



THE INFLUENCE OF COMMUNICATION AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE

Andi Surya*, Dewi Silvia

Fakultas Bisnis, Universitas Mitra Indonesia, Jl. ZA. Pagar Alam No.7, Gedong Meneng, Kec. Rajabasa, Kota Bandar Lampung, Lampung 40115, Indonesia

*andisangsurya@umitra.ac.id

ABSTRACT

This study uses a sample of 59 respondents who are the population of employees at the Department of Irrigation and Settlement of Lampung Province as the object of research. The method of data collection was carried out directly by using questionnaires and interviews with employees at the Bandar Lampung City Satellite Health Center. While the analysis used to determine the effect of the variable (X1) communication, (X2) emotional intelligence on the influence variable (Y) namely employee performance is multiple linear regression analysis, with SPSS 18. The results of this study indicate that by using a standard of 0.05 for the test two sides then 2.5% and $n = 59$ obtained $t_{table} = 2.00324$. Meanwhile, t for communication is seen from the data if the output is 2,447 ($t > t_{table}$), then the t test for communication has a positive and positive effect on employee performance. Likewise, emotional intelligence testing shows that t count is 4,641 ($t > t_{table}$), so the key to emotional motivation is significant for employee compliance at the Waterworks and Settlement Service of Lampung Province. With the F test using a significance level of 0.05 ($d = 5\%$) obtained $F_{table} 3.16$. Based on the output, if the calculated F data is 17,936, because $F_{arithmetic} > F_{table}$, it can be said that together there is a significant influence between the independent variables on the dependent variable (employee performance) at the Satellite Health Center in Bandar Lampung City.

Keywords: communication; emotional intelligence; employee performance

INTRODUCTION

The existence of quality human resources is often used as a determining factor for organizational success. And indeed, in fact, from several research results, it is concluded that quality human resources will optimize the management of other organizational elements and produce maximum goal achievement. So it is very necessary to have a truly planned management for improving the quality of human resources in an organization in order to achieve the desired performance. According to Mangkunegara (2013), there are several factors that affect performance. The first is the ability factor, the ability of employees consists of potential abilities (IQ) and reality abilities (knowledge + skills). This means that employees have an IQ above the average (IQ: 110-120) with adequate education for their position and are skilled in doing daily work, then it will be easier for them to achieve the expected performance. Second, is the motivation factor, motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a condition that moves employees who are directed to achieve organizational goals (work goals).

By having maximum ability and supported by good motivation, an employee is expected to be able to communicate effectively. According to Mangkunegara (2013: 145) communication is the process of transferring information, ideas, understanding from one person to another in the hope that the other person can interpret it according to the intended purpose. Based on the definition of communication, it can be concluded that communication will be effective if the process of transferring information, ideas, understanding from one person to another can run well.

In addition to the communication factor, the emotional intelligence factor is also thought to have an effect on performance. Salovey (Goleman, 2005) based on personal intelligence from Gardner divides emotional intelligence into five areas of ability, namely; the ability to recognize other people's emotions, recognize their own emotions, manage emotions, motivate themselves, and build relationships. Based on the opinions of the experts above, intellectual intelligence should be equipped with emotional intelligence in order to master cognitive abilities and be balanced with the ability to recognize emotions in oneself and others, manage emotions, motivate oneself, and build relationships with others.

Based on the results of observations and a preliminary survey at the Bandar Lampung City Satellite Health Center for one month, in March 2018, errors often occur in the delivery of information, especially for information conveyed orally, this can occur reciprocally between superiors and subordinates as well as fellow co-workers. This usually occurs more dominantly due to personal factors including emotional conditions, differences in habits and cultural norms or values (personal barriers). From the results of direct observations and interviews conducted by researchers with employees at the Satellite Health Center, it can be seen that there are still some employees, both superiors and subordinates who are not very good at controlling their emotions, maintaining work spirit, ability to motivate themselves, and responding to people's feelings. other. This can be seen especially when they are facing problems, experiencing disappointment or dissatisfaction, and being under pressure because of the heavy work they feel.

In addition, other indicators that appear are a lack of empathy for some leaders and staff, such as lack of respect for the work of colleagues or subordinates, as well as a sense of indifference to the condition of coworkers or employees who at that time have many work responsibilities that are not possible to complete. at that very moment. Based on the phenomenon of the problems that often arise, the authors are interested in conducting research with the title "The Effect of Communication and Emotional Intelligence on Employee Performance at the Satellite Health Center in Bandar Lampung City".

Based on the background of the problem above, the authors identify the existing problems as follows (1) There are often errors in the delivery of information, especially for information conveyed orally, this can occur reciprocally between superiors and subordinates as well as fellow co-workers, (2) During the execution of tasks, many errors occurred that should not have occurred, as a result the work had to be reworked, and could cause delays in time when submitting the task., and (3) There were still some employees, both superiors and subordinates who were not very good in terms of controlling self-emotions, maintaining work spirit, self-motivation ability, as well as in responding to the feelings of others, so that it has an impact on the performance of the Bandar Lampung City Satellite Health Center employees.

Based on the identification of the problems that have been put forward, the formulation of the research problem is as follows (1) Is there any influence of communication on employee performance at the Bandar Lampung City Satellite Health Center, (2) Is there an influence of emotional intelligence on employee performance at the Bandar Lampung City Satellite Health Center, and (3) Is there a joint influence of communication and emotional intelligence on employee performance at the Bandar Lampung City Satellite Health Center? This study aims to determine, namely (1) the effect of communication on employee performance at the Bandar Lampung City Satellite Health Center, (2) the effect of emotional intelligence on employee performance at the Bandar Lampung city satellite health center, and (3) the effect of

communication and emotional intelligence together on employee performance at the Bandar Lampung City Satellite Health Center.

METHOD

Research design is a combination of decisions and revisions, where a decision taken is always accompanied by the influence of a balance in a process (Nazir, 2011). And the research design used in this research is in the form of qualitative descriptive research. Based on the problems and research objectives, this research uses a qualitative research type, namely survey research because in data collection, researchers collect information from respondents using questionnaires as the main method. A qualitatively oriented research approach is intuitive, relies on infrastructure and is descriptive. (1) The intuitive approach is more likely to test solving solutions and trial and error. (2) The feeling approach relies heavily on personal considerations. (3) The descriptive approach combines adaptive or “self-learning” traits. Meanwhile, quantitative research methods are also used because quantitative research aims to determine the causal relationship between two or more variables, test theories, and analyze data using statistics to test hypotheses. And the characteristics of this quantitative research approach are the existence of variables, operations, reliability, hypotheses, validity and statistical meaning (Sugiyono, 2012).

The time of the research was carried out starting in early April 2018 until the data collection was completed, namely mid-May 2018. The place of this research was carried out at the Water and Settlement Service of Lampung Province. Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and then draw conclusions, the population is not just people and also not just the number of objects or subjects studied, but includes all characteristics or properties possessed by the subject or object. (Sugiyono, 2012). The population in this study were all 59 employees of the Bandar Lampung City Satellite Health Center. This research uses random sampling method. According to Arikunto (2007) if the object of research is less than 100, it is better to take all, then if the number is more than 100, it is better to take between 10-15%. According to the existing population, the total number of employees at the Lampung Provincial Water and Settlement Service is 599 people. So the authors took as many as 59 respondents (not including the head of the department and the author).

Research variables are basically everything in any form determined by the researcher to be studied, so that information is obtained about it, then conclusions are drawn. The variables used in this study are independent variables, namely variables that affect other variables. In this study, the independent variables are Communication (X1) and Emotional Intelligence (X2). The dependent variable (dependent), namely the variable that is influenced by other variables. In this study the dependent variable is: Employee Performance (Y). The data collection techniques in this study are as follows (1) Questionnaire (Questionnaire) That is collecting data or information by giving a list of questions to respondents to fill in which will then be carried out data processing, (2) Study Library (Library Research), namely In terms of In this study the authors obtain data through literature, books, expert opinions and so on which are useful in theory to support research and related to the problems to be studied, (3) Observation, namely data collection carried out by conducting direct observations on the research object with how to observe, take notes on a series of information and information obtained from the object, and (4) interviews, namely interviews conducted at the time of data collection and taking questionnaires used with the aim of obtaining information.

RESULTS

Based on the results of data collection from fifty-nine questionnaires filled out by respondents processed descriptively, the results can be described in the form of a table as follows:

Validity test

Table 1.
 Results of Employee Performance Variable validity test

statement	r-count	r-table	concolusion
item 1	0,728	0,216	Valid
item 2	0,737	0,216	Valid
item 3	0,724	0,216	Valid
item 4	0,461	0,216	Valid
item 5	0,643	0,216	Valid
item 6	0,431	0,216	Valid
item 7	0,445	0,216	Valid
item 8	0,336	0,216	Valid

Tabel 2.
 Results of Communication Variable validity test

statement	r-count	r-table	concolusion
item 1	0,780	0,216	Valid
item 2	0,781	0,216	Valid
item 3	0,697	0,216	Valid
item 4	0,583	0,216	Valid
item 5	0,437	0,216	Valid

Tabel 3.
 Results of Emotional Intelligence Validity Test

statement	r-count	r-table	concolusion
item 1	0,794	0,216	Valid
item 2	0,833	0,216	Valid
item 3	0,784	0,216	Valid
item 4	0,654	0,216	Valid
item 5	0,627	0,216	Valid

Table 3, it can be seen that the performance variable, communication variable and emotional variable show the r-count value is greater than the r-table value, so it can be concluded that all variables are valid.

Reliability Test

Tabel 4.
 Table of Reliability Test Results

Variab	Nilai Cronbach's Alpha	Kriteria	concolusion
Employee Performance	0,698	0,60	Reliabel
Comunicatian	0,684	0,60	Reliabel
Emotional Intelligence	0,786	0,60	Reliabel

Table 4, it can be seen that the questionnaire used to collect data on both performance variables, communication variables and emotional variables can be concluded to be reliable.

Classic Assumption Test
Multicollinearity Test

Table 5.
 Multicollinearity Test Results

Model		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	8.178	2.881		2.839	.006		
	Comunicatian	.363	.148	.264	2.447	.018	.932	1.073
	Emotional Intelligence	.681	.147	.501	4.641	.000	.932	1.073

a. Dependent Variable: Employee Performance

Multicollinearity test aims to test whether the regression model found a relationship between the independent variables (independent). A good regression model should not have a relationship between the independent variables. Multicolonearity test in this study by looking at the value of nVIF (variance-inflating factor). If the VIF is < 10 levels and the tolerance value is greater than 0.1, it can be concluded that there is no multicolonearity between the independent variables.

Heteroscedasticity Test

Table 6.
 Heteroscedasticity Test Results

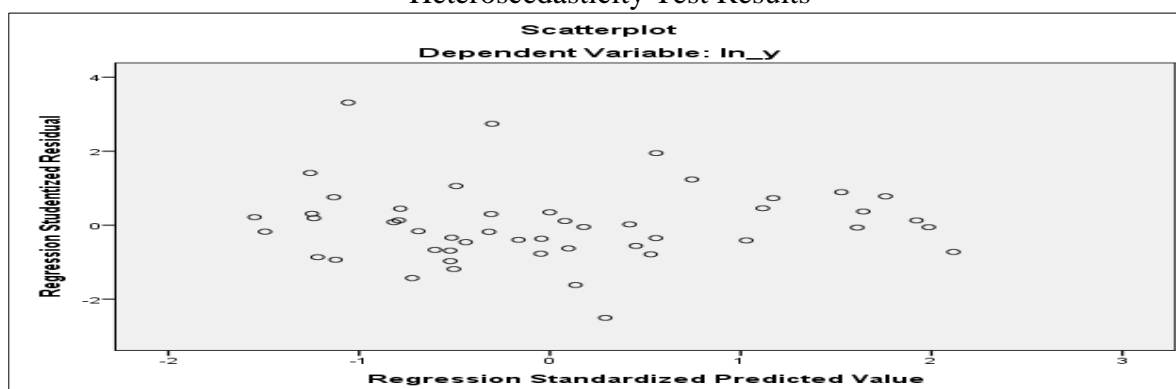


Table 6, it shows that the sample points have spread some spread above the zero value on the Y axis and some spread below the zero value on the Y axis by not forming a certain pattern, so it can be concluded that there is no heteroscedasticity.

Autocorrelation Test

Table 7.
 Autocorrelation Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.625 ^a	.390	.369	1.604	1.874
a. Predictors: (Constant), Emotional Intelligence, Communication					
b. Dependent Variable: Employee Performance					

Table 7, the Durbin-Watson value is 1.874, where the DU value is 1.6723 and the DL value is 1.4136. Because the value of $DU < DW < 4 - DU$ ($1.6732 < 1.874 < 2.3277$), it can be concluded that there is no autocorrelation of the data.

Hypothesis test

Table 8.
 Multiple Linear Regression Test

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.178	2.881		2.839	.006
	Communication	.363	.148	.264	2.447	.018
	Emotional Intelligence	.681	.147	.501	4.641	.000

a. Dependent Variable: Employee Performance

Table 8, the multiple linear regression equation model in this study is as follows:

$$Y = 8,178 + 0,363X_1 + 0,681X_2 + e$$

From the model equation above, it can be explained as follows:

- The value of constant a is 8.178, meaning that if the communication and intelligence variables are 0 the value of employee performance is 8.178.
- The value of b1 has a positive value of 0.363, meaning that every 1% increase in communication results in an employee's performance increasing by 0.363 % with the assumption that the other independent variables have a fixed value.
- The value of b2 has a positive value of 0.681, meaning that every 1% increase in emotional intelligence will result in an employee's performance increasing by 0.681% with the assumption that the other independent variables have a fixed value.

DISCUSSION

In accordance with the results of the multiple linear regression test consisting of the regression equation, t test, and F test, it was found that communication and emotional intelligence either partially or simultaneously have a positive and significant effect on employee performance. This finding is in accordance with the results of Utomo's research (2016) which concludes that communication and emotional intelligence variables have a significant influence with t counts of 2.239 and 2.465, respectively, on employee performance. Then it is also in accordance with the results of Duwit's research (2015) which states that communication skills and emotional

intelligence are simultaneously and partially positive and significant on employee performance. This finding also answers the first, second, and third hypotheses of this study.

CONCLUSION

Based on the results of the multiple linear regression test, it was found that either partially or simultaneously communication has a positive and significant effect on employee performance at the Lampung Provincial Water and Settlement Service. Based on the results of the multiple linear regression test, it was found that both partially and simultaneously emotional intelligence had a positive and significant effect on employee performance at the Lampung Provincial Water and Settlement Service. Based on the coefficient of determination of 0.390, it is known that the two independent variables can explain the effect on the dependent variable by 39%.

REFERENCES

- Duwit, Filliks. (2015). Pengaruh Kompetensi Komunikasi, Kecerdasan Emosional, Dan Budaya Organisasi Terhadap Kinerja Pegawai. Dalam jurnal *Emba* Vol 3 No 4. Desember 2015, h. 130-140
- Febri Artanti, Evy. (2019). Pengaruh Kompetensi, Komunikasi, dan Kecerdasan Emosional Terhadap Kinerja Dosen Di Sekolah Tinggi Pariwisata Sahid Surakarta dalam jurnal *Manajemen Sumber Daya Manusia* Vol. 13 September. H.261-269
- Goleman, Daniel. (2005). *Kecerdasan Emosional (Alih Bahasa: T. Hermaya)*. Jakarta: Gramedia Pustaka Utama
- Haris Bahtiar, Dwi dan Tabrani. Pengaruh kompetensi, Komunikasi dan Budaya Organisasi Terhadap Kinerja Pegawai Melalui Kepuasan Pegawai Pada Dinas Pendapatan dan Pengelola Keuangan Kabupaten Brebes. dalam *Jurnal Multier* Vol. 1 No. 2 Mei, h.21-36
- Kanta Marga, Yossy. (2016). Pengaruh Pelatihan Kecerdasan Emosional dan Budaya Organisasi Terhadap Kinerja Karyawan Pada PT. Pelayaran Tempuran Emas Surabaya. dalam *e-Jurnal Manajemen Kinerja* Vol.2 No. 1. Januari, h.22-36
- Mangkunegara, A.P. (2010). *Manajemen Sumber Daya Manusia Perusahaan*, Remaja Rosdakarya. Bandung.
- Nazir, M. (2011). *Metode Penelitian*. Ghalia Indonesia. Bogor
- Sibro Mulisi, Ali, (2019). Pengaruh Kompetensi Komunikasi, Kecerdasan Emosional dan Budaya Organisasi Terhadap Kinerja Personel Polsek Kedundung Kabupaten Sampang. dalam *Jurnal Manajemen dan Administrasi Publik*. Vol 2. No.4. h.429-443
- Utomo, Budi. (2019). Analisis Pengaruh Kompetensi Komunikasi, Kecerdasan Emosional dan Budaya Organisasi Terhadap Kinerja Karyawan (Studi Pada PT. Bangun Jaya Alam Permai I, Di Kotawaringin Barat) dalam *Jurnal Ilmu Ekonomi, Manajemen dan Akuntansi* Vol.8 No. 1. Maret, h.10-16

