The Effect of Competence and Emotional Intelligence on Employee Performance in XXX Bank

Puspita Wulansari, Riani Mulyani Alfian
School of Economic and Business
Telkom University
Bandung, Indonesia
i_am_pipit@yahoo.com

Yuvaraj Ganesan
Graduate School of Business
Universiti Sains Malaysia
Malaysia

Abstract—**Organizational goals can be achieved maximally because of the human resources that have good performance. Factors that affect employee performance one of them competence and emotional intelligence. The purpose of this study is to determine the level of competence, emotional intelligence, and employee performance at XXX Bank in Bandung, also to find out how much influence of competence and emotional intelligence partially or simultaneously to the performance of employees of XXX Bank in Bandung The research method used in this study is quantitative, the type of analysis used is descriptive, and using multiple linear regression. The sample used 40 people. Data collection was obtained through questionnaire distribution to respondents of employees XXX Bank. Help program used to analyze data that is program SPSS ver. 23. Based on the data that has been processed is known where the employee's judgment on the competence, emotional intelligence of and employee performance considered as high perception. The result of the whole states that competence, emotional intelligence has a significant and positive impact on the performance of employees of XXX Bank in Bandung.**

Keywords—competence; employee intelligence; employee performance; human resource management; career development

I. Introduction

The success of organization is determined by talented human resource [1] and they can managed properly [2]. And according to Sani, human resources are assets which is vital for the progress and development of the organization due to the changes that occur. One factor that influences the company's success is employee performance [3].

Many scholars already makes some research about employee performace. Employee performance is basically outcomes achieved and accomplishments made at work. Performance refers to keeping up plans while aiming for the results [4].

Improving employee performance in a company can be influenced by several factors such as competence and emotional intelligence. As stated in Wahyuddin's study, it is known that simultaneously the variables of competence and emotional intelligence have a significant effect on employee performance [5]. The relationship between competence and performance has been proven by several scholars, Spencer in Moehriono stated that relationship between competencies and performance is significant, if company wants to improve their performance, they too have competencies that are in suitable with their job [6].

The second variable that affects performance is employee emotional intelligence. Akbaribooreng students in Zabol High School found that emotional intelligence variables influenceemployee performance [7].

II. Literature Review

A. Competence

Dharma stated that what someone brings intor their work in the form of different tyoes and levels of behaviour [8]. According to Spencer said competence is an underlying characteristic of an individual associated with the results obtained in a job [9].

B. Emotional Intelligence

Employee intelligence defines as the intellectual processes involved in the recognition, use, understanding, and management of one's own and other's emotional states and the ability to use those feelings to motivate, plan, and achieve [10].

Emotional intelligence is the ability to recognize and regulate the emotions in one own self and others and to make use of this information in order to guide one's thinking and actions [11,12].

C. Employee Performance

Performance is considered as a significant measure, which is associated with the organizational outcomes and success [10]. Performance is related to the impact of an individual's activities over a certain period of time [10].

III. Method

In this study, the object of research was employee of BRI Branch Setiabudi Bandung with 300 populations. And sample used in this study were 172 respondents.

To measure the effect, use multiple linear regression analysis using SPSS 23. The whole item of questionnaire has tested its reliability and validity. In addition, the classical test (normality, heterokedacity, and multicolinearity) is also done to

ensure that the available data is feasible to be measured regressionally.

The method used is descriptive analysis and explanatory to the results of research obtained through questionnaires and interviews. This method is expected to describe how employees view competency obtained, how the level of employee motivation, and how it relates competency and motivation with their motivation.

IV. RESULTS AND DISCUSSION

A. Respondents Characteristics

The demographics characteristics for respondent's result are shown on table 1. The characteristics of respondents based on gender, the majority of respondents are female employees, this is because the XXX Bank in Bandung thinks that women have better service aspects than men.

Characteristics of respondents based on the age of the majority of respondents aged between 25-30 years thus it can be concluded that XXX Bank in Bandung considers that with the age of 25-30 years is considered to have high productivity, achievement of large volumes, and high accuracy in the execution of tasks.

In term of education level, the majority of respondents are employees who have a Bachelor level of education (S1), this is because the XXX Bank in Bandung thinks that qualification will be better if filled by Diploma.

TABLE I. RESPONDENTS CHARACTERISTICS

Items	Description	Percent
Gender	Male	71
	Female	101
Age	Less than 25 years	39
	25 – 35 years	97
	More than 35 years	36
Qualification	Undergraduate	30
	Graduate	119
	Post Graduate	23
Total years of Experience	Less than 1 year	32
	1 – 3 years	112
	More than 3 years	28

And last Characteristics of respondents based on length of work the majority of respondents are employees who have worked between 1 to 3 years thus it can be concluded that employees of XXX Bank in Bandung are employees who have sufficient experience.

B. Descriptive Analysis

Based on the results of the descriptive analysis, the competence is in high level category with a score of 75.8%, This means that employees of the XXX Bank in Bandung have good competence. Emotional Intelligence variable is in high level category with a percentage of 74%, meaning employee motivation of the XXX Bank in Bandung in work is high. Employee performance is in a high category, meaning employee performance XXX Bank in Bandung is high with a percentage of 73.6%.

C. Multiple Linier Regression Analysis

TABLE II. MULTIPLE LINIER REGRESSION ANALYSIS

Model	Understanding Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	3.020	3.969	
Competence	.368	.091	.511
Emotional Intelligence	.307	.101	.381

Based on the result of SPSS 23 processing in table 2, it can be written multiple regression equation as follows:

$$Y = 3.020 + 0.368X_1 + 0.307X_2$$

D. Hypotheses Test

1) F Test

TABLE III. F TEST

ANOVAᵃ						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	967.876	2	483.938	35.604	.000ᵇ
	Residual	502.911	37	13.592		
	Total	1470.786	39			

From the values above, it can be seen that the value of F Calculates is greater than Ftable (35,604> 3,252), other than that the results obtained from the significance value 0,000 are smaller than the level of confidence (0,000 <0,05). Thus, this study shows that regression means, so it can be concluded that employee competency and emotional intelligence have a significance level of employee performance or in other words there is a significant influence between employee competency and emotional emotional simultaneity on employee performance at XXX Bank in Bandung.

Then based on the SPSS output it appears that the calculation results obtained the coefficient of determination (R2) of 0.791. This shows that the two variables consisting of competence and emotional intelligence simultaneously affect the performance of employees of XXX Bank in Bandung Branch Office by 79.1%, while the rest of (1-R2) = 20.9% is the contribution of other variables not examined.

2) T Test

TABLE IV. T TEST

Coefficientsᵃ				
	Unstandardized Coefficients			
Model	B	Std. Error	t	Sig.
1 (Constant)	3.020	3.969	.761	.451
Kompetensi	.368	.091	4.065	.000
Kecerdasan Emosional	.307	.101	3.034	.004

Based on table 4 for the first variable that is employee competency obtained that the value of tcount> from t table is 4.065> 2.026 otherwise it is known p-value (0.000) <0.05 so H1 is accepted which means that partially the employee competency has a significant effect on employee performance in a positive direction which shows that the higher employee competency will have an impact on the potential for higher employee performance. Contrary, the worse employee's competence it will have an impact on the potential of employee performance getting worse too. In line with previous studies such as those carried out by Karmandita and Subudi [13] and Wicaksono et al. [14], which stated that the higher employee competencies would have an impact on the potential for higher employee performance.

For the second variable, employee emotional intelligence obtained that the tcount> of ttable is 3.034> 2.026, besides that it is known p-value (0.004) <0.05 so H1 is accepted which means that partially emotional intelligence of employees has a significant effect on employee performance with a positive direction shows that the higher the emotional intelligence of employees it will have an impact on the potential for employee performance which is also higher.

In line with previous studies such as those conducted by Karmandita and Subudi [13] and Wicaksono et al. [14] which stated that the higher the emotional intelligence of employees it will have an impact on the potential of employee performance which is also higher.

E. Coefficient Determination

TABLE V.   COEFFICIENT DETERMINATION

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.811[a]	.658	.640	3.68676	1.820

Based on the SPSS output it appears that the calculation results obtained by the coefficient of determination (R2) of 0.658. This shows that the two variables consisting of competence and emotional intelligence have simultaneous effect on the performance of employees of BRI Bank Setiabudi Branch Office in Bandung at 65.8%, while the remaining amount (1-R2) = 34.2% is the contribution of other variables not examined.

V.   FUTURE RESEARCH

Future research for this study, is can further examine more independent variable in the relationship with employee performance. For further research methodology research can be used with other methodology such as smart pls, which is more explore more sophisticated data.

VI.   CONCLUSION

From this study can be concluded that relationship between competency and emotional intelligence on employee performance in BRI Branch Setiabudi Bandung was have a positive and significance relationship as simultaneously. And as partially relationship emotional intelligence and competence effected on employee performance.

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