THE EFFECT OF JOB INVOLVEMENT AND EMOTIONAL INTELLIGENCE ON JOB PERFORMANCE (CASE STUDY AT DINAS PERHUBUNGAN, KOMUNIKASI DAN INFORMATIKA SULAWESI UTARA)

PENGARUH KETERLIBATAN PEKERJAAN DAN KECERDASAN EMOSIONAL TERHADAP KINERJA PEKERJAAN

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Abstract: Job Performance becomes the benchmark for every employee in performing their duties in accordance with the responsibilities given to them and the work that can be achieved. To achieve good performance, employees also need to have a good job involvement also by knowing the involvement of the employees work will be better and able to perform their jobs well and take responsibility for their respective jobs and more satisfied with their jobs. The good performance was also affected by the emotional intelligence of employees in each organization or institution. The ability to control themselves, solve problems, motivate yourself, to overcome frustration, regulate mood, empathy, and the ability to cooperate is an important factor in the emotional intelligence of employees. This research aimed to analyzed The Effect Job Involvement and Emotional Intelligence on Job Performance. This research was analyzed by using multiple regression analysis. In the multiple regression method, regression procedures must to devide the variable into two variables which are dependent and independent variable. Job Involvement (X1) and Emotional Intelligence (X2) as independents variable and Job Performance (Y) as dependent variable. The data was collected from 100 respondents and the data was taken by simple random sampling. This research showed that Job Involvement and Emotional Intelligence simultaneously influence Job Performance, Job Involvement has significant influence on Job Performance partially and Emotional Intelligence has no significant influence on Job Performance partially. Based on the result, Dishubkominfo should concern about job involvement to job performance in term of develop employess skill about job involvement to job performance.
Keywords: Job Involvement, Emotional Intelligence, Job Performance.

Abstrak: Kinerja menjadi tolok ukur bagi setiap karyawan dalam menjalankan tugasnya sesuai dengan tanggung jawab yang diberikan kepada mereka dan pekerjaan yang bisa diraih. Untuk mencapai kinerja yang baik, karyawan juga perlu memiliki keterlibatan kerja yang baik juga dengan mengetahui keterlibatan kerja karyawan akan lebih baik dan mampu melakukan pekerjaan dengan baik dan bertanggung jawab atas pekerjaan masing-masing dan lebih puas dengan pekerjaan mereka. Kinerja yang baik juga dipengaruhi oleh kecerdasan emosional karyawan di setiap organisasi atau institusi. Kemampuan untuk mengendalikan diri, memecahkan masalah, memotivasi diri sendiri, mengatasi frustrasi, mengatur suasana hati, empati, dan kemampuan untuk bekerja sama merupakan faktor penting dalam kecerdasan emosional para karyawan. Penelitian ini bertujuan untuk menganalisis Pengaruh Keterlibatan Kerja dan Kecerdasan Emosional terhadap Kinerja. Penelitian ini dianalisis dengan menggunakan analisis regresi berganda. Dalam metode regresi berganda, prosedur regresi harus membagi variabel menjadi dua variabel yaitu variabel dependen dan independen. Keterlibatan Kerja (X1) dan Kecerdasan Emosional (X2) sebagai variabel independen dan Kinerja (Y) sebagai variabel dependen. Data dikumpulkan dari 100 responden dan data diambil secara simple random sampling. Penelitian ini menunjukkan bahwa Keterlibatan Kerja dan Kecerdasan Emosional secara simultan mempengaruhi Kinerja,, Keterlibatan Kerja berpengaruh signifikan terhadap Kinerja secara Partially dan Kecerdasan Emoiona tidak berpengaruh signifikan terhadap Kinerja secara parsial. Berdasarkan hasil tersebut, Dishubkominfo harus memperhatikan keterlibatan kerja terhadap kinerja kerja dalam hal mengembangkan keterampilan kerja tentang keterlibatan kerja terhadap kinerja.
Kata kunci: Keterlibatan Pekerjaan, Kecerdasan Emosional, Kinerja Pekerjaan.

INTRODUCTION

Research Background

Nowadays human resources management competency based human resources which are required to keep grow and have powerful ability to respond the challenges of globalization. Human resources within an organization or institution shall have the competence needed for the organization or institution can continue to operate and develop properly.

Each organization must have a goals and these objectives can only be achieved if all members of an organization capable of carrying out the duties and responsibilities properly. For that human resource management is needed. Management of human resources within an organization is essential for the achievement of organizational goals. Human resource management is a good function to choose competent people to become members of the organization and ensure that all members of the organization had been performing their duties and responsibilities well.

An organization is formed to achieve organizational goals. The achievement of organizational objectives or goals show the work or achievement of the organizational and shows the organization's performance. The result of work from the organization obtained from the activity that ogranization operated.

Human resources management itself is very influential on the performance of employees, because human resources are the most important resource and crucial to the survival of an organization or institution. Basically, everyone has the potential and ability to do the job respectively. Performance becomes the benchmark for every employee in performing their duties in accordance with the responsibilities given to them and the work that can be achieved.

To achieve good performance, employees also need to have a good job involvement also by knowing the involvement of the employees work will be better and able to perform their jobs well and take responsibility for their respective jobs and more satisfied with their jobs. Job involvement is also like a commitment whereby employees are committed to their respective work as well as having a high level of concern for the work and the organization or institution.

The good performance was also affected by the emotional intelligence of employees in each organization or institution. The ability to control themselves, solve problems, motivate yourself, to overcome frustration, regulate mood, empathy, and the ability to cooperate is an important factor in the emotional intelligence of employees.

Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara get the attention regarding the performance of the work. It is caused by not maximal the achievement of work and not maximal the result of work. Therefore, increasing the performance of the work is very important. An organization or institution will survive and will be able to develop if able to improve the performance of his work. In addition, the lack of job involvement among employees also need to be maximized so that the work can be operate well. Job involvement views of the extent to which an employee participated with all his ability to make the improvement of organizational success as actively participate in its work. This also can not be separated from the role of emotional intelligence of each employee. By being able to regulate emotions themselves and have a sensitivity to the emotions of other employees and be able to respond properly when working it can improve work better.

Research Objectives

1. To analyze the significant effect of job involvement and emotional intelligence on job performance at Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara simultaneously.
2. To analyze the significant effect of job involvement on job performance at Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara partially.
3. To analyze the significant effect of emotional intelligence on job performance at Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara partially.

THEORETICAL FRAMEWORK

Human Research Management

According to Dessler (2005:4), "Human Resources Management is the policies and practices to carrying out the "people" of Human Resources aspect in management position including recruiting, screening, training, rewarding and appraising". Human Resources management is the process of acquiring, training, appraising and compensating employees, and attending to their labour relations, health and safety and fairness concerns.

Job Involvement

Patchen (in Srivastava. 2005) defines that a person who has high job involvement will show a high sense of solidarity against the company and has a high internal work motivation. Individuals will have a low work involvement if he has a low work motivation and feel sorry for her work. That is, individuals who have a low work participation are individuals who see work as an important part in his life, having a sense of lack of pride in the company, and participate less and less satisfied with their jobs.

Emotional Intelligence

Goleman (1997a), said that the coordination of mood is the essence of good social relations. If a person is good at adjusting to the mood of another individual or can empathize, that person will have a good level of emotionality and will be more adaptable in social interaction as well as the environment. Furthermore, Goleman (1997b) said that emotional intelligence is the ability of a person more self-motivation, resilience in the face of failure, control emotions and delay satisfaction, and set the mood. With the emotional intelligence, a person can put emotions on the right portion and set the mood.

Job Performance

Every employee working within the organization is expected to perform his or her job in a dependable way. He or she is responsible for succesful performance of tasks and duties involved in the job according to the employment contract. Employee accept certain job assignment and agree to do them dependably. They should feel a sense of responsibility for doing them well (Opatha, 2009). While Mathis & Jackson. (2006) states that the performance is essentially what is done or not done employee.

Previous Research

H.A.H Hettiararchchi and S.M.D.Y Jayarathna (2014) conducted research of effect of Employee Work Related Attitudes on Employee Job Performance: A Study of Tertiary and Vocational Education Sector in Sri Lanka. This study was conducted in the natural environment of the organization with minimum interference by the researcher with the normal flow of work. Hence the study was conducted in a noncontrived setting. The unit of study in this research was an individual since the data was collected from the 323 employees of the technical education and vocational training of government sector in Sri Lanka. This study was purely based on primary data. The survey method characterized by personally administered questionnaires was selected as the method of data collection in this study.

Mohmmad Shahhosseini, Abu Daud Silong, Ismi Arif Ismaill and Jegak nak Uli (2012) conducted research of The Role of Emotional Intelligence on Job Performance. Attaining the most feasible performance is considered as the most significant aim of all organizations. As such, organizations are required to concentrate on the emotional intelligence as a challenging variable for the sustainment of the high performance and the development of the competitive privilege. According to the previous studies, emotional intelligence has a key role in the increase of performance. Different studies are illustrative that high-level possessed emotional intelligence individuals have also excellent job performance. Individuals that promote emotional intelligence have success in their career as there is a relationship between success and emotional intelligence and they are influenced by each other. Achieving emotional intelligence skills for managers are very vital in the augmentation of efficiency and job performance and it is especially of utmost importance for bank managers.

S. Praveena (2015) conducted research of Emotional Intelligence on Job Performance of Bank Managers in Sri Lanka. The organizations realize that traditional intelligence or Intelligence Quotient (IQ) is not enough for developing job performance, work-related behaviour and career development of leaders in organizations. The purpose of this study was to investigate the effect of Emotional Intelligence on the job performance of bank managers in Sri Lanka, in order to narrow the research gap. A total of two hundred commercial bank managers

were selected for the study using the Convenience Sampling Technique and one hundred and sixty three usable questionnaires were returned. This study provides future directions for further research as well.

Conceptual Framework

Figure 1 Conceptual Framework
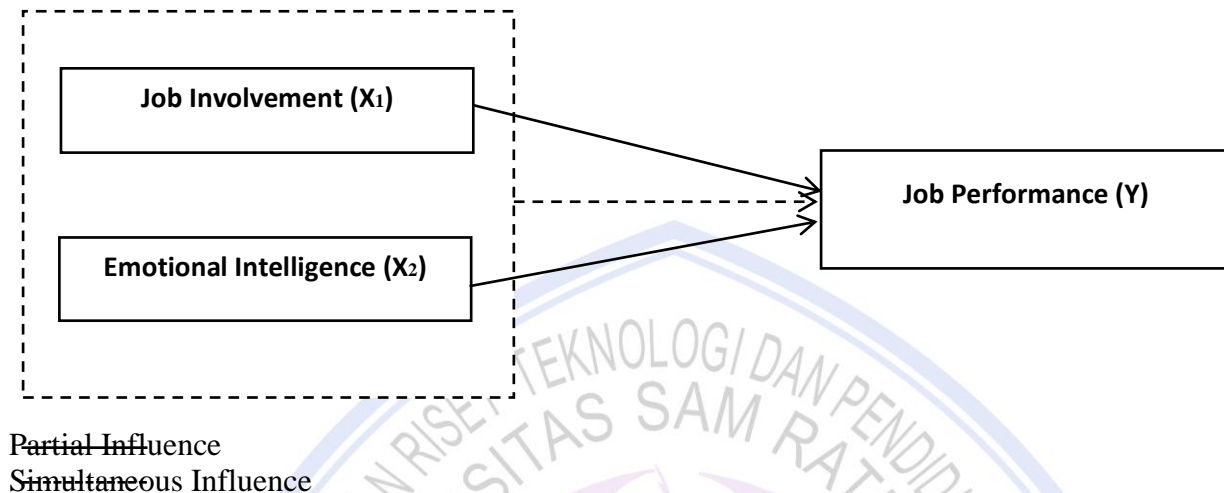
Partial Influence
Simultaneous Influence

Data Processed (2017)

Research Hypothesis

H_0: Job Involvement and Emotional Intelligence simultaneously influence Job Performance.
H_1: Job Involvement partially influences Job Performance.
H_2: Emotional Intelligence partially influences Job Performance.

RESEARCH METHOD

Type of Research

This research uses causal method because it aims to find the effect of job involvement and emotional intelligence to job performance. Sekaran and Bougie (2009) said that causal study is a study which the researcher wants to define the cause of one or more problems. Causal is used when the researcher want to know the relation of the variables. Causal study is a research study conducted to establish cause-and-effect relationship among variables (Sekaran & Bougie, 2009).

Place and Time

This research was conducted in Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara Jl. R.E. Martadinata No. 11, Sulawesi Utara from January to March 2017.

Research Procedure

Research procedure consists of research design and the step by step model of how the researcher conduct this research and the process needed for this research to be completed.
1. First, the researcher learned about the issue.
2. After learned about the issue, researcher learned the theory that can be used in this research.
3. The researcher chose the method that will be used, in this case used quantitative method.
4. After that, the researcher made list of question for questionnaire and made the questionnaire based on indicators.
5. After the researcher made questionnaire, the researcher distributed the questionnaire to the population, which is employee of Dinas Perhubungan, Komunikasi dan Informatika Provinsi Sulawesi Utara.
6. If the population already fulfilled the questionnaire, the researcher collected the data or questionnaire.

7. And then the researcher input the data from questionnaire. And this procedure called data tabulation.
8. Next procedure is the researcher input the date to SPSS program. This procedure called data processing.
9. The last procedure is data analysis. The researcher analyzed the data that already done and processed from SPSS program. If there is significant effect from variables X1 and X2 (Job Involvement and Emotional Intelligence) on Variable Y (Job Performance) for Dinas Perhubungan, Komunikasi dan Informatika Provinsi Sulawesi Utara.

Population and Sample

The population of this research is the employees of Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara and The sample size of this research is 100 employees in Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara. This research will use a simple random sample.

Data Collection Method

The data used in this research is primary data. The primary data is collected through questionnaires that are distributed to the employees in Dinas Perhubungan, Komunikasi dan Informatika Sulawesi Utara,

Operational Definition and Measurement Research Variable

Job Involvement (X_1)

Job involvement is the degree to which employee immerse themselves in their jobs, invest time and energy in them, and view work as a central part of their overall lives (Newstrom and Davis, 1997).
Indicator: Caring about work, Commitment and Satisfied with the job.

Emotional Intelligence (X_2)

Emotional intelligence is the ability of a person more self-motivation, resilience in the face of failure, control emotions and delay satisfaction, and set the mood (Goleman, 1997b)
Indicator: Express emotion, Understand emotion and Regulate emotion.

Job Performance (Y)

Job Performance is the result or the overall success rate of a person during a certain period in performing tasks compared to those possibilities, such as a standard work, the target or targets or criteria that have been determined in advance has been agreed (Riva and Basri, 2005: 50).
Indicator: Responsibility, Cooperate with other and Discipline.

Data Analysis Method
Validity and Reliability Test

According to Sekaran and Bougie (2009), reliability is a test of how consistently a measuring instrument measures whatever concept is measuring. The reliability of a measure is an indication of the stability and consistency with which the instrument measure the concept and helps to assess "goodness"' of a measure. Validity is a test of how an instrument that is developed measures the particular concept it is intended to measure (Sekaran & Bougie, 2009).

Multiple Linear Regression Analysis

The analysis used in this study is the multiple linear regression analysis. Multiple linear regression analysis regress where the dependent variable (Y) relates to more than the variable. Analysis regression is used to find a dependency of grades from one variable our use to draw a conclusion on the effect from the independent variables to the dependent variables. This analysis used to determine the effect of personal factor of job involvement and emotional intelligence. The shape of the regression equation is as follows:

$$Y = \alpha + \beta 1 X1 + \beta 2 X2 + e$$

Y   = Job Performance
X1   = Job Involvement
X2   = Emotional Intelligence
α   = Intercept
β1,β2   = The regression coefficient of each variable

e   = Standard Error

RESULT AND DISCUSSION

RESULT
Validity Test
Table 1 Validity Test

		Correlations	
			Variable_1
	Variable 1	Statement 1	.627**
		Statement 2	.611**
		Statement 3	.563**
		Statement 4	.540**
Job Involvement		Statement 5	.433**
		Statement 6	.653**
		Statement 7	.682**
		Statement 8	.660**
		Statement 9	.552**
		Statement 10	.524**

		Correlations	
			Variable_2
	Variable 2	Statement 1	.500**
		Statement 2	.590**
		Statement 3	.533**
Emotional		Statement 4	.486**
Intelligence		Statement 5	.615**
		Statement 6	.604**
		Statement 7	.585**
		Statement 8	.588**
		Statement 9	.713**
		Statement 10	.448**

		Correlations	
			Variable_3
	Variable 3	Statement 1	.465**
		Statement 2	.562**
		Statement 3	.665**
		Statement 4	.631**
Job Performance		Statement 5	.552**
		Statement 6	.574**
		Statement 7	.802**
		Statement 8	.730**
		Statement 9	.639**
		Statement 10	.510**

Source: Data processed, 2017

Reliability Test

Table 2 Reliability Test

	Reliability Statistics	
Job Involvement (X1)	Cronbach's Alpha	N of Items
	.744	11
	Reliability Statistics	
Emotional Intelligence (X2)	Cronbach's Alpha	N of Items
	.739	11
	Reliability Statistics	
Job Performance (Y)	Cronbach's Alpha	N of Items
	.753	11

Source: Data processed, 2017

Result of Multiple Linear Regression Analysis

Table 3 Multiple Linear Regression Output

		Coefficients^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	16.120	3.241		4.974	.000
	X1	.438	.100	.479	4.388	.000
	X2	.166	.103	.175	1.606	.111

a. Dependent Variable: Y
Source: Data processed, 2017

The equation is as follow:

$$Y = 16.120 + 0.438X_1 + 0.166 X_2$$

The interpretation of the equation is:

- Constant 16.120 shows the influence of Job Involvement (X_1), Emotional Intelligence (X_2), to the Job Performance (Y)
- 0.438 is the slope of Job Involvement (X_1) means if there is one unit increasing in X_1, while other variables are constant then Y is predicted to increase by 0.438.
- 0.166 is the slope of Emotional Intelligence (X_2) means if there is one unit increasing in X_2, while other variable are constant then Y is predicted to increase by 0.166.

Testing the Goodness of Fit: Coefficient of Multiple Correlations (R) and Coefficient of Determination (R^2)

Table 4 Result of R and R^2

Model Summary[b]

| Model	R	R Square	Adjusted R Square
1	.612[a]	.374	.361

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y
Source: Data processed, 2017

The value of R is 0.612 indicating a strong positive relationship between independent and dependent variable. The value of R^2 is 0.374 or 37.4% it means that job involvement and emotional involvement as independent variables are able to influence job performance as much as 37.4%. While the rest 62.6% is other factors not included in this research.

Heteroscedasticity

Figure 2 Heteroscedasticity Test Output
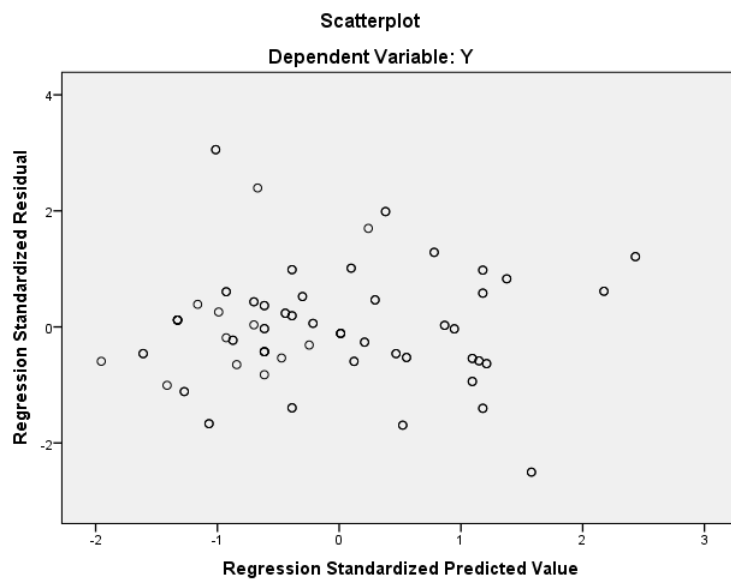
Source: Data processed, 2017

Figure 2 shows that the dots are spreading above and below zero point. This proves that there is no heteroscedasticity in this regression.

Multicollinearity

Table 5 Multicollinearity Test

Coefficients^a

| Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	X1	.541	1.848
	X2	.541	1.848

a. Dependent Variable: Y
Source: Data processed, 2017

Table 4.5 shows that the value of tolerance and VIF. The tolerance value of job involvement is 0.541, emotional intelligence 0.541, means the tolerance value of variable is more than 0.2. The VIF value of job involvement is 1.848, emotional intelligence is 1.848, means the VIF value is less than 10. Since all the tolerance value is more than 0.2 and VIF value is less than 10, so this research is concluded to be free from multicollinearity.

Normality

Figure 3 Normality Test Output
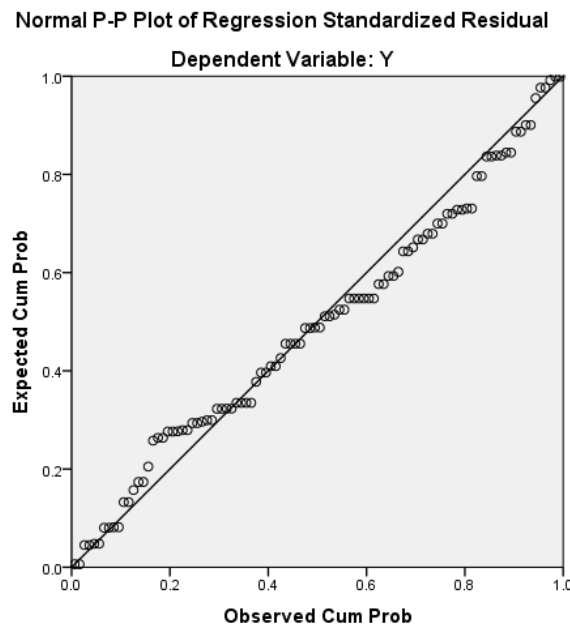
Source: Data processed, 2017

Figure 3 shows that the dots are spreading near to the diagonal line and follow the direction of the diagonal line. Therefore, the normality test is complete.

Hypothesis Testing
This result is intended to determined the influence of Job Involvement (X_1), Emotional Intelligence (X_2), to the Job Performance (Y) as a dependent variable partially and simultaneously. The F-test used to determine the simultaneously effect, while the T-test is used to determine the partial effect of each independent variable to the dependent variable.

F-test

Table 6 Simultaneous Test (F-test Output)

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	367.849	2	183.924	28.991	.000[b]
	Residual	615.391	97	6.344		
	Total	983.240	99			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Source: Data processed, 2017

In table 4.6, the value is 28.991, the degree of freedom 1 (numerator) is 2 and degree of freedom 2 (denumerator) is 97 with level of significance is 0.05 (α = 0,05) and the level of confidence is 95% then F_{table} is 3.15. The result is: F_{count} (28.991) > F_{table} (3.15). Since F_{count} is greater than F_{table}, it means H_0 is rejected and H_1 is accepted. It means the independent variables significantly affect the dependent variable simultanously. Therefore, hypothesis 1 is accepted.

T-test

Table 7 T-test Result

Variable	T_{count}	T_{table}	Description
Job Involvement (X_1)	4.388	1.66	Accepted
Emotional Intelligence (X_2)	1.606	1.66	Rejected

Source: data processed 2017

1. Job Involvement (X_1) and Job Performance (Y)
   - H_1 Accepted if $T_{count} > T_{table}$
     Job Involvement (X_1) significantly influences Job Performance (Y)
   - H_1 Rejected if $T_{count} < T_{table}$
     Job Involvement (X_1) does not significantly influences Job Performance (Y)
     From the table above, T_{count} for each independent variable, which for Job Involvement (X_1) T_{count} = 4.388 and T_{table} = 1.66 which T_{count} 4.388 > T_{table} 1.66. Therefore, H_1 is accepted, that means Job Involvement (X_1) significantly influence Job Performance (Y).

2. Emotional Intelligence (X_2) and Job Performance (Y)
   - H_1 Accepted if $T_{count} > T_{table}$
     Emotional Intelligence (X_2) significantly influences Job Performance (Y)
   - H_1 Rejected if $T_{count} < T_{table}$
     Emotional Intelligence (X_2) does not significantly influences Job Performance (Y)
     From the table above, T_{count} for each independent variable, which for Emotional Intelligence (X_2) T_{count} = 1.606 and T_{table} = 1.66 which T_{count} 1.606 < T_{table} 1.66. Therefore, H_2 rejected, that means Emotional Intelligence (X_2) does not significantly influence Job Performnace (Y).

Discussion

From the equation of multiple regressions shows a result, that Job Involvement X_1 has significant influence to Job Performance (Y) of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara partially and Emotional Intelligence X_2 has no influence on Job Performance (Y) of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara partially.

In this research, the data were collected from 100 employees of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara and categorized by gender, age, education and length of work. The result shows that 57% respondents are female and 43% respondents are male. Most of the respondents are between 41-50 years old and most of the repondents consist from S1 also have working around more than 15 years.

The result of multiple regression analysis shows that Job Involvement (X_1) has significant influence on Job Performance to the employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara. In this research it is represented by the caring about work, commitment and satisfied with the job. For Job Involvement (X_1) T_{count} = 4.388 and T_{table} = 1.66 which T_{count} 4.388 > T_{table} 1.66. Therefore, H_1 is accepted, that means Job Involvement (X_1) significantly influence Job Performance (Y).

The result of multiple regression analysis shows that Emotional Intelligence (X_2) has no significant influence on Job Performance to the employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara. In this research it is represented by the express emotion, understand emotion and regulate emotion. For Emotional Intelligence (X_2) T_{count} = 1.606 and T_{table} = 1.66 which T_{count} 1.606 <T_{table} 1.66. Therefore, H_2 rejected, that means Emotional Intelligence (X_2) does not significantly influence Job Performnace (Y).

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

There are three conclusions based on the result of this research conducted to analyze the influence of Job Involvement and Emotional Intelligence on Job Performance of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara.

1. Job Involvement and Emotional Intelligence have significant influence on Job Performance of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara simultaneously.
2. Job Involvement has significant influence on Job Performance of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara partially.
3. Emotional Intelligence has no significant influence on Job Performance of the Employee of Dinas Perhubungan, Komunikasi, dan Informatika Sulawesi Utara partially.

Recommendations

There are three recommendations have been made as listed below:

1. This research shows that Job Involvement has significant influence on job performance. Therefore Dinas Perhubungan, Komunikasi dan Informatika Provinsi Sulawesi Utara should increase the skill of employee especially job involvelment on job performance. The employee also should actively participate in his work such as contribute ideas for the progress of the work, with pleasure to follow the regulations and support policy.
2. This research shows that Emotional Intelligence has no significant influence on job performance. Therefore Dinas Perhubungan, Komunikasi dan Informatika Provinsi Sulawesi Utara should concern about Emotional Intelligence on job performance. The employee must recognize the feeling of emotions, such as when they experiencing unpleasant events, get good news, even when being bored and not excited. Recognizing your own feelings can help predict what actions will be taken when dealing with a particular situation.
3. In this research, the researcher only discussed about job involvement, emotional intelligence on job performance. While there are another factor that effect to job performance. It is to be hoped that in the next research there will be another factors or another variables that have not been studied in this research.

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