

THE INFLUENCE OF TRAINING AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE

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ABSTRACT

Employee performance is the result achieved a person in carrying out the tasks assigned to him in accordance with predetermined criteria. Training aims to improve knowledge, skills and attitudes, in order to achieve better employee performance, as is the goal the company wants to achieve, namely increasing work effectiveness and maintaining stability. The purpose of this research determine and analyze the influence of training on employee performance, to determine and analyze the influence of emotional intelligence on employee performance and to determine and analyze the influence of training and emotional intelligence on employee performance. The approach used in this research is an associative approach. Partially, it is known that training has a positive and significant influence on employee performance. It is partially known that Emotional Intelligence has a positive and significant influence on Employee Performance. Simultaneously, is known that Training and Emotional Intelligence have a significant influence on Employee Performance.

Keywords: Emotional Intelligence, Employee Performance, Training

INTRODUCTION

Human Resources are a very valuable asset in the company. Because the presence of good Human Resources really determines the development and progress of a company. Human Resources is also the main driver for every company to carry out the company's activities or work processes. Human Resources in a company are all individuals in the company, from subordinates to superiors who work and are members of a company. Every company must make every effort to improve the quality of Human Resources. The term performance comes from Job Performance or Actual Performance (work performance or actual achievement achieved by a person, (Mangkunegara, 2019). Meanwhile, work performance is a work result achieved by an employee in carrying out the tasks assigned to him which is based on skills, experience and seriousness and time. This work performance is a combination of three important factors, namely the ability or intelligence and interest of a worker, acceptance of explanations of task delegation and roles and the level of motivation of a worker. The above factors, the greater the employee's work performance (Hasibuan, 2016). (Mangkunegara, 2019) states that an individual's performance at work is influenced by individual factors and organizational environmental factors. An individual's concentration at work is greatly influenced by potential abilities, namely mental intelligence/Intelligence Quotion and emotional intelligence/Emotional Quotion.

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Emotional Intelligence is the ability to feel, understand and effectively apply emotional power and sensitivity as a source of human energy, information, connection and influence.

(Kadarisma, 2013), training is a systematic process of changing employee behavior in a direction to improve organizational goals. With this ability, employees will be able to know who they are, control themselves, motivate themselves, empathize with the surrounding environment and have social skills which will increase the quality of their understanding of their work because of a learning process based on the employee's own awareness. (Prayogi & Nursidin, 2018). (Goleman, 2006) states that emotional intelligence determines the potential to learn practical skills which are based on five elements: self-awareness, motivation, self-regulation, empathy and skills in building relationships with other people. Emotional skills show a lot of potential that has been translated into abilities in the workplace. Apart from emotional intelligence, employee training factors can also improve employee performance in their work. Training activities are carried out through teaching, education and training activities which include scientific material, skills and expertise. Training activities aim to prepare employees to adapt to their duties. Training provides employees with the opportunity to socialize with their duties and work environment, thus training programs provide opportunities for employees to play a role in the organization. The company PT Penggadaian (Persero) Kanwil I – Medan, is a State-Owned Enterprise (BUMN) company whose main objective is as a non-bank financial institution, as a special effort to eradicate all kinds of unwanted lending and borrowing practices such as debt bondage, loan sharks or parties who provide unreasonable loans with very high interest and can harm small people. Based on preliminary research conducted by the author, several problems related to employee performance were found in the company, including the lack of employee interest in carrying out the work assigned by the company. This can be seen from the workload given to employees which still cannot be carried out in accordance with what was stated. desired by the company. Apart from that, employees also often do not come to work without a clear reason, are often lazy about doing work and employees are not able to take the initiative in completing work. The problem related to training is that there is still a lack of training, namely that employees have not fully received training, especially employees who have been transferred to other sections, where the employee does not yet have the ability to handle the work in that section. Problems related to employee emotionality are that employees still lack control over their emotional levels so that misunderstandings often occur between one employee and another employee and employees and their superiors, which can lead to conflict within the company. Employee work will be better if the employee has greater creativity. high level of initiative, very supportive of doing their work, and can control their emotions so that they have an impact on the progress of the company.

METHODS

The approach used is quantitative descriptive with case study research supported by surveys. The nature of the research is descriptive explanatory (Soewadji, 2012). This research was conducted at PT Pegadaian (Persero) Regional Office I-Medan, Jl. Pegadian No. 112. Medan – North Sumatra. According to (Sugiyono, 2012): "Population is a complete group, which is usually in the form of people, objects, transactions or events which we are

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interested in studying and becoming research objects." The population in this study were all employees of PT Pegadaian (Persero) Regional Office I-Medan, totaling 60 people. Meanwhile, according to (Azuar et al., 2015): "A sample is a subset of population units." This research did not take samples because the population was small so this research is a population research (census).

RESULTS

In this research, the author processed questionnaire data in the form of data consisting of 8 statements for the Training variable (X_1), 12 statements for the emotional intelligence variable (X_2), and 8 statements for the employee performance variable (Y). The questionnaire distributed was given to 60 employees of PT. Pegadaian (Persero) Regional Office-I Medan.

Multiple Linear Regression

The multiple linear regression model used is employee performance as the dependent variable and job satisfaction and motivation as independent variables. Multiple analysis is useful for determining the influence of each dependent variable on the independent variables. Following are the results of data management using SPSS version 24.00

Tabel 1. Hasil Uji Regresi Linier Berganda

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	7.339	1.554		4.722
	Training	.396	.062	.573	6.350
	Emotional Intelligence	.269	.063	.385	4.266

a. Dependent Variable: Employee Performance

Source: SPSS 24.00

From table 1 above, the following values are known:

- 1) Constant = 7.339
- 2) Training= 0.396
- 3) Emotional intelligence = 0.269

These results are entered into the multiple linear regression equation so that the following equation is known;

$$Y = 7.339 + 0.3961 + 0.2692$$

Information:

- 1) A constant of 7.339 indicates that if the value of the independent variable is considered constant then employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan will increase.

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- 2) β_1 of 0.396 with a positive relationship direction indicates that if training increases it will be followed by an increase in employee performance of 0.396 assuming other independent variables are considered constant.
- 3) β_2 of 0.269 with a positive relationship direction indicates that if emotional intelligence experiences an increase it will be followed by an increase in employee performance of 0.269 assuming other independent variables are considered constant.

Classic assumption test

In multiple linear regression, there are several classical assumptions of multiple regression or known as BLUE (Best Linear Unbias Estimation). Simple classical assumption testing aims to identify whether the regression model is a good model or not. There are several simple classical assumption tests aimed at identifying whether the regression model is a good model or not. identify whether the regression model is a good one or not. There are several tests of this classic assumption, namely:

Normality

Data normality testing is carried out to see whether in the regression model, the dependent and independent variables have a normal distribution or not. If the data is spread around the diagonal line and follows the direction of the diagonal line then the regression model meets the normality assumption.

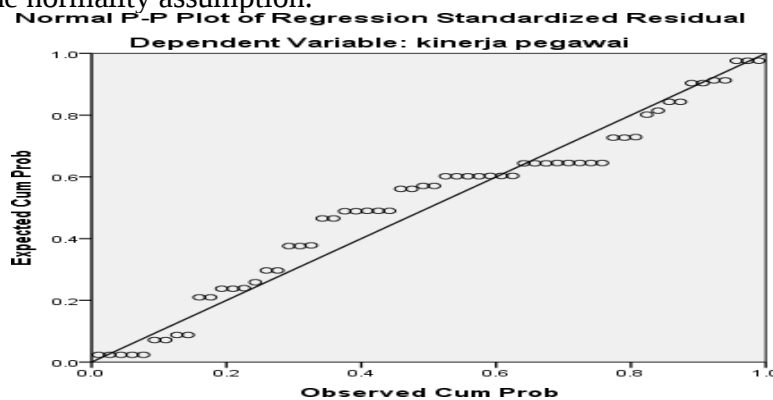


Figure 1 Normality Test Results

Based on Figure 1 above, it can be seen that the data spreads along a diagonal line, meaning that the data between the dependent variable and the independent variable has a normal relationship or distribution or meets the normality assumption test.

Multicollinearity

The multicollinearity test is used to determine whether in the regression model a high correlation is found between the independent variables, provided that:

- a) If Tolerance < 0.1 or the same as VIF > 10 then there is a serious multicollinearity problem.
- b) If Tolerance > 0.1 or the same as VIF < 10 then there is no multicollinearity problem.

With SPSS version 24.00, the following multicollinearity test results can be obtained:

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Table 2. Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Training	.375	2.670
	Emotional Intelligence	.375	2.670

a. Dependent Variable: Employee Performance

SPSS Data Results 24.00

Based on table 2 above, it can be seen that the VarianceInflation Factor (VIF) value for the training variable (X_1) is 2.670 and the emotional intelligence variable (X_2) is 2.670. Each independent variable has a value smaller than 10. Likewise, the Tolerance value for the training variable (X_1) is 0.375 and the emotional intelligence variable (X_2) is 0.375. For each variable, the tolerance value is greater than 0.1, so it can be concluded that there are no symptoms of multicollinearity between the independent variables, which is indicated by the tolerance value for each independent variable being greater than 0.1 and the VIF value being smaller than 10.

Heteroscedasticity Test

The heteroscedasticity test is carried out to determine whether in the regression model there is an inequality of variance from the residuals of one observation to another. To find out whether heteroscedasticity occurs or not in the regression model of this research, the analysis carried out is using an informal method. Informal methods for testing heteroscedasticity are the graphic method and the Scatterplot method. The basis for the analysis is as follows:

- If there is a certain pattern, such as dots forming a regular pattern, then heteroscedasticity has occurred.
- If there is no clear pattern and the points are spread out irregularly, then heteroscedasticity does not occur.

Hypothesis test

t test (partial test)

For t in this research it is used to determine the ability of each independent variable to influence the dependent variable. Another reason the t test is carried out is to test whether the independent variables individually have a significant relationship or not with the dependent variable (Y). The decision making criteria are as follows:

- If $t_{hitung} > t_{tabel}$ or $-t_{hitung} < -t_{tabel}$, then H_0 is rejected because there is a significant correlation between variables x and y.
- If $t_{hitung} \leq t_{tabel}$ or $-t_{hitung} \geq -t_{tabel}$, then H_0 is accepted because there is no significant correlation between variables x and y.

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Based on the results of data management with SPSS version 24.00, the t statistical test results were obtained as follows:

Table 3. Results of the t Statistical Test (Partial Test)

Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.339	1.554		4.722	.000
	Training	.396	.062	.573	6.350	.000
	Emotional Intelligence	.269	.063	.385	4.266	.000

a. Dependent Variable: Employee Performance

SPSS data 24.00

The statistical test results in the table above can be explained as follows:

Effect of Training (X₁) on Employee Performance (Y)

Based on table 3 above, the calculated t for the training variable is 6.350 for a 5% error in the 2-party test and $dk = n - 2$ ($60 - 2 = 58$), the t_{table} is 2.002. If $t_{count} > t_{table}$ then there is a significant influence between X₁ and Y, and vice versa if $t_{count} < t_{table}$ then there is no significant influence between This means that there is an influence between training and employee performance at PT. Pegadaian (Persero) Regional Office-I Medan.

Furthermore, it can also be seen that the t probability value, namely sig, is 0.000, while the significance level α previously determined is 0.05, so the sig value is $0.000 \leq 0.05$, so that H_0 is rejected, this means that there is a significant influence between training and employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan.

The Effect of Emotional Intelligence (X₂) on Employee Performance (Y)

Based on table 3 above, the t count for the emotional intelligence variable was 4.266 for a 5% error in the 2-party test and $dk = n - 2$ ($60 - 2 = 58$), the t_{table} was 2.002. If $t_{count} > t_{table}$ then there is a significant influence between X₂ and Y, and vice versa if t count < t table then there is no significant influence between . This means that there is an influence between emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan. Furthermore, it can also be seen that the probability value of t, namely sig, is 0.004, while the significance level α previously determined is 0.05, so the sig value is $0.000 < 0.05$, so that H_0 is rejected, this means there is There is a significant influence between emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan.

F Test (Simultaneous Test)

The F test or also called the simultaneous significant test is intended to see the overall ability of the independent variables, namely training and emotional intelligence, to be able to explain the behavior or diversity of the dependent variable, namely employee performance. The F test is also intended to find out whether all variables have a regression

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coefficient equal to zero. Based on the results of data processing with the SPSS version 24.00 program, the following results were obtained:

Table 4 F Test Results (Simultaneous)

ANOVA ^a						
Model		Sum Squares	df	Mean Square	F	Sig.
1	Regression	778.257	2	389.129	135.307	.000 ^b
	Residual	163.926	57	2.876		
	Total	942.183	59			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Emotional Intelligence, Training

SPSS data 24.00

From table 4 above can be seen that the f value is 135.307, then the sig value is 0.000

- If $f_{hitung} > f_{tabel}$ or $-f_{hitung} < -f_{tabel}$, then H_0 is rejected because there is a significant correlation between variables X_1 and X_2 and Y.
- If $f_{hitung} \leq f_{tabel}$ or $-f_{hitung} \geq -f_{tabel}$, then H_0 is accepted because there is no significant correlation between variables X_1 and X_2 and Y.

The significance level used is 5%, two-party test and $dk = n - k - 1$. Based on table 4 above, the calculated f is obtained for the satisfaction variable work and motivation of 135.307 for 5% error 2 party test and $dk = n - k - 1$ ($60 - 2 - 1 = 57$), obtained f_{table} 3.16. If $f_{count} > f_{table}$ then there is a significant influence between X_1 and X_2 on Y, and vice versa if $f_{count} < f_{table}$ then there is no significant influence between X_1 and X_2 on Y. This means the positive influence of training and emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan. Furthermore, it can also be seen that the probability value f, namely sig, is 0.000, while the significance level α previously determined is 0.05, so the sig value is $0.000 < \alpha 0.05$, so H_0 is rejected, this means there is a significant positive influence between training and emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-I Medan.

Coefficient of Determination (R-Square)

This coefficient of determination functions to determine the percentage of influence of the independent variable and the dependent variable, namely by squaring the coefficient found. In its use, the coefficient of determination is expressed as a percentage (%). To find out the extent of the contribution or percentage of training and emotional intelligence to employee performance, it can be determined through a determination test.

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Table 5. Determination Test Results

Model Summary^b				
Model	R	R Square	Adjusted Square	Std. Error of the Estimate
1	.909 ^a	.826	.820	1.69585
a. Predictors: (Constant), Emotional Intelligence, Training				
b. Dependent Variable: Employee Performance				

SPSS Results 24.00

From the table above it can be seen that the R value is 0.909 or 90.9%, which means that the relationship between employee performance and the independent variables, namely training and emotional intelligence, is close. The R-Square value in this research is 0.826, which means that 82.6% of the variation in employee performance is explained by the independent variables, namely training and emotional intelligence. Meanwhile, the remaining 17.4% is explained by other variables not examined in this study. The Adjusted R-Square (R²) value or coefficient of determination in this research is 0.820, which means 82% of the performance of PT employees. Pegadaian (Persero) Regional Office-I Medan can be explained by training and emotional intelligence. Meanwhile, 18% can be explained by other factors not examined in this study. Then standard error of the estimate means measuring the variable from the predicted value. Standard error of the estimate is also called standard deviation. The standard error of the estimate in this study is 1.69585, where the smaller the standard deviation means the model is better at predicting employee performance.

DISCUSSION

The Effect of Training on Employee Performance

Based on the results of the research above, training on employee performance at PT. Pegadaian (Persero) Kanwil-1 Medan is t calculated at 6.350 while t_{table} is 2.002 and has a significant number of $0.000 \leq 0.05$ meaning that H_0 is rejected and H_a is accepted which shows that partially there is a significant influence between training on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan. This means that when the company always holds training for new employees and for employees who have worked for a long time, employee performance will also increase because employees gain knowledge to be able to work more optimally, so that they can realize the company's goals. This research supports previous research by (Syahputra & Jufrizen, 2019) stating that training is part of education which involves the learning process to acquire and improve skills outside the current education system in a relatively short time. The results of this research are in accordance with the journals (Fransiska, Yuliana, 2020), (Astuti & Safitri, 2017), (Mujiatun, 2015) and (Sinambela & Tanjung, 2018) in their research concluding that training has a positive and significant effect on employee performance.

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The Effect of Emotional Intelligence on Employee Performance

Based on the results of the research above, emotional intelligence influences employee performance at PT. Pegadaian (Persero) Kanwil-1 Medan is t calculated at 4.266 while t_{table} is 2.002 and has a significant number of $0.000 \leq 0.05$ meaning that H_0 is rejected and H_a is accepted which shows that partially there is a significant influence between emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan. This means that if employees are able to accept, assess, manage and control the emotions that exist in themselves and other people around them, then employee performance will also increase because employees are able to assess, control and manage their emotions at work. A person's emotional intelligence is very important in their performance because when emotions are disturbed then activities will also be disrupted. This research supports previous research by (Robbins, 2018) which states "Ability is an individual's capacity to carry out various tasks in a job." According to (Hasibuan, 2016): "Ability shows a person's potential to carry out work. The results of this research are in accordance with the journal (Jufrizen, 2017) and (Lesmana et al., 2021) in their research concluding that emotional intelligence in employees has a positive and significant effect on employee performance.

The Influence of Training and Emotional Intelligence Together on Employee Performance

Based on the research results obtained regarding the influence of training and emotional intelligence on employee performance at PT. Pegadaian (Persero) Regional Office-I Medan. From the ANOVA (Analysis of Variance) test in the table above, the F_{count} is 135.307, while the F_{table} is known to be 3.16. Based on these results, it can be seen that the significant level is $0.000 \leq 0.05$ so H_0 is rejected and H_a is accepted. So it can be concluded that the variables of training and emotional intelligence together influence employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan (Kasmir, 2019). This means that when a company cares about employees, namely by prioritizing employee welfare, such as providing training for employees who have just entered the company and for employees who take part in job promotion programs by holding training for employees, and employees can also assess, manage and control their emotions while working, then Automatically employee performance will also increase because employees gain knowledge at work through training provided by the company and employees who can control their emotions when working (Bahagia et al., 2018).

CONCLUSION

Partially it is known that training has a positive and significant influence on employee performance at PT. Pegadaian (Persero) Kanwil-1 Medan where it was obtained, it is partially known that emotional intelligence has a positive and significant influence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan, Simultaneously it is known that training and emotional intelligence have a positive and significant influence on employee performance at PT. Pegadaian (Persero) Regional Office-1 Medan.

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