

## THE INFLUENCE OF INTELLECTUAL INTELLIGENCE AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE

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**Abstract:** Human Resource is a vital asset for the organization to achieve its goals and one of the important factors to achieve the organizational goals is performance. To produce optimal performance, it is necessary to have an adequate quality of the human resources, not only in terms of intelligence and the ability to think (intellectual intelligence), emotional intelligence also needed to control and manage themselves. Intellectual intelligence and emotional intelligence are important because they greatly influence the performance. The purpose of this study is to analyze the magnitude of the influence of intellectual and emotional intelligence on employee performance. The method that will use in this research is the census method which this research takes the whole employee's population of KPID Provinsi Jawa Barat to become respondents. The research instrument uses questionnaires with data analysis techniques using: instrument test (validity and reliability), and multiple linear regression analysis. The results showed that the magnitude of the effect of intellectual intelligence and emotional intelligence on employee performance of 85.1% and the rest of 14.9%. Partially emotional intelligence greater influence on employee performance.

**Keywords:** Intellectual Intelligence, Emotional Intelligence, Employee Performance

### INTRODUCTION

Along with the development of the current era of globalization, the role of the organization is quite crucial in aspects of life both in companies, governments, social organizations, society, and others. The organization will continue to grow according to the needs of the times. Every organization must have a human resource in it that has an important role and in utilizing that role, each organization must have quality human resources to achieve its objectives.

Public sector organizations in local government in achieving quality human resources must provide and prepare strategic steps in setting organizational goals oriented to the needs of the community. This is where the role of human resources becomes very crucial, this can be observed from how the performance obtained. If employee performance is optimal then organizational performance will be optimal. Several aspects need to be made a benchmark in organizations or institutions that offer quality human resources.

Nawawi (Gaol, 2014), Human resources are people who work and function as assets of an organization/company that can be counted in quantity (quantitative), and human resources are the potentials that drive the organization. In an organization, human resources are not only a driving force but have an important role in organizational activities.

Human resources become a vital asset for the organization in every activity carried out. Human resources consist of the physical power of thought and power, power of thought is intelligence that is brought from birth and physical power is obtained by effort (learning and training) while what is the intelligence benchmark is Intelligence Quotient (IQ).

Human resources become a vital asset optimal performance of an employee is influenced by personal factors and environmental factors.

Employee performance is not only seen from the ability to work perfectly, but also the ability to master and manage themselves, as well as the

ability to foster relationships with others (Martin, 2003). This ability is referred to by Daniel Goleman as Emotional Intelligence or Emotional Intelligence. Goleman (2015) in his research, said that emotional intelligence accounted for 80% Employee performance is not only seen from the ability to work perfectly, but also the ability to master and manage themselves, as well as the ability to foster relationships with others (Martin, 2003). This ability is referred to by Daniel Goleman as Emotional Intelligence or Emotional Intelligence.

Goleman (2015) in his research, said that emotional intelligence accounts for 80% of the determinants of one's diocese, while the other 20% is determined by IQ (Intelligence Quotient).

Patton (2011) said that people who have emotional intelligence will be able to face challenges and make a human being full of responsibility, productive, and optimistic in dealing with and solving problems, which are needed in the work environment. Emotional intelligence has a big influence on one's career and performance. Emotional intelligence has a big influence on one's career and performance.

Along with the development of the times at this time that not only intellectual excellence is needed to achieve work success, but other types of skills are needed to be at the forefront. Martin (2003) says that in individuals there is always an exchange of information between 'feelings' and 'thoughts'. While IQ helps plan strategies and tactics, EQ makes adjustments and helps win a goal. Organizational goals for example.

The West Java Provincial Broadcasting Commission (KPID) as an organization oriented to public services as a watchdog for broadcasting activities in West Java. The West Java KPID is a KPI at the provincial level, namely a state institution Independent formed based on the mandate of Article 7 of Law No. 32 of 2002 concerning broadcasting where its existence is a tangible

manifestation of public involvement in regulating broadcasting.

The West Java of KPID performs its role as a government agency that regulates broadcasting and also requires human resources who have a competitive advantage so that tasks and obligations can be carried out optimally and the objectives set out will be achieved effectively and efficiently. In the process of achieving optimal work, of course, many things must be considered and prepared in achieving the specified targets. Every West Java KPID employee should have good Intellectual Intelligence (IQ) and Emotional Intelligence (EQ) as a support to achieve good performance. Where the aspects of employee performance assessed at this institution are quality, quantity, timeliness, and collaboration with colleagues.

After the pre-survey at the KPID research site in West Java Province, several problems caused sales to be hampered, along with a few issues: Employee performance is not optimal in completing tasks systematically. Lack of employees who can carry out tasks on time. Lack of ability internal employees complete work with good and right. Lack of employees who can maintain work motivation which can have an impact on work result

Problems regarding Emotional Intelligence (EQ), are a Lack of knowing emotions as well as weaknesses and strengths that are owned. Lack of ability to control emotions at work. Lack of initiative and effective action at work. Lack of ability to understand the situation being experienced by people others. Lack of cooperation and fostering productive relationships to achieve success in work

The formulation of the problem and the purpose of this study is to determine the positive influence between intellectual intelligence and emotional intelligence on employee performance both individually and together. Based on previous research and by looking at phenomena that occur

within the organization, this study was conducted to determine the effect of intellectual intelligence and emotional intelligence on employee performance in the West Java Provincial KPID.

### METHODS

This type of research that will be used in this research is quantitative descriptive that descriptive and verification methods are methods that aim to describe whether or not the facts exist and explain the influence between variables investigated by collecting data, processing, analyzing, and interpreting data in testing statistical hypotheses. In this study, the descriptive verification method is used to test the effect of intellectual intelligence (X1) and emotional intelligence (X2) on employee performance (Y) and test theory by testing whether a hypothesis is accepted or rejected.

According to Sugiyono (2017) "population is the area of generalization consisting of objects/subjects that have certain qualities and characteristics that are applied by researchers to be studied and then drawn conclusions". So the

population is not only people but also objects and other natural objects.

The population is also not just the number of objects/subjects studied but includes all the characteristics/properties possessed by the subject or object under study. The population in this study were all West Java Provincial KPID employees, amounting to 34 people so that this study was a census or population study.

The validity test in this study is used item analyst, which correlates the score of each item with the total score which is the sum of each item score. If there are items that do not meet the requirements, then these items will not be further investigated.

The reliability test is a tool to measure a questionnaire which is an indicator of a variable or constructs. A questionnaire is said to be reliable if someone's answer to the statement is consistent or stable from time to time. The method used to test the reliability of the questionnaire in this study is to measure reliability with the Cronbach Alpha statistical test. To find out the questionnaire is reliable the reliability testing will be done.

## RESULTS & DISCUSSION

Table 1. Beta coefficient x Zero-order

| Model                     | Coefficients <sup>a</sup>   |            |                           |       |      |            | Correlations |      |  |
|---------------------------|-----------------------------|------------|---------------------------|-------|------|------------|--------------|------|--|
|                           | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Zero-order | Partial      | Part |  |
|                           | B                           | Std. Error | Beta                      |       |      |            |              |      |  |
| 1 (Constant)              | -.866                       | 2.095      |                           | -.414 | .682 |            |              |      |  |
| Intellectual Intelligence | .175                        | .100       | .185                      | 1.743 | .091 | .772       | .299         | .121 |  |
| Emotional Intelligence    | .418                        | .057       | .774                      | 7.291 | .000 | .915       | .795         | .506 |  |

a. Dependent Variable: Employee Performance

Source: data that has been processed by the author (2019)

1. Variable X1 =  $0,185 \times 0,772 = 0,1428 = 14,28\%$
2. Variable X2 =  $0,744 \times 0,915 = 0,7082 = 70,82\%$

From the results of individual trials above it is known that variable X1 (intellectual intelligence) on variable Y (employee performance) has a positive influence of 14.28%. While X2 (emotional intelligence) on variable Y (employee performance) has a positive influence of 70.82%. The remaining 14.85% is placed by other factors beyond intelligence and emotional intelligence that is not approved.

### **Influence of Intellectual Intelligence (IQ) on Employee Performance**

Based on the results of research in the West Java Provincial KPID that intellectual intelligence variables significantly influence employee performance. This has an effect of 14.28%, and for the intellectual intelligence, the variable obtained by 1.743. This value is greater than 1.696, so it can be concluded that testing this hypothesis gives the results of rejecting and receiving, which means that intellectual intelligence has a positive influence on employee performance. So it can be concluded the better the intellectual intelligence, the employee performance will increase.

### **The Influence of Emotional Intelligence (EQ) Against Pegawai Performance**

Based on the results of research in the West Java Provincial KPID that emotional intelligence variables significantly influence employee performance. This has an effect of 70.82%, as well as for the variable emotional intelligence obtained by 7,291. This value is greater than 1.696, so it can be concluded that testing this hypothesis gives the results of rejecting and receiving, which means emotional intelligence has a positive influence on employee performance. Then it can be concluded the better the emotional

intelligence, the employee performance will increase.

### **CONCLUSION**

Intellectual Intelligence in KPID West Java Province is good, but there are still some lacks, among others: the ability to solve problems appropriately, the ability to communicate well at work, the ability to see changes that occur from an action, and the ability to count accurately in completing work.

Emotional Intelligence in KPID West Java Province is good, but there is still something lacking, among others: controlling self-emotion in any situation, the desire to excel at work, helping colleagues in work, the spirit of tolerance in dealing with differences, adjusting to the work environment and the ability to work together in teams.

Employee performance at the West Java Provincial KPID is already good, but there are still lacking, among others: the ability to complete tasks by the burden given, the ability to meet the expected goals at work and be responsible for the tasks assigned.

Intellectual Intelligence Variables have a significant influence on the achievement of Employee Performance at the West Java Provincial KPID. This Intellectual Intelligence has a strong influence on Employee Performance at the West Java Provincial KPID.

The variable of Emotional Intelligence has a significant and dominant influence on the achievement of Employee Performance in the West Java Provincial KPID. The influence of Emotional Intelligence has a very strong influence on Employee Performance in the KPID of the Province of West Java Intelligence Variables Intellectual and Emotional Intelligence significantly influence Employee Performance at the West Java Provincial KPID. Together Emotional Intelligence provides greater influence on Employee Performance.

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