

The Role of Emotional Intelligence and Work Life Balance on Employee Performance PT Karya Padu Sejati Jakarta

Dellia Mila Vernia

Universitas Indraprasta PGRI Jakarta

ABSTRACT

Employee performance itself is the result of work in terms of quality and quantity achieved by employees in carrying out the tasks assigned and in accordance with the responsibilities given. An employee's performance is not only assessed based on quantity, namely how much output is produced, time to complete the task, but is also assessed based on quality, including accuracy in work, ability to evaluate, employee abilities and skills, but there are many factors that influence employee performance. The aim of this research is to determine the influence of emotional intelligence and work life balance on employee performance at PT Karya Padu Sejati Jakarta. The method used is a quantitative method. Data was taken from filling in the questionnaire for variables. The research results show that emotional intelligence influences employee performance, work life balance influences employee performance and emotional intelligence and work life balance influence employee performance at PT Karya Padu Sejati Jakarta. It is recommended that companies create self-control programs, such as having a spiritual shower at certain times.

Keywords: *Emotional Intelligent, Work Life balance, employee performance*

Corresponding author

Name: *Dellia Mila Vernia*

Email: *unindra103@gmail.com/delliamilavernia@gmail.com*

INTRODUCTION

Employee performance has an important role in realizing organizational performance, because high organizational performance must be supported by superior employee performance. An organization's success in achieving strategic goals is highly dependent on employee performance. Therefore, individual behavior must be understood so that it can be managed effectively (Ivancevich et al., 2013). In various contexts, resources have been widely researched for decades with the aim of understanding behaviors and concepts that improve performance (Bono and Judge, 2003; Picollo and Colquitt, 2006 (in Atatsi et al., 2019). Employee performance is known as a multidimensional concept (Tang et al., 2020). Performance is everything that employees do at work in accordance with the goals and ideals of the organization (Campbell & Wiernik, 2015).

The problem that occurs in most organizations is low employee performance. The focus of every organization is to achieve high employee performance (Abu-Jarad, 2010). Employee performance is an important aspect to support the organization in achieving its goals. Employee superior performance will encourage increased company competitiveness (Dizgah et al., 2012; Moran & Brightman, 2015).

Employee performance has an important role in realizing organizational performance, because high organizational performance must be supported by superior employee performance. An organization's success in achieving strategic goals is highly dependent on employee performance. Therefore, individual behavior must be understood so that it can be managed effectively (Ivancevich et al., 2013). In various contexts, resources have been widely researched for decades with the aim of understanding behaviors and concepts that improve performance (Bono and Judge, 2003; Picollo and Colquitt, 2006 (in Atatsi et al., 2019). Employee performance is known as a multidimensional concept. (Tang et al., 2020). Performance is everything that employees do at work in accordance with the goals and ideals of the organization (Campbell & Wiernik, 2015).

The problem that occurs in most organizations is low employee performance. The focus of every organization is to achieve high employee performance (Abu-Jarad, 2010; Alexandra et al., 2019; Ayu Putu Widani Sugianingrat et al., 2019). Employee performance is an important aspect to support the organization in achieving its goals. Employee superior performance will encourage increased company competitiveness (Dizgah et al., 2012; Moran & Brightman, 2015).

The opinion (James L Gibson, John M Ivancevich, 2012a) is that performance is the potential results achieved based on the overall work, such as satisfaction, quality, efficiency and effectiveness of work. (Jason A Colquitt, Jeffery A LePine, 2018) believes that performance is a collection of assessments of employee behavior that contributes both positively and negatively to achieving organizational and individual goals. The performance theory of this research refers to theory (Armstrong, 2009) which states that the factors that can influence performance are personal factors, leadership factors, team factors, system factors and contextual/situational factors. Furthermore (James L Gibson, John M Ivancevich, 2012a) explains that with work life balance, job satisfaction, employee health and employee performance increase. Regarding work life balance, (Laurier J Mullins, 2016) states that flexible work patterns and teleworking can increase productivity and the level of quality of performance. (S. P. Robbins & Judge, 2017b) strengthens the explanation related to the organizational behavior model which consists of input, process and output. It is known that these three things strengthen the systems needed in organizations to achieve good performance at the individual, team and organizational levels.

Employee performance is an indicator of company success. One company that still gives more portion to its employees' performance is PT Karya Padu Sejati. Researchers want to know the influence of emotional intelligence and work life balance on employee performance.

METHOD

This research uses a descriptive quantitative method with an associative type of research, namely stating the relationship between two or more variables (Sugiyono, 2014). This research is to examine the influence of the independent variables () on the dependent variable (emotion, work life balance). The primary data collection technique uses a questionnaire distribution method containing several statements on a Likert scale to obtain respondents' responses to variables with ratings of strongly agree to strongly disagree. The population in this study were all employees of PT Padu Karya Sejati. This research uses the Cochran formula to determine the sample size.

Determining the sample size in this research was carried out using the Cochran formula calculation

$$n = \frac{z^2 \cdot p \cdot q}{e^2} = \frac{(1,96)^2 \cdot (0,5) \cdot (0,5)}{(0,1)^2} = 96,04$$

This formula produces a value of 96.04 which will be rounded to 100 as the number of respondents taken by the researcher.

Several methods of analytical techniques are used to test research instruments, including validity and reliability tests which aim to find out whether the data obtained is valid and reliable for use in research, coefficient of determination tests to find out how much influence the independent variable has on the dependent variable, and regression analysis. multiple linear tests which include partial tests and simultaneous tests which aim to examine the influence of independent variables (emotional intelligence, work life balance) on the dependent variable (employee performance). All of these methods were processed with the help of the IBM SPSS version 20 program.

FINDING AND DISCUSSION

This test uses a significance level of 5% for 30 samples, namely with an r table value of 0.361. Data is said to be valid if the calculated r value > r table and is said to be invalid if the calculated r value < r table. The validity test results are as follows: 0,361. Data dikatakan valid apabila nilai r hitung > r tabel dan dikatakan tidak valid apabila nilai r hitung < r tabel.

Table 1: Validity Test Results

Variabel	Item	R calculated	R table	Description
Emotional Intelegence (X1)	X1P1	0,791	0,361	Valid
	X1P2	0,863		Valid
	X1P3	0,474		Valid
	X1P4	0,754		Valid
Work Life Balance(X2)	X2P1	0,903		Valid
	X2P2	0,922		Valid
	X2P3	0,870		Valid
	X2P4	0,444		Valid

	X2P5	0,863	Valid
Kinerja Karyawan (Y)	KY1	0,517	Valid
	KY2	0,892	Valid
	KY3	0,921	Valid

Source: Data Processing (2023)

Based on table 3, it is explained that all statement items for each research variable are classified as valid because all calculated r values > r table.

In reliability testing, an instrument is declared reliable if it produces a Cronbach alpha value of >0.60 and conversely the instrument is declared unreliable if a Cronbach alpha value is <0.60. The results of the reliability test are as follows:

Tabel 4. Reliability Test

Variabel	Number of Item	Cronbach Alpha	Desription
Emotional intellegent (X1)	4	0,703	Reliabel
Work life balance (X2)	5	0,867	Reliabel
Kinerja karyawan (Y)	3	0,698	Reliabel

Source: Data Processing (2023)

Based on table 4, each variable is declared reliable because it has a Cronbach alpha value >0.60.

Multiple Linear Regression Analysis

Table 2. Results of Multiple Linear Regression Analysis

Model		Unstandardized		Standardized	t	Sig.
		Coefficients	Std. Error			
		B		Beta		
1	(Constant)	0,046	1,179		0,039	0,969
	Emotional intellegent (X1)	0,419	0,091	0,455	4,592	0,000
	Work life balance (X2)	0,061	0,073	0,081	0,842	0,401

a. Dependent Variable: Kepuasan Konsumen

Source: Data (2023)

The results of the simultaneous test in table 8 produce a significance value of 0.000, which is smaller than 0.05 and a calculated F value of 20.818, which is greater than the F table value of 2.69. Thus it can be concluded that the variables Emotional intelligence (X1), Work life balance (X2) significantly influence the employee performance variable

The results of the partial test in table 9, by identifying the significance value in the coefficients table output from the previous multiple regression analysis test produces a significance value for the Emotional intelligence variable (X1) of 0.000, the Work life balance variable (X2) of 0.401. Of all the variables, that having a significance value smaller than 0.05 is only the Emotional intelligence variable so that this variable has a significant influence on the employee performance variable. Meanwhile, the Work Life Balance Label variable (X2) does not have a significant influence on the PT Karya Padu Sehati employee performance variable.

Based on table 6, the multiple linear regression equation in this study is as follows:
 $Y=0.046+0.418X1+0.061X2+0.173X3$

From the equation above it can be explained as follows:

- a. The constant value obtained is 0.046, meaning that without the independent variables, namely Emotional Intelligence and Work Life Balance, the value of the Consumer Satisfaction variable is 0.046.
- b. The coefficient for the Price variable (X1) is 0.418, meaning that if Emotional Intelligence increases by 1 point, employee performance will increase by 0.418, assuming the other variables are considered constant.
- c. The coefficient for the work life balance variable (X2) is 0.061, meaning that if work life balance increases by 1 point it will increase employee performance by 0.061 assuming other variables are considered constant.

Coefficient of Determination Test

Table 3. Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,628	0,394	0,374	1,892413

a. Predictors: (Constant), emotional intelligent , work life balance

Source: Data Processing (2023)

Based on table 7, an Adjusted R Square value of 0.375 has been obtained, which means that the emotional intelligence and work life balance variables influence the employee performance variable by 37.4%, while the remaining 62.6% is influenced by other variables outside the research.

Tabel 4. F Test

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	263,662	3	74,554	20,828	0,000
	Residual	352,708	96	3..581		
	Total	566,410	99			
a. Dependent Variable: employee performance						
b. Predictors: (Constant), emotional intelligent, work life balance						

Source: Data Processing (2023)

The results of the simultaneous test in table 8 produce a significance value of 0.000, which is smaller than 0.05 and a calculated F value of 20.828, which is greater than the F table value of 2.69. Thus, it can be concluded that emotional intelligence and work life balance significantly influence employee performance variables.

Employee performance is determined by employee competency such as skills, knowledge and employee attitudes in dealing with society (Truitt, 2011). To be able to achieve high performance, employees are equipped with increased emotional intelligence and work life balance (Marseno, W. A., & Muafi, 2021). Work life balance determines employee performance where punctuality, compliance with regulations, high responsibility and carrying out duties and obligations as indicators of employee discipline influence service to customers (Rivaldo, Y., & Nabella, 2023).

From the research results, it is known that respondents think that officers are always on time and in place during service. This shows that emotional intelligence and work life balance influence employee performance because employees are able to serve in the service and are always in place at service times and people do not like waiting too long to get service (Triana, 2022). Quality of Service is aimed at providing convenience to the public, with adequate facilities for using technological equipment/computers, information boards, friendly, polite officers and timely service as promised, it will make it easier for the public to obtain services, the right to receive services in a timely manner (Johari,et,al, 2018). To improve employee performance requires cooperation between management and employees.

CONCLUSION

Emotional intelligence and work life balance influence employee performance at PT Karya Padu Sejati. The emotional intelligence variable is the biggest factor that influences employee performance. Meanwhile, work life balance does not significantly influence employee performance. Company management is advised to give employees the time and opportunity to be able to control their work-life balance well, by giving employees the

opportunity to complain about various family and company problems, so that all problems can be handled well.

REFERENCES

- Abu-Jarad, I. Y. (2010). A Review Paper on Organizational Culture and Organizational Performance Ismael. *International Journal Business Science*, 1(3), 26–46. <https://doi.org/10.1016/j.resuscitation.2014.04.031>
- Atatsi, E. A., Stoffers, J., & Kil, A. (2019). Factors affecting employee performance: a systematic literature review. *Journal of Advances in Management Research*, 16(3), 329–351. <https://doi.org/10.1108/JAMR-06-2018-0052>
- Campbell, J. P., & Wiernik, B. M. (2015). The Modeling and Assessment of Work Performance. In *Annual Review of Organizational Psychology and Organizational Behavior* (Vol. 2). <https://doi.org/10.1146/annurev-orgpsych-032414-111427>
- Johari, J., Tan, F. Y., & Zulkarnain, Z. I. T. (2018). Autonomy, workload, work-life balance and job performance among teachers. *International Journal of Educational Management*, 32(1), 107-120
- Rincy, V. M., & Panchanatham, N. (2010). Development of a psychometric instrument to measure work life balance. *Continental Journal of Social Sciences* 3, 50 mirah
- Rivaldo, Y., & Nabella, S. D. (2023). Employee Performance: Education, Training, Experience and Work Discipline. *Calitatea*, 24(193), 182-188.
- Ivancevich, J. M., Matteson, M. T., & Konopaske, R. (2013). Organizational Organizational Behavior and Management. In *Organizational Organizational Behavior and Management Tenth Edition*. www.mhhe.com
- Marseno, W. A., & Muafi, M. (2021). The effects of work-life balance and emotional intelligence on organizational commitment mediated by work engagement. *International Journal of Business Ecosystem & Strategy (2687-2293)*, 3(2), 01-15.
- Tang, H., Wang, G., Zheng, J., Luo, L., & Wu, G. (2020). How Does the Emotional Intelligence of Project Managers Affect Employees' Innovative Behaviors and Job Performance? The Moderating Role of Social Network Structure Hole. *SAGE Open*, 10(4). <https://doi.org/10.1177/2158244020969382>
- Truitt, D. L. (2011). The effect of training and development on employee attitude as it relates to training and work proficiency. *Sage Open*, 1(3), 2158244011433338
- TRIANA, N. (2022). The Influence Of Work Life Balance And Work Discipline On Employee Performance Through Job Satisfaction At Pt. Imip Morowali.