THE EFFECT OF EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE IN MAYBANK BANDAR LAMPUNG

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ARTICLEINFO	ABSTRACT
Keywords: Emotional Intelligence, Organizational Culture and Employee Performance.	The purpose of this study was to determine the effect of Emotional Intelligence on Employee Performance, the effect of Organizational Culture on Employee Performance, and the effect of Emotional Intelligence and Organizational Culture on Employee Performance. The type of study used quantitative research using associative method. The data source used Primary Data. The data collection method in this study used Field Research techniques with interviews and questionnaires. The population in this study was 50 employees. The sample used a purposive sampling technique, namely using the selected criteria totaling 32 employees. Test the instrument requirements used validity and reliability tests. Test the data analysis requirements used the normality test, linearity test, and multicollinearity test. Test data analysis used multiple linear regression analysis. The results of this study found that Emotional Intelligence had an effect on employee performance. Organizational Culture had an effect on Employee Performance. Emotional Intelligence and Organizational Culture affeced Performance.

1. INTRODUCTION

In the era of the Industrial Revolution, the level of competition in the business world is getting tighter so that the activities of a company must be aligned with the rapid development of technology. Human resources play the most important role because without it, technological progress will not make a significant contribution to the progress of a company or agency. In this case, knowledge is needed about how to direct employees to want to work as much as possible. This requires company leaders to formulate policies that can lead to increased employee performance. In other words, the continuity of a company is determined by the performance of its employees. The success of a bank can be influenced by employee performance. Performance is the result of work that has been achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. Employees are an important resource for the company, because they have the talent, energy and creativity that are needed by the organization to achieve its goals. The overall performance of the bank is a description of the achievements achieved by the bank in its operations, both in terms of finance, marketing, collection and distribution of funds, technology and human resources. Maybank Bandar Lampung wants employee performance not only to make Maybank Bandar Lampung a place to work but to discover, develop and unleash the potential of employees. Maybank Bandar Lampung provides career paths, competitive remuneration and development programs tailored to the needs of employees, for that Maybank Bandar Lampung requires excellent employee performance to support the company's development process. In an effort to improve employee performance, MayBank Bandar Lampung conducts employee performance appraisal,

2. METHOD

Researchers use the type of quantitative research. According to Sulyanto (2018) this method is called a quantitative method because the research data is in the form of numbers and the analysis uses statistics. Meanwhile, for this study using the associative method. According to Suliyanto (2018) the associative method is a form of research using at least two variables that are connected. The associative method is a study that seeks a causal relationship between more than one independent variable (independent variable) and the dependent variable (dependent variable).

Sources of data used in this study are primary data and secondary data. The type of data used is data from the answers to questionnaires distributed to employees of Maybank Bandar Lampung. The technique used in this research is Field Research. This technique is done by going directly to the research field to obtain data related to research needs, while the data collection methods used in this research are interviews and questionnaires.

The measurement scale used in this study is the Likert scale. Measurements for the independent and dependent variables use a scoring technique to assign a value to each alternative answer so that the data can be calculated.

Table 1. Instumen Skala Likert

Evaluation	Skor
Strongly agree	5
Agree	4
Disagree	3
Don't agree	2
Strongly Disagree (STS)	1

The population in this study were employees of Maybank Bandar Lampung, amounting to 50 Employees. The sampling technique used in this research is using purposive sampling. Purposive Sampling is a sampling technique that is quite often used. This method uses criteria that have been selected by researchers in selecting samples. In this study the number of samples selected were 32 employees of the Back Office Section at Maybank Bandar Lampung.

Variable (X) or Independent (free) is a variable that affects in this study is Emotional Intelligence (X1) and Organizational Culture (X2). Variable (Y) dependent (bound) is a variable that is influenced or which is the result of the independent variable, in this study on Employee Performance (Y).

According to Suliyanto (2018, p.233) A valid instrument means that the measuring instrument used to obtain data (measure) is valid. Valid means that the instrument can be used to measure what it is supposed to measure.

This study uses quantitative methods, namely analyzing data and matters relating to numbers or calculation formulas used to analyze the problem being studied. Data analysis using multiple linear regression. In regression analysis, the dependent variable is often influenced not only by quantitative variables according to the scale, but also by qualitative variables.

3. RESULT AND DISCUSSION

Respondent Profile In this study, four characteristics/groups of respondents were divided, namely based on gender, age, education and length of work.

Table 2. Characteristics of Respondents

Characteristics	Criteria	Amount	Percent
Gender	Man	46	46.0
	Woman	54	54.0
	Total	**100**	**100.0**
Age	18 - 25 years	16	16.0
	26 – 35 years	37	37.0
	36 – 45 years	31	31.0
	Over 45 years	16	16.0
	Total	**100**	**100.0**
Education	High School	27	27.0
	D3	11	11.0
	S1	60	60.0
	S2-S3	2	2.0
	Total	**100**	**100.0**
Length of work	1-5 years	28	28.0
	6-10 years	26	26.0
	11-15 years	26	26.0
	>15 years	20	20.0
	Total	**100**	**100.0**

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Information:
1. From the data, there are 46 men (46.0 %) and 54 women (54.0%).
2. From the table the data shows that there are 16 people (16.0%) in the age group of 18- 25 years, 37 people (37.0%) in the age group 26-35 years, 31 people (31.0%)in the age group 36-45 years and 16 people (16.0%) age group over 45 years.
3. From the table the data shows there are 27 people (27.0%) with high school education. 11 people (11.0%) have D3 education, 60 people (60.0 %) have S1 education and 2 people (2.0%) are at S2-S3 level.
4. From the table the data shows there are 28 people (28.0%) who have worked between 1-5 years, there are 26 people (26.0%) who have worked between 6-10 years, there are 26 people (26.0%) who have worked between 11-15 years, and there are 20 people (20.0%) who have worked more than 15 years.

Reliability Test
Reliability test is used to show the accuracy of research results with test criteria comparing Cronbach's Alpha.

Table 3. Reliability Test

Variabel	Cronbach's Alpha	Critical Value	Correlation	Remarks
X1	**0.622**	0.600	Strenght	Reliable
X2	**0.604**	0.600	Strenght	Reliable
Y	**0.791**	0.600	Strenght	Reliable

From the results of the reliability test above, by looking at the Cronbach's Alpha value for the discipline variable is 0.622, the human resource competency variable is 0.604, for the employee performance variable is 0.791. This shows that all questions for the three variables are reliable, because all three Cronbach's Alpha values are above the critical value of 0.600..

Table 4. Results of Respondents Answer to Emotional Inteligence Variable (X1)

No	Statement	Answer									
		SS (5)		S (4)		KS (3)		TS (2)		STS (1)	
1	Takes criticism wellfrom superiors and colleagues	8	25%	21	65,6%	2	6,3%	1	3,1%	0	0%
2	Try to control your emotions towards yourself and others	4	12,5%	14	43,8%	9	28,1%	5	15,6%	0	0%
3	Can control emotions when problems occur at work	1	3,1%	6	18,8%	19	59,4%	6	18,8%	0	0%
4	Always think positively as an effort to motivate yourself	8	25%	21	65,6%	2	6,3%	1	3,1%	0	0%
5	Always think positively as an effort to motivate yourself	4	12,5%	14	43,8%	9	28,1%	4	12,5%	1	3,1%
6	Trying to build a good relationship between colleagues and superiors	1	3,1%	6	18,8%	20	62,5%	4	12,5%	1	3,1%

Based on table respondents' answers to the Emotional Intelligence variable, it can be seen that the statement with the most responses to the answer Strongly Agree (SS) is statement 1 and 4 at 25% While the statement with the most responses Disagree (TS) is statement 3 at 18, 8%.

Table 5. Results of Respondents' Answers Performance Variable (Y)

No	Statement	Answer									
		SS (5)		S (4)		KS (3)		TS (2)		STS (1)	
1	Work according to the abilities and skills possessed by employees.	16	50%	14	43,8%	2	6,3%	0	0%	0	0%
2	Employees work according to work standards within the company.	16	50%	14	43,8%	2	6,3%	0	0%	0	0%

3	Work measurement is measured by the amount of work that is given.	10	31,3%	15	46,9%	4	12,5%	3	9,4%	0	0%
4	Always comply with the rules and regulations in the company	7	21,9%	21	65,6%	3	9,4%	1	3,1%	0	0%
5	Completing work within the allotted time	8	25%	21	65,6%	2	6,3%	1	3,1%	0	0%
6	Trying to maximize the time available to complete the work	4	12,5%	14	43,8%	9	28,1%	4	12,5%	1	3,1%

Based on table of respondents' answers to the Performance variable, it can be seen that the statement with the most responses in the answer to Strongly Agree (SS) are statements 1 and 2 by 50% While the statement with the most responses Disagree (TS) is statement 6 of 12.5.

4. CONCLUSION

Maybank Bandar Lampung should maintain the existing relationship conditions and increase the Emotional Intelligence factor again, and the authors suggest to the supervisors of Maybank Bandar Lampung to try to foster employees in controlling emotions towards themselves and others and Try to build good relationships between colleagues and superiors. Organizational Culture Maybank Bandar Lampung should maintain the existing relationship conditions and improve the Organizational Culture factor again, and the author recommends the superiors of Maybank Bandar Lampung to make employees try to work according to their abilities and complete them on time. Performance.Maybank Bandar Lampung should maintain the existing relationship conditions and improve the Employee Performance factor again, and the author suggests the superiors of Maybank Bandar Lampung to try to maximize the available time to complete pending work.

It is best if employees can follow the rules that have been set by the company in order to create harmony between employees, leaders, and the company, this will affect the improvement of employee performance in the company. Considering the limitations of the research conducted by the researcher, it is recommended for further researchers to discuss Emotional Intelligence and Organizational Culture. In addition, expanding the research sample and using statistics or other forms of statistical tests so that better results are obtained

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