

An Effect of Workload and Emotional on Performance on Regional Employees 1 PT Port Indonesia (Persero)

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ABSTRACT

This study aims to determine whether partially emotional positive and significant effect to Regional employee performance 1st PT Pelabuhan Indonesia (Persero). What is the workload partially positive and significant effect to performance on Regional employees 1 PT Pelabuhan Indonesia (Persero). Is emotional and workload take effect to employee performance simultaneously on Regional 1 PT Pelabuhan Indonesia (Persero). The data analysis technique used is the associative method with the help of the SPSS version 16.0 program. This research uses classical assumption test, multiple linear regression analysis, t test, F test, determination test and path analysis test. The population in this study were all employees of Regional 1 PT Pelabuhan Indonesia (Persero), and a sample of 60 respondents. Primary data collection using a questionnaire. The results showed that partially emotional positive and significant effect to employee performance in Regional 1 PT Pelabuhan Indonesia (Persero). Partial Workload positive and significant effect to employee performance in Regional 1 PT Pelabuhan Indonesia (Persero), where $t_{count} 7.152 > t_{table} 2.003$ and significant $0.000 < 0.05$. Emotional partially positive and significant effect to employee performance at Regional 1 PT Pelabuhan Indonesia (Persero), where $t_{count} 7.464 > t_{table} 2.003$ and significant $0.000 < 0.05$.

Keywords : Emotional, workload, and Employee Performance

INTRODUCTION

The rapid development of science and technology (Science and Technology) has brought changes to human life. These changes result in higher demands on individuals to improve their own performance and that of society at large. Employee performance is work performance or work results both quality and quantity achieved by an employee per unit period of time in carrying out his work duties in accordance with the responsibilities given to him. Every organization or agency in implementing programs that are directed to always be efficient to achieve company goals. One way is to improve employee performance.

Performance is basically something that employees do or don't do so that they affect how much they contribute to the agency or organization, including the quality services provided. Performance improvement strategy is the company's way to improve employee performance so that company goals can be achieved. In order for the performance improvement strategy to be successful, the company needs to know the performance targets. The company must also provide other facilities besides salary so that the workers who work in the company can work and pour all their knowledge to the maximum and work wholeheartedly. PT Pelabuhan Indonesia (Persero) is State-owned enterprises Indonesia engaged in the service sector to the port. With these activities, in this case PT Pelabuhan Indonesia (Persero) in business activities requires employees who have high performance.

According to Goleman (2014:75), "Employees who have high emotional intelligence will produce better performance which can be seen from how the quality and quantity provided

by the employee to the company. Goleman (2014:76) "Also revealed that although a person has a fairly good performance, if he has a closed nature and does not interact with other people well then his performance will not be able to develop". Goleman (2014:80) "puts forward three basic skills in emotional intelligence, namely: self-awareness, self-control and empathy (social awareness)".

LITERATURE REVIEW

Employee Performance

Performance is a universal concept which is the operational effectiveness of an organization, part of the organization, and its employees based on predetermined standards and criteria. Organizations are basically run by humans, so performance is actually human behavior in playing a different role they do within an organization to meet established standards of behavior in order to produce the desired results and actions. According to Mangkunegara (2015: 97) "performance is a person's success in carrying out a job and that performance is basically the result of an employee's work during a certain period".

Workload

Workload is a set or number of activities that must be completed by an organizational unit or position holder within a certain period of time. According to Munandar (2011: 385), workloads are tasks given to workers or employees to be completed at a certain time by using the skills and potential of the workforce. Meanwhile, according to Permendagri No. 12/2008, workload is the amount of work that must be carried out by a position or organizational unit and is the product of the work volume and the time norm. According to Krietner (2017:71) workload is a collection or number of activities that must be completed by the workforce within a certain period of time.

Emotional Understanding

According to Goleman (2014:65), "the person who first revealed the existence of intelligence other than academics that can affect a person's success. This other intelligence is called emotional intelligence or emotional intelligence. According to Goleman (2014: 66), Emotional intelligence is "the ability to use emotions effectively in managing oneself and positively influencing relationships with others. Emotional intelligence includes the ability to control oneself, to motivate oneself, to remain diligent, and to be able to motivate oneself. These skills include managing the form of emotions both positive and negative.

METHODS

According to Sugiyono (2016: 72), "The research population is all elements / elements that will be observed or studied. The population in this study were all employees of Regional 1 PT Pelabuhan Indonesia (Persero) as many as 60 employees. According to Sugiyono (2016: 73), "The sample is part of the number and characteristics possessed by the population. In this study, the authors use a non-probability sampling technique, namely by using census sampling or saturated sampling because the entire population is sampled if the population is below 100. Therefore, the sample in this study is 60 employees/respondents.

Table 2. Research Sample

No	Position	Number of Employees
1	Division Head	5
2	Department Head	10
3	Senior Staff	45
Total		60

RESULTS AND DISCUSSION

Results

The characteristics of the respondents which will be described below reflect how the condition of the respondents being studied includes gender, age, last education and years of service.

a. Characteristics of Respondents Based on Gender.

Table 3. Based Of Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	34	56.7	56.7	56.7
	Woman	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

In table 4.1 it can be seen that the majority of Regional 1 employees of PT Pelabuhan Indonesia (Persero) who became respondents were male, as many as 34 person or as big as 56.7% of the total respondents.

b. Characteristics of Respondents Based on Age.

Table 4. Characteristic Respondent Based on Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 - 30 Years	28	46.7	46.7	46.7
	31 - 40 Years	17	28.3	28.3	75.0
	41 - 55 Years	15	25.0	25.0	100.0
	Total	60	100.0	100.0	

In table 4.2 it can be seen that the majority of Regional 1 PT Pelabuhan Indonesia (Persero) employees who became respondents were aged 20 - 31 year, that is as much as 28 person or as big as 46.7% of the total respondents.

c. Characteristics of Respondents Based on Last Education.

Table 5. Respondent Based On Last Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S1	17	28.3	28.3	28.3
	Diploma	43	71.7	71.7	100.0
	Total	60	100.0	100.0	

In table 4.3 it can be seen that the majority of Regional 1 employees of PT Pelabuhan Indonesia (Persero) who became respondents had the latest education Diploma, namely 43 person or as big as 71.7% of the total respondents.

d. Characteristics of Respondents Based on Working Period.

Table 6. Years Of Service

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - 10 Years	34	56.7	56.7	56.7
>10 Years	26	43.3	43.3	100.0
Total	60	100.0	100.0	

In table 4.4 it can be seen that the majority of Regional 1 PT Pelabuhan Indonesia (Persero) employees who become respondents have a period of service 1 - 10 year is as much as 34 person or as big as 56.7% of the total respondents.

Validity Test

To find out the feasibility of the items in the list of questions (questionnaires) that have been presented to the respondents, it is necessary to test the validity. If the validity of each question is greater (>) 0.30, then the question items are considered valid.

Table 7. Validity Test (X1) Workload

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Statement X1.1	26.8667	19,948	.451	.822
Statement X1.2	27.0500	19,845	.585	.802
Statement X1.3	26.9833	20,084	.579	.803
Statement X1.4	26.8833	19,935	.510	.812
Statement X1.5	27.2000	20,536	.634	.799
Statement X1.6	27.2000	20,536	.634	.799
Statement X1.7	27.2000	20,536	.634	.799
Statement X1.8	27.0667	21,046	.467	.816
Statement X1.9	27.0167	21,847	.365	.827

Table 8. Emotional Validity Test (X2)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1 statement	27.0667	25,758	.468	.872
Statement X2.2	26.7333	22,809	.800	.843
Statement X2.3	26.8500	25,757	.472	.872
Statement X2.4	26.8667	23,914	.527	.870

Statement X2.5	26.9500	25,540	.491	.870
Statement X2.6	26.7667	23.165	.777	.846
Statement X2.7	26.5833	22.654	.674	.855
Statement X2.8	26.7833	24,579	.533	.867
Statement X2.9	26.7333	22.809	.800	.843

Table 9. Validity Test (Y) Regional Employee Performance 1 PT. Indonesian Port (Persero)

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1 Pernyataan statement	27.2833	21,054	.478	.872
Y.2 Pernyataan statement	26.9333	18,843	.733	.849
Y.3 Pernyataan statement	26.9833	21,813	.392	.878
Y.4 Pernyataan statement	26.9167	21,162	.492	.870
Y.5 Pernyataan statement	26.8667	18.185	.834	.839
Y.6 Pernyataan statement	27.0167	21.373	.413	.877
Y.7 Pernyataan statement	27.0167	19,881	.585	.863
Y.8 Pernyataan statement	26.9167	18,688	.733	.849
Y.9 Pernyataan statement	26.8667	18.185	.834	.839

Table 10. Reliability Test (X1) workload

Reliability Statistics	
Cronbach's Alpha	N of Items
.826	9

Table 11. Emotional Reliability Test (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.874	9

Table 12. Reliability Test (Y)Employee performance

Reliability Statistics	
Cronbach's Alpha	N of Items
.874	9

Discussion

The Effect of Workload on Employee Performance

The results show that workload has a positive and significant effect on employee performance, where $t_{count} 7.152 > t_{table} 2.003$ and significant $0.000 < 0.05$, then H_a is accepted and H_0 is rejected. The results of this study are in accordance with the research of Susandi (2017), Sudewi (2017), Hassan (2016), Sarawati (2014) and Ahmed (2016), where "workload has a positive and significant effect on employee performance". According to Goleman (2014:75), "Employees who have high emotional intelligence will produce better performance which can be seen from how the quality and quantity provided by the employee to the company. Goleman (2014:76)" Also revealed that although a person has a fairly good performance, if he has a closed nature and does not interact with other people well then his performance will not be able to develop".

Emotional Influence on Employee Performance

The results show that emotional has a positive and significant effect on employee performance, where $t_{count} 7,464 > t_{table} 2,003$ and significant $0.000 < 0.05$, then H_a is accepted and H_0 is rejected. The results of this study are in accordance with Susandi's research (2017) where "workload has a positive and significant effect on employee performance". Implementation of the workload in a company is a must because the workload is used as a rule or guideline in the management of company management. Workload looks at how obedient employees are to be able to obey and orderly carry out existing rules, assess knowledge of applicable regulations, and awareness own self. The workload itself is one of the factors that affect the level of performance possessed by employees.

CONCLUSION

1. Workload & Emotional partially positive and significant effect on performance.
2. Workload & Emotional Simultaneously Affect Performance.
3. It is expected that employees will change the pattern of negative views on positive and reasonable things, so that these views are able to improve the employee's performance.
4. It is expected that employees always maintain a good attitude towards other employees and also comply with the relevant regulations in Regional 1 PT Pelabuhan Indonesia (Persero) so that employee performance can improve.
5. Companies need to increase organizational commitment by realizing a sense of desire to be part of the organization, proud of the organization, caring about the organization and willing to work for the organization for a long time.
- 6.

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