INFLUENCE OF EMOTIONAL INTELLEGENCE AND WORK ENVIROMENT PHYSICAL ON PERFORMANCE OF REST AREA EMPLOYEES

Oleh :
Diana Aprillia Zulva Supardianto[1], Alex Winarno[2]
[1,2]Communication and business, Telkom University
[1]email: Dianaaprillia54@gmail.com
[2]email: Winarno@telkomuiversity.ac.id

Abstract

The competition in the rest area service business is currently very competitive. Companies engaged in the service sector are required to always improve their effectiveness through improving the performance of their employees. Employee performance can reflect the company's performance. This study aims to provide an analysis of the influence of emotional intelligence and physical work environment on the level of employee performance at the km 57 rest area company. The study was conducted in companies operating in the service sector of the KM 57 rest area of the Jakarta Cikampek Toll Road which is the busiest toll road in Indonesia. . One of the main services in the rest area business is the sale of motor vehicle fuel. Changes in operating equipment technology used to distribute vehicle fuel encourage companies to increase the competence of equipment operator employees. Appropriate emotional intelligence and a good work environment will be important aspects related to employee performance. The method of data collection is done by saturated sampling technique. The number of samples is 40 permanent employees of PT Mitra Buana Jaya Lestari, a rest area operator company KM 57. The data were analyzed using descriptive analysis and multiple linear regression, with the help of the SPSS version of the application 25. The results show that emotional intelligence and physical work environment affect employee performance either partially or simultaneously.

Keywords: Emotional intellegence, Employee Performance, Physical Work Enviroment.

1. INTRODUCTION

A company will run effectively if the management of its human resources is done properly. Human resources (HR) are an important asset for a company. As an important asset, the competence of human resources becomes the determining variable. Improving HR competencies is a priority and part of the company's strategy in achieving its goals. Human resource management in the company is a parameter that can explain the effectiveness of the company. An effective company can be defined as a company that can achieve its goals.

Efforts to improve employee performance by paying attention to important factors that affect employee performance such as emotional intelligence and work environment. The employees of the KM 57 rest area operator are employees who deal directly with consumers, so adequate emotional intelligence is needed to serve consumers. The ability in the form of emotional intelligence is needed to be able to recognize and understand people in the work environment in order to be able to overcome and find solutions to any problems or complete all responsibilities delegated by the company. A work environment that suits the needs of employees will make it easier for employees to do tasks and provide a motivational boost for completing tasks quickly.

The character and competence of workers in a company varies, this can have an impact on their level of performance, especially those related to the completion of tasks and responsibilities assigned to them. PT Mitra Buana Jaya Lestari is a company that operates the KM 57 rest area which provides the main service for selling motor vehicle fuel. In addition to these main services, there are several other supporting services provided to make it easier for consumers to take a break while traveling. The KM 57 rest area service received the "Diamond" predicate, which is the highest rating in the assessment of motor vehicle fuel distribution service entrepreneurs. This rating was obtained because the KM 57 rest area has the most complete facilities and can carry out the policies of PT Pertamina well. As a motor vehicle fuel distribution company with the best predicate, PT Mitra Buana Jaya Lestari must maintain and maintain customer satisfaction through improving the performance of its employees. Table 1 shows the data on the achievements and performance targets of employees in the last 5 years.

Table 1. Employee performance evaluation results

Tahun	Jumlah Karyawan	Hasil Evaluasi Kinerja
2016	85	95,79%
2017	79	93,21%
2018	41	86,00%
2019	45	90,00%
2020	40	88,00%

Source: Data processed from PPK 2016-2020 Based on the data, Table 1 shows that there is a decrease in the achievement of employee performance to below the target (standard) set by the company. Achievement of employee performance below the target may indicate a causal variable that can affect the level of employee performance has not reached the target set by the company. These causal variables need to be found so that the company can improve the level of employee performance

Changes in the use of business equipment, which initially used a full service system to become self service, had an impact on operator performance because of the need for adaptation to the new system. These system changes make operators have obstacles that occur in the work environment so that they can hinder in completing tasks. Emotional intelligence is needed by operator employees in order to be able to deal with all the problems that occur while working. The work environment consists of two types, namely the physical and non-physical work environment. The physical work environment is one of the objects or goods used by the company that can create a sense of security, peace, and can improve work results with quality and quantity to improve employee performance. Physical work environment can make employees comfortable, encourage concentration, increase productivity.

2. RESEARCH METHOD
Emotional intellegence

Intellectual intelligence (IQ) provides about 20% of the things that determine the success of life, while about 80% of the other will have an impact with other strengths including emotional intelligence (Wibowo, 2011). Emotional intelligence is a person's expertise to value emotions in individuals and others, interpret the meaning of emotions, and regulate one's emotions on a regular basis (Ardiansyah & Sulistiyowati, 2018). An employee who deals directly with consumers is required to produce good emotional intelligence in order to be able to deal with all situations that exist in the workplace. Emotional intelligence is the ability to identify our own feelings and the feelings of others, the ability to encourage ourselves, and the ability to control emotions wisely in ourselves and in relationships with others. (Efendi, 2016). Emotional intelligence is a useful instrument in overcoming critical problems with subordinates, reaching agreements with difficult customers, expressing good criticism of superiors and acknowledging some problems and opportunities that have an impact on success. (Waisinger, 2016).
Physical Work Enviroment

The physical work environment covers the regulation of workplace lighting, supervision of noise in the workplace, air checks, workplace success rules, and authorities on workplace safety. (Soekanto & Indriyo, 2017). The physical work environment is all kinds of physical conditions that exist near the workplace that can provide employee intensity both immediately and indirectly (Sedarmayanti, 2012). The relationship between physical work environment and work comfort is very significant. The feeling of comfort begins in everyone's heart, the physical work environment in a company will be in direct contact with employees, so that a good physical work environment in the company will create a comfortable feeling for all employees. (Hendri, 2012).

Employee Performance

Employee performance is part of the work results in the form of quality and quantity that can be achieved by an employee after carrying out his duties based on the responsibilities that have been assigned to him (Suryani, Sugianingrat, & Laksemini, 2020). Employee performance is a dimension of the level of achievement and implementation of an activity, program, policy in achieving the goals, objectives, mission, and vision set out in the organization's strategic planning (Mahsun, 2019). Performance is the end point in selected employees, resources and environment that are submitted together with the meaning to produce certain things that can be seen by the eye or in the form of services, which drive results within a predetermined level and quality, an agreed budget. , then the performance will be judged good and satisfactory, on the contrary if the performance results are disappointing it can give a bad assessment (Fattah, 2017).

Framework

Variables are all things in the form determined by the researcher to be deepened so that information is obtained about it, then conclusions are drawn (Sugiyono 2016). Employee performance is not only seen from the power of perfect work, but also seen from the power to control and manage oneself as well as expertise in fostering relationships with others. (Sholiha, Sunaryo, and Priyono 2017). Every employee needs a place to manifest his work, an important component that helps determine the fluency of tasks is an adequate work environment, namely a physical work environment (Wulandari 2017). The framework is presented in figure 1.
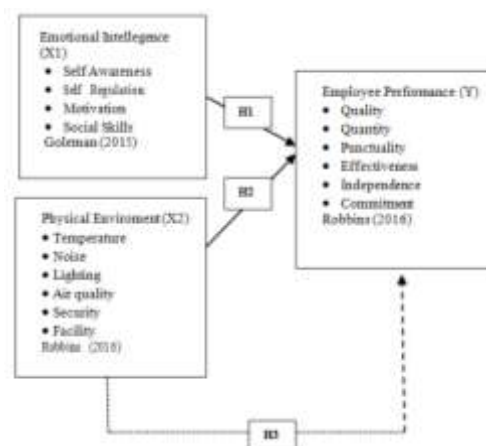

Figure 1. Thingking Framework

3. RESEARCH METHOD

The technique of determining the sample is done by using the saturated sample technique, with the number of respondents being 40 people. In this study, the validity test was used to measure the validity or validity of the questionnaires distributed. In the validity test, the r table is 0.312. In testing the validity of the three variables, the value of r count > 0.312 so that it can be concluded that this study is valid. In this study using a reliability test technique with an alpha coefficient (Alpha cronbach). The criteria for a research instrument are said to be reliable using the Alpha Cronbach technique if the reliability coefficient > 0.6 (Siregar, 2018).Reliability test is a measurement result that can be trusted if in several times the measurement of the same group of objects is obtained relatively the same results, although there is still tolerance if there is a difference (Ardiansyah & Sulistiyowati , 2018). The results of the reliability test coefficient of Cronbach's alpha > 0.6 and in this study the three variables got Cronbach's alpha values > 0.6 so it can be said that this study is reliable.

This research uses descriptive analysis method. Descriptive statistics are statistics that function to describe or describe the object under study through sample or population data as available without making generally accepted conclusions (Purnomo, 2017).

4. RESULTS AND DISCUSSION

The results of descriptive analysis of emotional intelligence variables get descriptive analysis results of 82.5%, for physical work environment variables get descriptive analysis results of 77%, and for employee performance variables get descriptive analysis results of 79%. Based on the results of the descriptive analysis of the three variables included in the good category. In determining whether or not this research uses the classical assumption test. The classical assumption test is divided into several types. normality test is intended to confirm whether the regression model, use variable or residual has a normal distribution distribusi (Ghozali, 2018).
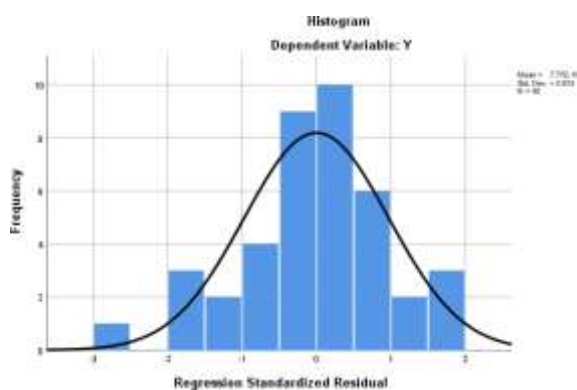

Figure 2. Histogram

Based on Figure 2, it can be seen that the histogram graph can be normally distributed, it can be seen that the graph forms a bell pattern or does not tilt to the right or left..
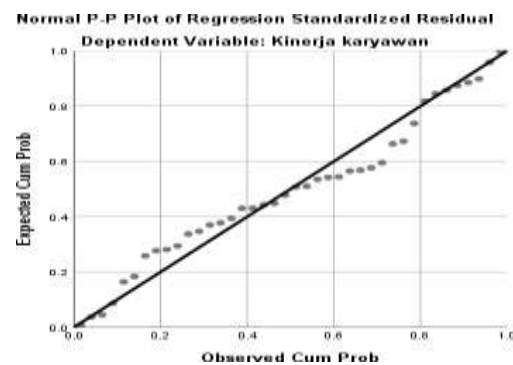

Figure 3. Grafik normal p-plot

Based on Figure 3 shows that the data spreads around the diagonal line following the direction of the diagonal line, then in this study the employee performance criteria can be met.

Table 2. One Sample kolmogorov smirnov

One-Sample Kolmogorov-Smirnov Test

		UnstandardizedResidual
N		40
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	5.78263394
Most Extreme Differences	Absolute	.117
	Positive	.065
	Negative	-.117
Kolmogorov-Smirnov Z		.117
Asymp. Sig. (2-tailed)		.185

Source: SPSS versi 25 Processed Data

Based on the table that the value of Asymp. Sig > 0.05 from it can be concluded that the residual variable is not disturbed or can be normally distributed.
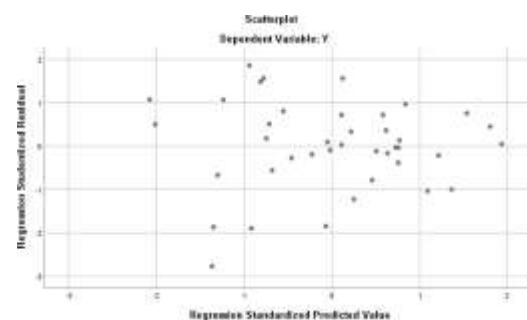

Figure 4. Scatterplot

Based on Figure 4, it can be concluded that the scatter diagram does not form a pattern, so it can be concluded that the regression in this study did not experience heteroscedasticity disorders. In this study using the Multicollinearity test which aims to test whether there is a correlation between the independent variables. If there is a correlation between variables, it can be called multicolline or multicollinearity disorder. In this study, the value of Variance Inflation Factor (VIF) < 10 and the value of Tolerance > 0.1 means that multicollis did not

occur. In this study, the VIF value was 1.374 and the Tolerance value was 0.995. So it can be concluded that in this study did not find the problem of multicol.

The measurement of how closely the relationship between variables X and Y in this study uses multiple linear regression analysis by distributing data to 40 respondents, employees of SPBU rest area KM 57 operators.

Table 3. Multiple linear test results

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
(Constant)	.135	.359	
Kecerdasan Emosional	.581	.257	.347
Lingkungan Kerja Fisik	.068	.186	.120

Source: SPSS version 25 data processed

Based on the results of the analysis of data processing, the multiple regression equation model can be formulated as follows:

Y = 0,135 + 0,581 X1 + 0,068 X2

based on these equations can be described as follows:

a. Constant value (a) = 0.135 means, if the emotional intelligence and physical work

Table 4. F test results

ANOVAᵃ

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	.923	2	.461	12.575	.000b
Residual	6.665	37	.180		
Total	7.588	39			

Source: SPSS version 25 processed data

In table 4, Fcount gets a value of 12,575 with a significance level of 0.000 and in this study, Ftable is 3.25. So it can be concluded that understanding 12,575 > 3.25 and the significance level is 0.000 < 0.05. This shows that there is a simultaneous influence between variables in this study.

The t-test aims to determine the effect of each independent variable on the dependent variable. The criteria in making the decision are tcount > ttable and the significance value is <0.05. Then it can show a significant influence of the independent variable and the dependent variable.

Table 5. t test results

environment is 0, then the employee's performance has a value of 0.135.

b. The value of the Regression Coefficient of Emotional Intelligence (X1) variable is positive, which is 0.581. So every increase in Emotional Intelligence is increased by one unit, then Employee Performance will increase by 0.581.

c. The value of the Regression Coefficient of the Physical Work Environment variable (X2) is positive, which is 0.068. So every increase in the Physical Work Environment is increased by one unit, then Employee Performance increases by 0.068.

Hypothesis testing in this study was carried out to provide answers to the significance of all formulated hypotheses. Hypothesis testing is divided into two, namely simultaneous hypothesis testing (F test) and partial hypothesis testing. Simultaneous hypothesis testing (F test) aims to provide an understanding of whether there is a joint influence on the independent variables of emotional intelligence and physical work environment on the dependent variable of employee performance at the KM 57 gas station rest area. In the F test the assessment criteria are Fcount > Ftable and the significance value <0.05 because it shows a simultaneous influence between variables.

T	Sig.	Collinearity Statistics	
		Tolerance	VIF
.505	.031		
4.218	.000	.995	1.374
2.241	.000	.995	1.374

Source : SPSS version 25 processed data

Based on table 7, it can be seen that emotional intelligence gets tcount (4,218) > ttable (1,685) and a significance level of 0.000 <0.05. In the X1 variable there is a passive influence on the Y variable. And the physical work environment variable gets tcount (2.241) > ttable (1.685) and a significance level of 0.000 <0.05. So on the X2 variable there is a partial influence on the Y variable.

In this study, the determinant coefficient test (R2) is used to measure how far the ability to explain the regression of the dependent variables is. The coefficient of determination is a measuring tool to measure how much the model's ability to explain the variation of the dependent variable.

Table 6. Determinant coefficient test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.795a	.632	.630	5.937

Source: SPSS version 25 processed data

Based on table 8 shows that the R value is 0.795 and R square (R2) is 0.632. The value of the coefficient of determination is 63.2%. So it can be concluded that the effect of the independent variable on the dependent variable gets a value of 63.2%, while the value of 36.8% can be influenced by other factors not included in this study.

The results of the analysis in this study are based on the results of descriptive analysis of the three variables. The emotional intelligence variable gets a percentage of 82.5%, the score shows that the employees of the KM 57 rest area gas station operator have good emotional intelligence to deal with all situations that occur in the workplace. In the physical work environment variables get a percentage of 77%. These results indicate that the work

environment provided by the company is quite good and complete, but the company needs to continue to pay attention to the needs of its employees. As for the employee performance variable, the percentage yield is 79%. These results indicate that the performance of the rest area operator KM57 is good, but the company still needs efforts to improve employee performance to match the specified target.

Based on the t-test that has been done, the emotional intelligence variable gets the tcount(4.218) > ttable (1.685) and the significance level is 0.000 <0.05. So it can be concluded that the emotional intelligence variable has a significant effect on employee performance. the physical work environment variable gets tcount (2.241) > ttable (1.685) and a significance level of 0.000

<0.05, it can be concluded that the physical work environment variable has a significant effect on employee performance.

Based on the F test, the variables of emotional intelligence and physical work environment together have a significant effect on employee performance variables with the results of the F test, Fcount > Ftable (12.575 > 3.25) and the significance level is 0.000 <0.05. Calculation of the coefficient of the determinant obtained a result of 63.2% and the remaining 36.8% is the influence of other factors that are not discussedin this study.

5. CONCLUSION

Based on the results of research analysis and studies regarding the influence of emotional intelligence and physical work environment on the performance of employees of the KM 57 rest area gas station operator using the quantitative method, it can be concluded that the emotional intelligence variable is in good category, but the company must first check the state of the work situation and support system while working to avoid system errors that will hamper the completion of tasks.

For the physical work environment variable based on the analysis results, it is in the good category, but some employees still feel their needs at work have not been met so that employees often lack enthusiasm in carrying out their duties. It is expected that the company will always pay attention to the needs of all employees in order to foster a sense of comfort and conduciveness at work.

Regarding employee performance variables based on the results of the analysis, they are in the good category, but the company still needs to improve the realization obtained by the company regarding employee performance so that it is in accordance with the specified target. It is recommended that the company always conducts discussions among all employees in order to create a closer relationship, so that they can work together to provide better performance for the company.

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