

# The Effect of Emotional Intelligence, Work Motivation and Work Discipline on Employee Performance in Ranah Ampek Hulu Tapan District

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**ABSTRACT :** Ranah Ampek Hulu Tapan District is a sub-district expansion from the Induk District, namely the Basa Ampek Balai Tapan District. The programs and activities that had been planned at the beginning of the year by Ranah Ampek Hulu Tapan District and were supported by an adequate budget turned out not to be fully realized by Ranah Ampek Hulu Tapan District employees. The research objective was to determine the effect of emotional intelligence, work motivation and work discipline on employee performance at Ranah Ampek Hulu Tapan District.

The approach used in this research is quantitative research and testing the proposed hypothesis. Hypothesis testing using multiple linear regression analysis model. The population in this study were all employees of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency, amounting to 34 people, a sample of 34 people. The data used are primary and secondary data. Analyzed using multiple linear regression analysis.

Based on the results of the study, it was found that 1) the variable of emotional intelligence had an effect on the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency. 2) Work motivation variable affects the employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency. 3) The variable of work discipline has an effect on the performance of the employees of Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency.

**Keywords:** emotional intelligence, work motivation, work discipline and performance

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## 1. INTRODUCTION

Human resources are a source of knowledge, skills and abilities accumulated in organizational members. This ability continues to be honed by the organization from time to time in order to continue to develop its expertise as a trigger for the organization to always have a competitive advantage. Every step of the organization to develop itself can be easily imitated by other organizations so that it cannot be maintained as a competitive advantage continuously.

On the other hand, HR is a potential source of competitive advantage because the competencies it possesses in the form of intellectuals, traits, skills, personal character, and intellectual and cognitive processes cannot be imitated by other organizations. The provision of public services by government employees to the community (public) is a manifestation and function of state employees as public service (servants), as well as as state servants. In this context the community is the main actor (actor) of development, while the government is obliged to direct, guide and create an atmosphere that supports the activities of the community. In this condition, state employees are required to be better able to improve their performance (excellent service) and

are expected to be more able to formulate concepts or create a conducive climate, so that development resources can be the accelerator of the realization of an independent and prosperous society. One measure of the performance of the employees of Ranah Ampek Hulu Tapan District is the implementation of programs that have been planned every year. Below can be presented the program as well as the activities and results of the achievements of each of these programs.

**Work Program and Realization in Ranah Ampek Hulu Tapan District 2018**

No	Nama Peneliti	Belanja (Rp)		
		Anggaran	Realisasi	%
I	<b>PROGRAM PELAYANAN ADMINISTRASI PERKANTORAN</b>	<b>155.194.000</b>	<b>147.812.450</b>	<b>95,24</b>
1	Penyediaan Jasa Komunikasi, Sumber daya air dan listrik	6.600.000	3.677.900	55,73
2	Penyediaan Jasa Administrasi Keuangan	17.800.000	16.600.000	93,26
3	Penyediaan Jasa Kebersihan Kantor	2.357.000	2.356.050	99,96
4	Penyediaan Alat Tulis Kantor	19.855.000	19.855.000	100,00
5	Penyediaan Barang Cetak dan Penggandaan	13.272.000	13.272.000	100,00
6	Listrik/Penerangan Bangunan Kantor	2.940.000	2.940.000	100,00
7	Penyediaan Bahan Bacaan dan Peraturan Perundang-Undangan	1.440.000	1.440.000	100,00
8	Penyediaan Makanan dan Minuman	28.890.000	28.876.500	99,95
9	Rapat-Rapat Koordinasi dan Konsultasi Keluar Daerah	11.850.000	11.750.000	99,16
10	Rapat-rapat dan koordinasi dalam daerah	50.190.000	47.045.000	93,73
II	<b>PROGRAM PENINGKATAN SARANA DAN PRASARANA APARATUR</b>	<b>135.760.000</b>	<b>135.526.350</b>	<b>99,83</b>
11	Pengadaan Kendaraan Dinas Operasional	33.000.000	32.772.400	99,31
12	Pengadaan Perlengkapan Gedung Kantor	3.950.000	3.950.000	100,00
13	Pengadaan Peralatan Gedung Kantor	23.860.000	23.860.000	100,00
14	Pengadaan Mebeleur	21.650.000	21.650.000	100,00
15	Pemeliharaan Rutin/Berkala Rumah Dinas	14.000.000	14.000.000	100,00
16	Pemeliharaan Rutin/Berkala Gedung Kantor	10.000.000	10.000.000	100,00
17	Pemeliharaan Rutin/Berkala Kendaraan Dinas/Operasional	29.300.000	29.293.950	99,98
III	<b>PROGRAM PENINGKATAN KAPASITAS SUMBER DAYA APARATUR</b>	<b>5.000.000</b>	<b>1.500.000</b>	<b>30,00</b>
18	Pendidikan dan Pelatihan Formal	5.000.000	1.500.000	30,00
IV	<b>PROGRAM PELAYANAN DAN REHABILITASI KESEJAHTERAAN SOSIAL</b>	<b>17.500.000</b>	<b>16.935.000</b>	<b>96,77</b>
19	Distribusi Raskin	17.500.000	16.935.000	96,77
IV	<b>PROGRAM PEMBANGUNAN WILAYAH KECAMATAN</b>	<b>48.868.000</b>	<b>48.739.700</b>	<b>99,74</b>
20	Pembinaan PKK Kecamatan	19.318.500	19.192.200	99,35
21	Pembinaan Bulan Bakti Gotong Royong	5.698.000	5.698.000	100,00
22	Perencanaan Pembangunan Kecamatan	11.938.000	11.936.000	99,98
23	Pembinaan Kesehatan dan Keluarga Berencana	4.913.500	4.913.500	100,00
	Koordinasi Muspika dan Pembinaan Kewilayahan	7.000.000	7.000.000	100,00
	<b>JUMLAH</b>	<b>362.322.000</b>	<b>350.513.500</b>	<b>84,34</b>

Source : Ranah Ampek Hulu Tapan Sub-District, 2018

## 2. BASIS OF THEORY, FRAMEWORK AND HYPOTHESIS

### Employee Performance

Mathis L. Robert and John Jackson (2006) say that performance is basically what employees do or don't do. Employee performance is what affects how much they contribute to the organization which includes: quantity of output, quality of output, duration of output, presence at work and cooperative attitudes. Atmosudirjo (2005) formulates performance as a description of work performance and / or performance in carrying out a programmed activity. Meanwhile, Wahjosumijo (2006) suggests that performance is an achievement or work that is contributed by a person or group in supporting the achievement of the goals of an organization. In line with that Drucker in Timpe (2005) revealed that performance is a consistent ability to produce achievements within a certain period of time in various assignment activities.

### Factors Affecting Performance

Factors that affect performance according to Mulyadi (2015) include: job attractiveness, wages (incentives), willingness and work protection, knowledge, work environment and atmosphere, career development expectations, involvement in organizational activities, attention and superior leadership. According to Bateman, Feris and Strasser in Timpe (2005), the factors that affect performance include: ability, effort, task difficulty. However, a number of factors can affect performance such as: behavior, attitudes, actions of colleagues, subordinates or leaders, resource constraints and economic conditions.

Daryanto (2008) suggests that work performance / performance is influenced by many factors including; individual skills, skills, experience and abilities. This opinion is in line with the opinion of Snell and Wekly in Timpe (2005) which states that there are three elements as determinants of performance that are interrelated, namely: skill level, level of effort and nature of external circumstances. Skill level is the raw material that an employee / employee brings to the workplace such as: knowledge, abilities, interpersonal skills and technical skills.

From the analysis and some of the expert opinions above, it can be concluded that employee performance is the ability to carry out tasks. Indicators as according to Flippo (1990) and Fuad Mas'ud (2014):

- a. Quality of work is the result of work performed by employees.
- b. Work quantity is the amount of work that an employee can do well.
- c. Reliability is the employee's ability to complete the tasks assigned to him.
- d. Initiatives are steps that employees take in carrying out difficult tasks.
- e. Craft is employee activity at work.

### Emotional Intelligence

The term Emotional Intelligence, first coined by John Mayer of the University of New Hampshire and Peter Salovey of Yale University in 1990, explains that the ability to recognize feelings, reach for and generate feelings to help thoughts, understand feelings and their meaning, and control feelings deeply thereby fostering emotional and intellectual development. Emotional Intelligence became popular when Daniel Goleman appeared in his 2005 book entitled "Emotional Intelligence". Goleman explains that Emotional Intelligence is the ability to recognize one's own feelings and feelings of others, the ability to motivate oneself, and the ability to manage emotions well in oneself and in relationships with others.

According to Goleman (2006: 6) there are five dimensions or components of emotional intelligence (EQ), all of which are reduced to twenty-five competencies. If we master enough six or more competencies that spread across the five dimensions (EQ), it will make someone a reliable professional. The five dimensions or components in question are:

- a. Self awareness
- b. Self-regulation
- c. Motivation (Motivation),
- d. Empathy (empathy)

#### e. Social skills (social skills)

### Work motivation

Motivation comes from the Latin word *movere* which means encouragement, desire, cause, reason for someone doing something. According to Simamora (2006), motivation is a psychological drive that leads and guides an individual towards a goal. With the right motivation, employees will be encouraged to do their best in carrying out their duties because they believe that with the success of the organization in achieving its goals and objectives, the personal interests of the members of the organization will also be maintained (Siagian, 2007). In this study, researchers used indicators of motivation from Maslow's theory. Maslow's hierarchy of needs theory in Huges (2012: 120) consists of:

1. Physiological Needs
2. The Need for Security
3. Social Needs
4. The Need for Appreciation
5. The Need for Self-actualization

### Work Discipline

Employee work discipline in an organization / institution plays a very important role in improving work processes and results, both in quantity and quality. The definition of discipline within the scope of a company or organization according to Simamora (2008) is: "The mental attitude of a person or group of people who always wishes to follow / comply with all rules / decisions that are not set". Hasibuan (2015: 284) assesses discipline by using the following indicators: a. Responsibility for duties b. Accuracy in carrying out tasks c. Compliance with organizational rules d. Obedience to the values or norms that apply in.

### HIPOTESIS

Based on the basis of the theory and frame of mind above, the hypothesis can be formulated as follows:

1. Emotional intelligence affects employee performance
2. *Work motivation affects employee performance*
3. *Work discipline affects employee performance*

Emotional intelligence, work motivation and work discipline simultaneously affect the performance of employees of Ranah Ampek Hulu Tapan Sub-District of South Coastal Regency.

#### Multiple Linear Regression Analysis T test Results of Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	27,650	2,482		11,141	,000
	KECERDASAN_EMOSIONAL	,140	,061	,122	2,313	,028
	MOTIVASI_KERJA	,093	,026	,229	3,555	,001
	DISIPLIN_KERJA	,842	,081	,691	10,385	,000

Source: Processed Primary Data, 2020

Based on the table, a multiple linear regression equation can be made as follows:  $Y = 27.650 + 0.140X_1 + 0.093X_2 + 0.842X_3$

From the above equation, several things can be interpreted, as follows:

- The constant is 27.650, meaning that if there is no emotional intelligence, work motivation and work discipline ( $X_1 = X_2 = X_3 = 0$ ) then the employee performance value in Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency is a constant of 27.650 units.
- Emotional intelligence regression coefficient on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency, where the t value is 2.313 and the value is (sig = 0.028 < 0.05). With  $df = 34 - 3 = 31$ , it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $2.313 > 1.696$ , then emotional intelligence affects the performance of the employees of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.
- The regression coefficient of work motivation on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency, where the t value is 3.555 and the value (sig = 0.001 < 0.05). With  $df = 34 - 3 = 31$ , it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $3.555 > 1.696$ , then work motivation has an effect on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.
- The regression coefficient of work discipline on employee performance in Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency, where the t value is 10.385 and the value (sig = 0.000 < 0.05). With  $df = 34 - 3 = 31$ , it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $10.385 > 1.696$ , then work discipline affects the performance of the employees of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

#### F test

Feasibility Test Results (F Test)						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	956,114	3	318,705	248,411	,000 <sup>b</sup>
	Residual	39,772	31	1,283		
	Total	995,886	34			

Source: Processed Primary Data, 2020

Based on the F test, it is known that the F count is 248.411 with a significance value of 0.000 ( $p < 0.05$ ). This means that emotional intelligence, work motivation and work discipline jointly affect the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

#### Determinant Coefficient

The coefficient of determination is useful for seeing the contribution of the influence of the free variables to the dependent variable. To find out how much the contribution of emotional intelligence, work motivation and work discipline influence the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency together. can be seen in the following table:

#### Uji R Square

##### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,980 <sup>a</sup>	,960	,956	1,133

Source: Processed Primary Data, 2020

Based on the table above, the coefficient of determination of employee performance in Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency is shown by an Adjust R Square value of 0.956, this means that the contribution of emotional intelligence, work motivation and work discipline jointly influence the performance of employees in Ranah Ampek Hulu Tapan District. Pesisir Selatan Regency is 95.6% while the rest is influenced by other variables.

### 3. DISCUSSION

#### **The Effect of Emotional Intelligence on Employee Performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan**

Regency Emotional intelligence regression coefficient on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency, where the t value is 2.313 and the value is (sig = 0.028 <0.05). With df = 34-3 = 31, it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $2.313 > 1.696$ , then emotional intelligence affects the performance of the employees of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

Indicators of emotional intelligence in this study are: 1) Reality, 2) Self-awareness, 3) Self-regulation, 4) Empathy, 5) Tolerance, 6) Social skills. Employees who have emotional intelligence will be able to manage their emotions in every activity to provide excellent service to the community, they will work seriously to produce good work performance to achieve the goals of the organization where they work. The influence of emotional intelligence on performance is presumed to be true.

#### **The Effect of Work Motivation on the Performance of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency**

The regression coefficient of work motivation on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency, where the t value is 3.555 and the value (sig = 0.001 <0.05). With df = 34-3 = 31, it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $3.555 > 1.696$ , then work motivation has an effect on employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

Work motivation is an impetus / strength that arises in individuals to face all challenges by increasing performance and work results with the indicators: a) Achievement, b) Recognition, c) Work itself, d) Responsibility, e) Opportunity to advance, f) Salary, g) Conditions of work, h) Supervision, i) Interpersonal relations, j) Work / social security, k) Organizational policies, l) Risk, m) Work program, n) Status, o) Rewards. While employee performance is the ability possessed in carrying out the indicator's task; (1) Knowledge of work, (2) How to carry out work, (3) Ability to complete assigned tasks. (4) Time used. With the work motivation of employees, they try to carry out their duties and responsibilities as much as possible and produce high work performance.

#### **The Partial Effect of Work Discipline on the Performance of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency**

The regression coefficient of work discipline on employee performance in Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency, where the t value is 10.385 and the value (sig = 0.000 <0.05). With df = 34-3 = 31, it is obtained t table of 1.696, from the results above it can be seen that  $t_{count} > t_{table}$  or  $10.385 > 1.696$ , then work discipline affects the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

Work discipline in this study is the awareness and willingness of a person to obey all organizational rules and prevailing social norms. Awareness is the attitude of a person who voluntarily obeys all the rules and is aware of his duties and responsibilities. The sub-variables are: 1) work discipline, 2) discipline of work methods and 3) discipline of work facilities, while employee performance is the ability to carry out the task of the indicator; (1) Knowledge of work, (2) How to carry out work, (3) Ability to complete assigned tasks. (4) Time used. If employees have high work discipline towards their work, then employees will be able to complete their tasks

as expected and produce performance for the organization where they work, so it is suspected that there is an effect of work dissipation on employee performance.

#### **Partially Influence of Emotional Intelligence, Work Motivation and Work Discipline on the Performance of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency**

Based on the F test, it is known that the F count is 248.411 with a significance value of 0.000 ( $p < 0.05$ ). This means that emotional intelligence, work motivation and work discipline jointly affect the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency. The coefficient of determination of employee performance in Ranah Ampek Hulu Tapan Subdistrict, Pesisir Selatan Regency is shown by an Adjust R Square value of 0.956, this means that the contribution of emotional intelligence, work motivation and work discipline jointly influence the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency. 95.6% while the rest is influenced by other variables.

What if employees have high emotional intelligence, will their motivation to work well with high work discipline in order to produce high performance to achieve the set organizational goals. So it is assumed that emotional intelligence, work motivation and work discipline jointly affect performance employees.

#### **4. Conclusion**

1. Emotional intelligence variable affects the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.
2. Work motivation variable affects the employee performance in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.
3. The variable of work discipline affects the performance of the employees of Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency
4. Together the variables of emotional intelligence, work motivation and work discipline have a joint effect on the performance of employees in Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency.

#### **5. SUGGESTION**

Ranah Ampek Hulu Tapan District Office, Pesisir Selatan Regency a. It is recommended that Ranah Ampek Hulu Tapan District, Pesisir Selatan Regency be able to increase employee motivation to work by providing incentives or other means to achieve maximum employee performance. It is better if employees' emotional intelligence is created by providing training c. Improve employee work discipline by imposing sanctions on undisciplined employees 2. Further researchers. This research can be used as a guideline in conducting the same research and for different variable.

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