

Effect Of Work Motivation, Emotional Intelligence And Work Discipline On Employee Performance

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ABSTRACT

Performance as the level of efficiency of an activity is able to achieve the quantity and quality targets that have been set. Increasing employee performance itself will encourage increased performance and other factors of the entire performance of the entire business or company. The objectives of the research to be carried out are: to find out and analyze whether there is an influence of work motivation on employee performance at PT. Bank Sumut Medan Head Office. To find out and analyze whether there is an Effect of Emotional Intelligence on Employee Performance at PT. Bank Sumut Medan Head Office. To find out and analyze whether there is an Influence of Work Discipline on Employee Performance at PT. Bank Sumut Medan Head Office. To find out and analyze whether there is an Influence of Work Motivation, Emotional Intelligence, and Work Discipline on Employee Performance at PT. Bank Sumut Medan Head Office. This study uses an explanatory research approach. Determination of the number of samples taken as respondents using the Slovin formula. The data collection technique used in this research is to use a questionnaire. The data analysis technique in this study used multiple regression, classical assumptions, hypothesis testing and coefficient of determination with the help of the SPSS for Windows Version 22 program. Based on the results of the study there was a significant effect of work motivation on employee performance at PT. Bank Sumut Medan Head Office. There is a significant influence of Emotional Intelligence on Employee Performance at PT. Bank Sumut Medan Head Office. There is a significant influence of Work Discipline on Employee Performance at PT. Bank Sumut Medan Head Office. There is a significant influence of work motivation, emotional intelligence and work discipline on employee performance at PT. Bank Sumut Medan Head Office. The data analysis technique in this study used multiple regression, classical assumptions, hypothesis testing and coefficient of determination with the help of the SPSS for Windows Version 22 program. Based on the results of the study there was a significant effect of work motivation on employee performance at PT. Bank Sumut Medan Head Office.

Keywords : Work Motivation, Emotional Intelligence, Work Discipline and Performance

INTRODUCTION

Performance tall one is one of the company's competitive advantages. Performance is highly dependent on high human resources and good morals. Human Resources is one of the most important elements in determining the success of a company. With good human resources, carrying out their duties and responsibilities in accordance with existing rules, there will be an increase in good performance as well (Umam, 2018). Performance as the level of efficiency of an activity is able to achieve the quantity and quality targets that have been set. Increasing employee performance itself will encourage increased performance and other factors of the entire performance of the entire business or company. Ndoni Karang Prasetyo and Sri Padmantyo (2012) state that performance is significantly influenced by salary, motivation and leadership style. Performance is an effective way and result in increasing one of the company's goals, namely increasing production. Performance is measured based on: the effectiveness and efficiency of employees' work. The increase in employee performance itself will encourage increased performance and other factors of the entire performance of the entire business or company (Hamali. AY, 2018). Meanwhile, employee performance in production process activities is influenced by factors such as: work discipline, absenteeism level, and work experience. Employee

performance measurement is used as a management tool to analyze and encourage efficiency.

There are several ways that can be done to improve employee performance, including motivation, motivation represents psychological processes, which cause the emergence, direction, and persistence of voluntary activities that are directed towards certain goals (Mitchell, 1982:81). Motivation is one of the important and influential factors on performance. This motivation will be reflected in the work ethic that will affect the company's overall performance. Motivation is very important given to increase employee morale in completing the given job well. To get the human resources expected by the organization to contribute positively to all company activities in achieving its goals, every employee is expected to have high work motivation so that later it will improve high performance (AAAP Mangkunegara, 2016). Motivation is a very important thing to be considered by the management if they want every employee to make a positive contribution to the achievement of company goals.

Because with motivation, an employee will have a high spirit in carrying out the tasks assigned to him. without motivation, An employee cannot fulfill his duties according to standards or even exceed standards because his motives and motivations at work are not fulfilled. The classical motivation theory expressed by Frederick Taylor, states that workers are motivated solely because of money. This concept states that a person will decrease his morale if the wages received are felt to be always little or not proportional to the work that must be done (Griffin, 1998: 259). Factors that influence motivation can be seen in Herzberg's two-factor theory, (1) Hygiene Factors which include salary, personal life, quality of supervision, working conditions, job security, interpersonal relationships, company policies and administration and (2) Motivation Factors associated with job content includes success, recognition, challenging work, advancement and growth in employment. Even if an employee has good operational skills if he is not motivated at work, the end result of his work will not be satisfactory. In addition to being motivated, employees must also be able to control their emotional intelligence. Emotional intelligence is one of the abilities possessed by individuals and can develop if carried out several exercises that are continuous. This intelligence will motivate individuals to make other people can be influenced by their behavior. Emotional intelligence contributes significantly in fostering the morality of students, because individuals who have emotional intelligence will be very sensitive to their surroundings (Robbins & Judge, 2011).

Emotional intelligence is the ability to sense, understand, and effectively apply the power and sensitivity of emotions as a human source of energy, information, connection, and influence. Individuals who have a good level of emotional intelligence can become more skilled in calming themselves quickly, more skilled in focusing attention, better at relating to others, more intelligent, more receptive to feelings and more experience in solving a problem. themselves (Kasmir, 2018). Factors that affect emotional intelligence are spiritual intelligence, family, emotional life that is fostered in the family is very useful for children later in life, for example: practicing disciplined and responsible living habits, the ability to empathize, care, and so on. Non-family spiritual intelligence, in this case is the spiritual intelligence of the community and the spiritual intelligence of the population. This emotional intelligence develops in line with physical and mental development. The development of emotional intelligence can be improved through various forms of training including assertiveness, empathy training and many other forms of training (Bismala, Arianty, & Titin, 2017) Employee work discipline is an important means to achieve performance, employee discipline is a form of training to improve and shape the knowledge, attitudes and behavior of employees so that employees voluntarily try to work cooperatively with other employees to improve their work performance.

Discipline is needed for further organizational goals, to maintain efficiency by preventing and correcting the actions of individuals in bad faith towards the group. Discipline seeks to protect good behavior by establishing the desired response. Discipline is a force that develops within the body of

employees who can adapt voluntarily to regulatory decisions and high values of work and behavior (Hamali., 2018). Factors that influence work discipline are cleanliness, sense of responsibility, hard work, coordination, perseverance, wisdom, self-adjustment, satisfaction with salary/incentives and placement (Kadjatmiko, 2002). Bank Sumut which is one of the tools/equipment of regional autonomy in the banking sector, PT Bank Sumut has the function of driving and driving the pace of development in the region, act as regional treasury holders and/or carry out regional money deposits as well as a source of regional income as well as commercial banks.

Based on the initial observations made, the problems that occurred at PT. Bank Sumut Medan Head Office related to work discipline is the number of employees under the age of 30 years who still lack discipline. Awareness which is one indicator of emotional intelligence is very important because many employees are not aware of their position in the company. The company does not provide motivation to employees so that employees are not enthusiastic in carrying out their work. Bank Sumut Medan Head Office related to work discipline is the number of employees under the age of 30 years who still lack discipline. Awareness which is one indicator of emotional intelligence is very important because many employees are not aware of their position in the company. The company does not provide motivation to employees so that employees are not enthusiastic in carrying out their work. Bank Sumut Medan Head Office related to work discipline is the number of employees under the age of 30 years who still lack discipline. Awareness which is one indicator of emotional intelligence is very important because many employees are not aware of their position in the company. The company does not provide motivation to employees so that employees are not enthusiastic in carrying out their work.

LITERATURE REVIEW

Performance

Performance according to Sule & Saefullah (2015) is a measure of the extent to which an activity is able to achieve predetermined quantity and quality targets. According to L. Greenberg (2009), defines performance as a comparison between the totality of expenditure at a certain time divided by the totality of inputs during that period. Performance is also defined as a comparison of the size of the price for inputs and outputs, the difference between a collection of total expenditures and inputs expressed in general units. According to Sutrisno (2009:99) performance is generally defined as the relationship between output (goods or services) and inputs (labor, materials, money). Performance is a measure of productive efficiency. According to (Umam, 2018) Performance is a record of the consequences generated on a job function activity during a certain period related to organizational goals. A person's performance is a combination of ability, effort and opportunity.

Motivation

Motivation is a potential force that exists within a human being, which can be developed by himself or by a number of external forces which essentially revolve around monetary rewards and non-monetary rewards, which can affect the results of his performance positively or be faced by the person concerned (Winardi, 2008)). According to Armstrong (1998), motivation is something that makes people act or behave in certain ways. According to Hasibuan (2010), motivation is a stimulant of desire (want) and a driving force of one's willingness to work; each motive has a specific goal to be achieved. Miftah Thoha (2001) defines motivation as the impetus that causes a person to try to achieve goals, either consciously or unconsciously. This drive also causes a person to behave, who can control and maintain activities, and which sets the general direction. (Kreitner, 2010) motivation shows broad characteristics and stable characteristics of responsibility at the maximum level of achievement as opposed to mental and physical motivation. According to P. Robbin and Stephen Timothy (2015), motivation is an individual's current capacity to perform various tasks at work. Overall motivation is

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Communication

Mubayidh (2006) defines emotional intelligence as the ability to respond to emotional knowledge in the form of receiving, understanding and managing it. Emotional intelligence is the ability to recognize oneself and others, the ability to motivate oneself and manage emotions well in oneself and in relationships with others (Goleman, 2015). Goleman (2000) says that what is meant by emotional intelligence in it includes the ability to control oneself, spur, remain diligent, and can motivate oneself. These skills include managing the form of emotions both positive and negative. Emotional intelligence is emotional ability which includes the ability to control oneself, have endurance when facing a problem (Bismala & Arianty, 2015: 26). Emotional intelligence as a social intelligence related to the individual's ability to monitor both his own emotions and the emotions of others (Kreitner, 2010:185). The ability to feel, understand and effectively apply the power and sensitivity of emotions as a source of human energy, emotion, connection and influence (Robbin and Timothy, 2015:35). From the description above, it can be concluded that emotional intelligence has a positive influence.

Work Discipline

According to Rivai (2011), work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to comply with all company regulations. According to Hasibuan (2002), work discipline is a person's awareness and willingness to obey all applicable social rules and norms. Awareness is the attitude of a person who voluntarily obeys all regulations and is aware of his duties and responsibilities, willingness is an attitude and behavior in implementing company regulations, both written and unwritten. According to Sutrisno (2009), work discipline is a person's behavior in accordance with regulations, existing work procedures or discipline is an attitude, behavior and actions in accordance with the regulations of the organization, both written and unwritten. Furthermore, according to (Hamali. AY, 2018) discipline is a force that develops within the employee's body to be able to adapt voluntarily to regulatory decisions and high values of work and behavior. Meanwhile, according to (Fahmi. I., 2017) discipline is the level of compliance and obedience to applicable rules and is willing to accept sanctions or penalties if violating the rules set out in the discipline. From the description above, it can be concluded that discipline upholds the regulations applied in the company. 2018).

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RESEARCH METHODS

This study uses an explanatory research approach, which aims to explain the causal relationship between research variables and test hypotheses (Nasution, Fahmi, Jufrizen, Muslih, & Prayogi, 2020). The approach in this study is an associative approach, because this research is presented with several arguments. accompanied by testing. This is in accordance with the opinion (Sujarweni, 2014:11) which suggests associative or relationship research is research that aims to determine the relationship between two or more variables and determine their effect.

RESEARCH RESULTS AND DISCUSSION

Classic assumption test

Normality

Classical assumption test is a test that aims to provide certainty that the regression equation obtained has accuracy in estimation, is unbiased, and is consistent. The following classical assumption test is used:

Test The purpose of the normality test is of course to find out whether a variable is normal or not. Normal here in the sense of having a normal data distribution. Normal or not the data is based on the normal distribution of the data with the same mean and standard deviation. So the normality test is basically a comparison between the data we have with a normal distribution which has the same mean and standard deviation as the data. To find out whether the data in this study is normal or not, it can be seen from the normality test through SPSS whether it forms normal data or not.

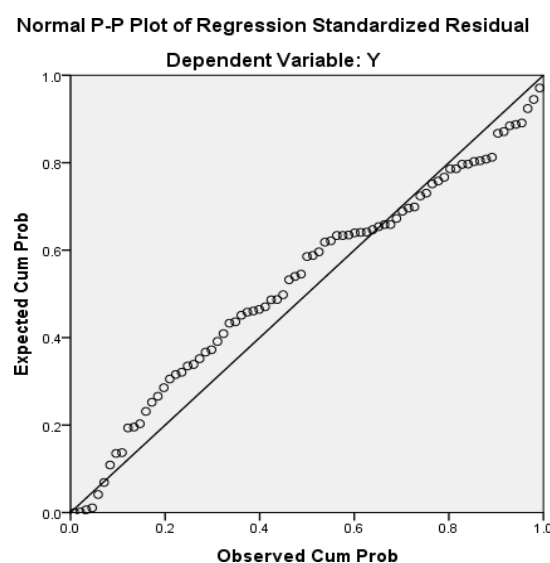


Figure 4.1 Normal P-Plot

From the figure, it can be seen that all data are normally distributed, the distribution of data is around the diagonal line.

Multicollinearity Test

The multicollinearity test aims to determine whether there is a correlation between the independent variables in the regression model. To detect the presence or absence of multicollinearity in the segregation, it can be seen from the VIF (Variance Inflation Factor) value and the tolerance value. The results of the multicollinearity test can be seen in Table

Multicollinearity Test Results

| Model | | Collinearity Statistics | |
|-------|------------|-------------------------|-------|
| | | Tolerance | VIF |
| 1 | (Constant) | | |
| | X1 | .755 | 1.324 |
| | X2 | .755 | 1.324 |
| | X3 | .694 | 1.442 |

From the data above, after processing using SPSS, it can be seen that the tolerance value of each variable is smaller than the VIF value < 10 , this proves that the VIF value of each variable is free from multicollinearity symptoms.

Heteroscedasticity Test

There are several ways to test whether there is a heteroscedasticity situation in the error terms variance for the regression model. In this study, the chart method (Scatterplot Diagram) will be used, with the premise that: If there are certain patterns such as dots (points), which form a certain regular pattern (wavy, widen, then narrow), then there will be a heteroscedasticity. If there is a clear pattern, and the points spread above and below 0 on the Y axis, there is no heteroscedasticity.

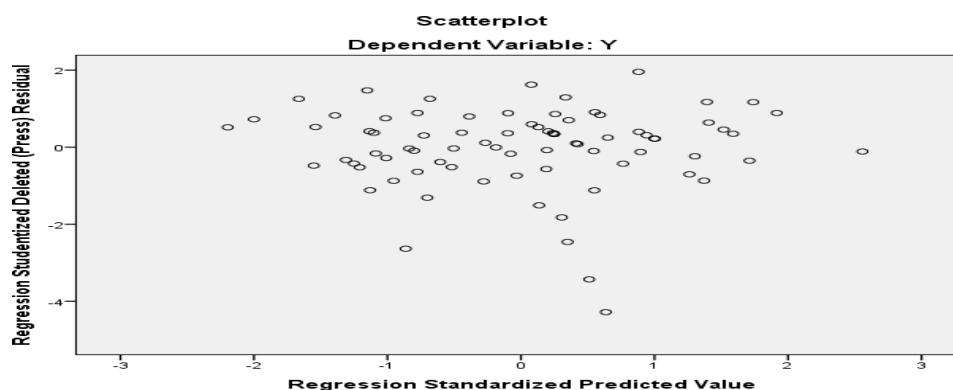


Figure Scater Plot Graphics

From the picture above, it can be seen that there is a clear pattern, and the points spread above and below 0 on the Y axis, so there is no heteroscedasticity.

Research Hypothesis

Multiple Linear Regression

Data analysis in this study used multiple regression analysis. In this study there are three independent variables, namely work motivation, emotional intelligence and work discipline and one dependent variable, namely performance. The formula for simple linear regression is as follows:

$$Y = a + b_1x_1 + b_2x_2 + e$$

Multiple Linear Regression Analysis Test Table

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|--------------|-----------------------------|------------|---------------------------|-------|------|
| | B | Std. Error | Beta | | |
| 1 (Constant) | 1,717 | 2,946 | | .583 | .562 |
| X1 | .682 | .080 | .583 | 8,534 | .000 |
| X2 | .174 | .059 | .214 | 2,928 | .005 |
| X3 | .354 | .074 | .367 | 4,811 | .000 |

Source: Data Processed SPSS 2020

Based on the calculations performed using SPSS 15.0 above, the multiple regression equation of the regression model will be obtained as follows:

Based on the regression equation, it is analyzed the effect of work motivation, emotional intelligence and work discipline on performance, namely: So the equation is meaningful if (1) 1.717 indicates that if the variables of work motivation, emotional intelligence and work discipline are zero (0) then the performance value is 1.717. (2) 0.682 indicates that if the work motivation variable is increased by 100%, the performance value will increase 68.2%. (3) 0.174 show that if variable motional intelligence is increased by 100% then the performance value will increase 17.4%. (4) 0.354 indicates that if the work discipline variable is increased by 100%, the performance value will increase by 35.4%

Partial Test (t test)

The t statistic test is also known as the individual significance test. This test shows how far the influence of the independent variable partially on the dependent variable by using the level of significance or degree of error

**Partial Test (t)
t Test Table**

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|--------------|-----------------------------|------------|---------------------------|-------|------|
| | B | Std. Error | Beta | | |
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| X2 | .174 | .059 | .214 | 2,928 | .005 |
| X3 | .354 | .074 | .367 | 4,811 | .000 |

For criteria the t test is carried out at the level of = 5% with two directions (0.05) the t value for n is 79 = 79-2 = 77 is 1.991

The Effect of Work Motivation on Performance

Based on the results of research conducted on employee performance motivation obtained tcount: 8,534 is greater than ttable: 1,991 with a significant $0.000 < \alpha 0.05$). Thus H_0 is rejected and H_1 is accepted. The conclusion is: there is a significant effect of motivation on employee performance.

The Effect of Emotional Intelligence on Performance

Emotional intelligence on employee performance obtained tcount: 2,928 is greater than ttable: 1,991 with significant $0.000 < 0.05$). Thus H_0 is rejected and H_1 is accepted. The conclusion: there is a significant influence of emotional intelligence on employee performance.

The Effect of Work Discipline on Performance

Discipline on employee performance obtained tcount: 4.811 is greater than ttable: 1.991 with a significant $0.000 < 0.05$). Thus H_0 is rejected and H_1 is accepted. The conclusion is: there is a significant influence of discipline on employee performance.

F test

Obtained a significant value of 0.000 (Sig. $0.000 < 0.05$), thus H_0 is rejected.. in conclusion: there is a significant influence of motivation, emotional intelligence and work discipline on employee performance

CONCLUSIONS AND SUGGESTIONS

Conclusion

From the discussion above, it can be concluded in this study as follows: There is a significant effect of work motivation on employee performance at PT. Bank Sumut Medan Head Office. There is a significant influence of emotional intelligence on employee performance at PT. Bank Sumut Medan Head Office. There is a significant effect of work discipline on employee performance at PT. Bank Sumut Medan Head Office. There is a significant influence of work motivation, emotional intelligence and work discipline on employee performance at PT. Bank Sumut Medan Head Office

Suggestion

Based on the conclusions above, the suggestions that can be given to further research include: Employees at PT. Bank Sumut Medan Head Office is expected to improve performance after getting work motivation. Emotional intelligence and work discipline of employees at PT. Bank Sumut Medan Head Office needs to be improved to improve employee performance, so that employees have competence. Further research is expected to use variables outside the study with more diverse characteristics from various sectors so that the results are even better.

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