

Emotional intelligence of employees at PT Bumi Sarana Beton Makassar

Andi Tenry Sose¹, Darmawati Manda², Andi Idham Ashar³, Muhammad Alias⁴

STIM Lasaran Jaya Makassar¹

Universitas Bosowa^{2,3}

Universitas Indonesia Timur⁴

Email: tenrysose@yahoo.com¹, darmawati.manda@universitasbosowa.ac.id², andiidham31@yahoo.co.id³

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ABSTRACT

Emotional intelligence will give awareness, namely the consciousness of *din* or *awareness*, which is the most important emotional ability to train internal control. The purpose of this research is to know the emotional intelligence of employees at PT. Bumi Sarana Beton Makassar. This research uses quantitative descriptive research aimed at providing an overview of the level of Spiritual intelligence on the performance improvement of PT. Bumi Sarana Beton Makassar. The population of this research is all employees scope PT. Earth facilities Concrete, amounting to 35 people, the way the sampling is used is a saturated sample so all population members are used as samples. The results showed that emotional intelligence was not instrumental in the performance of employees. The structure of public organisations where decision-making from the top down makes emotional intelligence have no influence on employee performance.

Keywords: Emotional Intelligence, employees.

INTRODUCTION

There are mental factors that underlie the association between an individual and its affiliation. Mental factors that impact the limit of a person in the affiliation consolidate self-influence, drive, vision, ability to work with sentiments in themselves, and do quiet thinking without the defendant sentiments.

(Goleman, 1995) states that capacity to understand individuals on a deeper level is the capacity to screen and control sensations of their own and others, and to utilize those sentiments to direct contemplations and activities so the ability to appreciate anyone on a deeper level is key for progress in work and bringing about execution that highlights the work.

This is in line with (Patton, 1998) that individuals who have the ability to understand anyone on a profound level will actually want to confront the test and make a person loaded with liability, useful, and hopeful in managing and settling issues, where those things are required in the workplace.

The ability to appreciate people at their core instructs about respectability, genuineness, responsibility, vision, inventiveness, mental flexibility of astuteness and

dominance of racket (Ginanjar, 2001). It has been deductively demonstrated that capacity to understand individuals at their core assumes a vital part in making progress in all areas. As indicated by Cooper: "The heart actuates our most profound qualities, changing it from something we think becomes something we live in. The heart knows things that are not or can't be known by the psyche. Heart is the wellspring of mental fortitude and enthusiasm, uprightness and responsibility. Hearts are a wellspring of energy and significant sentiments that expect us to learn, make participation, lead and serve (in Ary Ginanjar, 2001).

According to (Prati, Melita, 2003) Emotional intelligence is the ability to read and understand others and the ability to use knowledge to influence others through the settings and use of emotions. Emotional intelligence can play a significant role in the working Environment (Brenkert, 2009) (Golemen, Boyatzis, 2004) ; (Law, K. S., Wong, C. S., & Song, 2011). Emotional intelligence also has a huge impact on employees by demonstrating the solidarity between employees, the urge to make the organization's best effort (Qadar, Maimoona, 2015).

(Pasiak, 2006) states that "if we want to be honest, indeed the success of managing life (careers, households, associations) is not only determined by the highest degree, education, IP, let alone IQ. Smart people have no guarantee as well as smart organizing life. *Self-awareness*, social skills, personal motivation, and empathy found in scientific research are key to the success of life-management in their own lives. These things are more *skills of life* that are built by EQ than IQ. " These things are more *skills of life* that are built by EQ than IQ. " Emotional intelligence has attracted the interest of researchers and the wider community, a mechanism in which transformational leadership gives its influence on the development of emotional intelligence behaviour of the followers remains relatively unexplored, (Yuan, Benjamin JC; Lin, Michael BH; Shieh, 2012).

(Mangkunegara, 2005) explains Joan Beck's conclusion that IQ has grown by 50 percent before the age of 5 years, 80 percent grew before 8 years, and only grew 20 percent until the end of adolescence; While emotional Intelligence (EQ) can be developed indefinitely. Therefore, leaders and managers if they expect maximum performance in the company, the most appropriate efforts on how to build themselves and build subordinate human resources to have good emotional intelligence.

(Goleman, 1995) argues that our emotional balance and management will determine how intelligent we will act and how successful we are in life. The Model expressed by (Goleman, 1998) about emotional intelligence is vast. His attention is on the phrase "other traits", emotional intelligence: ability means ability to motivate oneself and endure frustration; Controlling heart encouragement and not exaggerating pleasure; Regulating mood and keeping the stress load does not paralyze thinking skills; Empathize and pray. People with well developed emotional skills mean that he will most likely be happy and successful in life, mastering the habit of mind that drives their productivity; People who cannot gather a certain control over their emotional life will experience an inner fight that robs their ability to focus on the job and have a clear mind.

Such experiences show uncontrollable emotions, lack of empathy and consideration, or do not pay attention to the needs of others. Without the loyalty and cooperation of employees, the office environment will not be harmonious and not become the place of honest and respectful relationship. Instead it will be an event of hostility like many offices today that contain only opposition.

RESEARCH METHOD

This research uses quantitative descriptive research aimed at providing an overview of the level of Spiritual intelligence on the performance improvement of PT. Bumi Sarana Beton Makassar. The population of this research is all employees scope PT. Earth facilities Concrete, amounting to 35 people, the way the sampling is used is a saturated sample so all population members are used as samples. The data collection techniques used in this research are using polls, observations and documentation. The data analysis techniques used are with regression analyses and determinations in SPSS.

RESULTS OF RESEARCH AND DISCUSSION

The respondent's response to an employee's emotional intelligence needs to diimpormasikan that an employee's emotional intelligence variable is very important, since emotional intelligence is energy by employees including employee achievement in the organization. If the emotional intelligence is owned by the employee, then, they can work with the enforce Iklas that is charged to him. Here are the following responses to respondents:

Table I. Respondents Response to the Emotional Intelligence

Category	Frequency	Percentage (%)
Disagree	2	5,71
Less Agree	5	14,28
Almost Agree	9	25,71
Agree	11	31,42
Very Agree	8	22,85
Total	35	100.0

Data Source processed 2014

According to the Frequency distribution table, indicates that the variable score of emotional intelligence by category does not agree as much as 2 people or by 5.71 percent of the category less agree as much as 5 people or by 14.28 percent of the category agrees as much as 9 people or 25.71 percent and the response agrees as much as 11 people or 31.42 percent while the response is strongly agreed that 8 persons or 22.85 percent of respondents ' responses can be concluded that A regression coefficient of emotional intelligence of 0045 signifies that emotional intelligence has a positive and significant influence on employees ' working achievements. From here it can be said that the better the emotional intelligence an employee has will have an impact on improving employee work performance, assuming other independent variables are constant

It is theoretically reviewed that generally every employee wants himself to always excel with a result that is appropriate to the company's standards, so that the employee can obtain tranquility in carrying out the duties of his work. One program to support the creation of better employee productivity is to pay attention to the elements that affect the productivity of the employees themselves, namely the provision of a professional understanding of emotional intelligence, maximal and directional. So giving emotional intelligence is one of the media that affects the productivity of employees work. The provision of emotional intelligence has important functions both in the view from the employee side and the company side. From the employee's side, emotional intelligence serves as a means to be more creative, add *skills* and improve employee creativity. While the company side giving emotional intelligence directly affects the employee's work productivity. However, the results of the analysis show that giving emotional intelligence has a significant influence on employee performance. Therefore, its management needs to be improved.

When $T\text{-count} > T\text{-table}$, it is said to be significant with a probability $p < 0.05$. This can be explained that each free variabel consisting of the emotional intelligence of employees at PT. Bumi Sarana Beton Makassar. More details can be seen in table 2 as follows:

Table 2. Student Test Calculation Result (test-t)

Free variables	Test-t	Sig.	Description
Emotional Intelligence (X1)	2.183	0.003	Significant
T-table = 1,697 Party Significant 5% = 0,05			

Source: Data Processing results, 2014

The study was conducted using Test T. The T test is intended to know the level of significance of individually independent variable influences on dependent variables. The test requirements used are: if at a rate of significance 5% ($\alpha = 0.05$) the probability value (probability value) of the regression coefficient of X1 is smaller than 0.05 then the H_a alternative hypothesis is acceptable. Based on data computing with the help of SPSS acquired probability values for a regression coefficient of X1 of 0.003 or below 0.05, therefore, the first zero hypothesis in this study was rejected and conversely an alternative hypothesis was received, where $t\text{-table} = 1.697$ whereas $T\text{-hit} = 2.183$ where $2.183 > 1.671$ meant H_o was rejected. Meaning a partial variable emotional intelligence employees at PT. Bumi Sarana Beton Makassar.

While it is evident that the provision of emotional intelligence has a significant influence on employee performance, the company should realize that the granting of emotional intelligence is considered. In other studies it states that employees who have low emotions are more enabling than employees with high emotional intelligence, Peter Jordan et al. 2002. This is important, since generally every labor workforce is short-term (to meet needs and desires) and long-term (increases career). Although among the components and indicators of the emotional intelligence given in this study there are short-term and long-term, but the components and indicators that give emotional intelligence are related to one another. Another research support is that emotional intelligence is crucial in improving the satisfaction, performance and retention of employees (Law et al, 2004). While the emotional intelligence of employees has a positive impact on their obligations in an organization to know how much emotional intelligence the employee is working in,

the asation of Khalili, 2011. On the other hand, training employees on "empathy" awareness of organizations and services helps them to achieve higher levels of emotional intelligence, (Goleman, 2001). Future research will need to investigate the three basic constructions of emotional intelligence propounded by (Mayer, J. D., & Salovey, 1997); (Goleman, 1998); (Bar-On, F., Brown, J. M., Kirkcaldy, B., & Thome, 2000). Mayer and Salovey present emotional intelligence as a cognitive model, while Goleman and Bar-On convey the emotional intelligence of a mixed model consisting of personality competencies along with cognitive aspects.

CONCLUSION

The conclusion on this study is that emotional intelligence does not contribute to employee performance. The structure of public organisations where decision-making from the top down makes emotional intelligence have no influence on employee performance. In addition, incorporating employees who are structural officials as respondents can be one of the causes of emotional intelligence not contributing to performance, as between leaders and non-principal employees have a measure of emotional intelligence, spiritual intelligence, and different performance.

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