

THE INFLUENCE OF EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE AT PT. TELKOM INDONESIA (PERSERO) TBK PALEMBANG

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Abstract

This research was conducted to find out how emotional intelligence influences employee performance at Pt. Telkom Indonesia (Persero) Tbk Palembang. The research sample was 67 employees at PT Telkom Indonesia (Persero) Tbk Palembang. Hypothesis testing is carried out using Simple Linear Regression Analysis, as well as the t test (partial test), with the aim of being able to determine the influence of the independent variable, namely Emotional Intelligence, on the dependent variable, namely Employee Performance at a confidence level of 95% ($\alpha = 0.05$). The results of the t test on the Emotional Intelligence variable have a positive influence on the employee performance of PT. Telkom Indonesia (Persero) Tbk Palembang. , where the calculated t-value of the Emotional Intelligence variable (X), is greater than the t-table value ($0.417 > 0.678$) and the significance value (sig.) is smaller than the required α ($0.001 < 0.05$) Coefficient of determination (R^2) of 0.458. This shows that 45.8% of the Employee Performance variable can be explained by the Emotional Intelligence variable while the remaining 54.20% is explained by other factors not included in this research.

Keywords: Emotional Intelligence, Performance

INTRODUCTION

Economic development and growth in the business world have created several types of concepts and understanding regarding human resource management. Many experiences have been able to motivate in strengthening the concept of human resource management with strength and character that can accelerate towards a good future. Human resources are a useful factor in the business world, because having quality resources can influence the level of development and productivity of the company (Octarinie & Fane, 2022). So an organization needs to be able to control and manage human resources effectively and efficiently in maintaining its existence, especially its employees.

With good emotional intelligence, employees can complete tasks according to the company's target regulations. Emotional intelligence has a significant influence on employee performance. It can be interpreted that if emotional intelligence increases, employee performance will be high. Emotions are a typical feeling and way of thinking, a biological and psychological condition, as well as a series of tendencies in carrying out work (Goleman, 2018). Emotions are included in the aspect of an employee's intelligence which has an impact on employee performance. Emotional intelligence can determine the potential to perform a skill that influences an employee's performance. Emotional intelligence can also influence job satisfaction. Emotional intelligence is the ability to think about and use emotions to improve thinking abilities. This includes the ability to feel emotions correctly, to access and manage emotions to help the mind, to understand emotions and knowledge of emotions, and to reflect on emotions so as to

regulate emotions and intellectual growth. Emotional intelligence can help someone to remain calm in facing any situation that can cause stress.

Advances in science and technology have pushed the telecommunications industry to develop rapidly. The growth of the telecommunications industry in 2015 is estimated to increase by 7% -10% or almost the same as the previous year. The large number of telecommunications companies requires each company to have a competitive advantage in order to be able to compete with other competitors, both in terms of human resources and the products and/or services it offers. In fact, the quality of human resources in Indonesia is still relatively low, including in the telecommunications industry. This is due to the low level of education and low soft skills possessed. The low quality of human resources is due to the low ability of these human resources in terms of knowledge, skills and attitudes so they still need to be developed (Maliki, M Usman,Alditya, 2023).

One of the telecommunications companies, namely PT. Telkom Indonesia (Persero) Tbk, which is a state-owned company engaged in information and communication technology (ICT) services and telecommunications networks in Indonesia, is also not free from human resource problems. To find out how well employees are performing, companies need to carry out performance appraisals. Performance appraisal is the process of determining how well employees perform their jobs against work standards and communicating that information to them (Malthis, 2012). Performance assessment carried out at PT. Telkom Indonesia (Persero) Tbk Palembang is held once a year. The following is Table 1 which shows the results of the performance assessment of PT employees. Telkom Indonesia (Persero) Tbk Palembang.

Table 1. Average Performance Assessment of PT Employees. Telkom Indonesia (Persero) Tbk (In Percent)

Work Behavior	2022			2023		
	Weight	Mark	Score	Weight	Mark	Score
1. Discipline	10	80	8	10	70	7,5
2. Responsibility	10	75	7,5	10	70	7,0
3. Collaboration	10	80	8	10	75	7,5
4. Leadership	10	80	8	10	75	7,5
WORK RESULTS						
1. Quality of Work	20	80	16	20	70	14
2. Work Quantity	20	80	16	20	70	14
3. Job Skill	20	80	16	20	65	13
Total	100		79,5	100		70,5

Source : PT. Telkom Indonesia (Persero) Tbk Palembang 2023

From Table 1 above, it can be seen the current condition of employee performance at PT. Telkom Indonesia (Persero) Tbk Palembang. will decrease from 2022 to 2023 from 79.5% to 70.5%. The value of performance behavior seen from the discipline aspect decreased from 8% to 7.5%, the responsibility aspect decreased from 7.5% to 7.0%, the cooperation aspect also decreased compared to the previous year, the leadership aspect decreased from 8% to 7, 5%. The value of work results seen from the aspects of work quality and work quantity decreased from 16% to 14%, work skills decreased in value from 16% to 13%.

These data show that aspects of employee work skills at PT. Telkom Indonesia (Persero) Tbk Palembang experienced a decline, based on interview results, this decline occurred because employees had various work errors caused by inaccuracy. The decline in skills is caused by an increase in workload, resulting in an imbalance between workload and human resources as well as an inability to regulate one's emotional condition.

Skills so that someone can manage themselves are skills regarding emotional intelligence. Emotional intelligence can help someone use their cognitive abilities (knowledge) according to their maximum potential (Octarinie et al., 2023). One form of coaching carried out by PT. Telkom Indonesia (Persero) Tbk Palembang to increase employee emotional intelligence, namely by holding several coaching programs regarding emotional management. The Result of research Goleman in (Sutrisno, n.d.) revealed that

intellectual intelligence (IQ) contributes around 20% to the factors that determine success in life, while the other 80% is influenced by other strengths including emotional intelligence. This statement shows that in the work environment, aspects of human behavior play a very important role. Employee behavioral attitudes towards work greatly determine success in achieving organizational goals.

Emotional intelligence is the ability to control emotions, the ability to control oneself and be able to make decisions calmly." Therefore, the presence of employees at the PT. Telkom Indonesia (Persero) Tbk Palembang is not only cognitively intelligent but also has to have emotional intelligence. Based on the background of the problem above, research was conducted with the title Emotional intelligence is the ability to control emotions, the ability to control oneself and be able to make decisions calmly." Therefore, the presence of employees at the PT. Telkom Indonesia (Persero) Tbk Palembang is not only cognitively intelligent but also has to have emotional intelligence. Based on the background of the problem above, research was conducted with the title **"The Influence of Emotional Intelligence on Employee Performance at PT. Telkom Indonesia (Persero) Tbk Palembang"**.

METHODS

Object of research

This research took PT. Telkom Indonesia (Persero) Tbk as the object of research is located at Jalan Colonel Haji Burlan No.45 Km 7 Sukarami, Palembang City

Population and Sample

The population in this study were employees at PT. Telkom Indonesia (Persero) Tbk Palembang numbering 200 people

A sample is a portion of the number and characteristics possessed by the population, or a small portion of the population members taken according to certain procedures so that it can represent the population. One way to determine the number of samples is to use the Slovin formula (Sugiyono, 2018) :

$$n = \frac{N}{N \cdot d^2 + 1} \quad (1)$$

Keterangan :

n = Jumlah sampel,

N = Jumlah Populasi,

d² = Presisi yang diinginkan (misal 5 % atau 10 %)

$$n = \frac{200}{200(0,1)^2 + 1} \quad (2)$$

$$n = \frac{200}{200(0,01) + 1} \quad (3)$$

$$n = \frac{200}{3} \quad (4)$$

n = 66,66, rounded up to 67 respondents

Research Methods

A This research uses a Causal Research Design, namely research that is directed at investigating cause-and-effect relationships based on observing the consequences that occur and looking for causal factors through the data collected (Ghozali, 2018). In this research the basic approach is to start with the differences between the two groups and then look for factors that might be the cause or effect of these differences.

Data analysis method

A. Validity Test

The validity test is carried out by comparing the calculated r value with the r table for a significance level of 5 percent of degree of freedom (df) = $n-2$, in this case n is the number of samples. If r count > r table then the question or indicator is declared valid, and vice versa if r count < r table then the question or indicator is declared invalid.

B. Reliability Test

Reliability measurements are carried out using one shot or just one measurement using the SPSS tool for the Cronbach Alpha (α) statistical test. A construct or variable is said to be reliable if it provides a Cronbach Alpha value > 0.60.

C. Simple Linear Regression Analysis

This analysis is used to find out how much influence the independent variable, namely Emotional Intelligence (X), has on the dependent variable, namely employee performance (Y). The linear regression equation is as follows:

$$Y = a + bX + e$$

Where :

X = Independent Variable (Emotional Intelligence)

Y = Dependent variable (Employee Performance)

a = Constant

b = Regression line coefficient

e = error

D. Coefficient of Determination

The coefficient of determination (R^2) essentially measures how far the model's ability is to explain variations in the dependent variable. The value of the coefficient of determination is between zero and one. A small R^2 value means that the ability of the independent variables (Emotional Intelligence) to explain variations in the dependent variable (Employee Performance) is very limited. Vice versa, a value close to one means that the independent variables provide almost all the information needed to predict variations in the dependent variable.

E. t test (partial test)

The t test is used to partially test each variable. The t test results can be seen in the coefficients table in the sig (significance) column. If the probability of the t value or significance is <0.05, then it can be said that there is a partial influence between the independent variable and the dependent variable. However, if the probability of the t value or significance is > 0.05, then it can be said that there is no significant influence between each independent variable on the dependent variable.

DISCUSSION

Regression analysis is used to determine the form of relationship between variables. The main aim of using analysis is to predict or estimate the value of one variable in relation to other variables which are known through the regression line equation. The regression equation formed is:

$$Y = 12.330 + 0.417 X_1$$

From this equation it can be explained that:

- a. The emotional intelligence variable has a positive coefficient direction towards employee performance

- b. The emotional intelligence variable constant gives a value of 12,330, which means that if the emotional intelligence value is zero then the employee performance value is 12,330
- c. The emotional intelligence coefficient gives a value of 0.417, which means that if emotional intelligence increases assuming other variables remain constant, employee performance will increase by 41.7%.

This coefficient of determination is used to measure how far the independent variables explain the dependent variable. The coefficient of determination value is determined by the adjusted R square value. From the results of the regression calculations, it can be seen that the coefficient of determination (adjusted R^2) obtained is 0.458. This means that 45.8% of the variation in employee performance variables can be explained by the emotional intelligence variable while the remaining 54.2% is explained by other variables not explained in this research.

The validity of the hypothesis in this research was tested using a partial test. Testing is carried out by looking at the significance level (p-value), if the significance level resulting from the calculation is below 0.05 then the hypothesis is accepted, conversely if the significance level calculated is greater than 0.05 then the hypothesis is rejected. The results of testing the emotional intelligence hypothesis show a calculated t value of 0.417 with a significance level of 0.001. This significance level is smaller than 0.05, which means that the hypothesis in this study is proven. This means that the hypothesis which states that emotional intelligence has a positive influence on employee performance is declared "acceptable".

Based on the results of statistical tests, it can be clearly seen that partially (individually) the independent variable, namely emotional intelligence, has an effect on the dependent variable, namely the performance of PT employees. Telkom Indonesia (Persero) Tbk Palembang. The influence given by the independent variable is positive, meaning that the higher the emotional intelligence, the resulting employee performance will increase. These results are in accordance with the proposed hypothesis. The results of this study are also in accordance with the results of previous research.

From several previous studies, there are many factors that influence performance. However, one of the many factors that influence performance is the most important, namely the workforce or human resources themselves (Octarinie et al., 2023). Therefore, to be able to improve performance, one of the things that employees need to pay attention to is emotional quality. To get the best performance, employees are not only seen from their intellectual abilities but also seen from their ability to control their emotions in carrying out their responsibilities in the organization. Human intelligence is not something that is merely a single dimension, which can only be measured from one side of the dimension, but also the ability to control and manage oneself as well as the ability to build relationships with other people (Simamora, 2017).

CONCLUSION

The results of hypothesis testing have proven that there is an influence between Emotional Intelligence and Employee Performance. Testing proves that Emotional Intelligence has a positive influence on the performance of PT employees. Telkom Indonesia (Persero) Tbk Palembang. In connection with this matter, PT. Telkom Indonesia (Persero) Tbk Palembang needs to provide counseling to provide an understanding of the benefits of emotional intelligence for oneself and in understanding other people's emotional conditions. Apart from that, PT. Telkom Indonesia (Persero) Tbk Palembang can facilitate events/agenda that can enable employees to interact more frequently so that good communication can be established which can help employees understand each other's characteristics of their colleagues. Employees are expected to be able to manage conflicts between co-workers with their emotional intelligence so that conflicts can be resolved and not prolonged, so that they do not hinder work which can reduce performance in the organization. Employees are expected to be able to establish good relationships with their colleagues and share information about their work, to make it easier to carry out their duties and responsibilities which are expected to improve employee performance. Future researchers are expected to be able to test other factors that can improve performance besides emotional intelligence.

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BIODATA

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