



# The Effect of Emotional Intelligence On Employee Performance Of Pt. Plastik Karawang Flexindo

Neneng Lely Amelia<sup>1</sup>, Sonny Hersona<sup>2</sup>, Hawignyo<sup>3</sup>

<sup>1,2,3</sup> Fakultas Ekonomi, Universitas Singaperbangsa Karawang, Jalan HS. Ronggo Waluyo, Puseurjaya, Telukjambe, Karawang, Jawa Barat, 41361

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## ABSTRACT

This study aims to determine: (i) Emotional intelligence at PT. Plastics Karawang Flexindo (ii) Employee performance at PT. Plastics Karawang Flexindo and (iii) the influence of emotional intelligence on employee performance at PT. Plastic Karawang Flexindo. This research method uses a quantitative approach. The study used a survey method through a questionnaire. How to collect data by using a questionnaire and observation. The data collected is questionnaire data from 123 respondents of PT. Plastik Karawang employees and the techniques used in determining random samples or random samples, mixed samples. Testing technique The hypothesis of this research is how much influence the emotional influence on the performance of PT. Plastik Karawang Flexindo employees. The results showed that emotional intelligence has a significant influence on employee performance, 41.2% the rest is influenced by other factors and outside the company's environment. The author suggests to the relevant parties, namely: (i) There is a strong and significant relationship between emotional intelligence and employee performance, the author suggests that apart from prioritizing intelligence, the company also needs to pay attention to emotional intelligence so that there is a balance in good performance. (ii) Companies need to improve performance by means of periodic evaluations with the aim of the company having an overview of employee performance that needs to be improved so that performance increases and (iii) It is hoped that similar research will be carried out to find out factors other than emotional intelligence that can affect performance so that it can be identified. how much contribution is given to employee performance.

### E-mail:

2010632020022@student.unsika.ac.id  
sonny.hersona@fe.unsika.ac.id  
nyonyo.hawignyo@fe.unsika.ac.id

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## 1. Introduction

Human resources are the main factor in managing an organization to achieve a goal, therefore human resources are the key that must be maintained by an organization in line with the demands that the organization always faces to answer any existing challenges. Competent human resources can produce optimal performance so that they can support the success of an organization.

According to Michael Armstorng in Hamali (2016) suggests that there are 4 principles in human resources: First, human resources are the most important assets owned by an organization, while effective management is the key to the success of the organization. Second, this success is most likely to be achieved if the rules or policies and procedures related to people of the company are interconnected,

and contribute to the achievement of company goals and strategic planning. Third, the culture and values of the company, organizational atmosphere and managerial behavior that comes from that culture will have a great influence on the best achievement results. Fourth, HR management relates to the integration of making all members of the organization involved and working together to achieve common goals.

The main problem that deserves attention in the field of human resources is the issue of employee performance. Employee performance is considered important for the organization because the success of the organization depends on the performance of the actors in the organization concerned. Employee performance is related to the quality and quantity of work carried out by an employee related to the employee's condition when carrying out his work. According to Mangkunegara (2017) Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

In general, most of the existing organizations believe that to achieve a success, must strive for individual performance as much as possible. Quality human resources are a must that every organization looks for in order to compete. However, in reality maximizing individual performance is not that easy, therefore to realize optimal employee performance, there are two factors that can affect employee performance, namely internal factors and external factors. Internal factors are factors related to a person's nature including attitudes, traits, personality, motivation, age, gender, intelligence, education level, work experience, cultural background, and other personal variables. External factors are organizational factors, leadership, co-workers, supervision, wage system and social environment that affect employee performance originating from the environment including policies.

A person can be said to be able to complete his work when he has the ability that comes from within the individual, many people mean that success and success in the world of work can be supported only by intellectual ability, but in fact it also requires the ability of employees to master and manage themselves and the ability to build relationships with other people. This ability is called emotional intelligence. People who have emotional intelligence will be able to face challenges and make a person who is full of responsibility, productive, and optimistic in dealing with and solving problems, where these things are needed in the work environment. Emotional intelligence also allows a person to show his integrity. People with good emotional intelligence are able to think clearly even under pressure, act ethically, adhere to principles and have the drive to achieve.

PT. Plastic Karawang Flexindo is one of the companies engaged in the manufacture of plastic bags with LDPE-HDPE raw materials, PT. Plastik Karawang Flexindo is located in the Karawang area, precisely on Jl Kosambi Curug Raya Km 4 CMH 88, East Karawang. PT. Plastic Karawang Flexindo was founded in 2003, with 10 years of experience in the field, PT. Plastics Karawang Flexindo, supported by technology and human resources, the company makes various breakthroughs to achieve quality that gives satisfaction to customers. Product quality, and proximity to the market are the biggest part of the company's focus.

The results of research conducted by Yusuf & Lisa (2018) state that emotional intelligence has a positive and significant effect on employee performance and research conducted by Irma (2018) states that emotional intelligence has a positive and significant effect on employee performance, this is also in line with Rani's research. , Hamidah & Ika (2016) say that emotional intelligence has a positive and significant effect on employee performance, also in line with the research of Milatus, Hadi & Agus (2017) suggesting that emotional intelligence has a positive and significant effect on employee performance, then in line with research by Silmi & Ridwan (2016 ) states that emotional intelligence has a positive and significant effect on employee performance, and research by Gandung and Pamadya (2018) suggests that emotional intelligence has a positive and significant effect on employee performance.

Based on the above background the authors are interested in researching the "Effect of emotional intelligence on the performance of employees of PT. Plastics Karawang Flexindo. "On the basis of the connection from previous research, the researcher wants to analyze the relationship between emotional intelligence and employee performance at PT. Plastic Karawang Flexindo. The purpose of this study is to determine: 1) Emotional intelligence at PT. Plastics Karawang Flexindo 2) Employee

performance at PT. Plastics Karawang Flexindo and 3) the influence of emotional intelligence on employee performance at PT. Plastic Karawang Flexindo. By doing this research, it is hoped that researchers can solve problems in the future, as well as add insight and reference materials for other researchers. For the company itself, it is expected to be a material for information and consideration by the company's management in improving employee performance.

Literatur Riview, Understanding Emotional Intelligence, According to Daniel Goleman (2016) emotional intelligence is abilities such as the ability to motivate oneself and endure frustration, control impulses and not exaggerate pleasure, regulate moods and keep stress loads from paralyzing the ability to think, empathize and pray. According to Agustin in Khoirussani (2017) states that "emotional intelligence is the ability to feel, understand and effectively apply the power and ability of emotional sensitivity as a source of energy for information, connections and human influence".

According to Hamali (2016) a company needs employees who not only have intellectual intelligence, but also emotional and spiritual intelligence. The consideration is based on the fact that in organizational life, conflicts can arise, disharmony in horizontal and vertical relationships, employee frustration and decreased work motivation. These problems are not enough to be solved only with an intellectual intelligence approach. Someone who is very smart and skilled in mastering certain areas of knowledge and has a positive attitude towards work, but is not able to build communication with fellow colleagues and superiors, often complains, is aloof, selfish, easily emotional and sometimes a conflict-making factor. Conditions like this can affect the performance of the company, where the performance of this company is influenced by the performance of the employees in it. Therefore, an emotional intelligence approach is also needed.

According to Afandi (2018) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contrary to morals and ethics. According to Sutrisno (2016) Performance is the result of the work of employees in terms of quality, quantity, working time, and cooperation to achieve the goals set by the organization. According to Mangkunegara (2017) Performance is the result of work in quality and quantity achieved by a employees in carrying out their duties in accordance with the responsibilities assigned to them.

## 2. Method

The object of this research is the employees of PT. Plastic Karawang Flexindo. This research uses survey method. The population in this study were all employees of Bank Mandiri Karawang Branch as many as 182 people. This study used a census of all employees of PT. Plastics Karawang Flexindo totaling 178 employees.

According to Sugiyono (2017) the sample is part of the number and characteristics possessed by the population. If the population is large and the researcher is not able to study everything in the population, for example due to limited funds, manpower and time, the researcher can use samples taken from the population itself. Determination of the number of samples used by researchers in this study using the formula from Slovin for an error rate of 5%.

The number of samples after going through the calculation process using the slovin formula amounted to 123 respondents. The sampling technique used is Simple Random Sampling Based on the title "The Effect of Emotional Intelligence on Employee Performance at PT. Plastic Karawang Flexindo", then there are two variables, namely the independent and dependent variables. The independent variable consists of the emotional intelligence variable while the dependent variable is the employee performance variable.

The data collection technique uses a questionnaire that has been tested for validity and reliability. The type of research used is associative, where the aim is to find out or find the relationship between the independent variable and the dependent variable. In analyzing the data used validity test, reliability test, simple linear regression analysis, correlation coefficient analysis, coefficient of determination analysis and hypothesis testing.

### 3. Results and Discussion

#### a. Emotional Intelligence Descriptive Analysis

**Table. 1**  
Emotional Intelligence Descriptive Analysis

		N	Min	Max	Mean	Std. Dev
Self-awareness	X1	123	1	5	3,42	0,967
	X2	123	1	5	3,42	0,859
Self-regulation	X3	123	1	5	3,54	0,88
	X4	123	2	5	3,47	0,917
Motivation	X5	123	1	5	3,56	0,87
	X6	123	2	5	3,62	0,854
Empaty	X7	123	2	5	3,56	0,86
	X8	123	1	5	3,59	0,877
Social skills	X9	123	1	5	3,75	0,902
	X10	123	1	5	3,67	0,835

Based on the results of descriptive analysis data processing obtained from SPSS regarding the emotional intelligence variable the average value (mean) obtained on a scale range from 3.42 to 3.75 with high criteria. which means the variable emotional intelligence of employees of PT. Plastic Karawang Flexindo has been used with high intensity while working. The highest dimension in this variable is social skills with a mean (average) value of 3.75 because it is directly related to other people, in this dimension emotional intelligence is applied directly to other people. While the lowest dimension in this variable is self-awareness with a mean (average) value of 3.42.

#### a. Performance Descriptive Analysis

**Table. 2.**  
Performance Descriptive Analysis

		N	Min	Max	Mean	Std. Dev
Work quality	Y1	123	1	5	3,85	0,897
	Y2	123	1	5	3,76	0,961
	Y3	123	1	5	3,95	0,838
Working quantity	Y4	123	1	5	3,77	0,838
	Y5	123	2	5	3,78	0,741
Task execution	Y6	123	1	5	3,8	0,789
	Y7	123	2	5	3,67	0,805
Responsibility	Y8	123	1	5	3,69	0,821
	Y9	123	3	5	4,02	0,81

Based on the results of descriptive analysis data processing obtained from SPSS regarding the performance variable the average value (mean) obtained on a scale range from 3.67 to 4.02 with high criteria. This figure shows that the initiative of PT. Platik Karwang Flexindo is high, such as their courage in submitting suggestions or criticisms related to work to their superiors or co-workers, and taking the initiative to complete their tasks. The highest dimension in this variable is responsibility with a mean (average) value of 4.02. While the lowest dimension in this variable is the implementation of tasks with a mean (average) value of 3.42.

#### 3.1 Verification Analysis

##### a. Correlation of the role of Emotional intelligence with Performanc

The magnitude of the correlation coefficient between the variables of the Role of Emotional Intelligence and Performance obtained a value of 0.649 which means it has a high level of relationship and is unidirectional because the value is positive. Correlation of the role of Emotional intelligence with Performance.

**Table. 3**  
Coefficient of determination

Model Summary					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	,649 <sup>a</sup>	0,421	0,416	3,243	

a. Predictors: (Constant), Emotional Inteligent

The influence of the emotional intelligence role variable on employee performance is 0.421 or 42.1%. The influence of other variables outside the model is  $1 - 0.421 = 0.579$  or 57.9%.

**Table. 4**  
Simple Linear Regression Analysis

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	15,195	2,057		7,388	0
	Kecerdasan Emosional	0,536	0,057	0,649	9,376	0

a. Dependent Variable: Performance

Based on the results of the calculations listed in the table above, a simple linear regression equation can be formed as follows:

$$Y = a + bX$$

$$Y = 15.195 + 0.536X$$

The X regression coefficient of 0.536 states that for every 1% addition to the value of emotional intelligence, the performance value increases by 0.536. The regression coefficient is positive, so it can be said that the direction of the influence of the emotional intelligence variable on the performance variable is positive.

### 3.2 Discussion

1. The influence of the role of emotional intelligence on employee performance

**Table. 5**  
The influence of the role of emotional intelligence on employee performance

Struktural	Sig.	A	t count	t table	Conclusion
$\rho_{yx_1}$	0.000	0,05	9.376	1.657	$H_0$ Reject

Table. 5 shows that the value of sig. (0.000) < (0.05) and t count (9.376) > t table (1.657), then  $H_0$  is rejected. Thus it can be concluded that the role of emotional intelligence partially has a positive and significant effect on employee performance. The results of this study are in line with the opinion according to Mangkunegara in Masram (2017:139) which states that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Also in line with Prasetyo's research (2020) in his journal, states that emotional intelligence has a positive and significant effect on employee performance, the higher and better the employee in controlling his emotional intelligence at work, the higher the employee's performance will be.

- b. **The influence of the role of Emotional Intelligence Simultaneously on employee performance**

**Table. 7**

The influence of the role of Emotional Intelligence Simultaneously on employee performance

Structure	Sig.	A	f count	f table	Conclusion
$\rho_{yx_1}$	0.000	0,05	87.911	3.92	$H_0$ ditolak

From table 4 can be seen the value of sig. (0.000) < (0.05) and f count (87.911) > f table (3.92), then  $H_0$  is rejected. Thus it can be concluded that the role of emotional intelligence simultaneously has a positive and significant effect on employee performance. The results of this study are in line with Mathis and Jackson in Priansa (2017) the factors that affect performance, namely individual abilities include (talents, interests, and personality factors), the effort devoted includes (skills and motivation) and the organizational environment. Prasetyo's research (2020) in his journal suggests that emotional intelligence has a positive and significant effect on employee performance, the higher and better the employee in controlling his emotional intelligence at work, the higher the employee's performance will be.

#### 4. Conclusions

Based on the results of data analysis and hypothesis testing conducted at PT. Plastic Karawang Flexindo regarding emotional intelligence on employee performance, it can be concluded as follows: Emotional intelligence owned by employees of PT. Plastic Karawang Flexindo is in the high category, seen from the five dimensions of emotional intelligence variables, namely self-awareness, self-regulation, motivation, empathy, and social skills which are in the high category. If sorted from the dimensions with the highest mean to the lowest mean, they are self-awareness, self-regulation, motivation, empathy and social skills.

Employee performance at PT. Plastic Karawang Flexindo is high. This shows that at PT. Plastics Karawang Flexindo in carrying out its work is able to meet the dimensions of performance with a high category. It can be seen in the seven dimensions of employee performance variables, namely work quality, work quantity, task execution, and responsibilities which are in the high category. If sorted from the dimensions with the highest mean to the lowest mean, they are responsibility, quality of work, quantity of work, execution of tasks. There is a fairly strong influence of emotional intelligence on the performance of employees at PT. Plastic Karawang Flexindo that is equal to 42.1%. And the remaining 57.9% is another factor that can also have an influence on performance. There is a strong and significant relationship between emotional intelligence and employee performance, the authors suggest that in addition to prioritizing intellectual intelligence, the company also needs to pay attention to emotional intelligence so that there is a balance in achieving good performance.

Companies need to improve employee performance by means of periodic performance evaluations with the aim of the company having an overview of employee performance that needs to be improved so that employee performance is getting better. It is hoped that similar research will be conducted to find out factors outside of emotional intelligence that can affect employee performance so that it can be seen how much contribution is given to employee performance.

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