



Effect of Emotional Intelligence and Work Competence on Employee Performance

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ABSTRACT

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This study aims to determine whether there is an influence of emotional intelligence and competence on the performance of employees of PT. Universal Indofood Products Medan. The population in this study were all employees who worked at PT. Universal Indofood Product Medan as many as 214 employees. The sampling technique is to use the 5% significance Slovin technique where 139 employees will be used as samples. The results show that there is an effect partially or simultaneously where the emotional intelligence variable partially has a tcount value (5.827) greater than ttable (1.977) with a significant (0.00) less than 0.05, while the work competence variable has a tcount value. (6.142) is greater than ttable (1.977) with a significant (0.00) smaller than 0.05. Simultaneously, the variables of emotional intelligence and work competence have a value of Ftable (3.06) and a significance = 5% (0.05), namely Fcount (62.319) and sig.a (0.000a). This shows that the results of the study accept Ha and reject H0, while the coefficient of determination R Square is 0.746. This shows that the independent variables explain their influence on performance at PT. Universal Indofood Product Medan by 47.8%. While the remaining 52.2% is the influence of other independent variables.

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1. Introduction

In this era of globalization, competition between companies is increasing so that human resources are required to be able to develop themselves in order to compete with competing companies. HR must be a person who is willing to learn and work hard so that their potential can continue to develop to the fullest. Basically, human resources are a resource that is needed by an organization. Because, human resources are sources that play an active role in the running of an organization and the decision-making process. Because human resources are so important in a company, a company should pay attention to employees like an important asset in the company. Employees are a vital aspect that must be owned by every company. The company must pay attention to employees including in fulfilling their rights and obligations. For this reason, the company management should pay attention to the factors that can affect employee performance. According to Sinaga, et al (2020:13), performance is the level of achievement or real results of a person which is calculated periodically both in quality and quantity based on predetermined targets, standards and criteria as a result of the authority and responsibility of a job in a company or organization. Performance is also the appearance of the work of human resources in an organization. Performance can be the appearance of individuals or work groups of human resources. The appearance of work results is not limited to employees who hold functional and structural positions, but also to all levels of human resources in an organization or company. In everyday reality, companies actually expect the best and optimal performance or work results from their employees. However, the results of his work will not be fully optimal, emerging from employees and fully beneficial to the company. The performance of an employee must be raised so that without a good performance appraisal and strong motivation from the company, the company will not be able



to make employees achieve full and optimal performance in carrying out their work.

PT. Universal Indofood Product or commonly known as Unibis is a company engaged in the marketing of biscuits under the Unibis brand which has been established since 1972 and has its address at Jalan K.L. Yos Sudarso Km. 7.3 Medan. The problem of employee performance that is being experienced by the company at this time is the decrease in the work provided by employees from time to time such as employees for now more often make mistakes in inputting reports or often make errors in inputting data into the system so that their superiors have to be more frequent to make adjustments because there is an error in the system. This decrease is considered to occur because of the employee's low emotional intelligence where according to Sudaryo, et al (2018: 95), "Emotional intelligence is a person's ability to use his feelings to solve a problem and lead a more effective life. Employees have not been able to keep their emotions well such as irritability and impatient in carrying out their work. If there is a wrong word, it can irritate employees and make the atmosphere less comfortable to work. It also triggers misunderstanding among employees which ends up hampering their performance. In addition, there is a second influence, namely employee competence is still considered low where according to Sutrisno (2016: 203), competence is an ability based on skills and knowledge supported by work attitudes and their application in carrying out tasks and work in the workplace that refers to the requirements set work. Work competence has decreased because the skills possessed are still lacking such as communication, critical thinking, lack of cooperation, lack of confidence and mastery of technology so that in their work they must be assisted by their colleagues and this not only hinders their work but also hinders the work of other employees.

Previous research that is used as a reference in this study is according to research from Rauf, et al (2019) with the title the influence of emotional intelligence on employee performance at PT. Semen Tonasa Pangkep Regency, Pratama and Suhaeni research (2017) with the title the influence of emotional intelligence on employee performance, Nofi Naifatul Muslimah's research (2016) with the title the influence of competence on employee performance CV. Agro Utama Mandiri Lestari, research by Dina Rande (2016) with the title the influence of competence on employee performance at the Department of Transportation, Communication and Information of North Mamuju Regency, research by Rani Setyaningrum, et al (2016) with the title the influence of emotional intelligence on performance of employees of PT. Jasa Raharja East Java Branch. The results of the study indicate that emotional intelligence and work competence have an effect on employee performance.

According to Sudaryo, et al (2018:95), "Emotional intelligence is a person's ability to use his feelings to solve a problem and lead a more effective life." According to Suwatno (2019: 150), ECI (emotional competence inventory) can be grouped into 4 indicators, namely: self-awareness, self-regulation, social awareness, relationship management. According to Sutrisno (2016:203), "Competence is an ability based on skills and knowledge supported by work attitudes and their application in carrying out tasks and work in the workplace that refers to the work requirements set." According to Wibowo (2017: 273), there are 5 characteristics of competence, namely: motives, traits, self-concept, knowledge and skills. According to Sinaga, et al (2020:13), "Performance is the level of achievement or real results of a person which is calculated periodically both in quality and quantity based on predetermined goals, standards and criteria as a result of the authority and responsibility of a job in a company or organization." According to Sutrisno (2016:152), there are six important aspects that are key areas of achievement for the company, namely: work results, work knowledge, initiative, mental agility, attitude, time discipline and absenteeism.

2. Method

2.1 Location and Time

The research was conducted at PT. Universal Indofood Products which is located at K.L. Yos Sudarso Km. 7.3, Medan. The research time is planned from October 2021 to January 2022.

2.2 Population and Sample

The population in this study were all employees of PT. Universal Indofood Products, totaling 214 employees. The sampling technique is to use a Slovin formula and significance of 5% which is as much as 139 employees



2.3 Data Collection Method

Collecting data through a questionnaire is done by asking questions to parties related to the problem. To assess respondents' responses, the author uses the Likert scale which uses several question items to measure individual behavior by responding to 5 choice points on each question item.

2.4 Validity and Reliability Test

The data obtained needs to be tested for its accuracy and reliability so that the results of data processing can be more precise and accurate. Therefore, it is necessary to know how high the validity and reliability of the measuring instrument (instrument) used. Based on the research, each variable of the questionnaire item that was tested for validity, all the questionnaires had met the valid criteria and were eligible to be used as a questionnaire in further research. While in reliability test, all variable questionnaire item is reliable and can be used as instrument.

3. Result and Analysis

3.1 Normality Test

The residual normality test is used to test whether the residual value resulting from the regression is normally distributed or not. A good regression model is to have residuals that are normally distributed. There is some method to do the normality test such as histogram graphic, normal probability plot of regression graphic and one sample Kolmogorov Smirnov statistic.

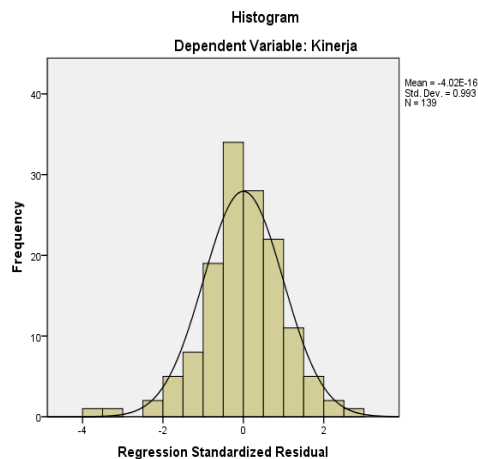


Fig 1. Histogram Graphic

Based on the picture above, it can be seen that the line forming a bell, not going left or right. This shows that the data is normally distributed and meets the assumptions of normality.

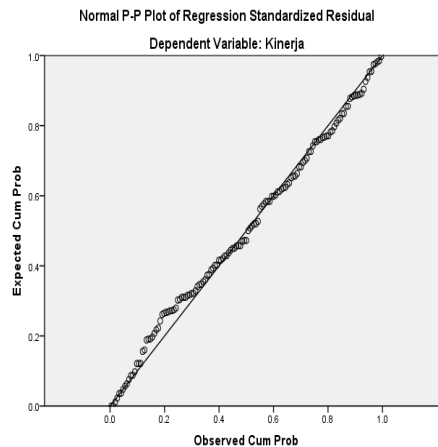


Fig 2. Normal Probability Plot of Regression Graphic

Based on the picture above, it shows that the data (dots) spreads around the diagonal line and follows the diagonal line. So from this figure it is concluded that the regression model residuals are normally distributed.

Table 1
One-Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		139
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.74060209
Most Extreme Differences	Absolute	.073
	Positive	.034
	Negative	-.073
Kolmogorov-Smirnov Z		.857
Asymp. Sig. (2-tailed)		.455

a. Test distribution is Normal.

b. Calculated from data.

Source: Research Result, 2021

Based on the table above, the results of the Kolmogorov-Smirnov normality test prove that the significant value is greater than 0.05, namely 0.455, it can be concluded that the data is classified as normally distributed.

3.2 Multicollinearity Test

Multicollinearity is a condition in the regression model where there is a perfect or near perfect correlation between independent variables where a good regression model should not have a perfect or nearly perfect correlation between the independent variables. The commonly used test method is to look at the Tolerance and Variance Inflation Factor (VIF) values in the regression model where the VIF value is less than 10 and has a Tolerance value of more than 0.1.

Table 2
Multicollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Emotional	.819	1.221
Competence	.819	1.221

a. Dependent Variable: Performance

Source: Research Result, 2021

Based on the table above show that all the variables have a tolerance value more than 0.1 and VIF value less than 10 which can be concluded that there is no problem found in multicollinearity test.

3.3 Heteroscedasticity Test

Heteroscedasticity is a condition where in the regression model there is an inequality of variants from the residuals from one observation to another where a good regression model does not occur heteroscedasticity.

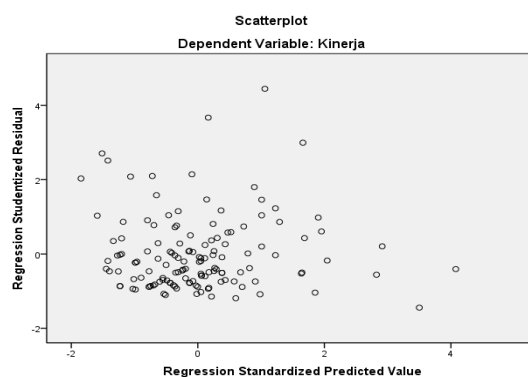


Fig 3. Scatterplot Graphic



Based on the scatterplot graph presented, it can be seen that the dots spread randomly and do not form a clear pattern and are spread either above or below zero on the Y axis. This means that there is no heteroscedasticity in the regression model, so the regression model can be used to predict achievement based on the input of the independent variable.

3.4 Multiple Linear Regression Analysis

Multiple regression analysis is an analysis to determine whether there is a significant influence between two or more independent variables on one independent variable.

Table 3
Multiple Linear Regression Analysis Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	13.512	2.674		5.053	.000		
	Emotional	.464	.080	.399	5.827	.000	.819	1.221
	Competence	.468	.076	.420	6.142	.000	.819	1.221

a. Dependent Variable: Performance

Source: Research Result, 2021

$$Performance = 13,512 + 0,464 Emotional + 0,468 Competence + e \quad (1)$$

Based on the above equation, then: Constant (a) = 13,512. This means that if the independent variables, namely emotional intelligence and work competence are 0, then the performance at PT. Universal Indofood Product Medan is 13,512. Where if there is an increase in emotional intelligence there will be an increase in performance of 0.464. Likewise with work competence where if there is an increase in work competence, the performance will increase by 0.468.

3.5 Coefficient Determination

Analysis of determination or also called R Square symbolized by R^2 is used to determine the magnitude of the influence of the independent variable (X) together on the dependent variable (Y) where the smaller the coefficient of determination, this means the effect of the independent variable (X) on the dependent variable (Y) is getting weaker. Conversely, if the coefficient of determination is closer to number 1, then the effect of the independent variable on the dependent variable is getting stronger. Thus, if coefficient determination is 0, this indicates that there is no percentage contribution of influence given by the independent variable to the dependent variable. However, if the coefficient of determination is 1, then there is a contribution that the independent variable gives to the dependent variable is perfect.

Table 4
Coefficient Determination Test
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.692 ^a	.478	.471	3.768

a. Predictors: (Constant), Competence, Emotional

b. Dependent Variable: Performance

Source: Research Result (2021)

Based on the table above, the coefficient of determination R Square is 0.746. This shows that the variables of emotional intelligence ability and work competence explain their influence on performance at PT. Universal Indofood Product Medan by 47.8%. While the remaining 52.2% is the influence of other independent variables not examined in this study such as stress, promotion and others.

3.6 Simultaneous Hypothesis Test (F Test)

F test or regression coefficient test is used to determine whether simultaneously the independent variable has a significant effect on the dependent variable. In this case, to find out whether simultaneously the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 5%. The criteria for evaluating the hypothesis in this F test are:

H_0 Accepted if: $F_{count} < F_{table}$, H_a Accepted if: $F_{count} > F_{table}$

Table 5
ANOVA Test

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1769.608	2	884.804	62.319	.000 ^a
Residual	1930.910	136	14.198		
Total	3700.518	138			

a. Predictors: (Constant), Competence, Emotional

b. Dependent Variable: Performance

Source: Research Result (2021)

Based on the table above, the value of F_{table} (3.06) and significance = 5% (0.05), namely F_{count} (62.319) and sig.a (0.000a). This shows that the results of the study accept H_a and reject H_0 . The comparison between F_{count} and F_{table} can prove that simultaneously emotional intelligence and work competence have a significant effect on performance at PT. Universal Indofood Products Medan.

3.7 Partially Hypothesis Test (t Test)

The t test or partial regression coefficient test is used to determine whether partially the independent variable has a significant effect on the dependent variable or not. In this case, to find out whether partially the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 0.05 and a two-sided test. The criteria for evaluating the hypothesis in this t test are:

H_0 Accepted if: $t_{count} < t_{table}$

H_a Accepted if: $t_{count} > t_{table}$

Table 6
Coefficient Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	13.512	2.674		5.053	.000		
	Emotional	.464	.080	.399	5.827	.000	.819	1.221
	Competence	.468	.076	.420	6.142	.000	.819	1.221

a. Dependent Variable: Performance

Source: Research Result, 2021

Based on the table above, it can be concluded that emotional intelligence and work competence partially have a positive and significant effect on performance at PT. Universal Indofood Product Medan which can be seen in t_{count} is greater than t_{table} (1.977) and significantly less than 0.05.

4. Conclusion

The results of the partial test calculation show that emotional intelligence and work competence partially have a positive and significant effect on performance at PT. Universal Indofood Product Medan which can be seen in t_{count} is greater than t_{table} (1.977) and significantly less than 0.05. F_{table} value (3.06) and significance = 5% (0.05), namely F_{count} (62.319) and sig.a (0.000a). This shows that the results of the study accept H_a and reject H_0 . The comparison between F_{count} and F_{table} can prove that simultaneously emotional intelligence and work competence have a significant effect on performance at PT. Universal Indofood Products Medan. The value of the coefficient of determination R Square is 0.746. This shows that the variables of emotional intelligence ability and work competence explain their influence on performance at PT. Universal Indofood Product Medan by 47.8%. While the remaining 52.2% is the influence of other independent variables not examined in this study such as stress, promotion and others.

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