligence. In comparison, rational knowledge is not a dominant factor in a person's success, especially in work or social life. The key to a person's success is how to develop emotional intelligence, such as fighting power, toughness, initiative, optimism, adaptability, hard work, and honesty have now become the basis of new assessments.

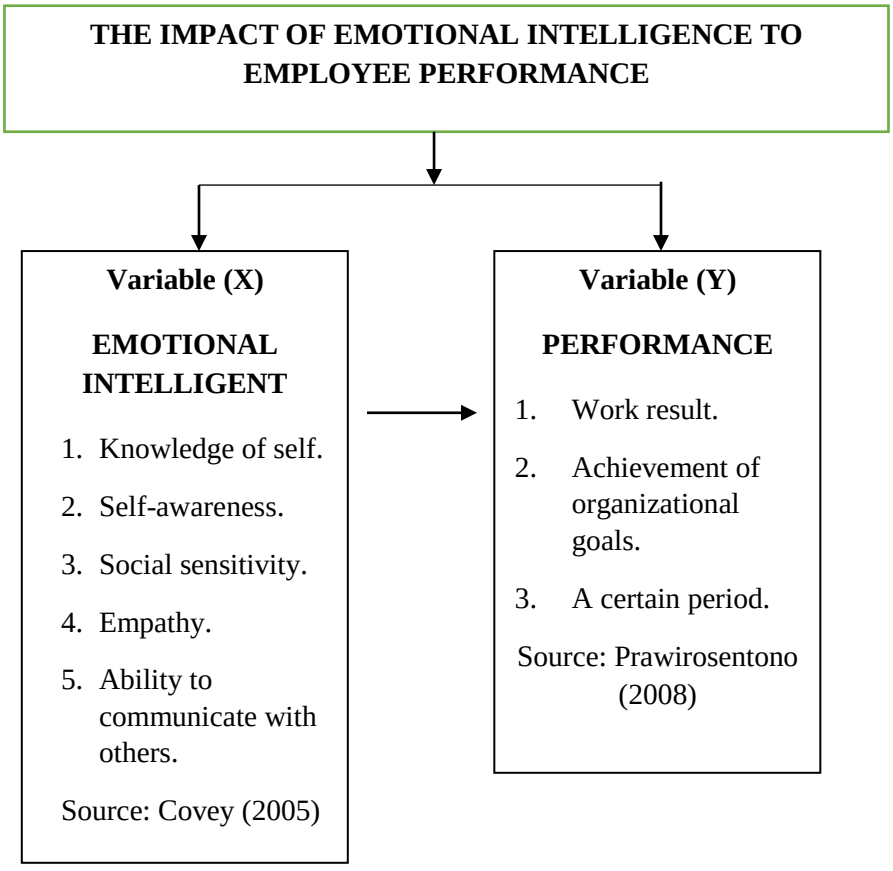
Based on observations in the work environment, the discipline and motivation of employees at PT WKR are good enough. However, there needs to be a significant increase to have more awareness of their duties and responsibilities. For example, employees are not allowed to be late into the office every morning.

Based on the explanation above, the researcher is interested in conducting further research on the impact of emotional intelligence on employee performance. Therefore, the researcher researched with the title: The Impact of Emotional Intelligence to Employee Performance at PT WKR.

The Purpose of this Research

This reseach aimed to determine how much influence emotional intelligence on employee performance at PT WKR.

Figure 1 Theoretical Framework



Source: Documentation of Researcher

Method

The research method used is quantitative methodology. Quantitative research is research on data collected and expressed in numerical form, although this research involves qualitative research as supporting data such as interviews between researchers and informants (Sugiyono, 2009). The quantitative method is a type of research based on calculating percentages, averages, and other statistical calculations, according to Soeyono (Soewadji, 2012).

The type of research in this research is an explanative survey. This type of research tries to explain how this phenomenon occurs and its effect. In other words, it is used to define two variables and combine them (Kriyantono, 2012).

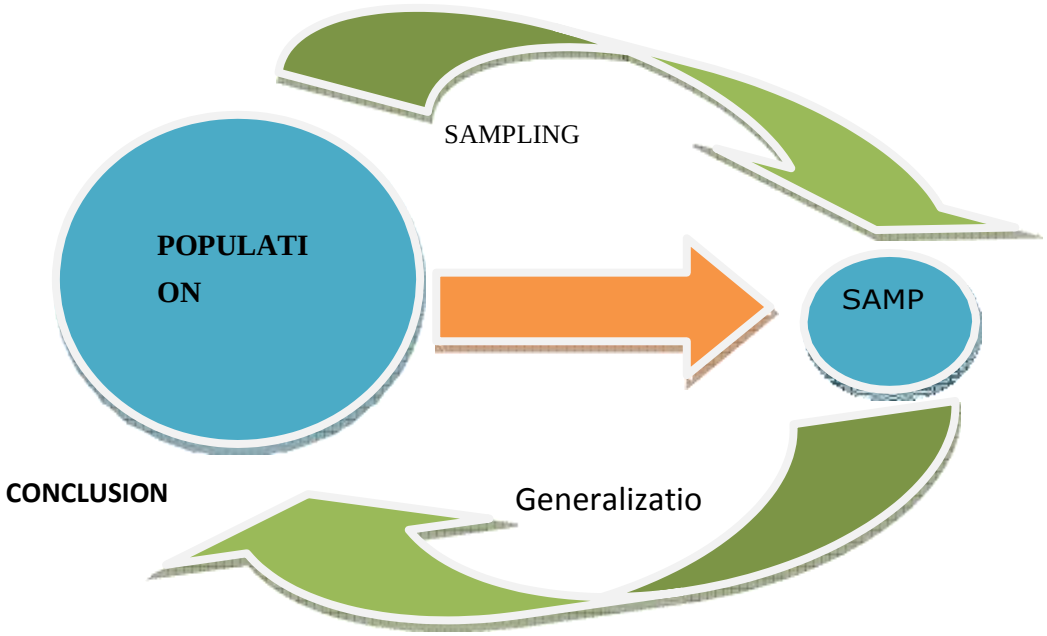
The population is the whole (universe) of research objects that can be humans, animals, plants, air, symptoms, values, events, attitudes to life, and others so that they can become sources of research data (Bungin, 2009).

The population as an area consisting of objects or subjects determined by researchers to research, they conclude, according to Sugiyono (Kriyantono, 2012). In this research, the population was all 138 employees of PT WKR, this information the researcher got directly from the Head of Human Resources of PT WKR.

The sample is part of the population. Therefore the example must be seen as an estimate of the people and not the population itself (Prasetyo & Jannah, 2011).

The sample is a portion of the population, which is taken in various ways to represent all members of the people. If the research is not carried out on the entire population, but only a part of the population or what is called as sample research, the source of the research is sufficient for some members of the people because even though only some of them already represent all members of the population (Soewadji, 2012).

Figure 2 the Relationship between Population, Sample, and Sampling Technique



Source: Documentation of Researcher

Similar to Sugiyono, the sample is part of the number and characteristics of the population. Suppose the population is large, and the researcher cannot research everything in that population, for example, because of limited funds, energy, and time. In that case, the researcher can use a sample taken from that population (Sugiyono, 2009).

Because the samples that the researcher took varied in position, the sampling technique used by the writer was the proportionate stratified random sampling technique, this technique is a technique used when the population has members or elements that are not homogeneous and proportionally stratified (Sugiyono, 2009).

If the population is < 100 people, then it is best to take everything as a sample. If the community is > 100 people, only used 20-30% (Sugiyono, 2009). Thus, the researcher determined that the sample size in this research was 30%. Because in this research, the population is 138 people, the sample obtained is 138 x 30% = 41.45, rounded to 42 people.

Data Collection Technique

Data obtained directly from the object of research in the field. Primary data collected through (Ruslan, 2008), namely:

1. Questionnaire
   The questionnaire is a data collection technique by providing or distributing a list of questions to respondents in the hope of responding to questions. The data will become information to answer the research objectives. The data obtained must be relevant and accurate. In this research, the measurement scale uses the LIKERT scale. This scale is used to measure a person's attitude about an attitude object. The object of this attitude is usually determined systematically and accurately by researcher. Every statement or question is associated with every answer in the form of attitude support with the words: Strongly Agree (SA); Agree (A); Neutral (N); Disagree (D); Strongly Disagree (SD). In some studies, the LIKERT scale can exclude doubtful or neutral answers. The reason is that the category of doubt has a double meaning; that is, it cannot provide a solution. In this research, the measurements as follow (Kriyantono, 2012):

Table 1 LIKERT Scale

Score	Answer
4	Strongly Agree (SA)
3	Agree (A)
2	Disagree (D)
1	Strongly Disagree (SD)

Source : (Kriyantono, 2012)

2. Observation
   Observation is direct observation in the field and collecting data needed in research. Observations will produce data that stimulate tentative hypotheses about individuals and convince other hypotheses. The researcher made some observations at WKR, located on Cawang, East Jakarta.

Data Analysis Techniques Data

The analysis is a process of organizing and sorting data into patterns, categories, and basic description units so that themes can be found. Work hypotheses can be formulated, as suggested by the data. While data interpretation is to provide significant meaning to the analysis, explain the pattern of

description, and look for relationships between the dimensions of classification according to Moleong (Kriyantono, 2012)

The type of analysis used is bivariate, an analysis to see the impact between two variables. The two variables are divided into variable X and variable Y. These two variables are the main variables: the independent variable and the dependent variable. The variable X here is *Emotional Intelligence*, and the variable Y is *Employee Performance*.

In quantitative research, research data is in the form of numbers, so the data analysis is in the way of calculations through statistical tests. This research was obtained through the SPSS program specifically designed to conclude the analysis and interpretation of research data.

The SPSS application is a pure research analysis model program. The goal is to help researchers do (Danandjaja, 2012):

1. Compilation of data,
2. Arrange tables and graphs,
3. Test the relationship between the variables studied,
4. Perform hypothesis testing.

Validity Test

Validity in research is described as a degree of accuracy of research measuring instruments' actual content and meaning. At least it can only be done to determine the validity of measurement to produce a high degree of closeness to the data obtained with what is believed in the analysis (Umar, 2011).

The instrument's validity can be classified into construction validity, content validity, predictive validity, external validity, and form validity (Kriyantono, 2012). To measure the data's validity, the researcher will calculate the correlation between each statement and the total score using the correlation technique used formula of Product Moment as follows:

$$\mathbf{r_{xy}} = \frac{n(\sum XY) - (\sum X \sum Y)}{\sqrt{(n\sum X^2 - \sum X)^2)(n\sum Y^2 - \sum Y)^2)}}$$

Note:

rxy: Pearson's Product Moment correlation coefficient
N: Number of subjects with score X with paired Y score
X: Score obtained by the question in each item (Variable X)
Y: Score obtained by the subject in each item (Variable Y)
∑X: Total score of distribution greeting X
∑Y: Total score of spread greetings Y
∑X²: Total score squared from X
∑Y²: Total score squared from Y
X: The independent variable
Y: The dependent variable

Reliability Test

The measuring instrument is reliable if the measuring instrument consistently gives the same results and answers to the same symptoms even though it is repeated repeatedly. Reliability means that the measuring device is stable (unchanging), reliable (dependable), and consistent (Kriyantono, 2012).

Reliability is the level of security of the questionnaire. A reliable survey is a questionnaire that will produce the same data when repeatedly tried in the same group. So it can be assumed, there are no psychological changes. For reliability analysis, the formula is used Cronbach's Alpha as follows:

$$\alpha = \frac{k}{k-1}\left[1 - \frac{\sum \alpha b^2}{\alpha t^2}\right]$$

Note:
α: Instrument reliability coefficient (Cronbach's Alpha)
k: Number of questions or number of questions
∑αb²: Total variance of items
αt²: Total variance

Table 2 Level of Reliability-Based Value Cronbach's Alpha

Cronbach's Alpha Value	Description
Up 0.20	Less Reliable
0.21-0.40	Quite Reliable
0.41-0.60	Reliable Enough
0.61-0.80	Reliable
0.81-1.00	Very Reliable

Source: (Kriyantono, 2012)

Correlation Test

Explanative data analysis is used to determine certain situations or conditions that occur or what affects the occurrence of something (Kriyantono, 2012)—for example, describing the test results between the correlation of emotional intelligence and employee performance, using explanative statistical formulas with statistical test tools Pearson's Product Moment. This formula or technique is used to determine the correlation coefficient or the degree of strength of the relationship and to prove the hypothesis of the relationship between variables with intervals other. The following is the correlation formula Product Moment (Kriyantono, 2012):

$$r_{xy} = \frac{N\left(\sum XY\right) - \sum X \sum Y}{\sqrt{\left[N\left(\sum X^2\right) - \left(\sum X\right)^2\right]\left[N\left(\sum Y^2\right) - \left(\sum Y\right)^2\right]}}$$

Note:
r*xy*: The correlation between X and Y
∑*x*: Total scores in the X distribution
∑*y*: Total scores in the Y distribution
∑XY: The number of times the score X with the Y score in pairs
$\sum x^2$: The sum of the scores calculated of X
$\sum y^2$: The sum of the scores calculated of Y
N: The number of subjects with the X score and the paired Y score
X: The independent variable
Y: The dependent variable

t-test (Hypothesis)

The next is to test the hypothesis with the t-test to check whether there is an impact of emotional intelligence and employee performance. The hypothesis is a temporary answer to the formulation of research problems, where the wording of the problem has been stated in the form of a question sentence (Sugiyono, 2009).

The hypothesis of this research are:

H0: There is no influence between emotional intelligence on employee performance.
Ha: There is an influence between emotional intelligence on employee performance.

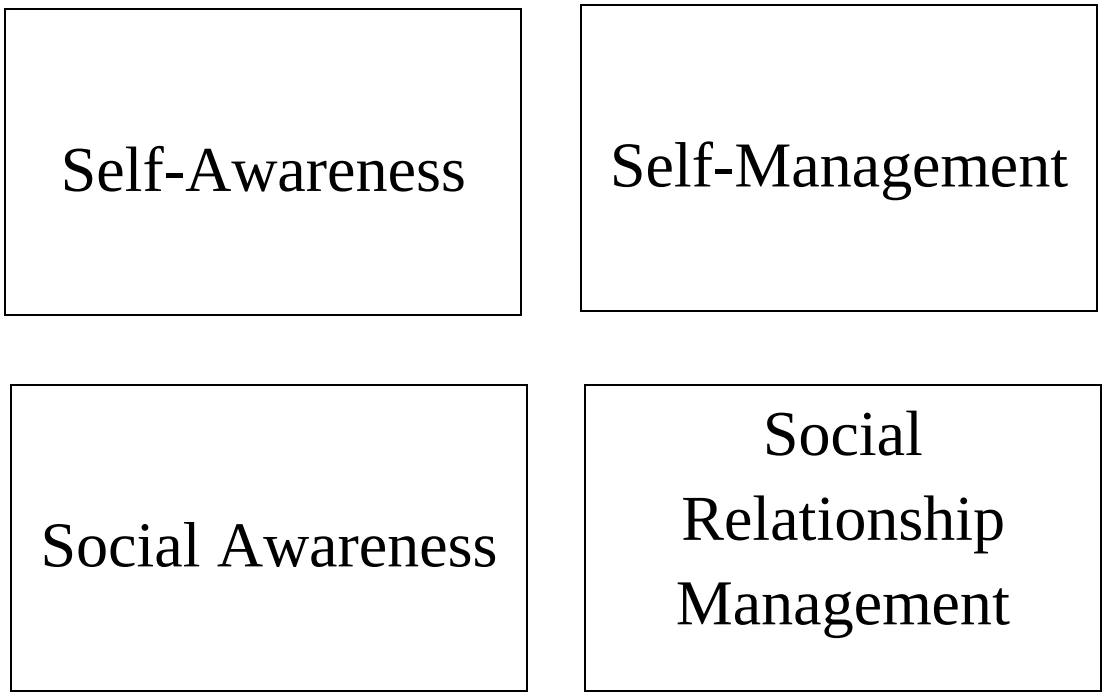
Decision making:

If t count ≤ t table, then H0 is accepted, and Ha is rejected.
If t count ≥ t table then H0 is rejected and Ha is accepted.

Result

PT WK was established on March 11, 1960, as a state-owned company resulting from the nationalization of a Dutch company. PT WK has several subsidiaries, one of which is PT WKR, PT WKR has been working in the housing and settlement sector since 1980. Thousands of houses have been built in various areas, including Jakarta, Bogor, Tangerang, Bekasi, Depok, Bandung, Samarinda, Balikpapan, Makassar, Semarang, Sukabumi, and Manado.

Figure 3 the Four Skills of Emotional Intelligence



Source: (Bradberry & Greaves, 2007)

Actually, Emotional Intelligence has four skills. The four skills that together form emotional intelligence are self-awareness, self-management, social awareness, and social relationship management. Refer to Figure 3, the two skills above are about yourself and the two skills below are more about how you interact and relate to other people around you (Bradberry & Greaves, 2007).

As per Figure 1, the variable X here is *Emotional Intelligence*, and the variable Y is *Employee Performance*. Variable X here are the following indicators:

1. Knowledge of self.
2. Self-awareness.
3. Social sensitivity.
4. Empathy.
5. Ability to communicate with others (Covey, 2005).

Variable Y here are the following indicators:

1. Work result.
2. Achievement of organizational goals.
3. A specific period (Prawirosentono, 2008).

Table 3 Data of All Employees

No	Position	Male	Female	Grand Total
1.	Bureau Manager	7	0	7
2.	Realty or Property Manager	14	1	15
3.	Division Head	10	1	11
4.	Section Head	44	5	49
5.	Division Staff	28	5	33
6.	Section Staff	21	2	23
	TOTAL	**124**	**14**	**138**

Source: Research results in the field and processed by researcher

Table 4 Respondent Data Based on Gender

No	Gender	f	%
1.	Male	35	83
2.	Female	7	17
	TOTAL	**42**	**100**

Source: Research results in the field and processed by researcher

Table 5 Respondent Data-Based on Age

No	Age	f	%
1.	≤ 30 years old	14	33
2.	31-40 years old	23	55
3.	41-50 years old	4	10
4.	≥ 50 years old	1	2
	TOTAL	**42**	**100**

Source: Research results in the field and processed by researcher

Table 6 Respondent Data Based on Position

No	Position	f	%
1.	Bureau Manager	2	5
2.	Realty or Property Manager	5	12
3.	Division Head	3	7
4.	Section Head	15	36
5.	Division Staff	10	24
6.	Section Staff	7	17
	TOTAL	**42**	**100**

Source: Research results in the field and processed by researcher

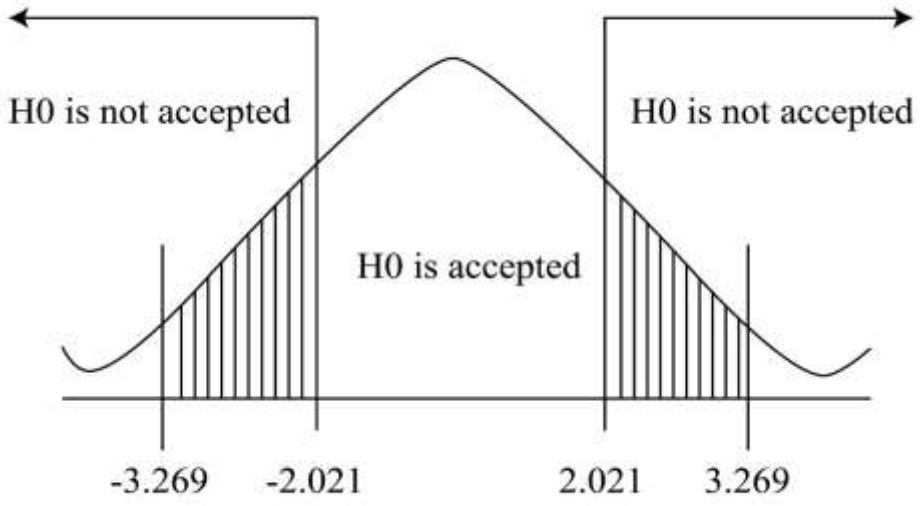
The correlation coefficient calculation results in this research are r = 0.424, which means that there is a moderate relationship between emotional intelligence and employee performance at PT WKR. It can be seen through the interpretation of the correlation coefficient in the coefficient interval 0.40-0.599. The result of the ratio of determination calculation is 18%, meaning that emotional intelligence has an influence of 18% on the performance of employees at PT WKR, and the remaining 82% is influenced by

other factors not examined by the researcher. Examples of other factors include leadership style, organizational culture, work environment, and others.

The results of the calculation of the correlation significance test in this research obtained the results of the t-test, namely that by using the t table formula with an error rate of 5% (0.05) two-party test and DK = 40, namely sample (n) = 42-2 = 40 so that t table = 2,021. From the results of the product-moment correlation significance test, the obtained t count = 3.269. It means that the researcher can conclude t count > t table (3.269 > 2.021) that H0 is rejected and Ha is accepted, which means that emotional intelligence has a positive and significant effect on employee performance at PT WKR.

Based on the calculations and data shown in the image above, it can be stated that t count in the rejection area of H0, it can be noted that the null hypothesis which states that there is no influence of emotional intelligence on employee performance is rejected and the alternative hypothesis is accepted. So the conclusion is that the correlation coefficient between emotional intelligence and employee performance is 0.424 significant, which means that the ratio can be generalized or applied to a population of 138 people with a sample of 42 people.

Figure 4 the Significance Test of the Correlation Coefficient with the Two-Party Test



Source: Research results in the field and processed by researcher

Based on the calculations and data shown in figure 4 above, it can be stated that t count in the rejection area of H0, it can be noted that the null hypothesis which states that there is no influence of emotional intelligence on employee performance is rejected and the alternative hypothesis is accepted. So the conclusion is the correlation coefficient between emotional intelligence and employee performance is 0.424 significant, which means that the ratio can be generalized or, in other words, it can apply to a population of 138 people with a sample of 42 people.

Conclusion

PT WK was established on March 11, 1960, as a state-owned company resulting from the nationalization of a Dutch company. PT WK has several subsidiaries, one of which is PT WKR, PT WKR

has been working in the housing and settlement sector since 1980. Thousands of houses have been built in various areas, including Jakarta, Bogor, Tangerang, Bekasi, Depok, Bandung, Samarinda, Balikpapan, Makassar, Semarang, Sukabumi and Manado. The variable X here is *Emotional Intelligence*, and the variable Y is *Employee Performance*. The variable X indicators are knowledge of self, self-awareness, social sensitivity, empathy, and ability to communicate with others. The variable Y indicators are work result, achievement of organizational goals, a specific period. The method used is quantitative by using an explanative approach, which has a population of 138 people. In comparison, the sample is 42 people because the samples taken vary in position, the researcher used the proportionate stratified random sampling technique.

The results of the calculation of the correlation coefficient analysis in this research are r = 0.424, which means a moderate relationship between emotional intelligence and employee performance at PT WKR. The result of the coefficient of determination calculation is 18%, meaning that emotional intelligence has an influence of 18% on the performance of employees at PT WKR, and the remaining 82% is influenced by other factors not examined by the researcher. The results of the calculation of the correlation significance test in this research obtained the t-test results of 3.269; therefore, t count is greater than t table. Emotional intelligence has a significant impact on employee performance at PT WKR.

Acknowledgement

The authors would like to thank all those who participated in this research, and express gratitude to Universitas Pembangunan Nasional Veteran Jakarta, Indonesia.

Reference

Bradberry, T., & Greaves, J. (2007). *Menerapkan EQ di Tempat Kerja dan Ruang Keluarga* (Pertama). Yogyakarta: THINK!

Bungin, B. (2009). *Metodologi Penelitian Kuantitatif*. Jakarta: Kencana Prenada Media Group.

Covey, S. (2005). *The 8th Habit: From Effectiveness to Greatness*. USA.

Danandjaja. (2012). *Metodologi Penelitian Sosial*. Yogyakarta: Graha Ilmu.

Kriyantono, R. (2012). *Teknik Praktis Riset Komunikasi*. Jakarta: Kencana Prenada Media Group.

Prasetyo, B., & Jannah, L. M. (2011). *Metode Penelitian Kuantitatif Teori dan Aplikasi*. Jakarta: Raja Grafindo Persada.

Prawirosentono, S. (2008). *Manajemen Sumber Daya Manusia Kebijakan Kinerja Karyawan*. Yogyakarta: BPFE.

Ruslan, R. (2008). *Metode penelitian Public Relations dan Komunikasi*. Depok: Rajawali Pers.

Soewadji, J. (2012). *Pengantar Metodelogi Penelitian*. Jakarta: Mitra Wacana Media.

Sugiyono. (2009). *Statistika Untuk Penelitian*. Bandung: Alfabeta.

Umar, H. (2011). *Metode penelitian Untuk Skripsi dan Tesis Bisnis*. Jakarta: Raja Grafindo Persada.

Copyrights