

## EMPLOYEE PERFORMANCE IS ENHANCED BY EMOTIONAL INTELLIGENCE AND JOB SATISFACTION

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### ABSTRACT

Professional human resources are needed in an organization to achieve goals. Professionalism will be seen from employee performance which is influenced by emotional intelligence and employee job satisfaction. Likewise at the Office of the Bandung Regency Diskoperindag, the problem is that the number of employees is lacking in completing work, the quality of work produced by employees is still low, the productivity of innovation organizations is low, and morale is decreasing. The research method uses the census method and data analysis using Multiple Linear Regression. The population and sample are all employees/employees of the Bandung Regency Diskoperindag as many as 117 employees with permanent employee status (ASN). The aim of this study was to determine the effect of emotional intelligence and job satisfaction on employee performance.

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### 1. INTRODUCTION

Human resources are the key to the success of an organization in achieving the desired goals, it needs to be managed professionally, this leads to employee performance. In order to see employee performance, what must be considered includes emotional intelligence and employee job satisfaction. According to [1], performance is the result of work achieved by someone in carrying out their duties on skill, effort, and sincerity as well as time in accordance with standards and criteria. Meanwhile, according to Salovey and Mayer (1990) defines emotional intelligence as the ability to monitor and discriminate feelings and emotions of a person and others, where the information is used to guide one's thoughts and actions. Meanwhile, according to [2].

At the Department of Trade and Industry Cooperatives (Diskoperindag) Bandung Regency, employee performance assessments use the Employee Work Target (SKP)/work performance indicators, and work behavior assessments use Service Orientation indicators, Integrity, Commitment, Discipline, Cooperation, and Leadership. This performance appraisal is carried out once a year, namely in December and is assessed by the appraiser, namely the employee's direct supervisor [3].

Based on the average recapitulation of employee performance appraisal results in 2019 and 2020, performance was quite good in 2019 and in 2020 it decreased by 10.14% from 2019 on the elements of Employee Work Targets (SKP), Service Orientation, Integrity, Commitment, Discipline and Cooperation are quite significant [4].

The phenomenon is that there is a lack of quantity of employees in completing work, low quality of work produced by employees, low productivity of innovation organizations that are hampered, and decreased morale. can improve the performance of its employees by making improvements to employees seen from the emotional intelligence and job satisfaction of its employees.

Research on the influence of intelligence emotional and job satisfaction on employee performance has been done by previous researchers. From these various studies, it shows that there is inconsistency in the results shown by the existence of different research or research gap, which can be used as an impetus for conducting this research. The difference in the results of the research is that Wan [5] states that job satisfaction has a positive but not significant effect on employee performance. The formulation of the research problem based on the description above is how does emotional intelligence affect employee

performance and how does job satisfaction affect employee performance at the Bandung Regency Trade and Industry Cooperative Service (Diskoperindag).

## 2. LITERATURE REVIEW

### Employee Performance

Performance is the result of work achieved by someone in carrying out their duties on skill, effort, and sincerity as well as time according to standards and criteria (Hasibuan; 2003). Meanwhile, according to [6] states that performance is the result or level of success of a person or whole during a certain period in carrying out tasks compared to various possibilities, such as work standards, targets or goals or criteria that have been determined in advance and have been mutually agreed upon. Meanwhile, [7] suggests there are 4 dimensions as benchmarks in assessing performance: Quality, namely the level of error, damage, accuracy; Quantity, namely the amount of work produced; Use of time at work, i.e. absenteeism rate, delay, effective working time or lost working hours; and Cooperation with others in work.

### Emotional Intelligence

Emotional intelligence as the ability to monitor and differentiate one's and other people's feelings and emotions, where the information is used to guide one's thoughts and actions [2]. On the other hand, Goleman (2003) explains that employees with more emotional intelligence students will be more skilled in facilitating their job performance, and aware of the influence of emotions on their behavior and performance results, according to [8] aspects of emotional intelligence are recognizing one's own emotions, managing emotions, motivating oneself, recognizing other people's emotions, and building relationships.

### Job satisfaction

Job satisfaction is defined as a person's reactions and feelings towards the place where he works. [9] Meanwhile, Kreitner and Kinicki (2005) define job satisfaction as an emotional response and effectiveness that impact on aspects of work. And according to [4] explains that job satisfaction is a general attitude in the form of the result of several specific attitudes towards individual characteristics, group relations outside of work and work factors. According to Smith, Kendall & Hulin (Luthans, 2006), the dimensions that can measure job satisfaction, namely: Work itself (Work it self), Superiors (Supervisors), Colleagues (Workers), Promotion (Promotion), and Salary (Pay ). In this study the hypothesis proposed is as follows:

- 1) H1: There is a positive and significant influence on emotional intelligence performance of employees at the Office of Bandung Regency Diskoperindag.
- 2) H2: There is a positive and significant effect of job satisfaction on performance employee of the Office of the Bandung Regency Diskoperindag.

## 3. METHOD

The population in this study were all employees/employees of the Bandung Regency Diskoperindag as many as 117 employees with permanent employee status (ASN) consisting of 49 employees at the Bandung Regency Diskoperindag office and 70 employees at markets in the Bandung Regency area spread over 14 sub-districts. The sample used was Bandung Regency Diskoperindag employees with permanent employee status (ASN), totaling 117 people using the census method.

The independent variables in this study consisted of (1) Emotional Intelligence (X1) is the capacity to recognize one's own feelings and those of others, to motivate oneself and to manage emotions well in oneself and in relationships with others. 2) Job satisfaction (X2), which is a pleasant or unpleasant emotional state of employees at work and viewing their work. Meanwhile, the dependent variable is employee performance (Y), which is a record resulting from the function of a particular job or activity over a certain period of time.[10]

The data source used is primary data, namely data obtained directly from data sources by conducting direct research into the field, by distributing questionnaires to all employees. The data source that is also used is Library Studies, namely by examining materials such as books that contain theories, scientific papers and other materials relevant to research.

The data analysis technique used is Multiple Linear Regression Analysis with the equation:  $\hat{Y} = a + \beta_1X_1 + \beta_2X_2 + e$

Information :

$\hat{Y}$  = Dependent Variable (Employee performance) a = Constant

$\beta_1$  and  $\beta_2$  = Regression Coefficient Parameters  
 $X_1$  = First independent variable (Emotional Intelligence)  
 $X_2$  = Second independent variable (Job satisfaction)

#### 4. RESULT AND DISCUSSION

The results of the Multiple Linear Regression analysis of the effect of Emotional Intelligence and Job Satisfaction on Employee Performance obtained the following multiple linear equations:

$$: Y = 17.573 + 0.494 X_1 + 0.275 X_2 + e$$

##### **The Effect of Emotional Intelligence on Employee Performance**

Based on the results obtained in the table above, the calculated t value of the emotional intelligence variable is 6.48, and this value is greater than the t table value ( $6.487 > 1.981$ ), and the significance value is 0.025 (two-tailed test), so that the decision results is to accept the alternative hypothesis ( $H_a$ ). This means that emotional intelligence has a positive and significant effect on employee performance. These results indicate that if the emotional intelligence of employees is getting better and more effective, the employee's performance will increase. So it can be concluded that the first hypothesis which states that there is a positive and significant influence of emotional intelligence on employee performance is statistically acceptable[11].

These results show that . Emotional intelligence possessed by Diskoperindag employees is managed properly and effectively to be one very important factor that will be able to improve employee performance. This can be seen from the positive and significant impact, so that an increase in emotional intelligence will have an impact on improving employee performance[12].

This shows that the better and more effective emotional intelligence is measured by self-awareness; Self-control (Self-regulation); Motivation; Empathy (Empathy); and Social skills, the performance of employees is getting better. These results have supported the results of research from [13], and Triana Fitriastuti, (2013) which stated that emotional intelligence has a positive and significant effect on employee performance

##### **Effect of job satisfaction on employee performance**

Based on the results obtained in the table above, the t count l variable Job satisfaction is 3.276, and this value is greater than the t table value ( $3.276 > 1.981$ ) and a significance value of 0.025 (2-sided test), so the decision result is to accept the alternative hypothesis ( $H_a$ ). This means that job satisfaction has a positive and significant effect on employee performance.

These results indicate that the higher the job satisfaction, the employee's performance will increase. So it can be concluded that the second hypothesis which states that there is a positive and significant effect of job satisfaction on employee performance is statistically acceptable[14].

These results indicate that the job satisfaction of Bandung Regency Diskoperindag employees is very high, which is one very important factor that will be able to improve employee performance. This shows that the higher the job satisfaction as measured by the work itself (Work It Self), Superiors (Supervision), Co-workers (Co-workers), Promotion opportunities (Promotion opportunities), and Salary / wages (Pay), the employee's performance is increasing. These results have supported the results of research from [15], and Putu Yudha Asteria Putri, (2013). This agrees with Robbins' (2008) theory, which states that job satisfaction is a positive feeling about someone's work that is the result of evaluating its characteristics. A person with a high level of satisfaction shows a positive attitude towards his work and vice versa someone who is dissatisfied with his job will show a negative attitude towards his work[16].

#### 5. CONCLUSION

Based on the results of the analysis and discussion that emotional intelligence has a positive and significant effect on employee performance at the Office of the Bandung Regency Diskoperindag. Likewise, job satisfaction has a positive and significant effect on employee performance at the Bandung Regency Diskoperindag Office[17], [18].

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