EFFECT OF TRAINING AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE

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Abstract
This study aims to determine the effect of training on employee performance at PT Pegadaian (Persero) Regional Office I - Medan. To determine the effect of emotional intelligence on the performance of PT Pegadaian (Persero) Regional Office I - Medan. To determine the effect of training and emotional intelligence on the performance of PT Pegadaian (Persero) Regional Office I - Medan. This research is 60 employees of PT Pegadaian (Persero) Regional Office I - Medan. Data collection techniques in this study is questionnaire, interview and documentation. While study data analysis technique used is multiple linear regression, classic assumption test, test and F test and coefficient determinant. The results show that training is a positive and significant effect on the performance of PT Pegadaian (Persero) Regional Office I Medan. Emotional intelligence positive and significant effect on the performance of PT Pegadaian (Persero) Regional Office I Medan. Training and emotional intelligence and significant positive effect on performance of PT Pegadaian (Persero) Regional Office I Medan.

Keywords: Training, Emotional Intelligence and Performance

I. Introduction
The term is derived from the Job Performance performance or ActualPerformance (work performance or achievement Mangkunagara someone actually achieved (2010: 9). Sedangkan work performance is a result of an employee work achieved in carrying out the tasks assigned to them based on skills, experience and seriousness and waktu. Prestasi this work is a combination of three important factors: the ability / intelligence and interest in someone of workers, acceptance of the explanation delegate and the participation of a pekerja. Semakin motivation level high above three factors, then the greater the employees' performance (Hasibuan , 2011).

Problems related to employee performance seen in the company of them lack the level of employee motivation at work, employees often do not come to work for no apparent reason, often lazy to work, and employees have not been able to take the initiative in completing the work. Mangkunegera (2010) states that the performance of a individu work is influenced by individual and environmental factors organisasi. Konsentrasi individu dalam work is strongly influenced by the ability of potential, namely the intelligence of the mind / Quotient Intelligence (IQ) and emotional intelligence / Emotional Quotient (EQ). Emotional intelligence is the ability to sense, understand and effectively apply the power and sensitivity of emotions as a source of energy, information, connections and influence human. With this capability, the employee will be able to know who he is, to control him, motivate him, to empathize with the surrounding environment and social skills that will increase their understanding of the quality of his work for their learning process based on the awareness that employeeessendiri. Rissyo Melandy, et. al.

Goleman (2006) emotional intelligence determines the potential to learn skills that are based on five prkatisusurnya: self-awareness, motivation, self-regulation, empathy and skills in developing relationships with others. Skillsemotionshowed how muchpotentialit has been translated into the ability in the workplace. Similarly, Pawn PT (Persero) Regional Office I -
Terrain is one company that is engaged in pawn. Problems related to emotional intelligence in the enterprise of which still exist in part of employees who cannot wait to work, tend to be less confident in their ability and lack the drive to achieve. In addition to emotional intelligence, employee training factors also can improve employee performance against. Training is done through teaching, education and training which includes materials science, skills and expertise. Activity in training aimed at preparing employees to be able to adapt to tasks. Training provides an opportunity for employees to socialize the tasks and the working environment, thus training program provides an opportunity for employees to be able to play a role in the organization. The problems encountered in preliminary research at PT Pegadaian (Persero) Regional Office I - Medan, with respect to training is not yet fully employees receive training, particularly employees who transferred to other departments, where the employee has not had the ability to handle the work in that section.

II. Theoretical Basis

Performance

According Mangkunagara (2010: 9) term performance comes from Job Performance or Actual Performance (Performance or achievements of someone actually achieved). Hasibuan (2011: 94) states: "Job performance is a result of work achieved in executing the tasks assigned to them based on skills, experience and sincerity as well as time."

Mangkunagara (2010: 67) states: "Performance is the result of the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to him." Hariandi (2009, p 195) mentioned the term performance with the performance of which is: "the work produced by the employee or the real behavior that is displayed in accordance with its role in the organization" Many factors that affect the performance of an employee. Factors affecting the achievement of a good performance by William Stern in Mangkunagara (2010: 16) are: 1) Individual factors and environmental factors of the organization. Mangkunagara (2010: 67) states the factors that affect the performance of the employees are factor Capabilities and factor motivation.

Mathis and Jakson (2011: 78) argues that: "The performance is basically what is done or not done employee. Employee performance is affecting how much they member contributions to organizations that included: 1) The quantity of output, 2) Quality of output, 3) Timed output, 4) Presence at work, 5) cooperative attitude. Mangkunagara (2010: 75) elements judged by achievement is the quality of work, quantity of work, whether or not reliable and attitude.

Training

According Sulistiyani (2009: 208) that: "Training is a systematic process of changing the behavior of employees in a direction to increase organizational goals". While Rival (2008, p 226), suggests that training as a part of education that involves learning to acquire and improve skills outside of the education system in force in a relatively short time with the method more emphasis on practice rather than theory ". According to Handoko (2012: 104) that: "training to improve the mastery of various skills and techniques specific work practices, detailed and routine." According Sikula in Mangkunagara (2010: 44) that: Training is a short-term educational process that uses systematic and organized procedure where non-managerial employees learn the knowledge and technical skills in the limited purpose

According to the training programs according to Sikula in Hasibuan (2011: 77) are:

1. On the Job Training
2. Vestibule
3. Demonstration And Example
4. Simulation
5. Apprenticeship
6. Classroom Methods

According to Gary (2006: 311-312) there are four basic categories of training measure, namely:

1. Reaction
2. Learning
3. Behavior
4. Result

Emotional Intelligence

According Kreitner and Kinicki (2013: 187): "Intelligence is the capacity to think, reason and solve problems constructively. For more details, here is a definition of capabilities including by Robbins (2013: 46) states: "The ability is an individual's capacity to perform various tasks in a job." Hasibuan (2011: 166): "The ability to demonstrate the potential of the to carry out the work. One of the accurate definitions of the emotion expressed Lazarus in Kreitner and Kinicki (2013 : 191): "Emotions are reactions of the organism intricate and patterned on how we think about what we do throughout life to survive and enliven life and to achieve what we want for ourselves."

More Goleman (2006: 512) states: "Emotional intelligence refers to the ability to recognize our own feelings and the feelings of others, the ability to motivate oneself, and the ability to manage emotions well in ourselves and in relationships with others."

According to Goleman (2006: 14) reasons that make the emotional intelligence to be important: "With the slim companies rehabilitated and reconstructed by some necking, those who remain are more reliable and more transparent. Whereas in the past people could easily conceal the nature of the shrew or shy, current capabilities such as mastery of emotions or how to handle confrontation well, work in groups and leadership, more open and far more important than ever before". According to Goleman (2006: 42-43), there are five dimensions or components of emotional intelligence (EQ) which is fully revealed to be twenty-five competencies. The fifth dimension or the components are:

1) Personal skills
   a. Self-awareness
   b. The setting themselves
   c. Motivation
2) Social Skill
   a. Empathy
   b. Social skills

Research Methodology

The approach used is quantitative descriptive case study are supported by research is a descriptive. The population in this study were all pegawaiPT Pegadaian (Persero) Regional Office I - Medanyang numbered 60 orang. Sampel in this study were 60 employessPT Pegadaian (Persero) Regional Office I - Medan. Collecting data used is Questionnaire. Analysis Data of this study will be done with the data analysis stage Classic Assumption Testing, Multiple Linear Regression Analysis, Testing Hypothesis, coefficient of determination.

Results and Discussion

Classic Assumption Test

With multiple linear regression is known by several classical regression assumptions or also known as BLUE (Best Linear Estimation unbiast). Simple classic assumption test aims to identify whether the regression is a good model or not. There are some classic assumption test, namely:
a. Normality

Data normality test done to see if the regression model, the dependent variable and indepenenya have a normal distribution or not. If the data are spread around the diagonal line and follow the direction of the diagonal line of the regression model to meet the assumption of normality.

![Normal P-P Plot of Regression Standardized Residual](image)

Figure 1. Normality

The above picture indicates that the regression model has to meet the assumptions noted previously, so data in this study regression models tend to be normal.

b. Multicollinearity.

Multicollinearity used to test whether the regression model found a strong correlation between the independent variables. The means used to judge is to look at the value of variance inflation factor (Variance Inflation Factor / VIF), Which does not exceed 4 or 5.

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
<th>Tolerance</th>
<th>VIF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(Constant)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pelatihan (X1)</td>
<td></td>
<td></td>
<td></td>
<td>.346</td>
<td>.214</td>
</tr>
<tr>
<td></td>
<td>Kecerdasan Emosional (X2)</td>
<td></td>
<td></td>
<td></td>
<td>.377</td>
<td>.148</td>
</tr>
</tbody>
</table>

Both independent variables namely X1 and X2 have the VIF within predetermined tolerance limits (no more than 4 or 5), so it does not become multicollinearity in independent variables of this study.

c. Heterocedastisity

Heterocedastisity used to test whether the regression model, occur inequality variance of an observation to another. If the residual variation from one observation to another observation fixed, then called homokedastisitas, and if different variances called heterocedastisity. Good model is not happening heterocedastisity. Basis for making his decision is: if a certain pattern, like dots (points) that there is a certain form a regular pattern, then there heterocedastisity. If
there is no clear pattern, as well as points (points) spread below 0 on the y axis it does not happen heterocedastisity.

Figure 2. Heterocedastisity

The image above shows the dots spread randomly, does not form a clear pattern / regular, and spread both above and below the number 0 on the Y axis and is therefore "did not happen heterocedastisity" in regression models.

Regression Analysis

Multiple regression equation can be seen from the coefficient B in the following table:

Table 2. Regression Coefficients

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>4.830</td>
<td>3.234</td>
<td>1.494</td>
</tr>
<tr>
<td></td>
<td>Pelatihan (X1)</td>
<td>.375</td>
<td>.091</td>
<td>.402</td>
</tr>
<tr>
<td></td>
<td>Kecerdasan</td>
<td>.367</td>
<td>.074</td>
<td>.480</td>
</tr>
<tr>
<td></td>
<td>Emosional (X2)</td>
<td>.367</td>
<td>.074</td>
<td>.480</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Kinerja (Y)

Source: Research Data (Processed)

From calculations using a computer program using SPSS (Statistical Program For Social Schedule) Version 15.0 in the can:

\[
\begin{align*}
A &= 4.830 \\
b1 &= 0.375 \\
b2 &= 0.367
\end{align*}
\]
So multiple linear regression equation for two predictor (training and emotional intelligence) is:

\[ Y = 4.830 + 0.375 \, X_1 + 0.367 \, X_2 \]

The above equation shows that all independent variables (training and emotional intelligence) has a positive coefficient \( b_i \) so that it can be interpreted if the training and enhanced emotional intelligence will improve the performance of, or all independent variables have a direct effect on variable \( Y \) (performance). Emotional intelligence variable (\( X_1 \)) has the greatest relative contribution of the two independent variables on performance.

**Hypothesis testing**

a. **Partial Test (t test)**

Testing the influence of independent variables (\( X \)) on the dependent variable (\( Y \)) can be seen in the following table:

<table>
<thead>
<tr>
<th>Coefficients</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model 1</td>
<td>B</td>
<td>Std. Error</td>
</tr>
<tr>
<td>(Constant)</td>
<td>4.830</td>
<td>3.234</td>
</tr>
<tr>
<td>Pelatihan (X1)</td>
<td>.375</td>
<td>.091</td>
</tr>
<tr>
<td>Kecerdasan</td>
<td>.367</td>
<td>.074</td>
</tr>
<tr>
<td>Emosional (X2)</td>
<td>.367</td>
<td>.074</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model 1</th>
<th>Beta</th>
<th>t</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td></td>
<td>1.494</td>
<td>.141</td>
</tr>
<tr>
<td>Pelatihan (X1)</td>
<td>.402</td>
<td>4.134</td>
<td>.000</td>
</tr>
<tr>
<td>Kecerdasan</td>
<td>.480</td>
<td>4.937</td>
<td>.000</td>
</tr>
<tr>
<td>Emosional (X2)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\( t \) = t table \( 2.002 \) (sig \( 0.000 \)), where \( t \) significantly smaller than \( \triangleq 0.05 \). This means that training (\( X_1 \)) partially have a significant effect on performance (\( Y \)).

b. **Simultaneous Testing (F Test)**

Substantial hypothesis in this study are: training (\( X_1 \)), And emotional intelligence (\( X_2 \)) Effect on variable \( Y \) (performance). In order to do statistical testing, the hypothesis that substantially converted into statistical hypothesis as follows:

\[ H_0: \rho = \rho = \rho = 0 \{ \text{training (} X_1 \text{) And emotional intelligence (} X_2 \text{) did not significantly affect the performance (} Y \text{)} \} \]

\[ H_A: \text{One } \rho \neq 0 \{ \text{training (} X_1 \text{) And emotional intelligence (} X_2 \text{) significantly affect the performance (} Y \text{)} \} \]

Conditions, if the value of the probability \( F \) (Sig) Table Anova \(< \triangleq 0.05 \) then \( H_0 \) is rejected, but if the probability value \( \text{Sig} > \triangleq 0.05 \) then \( H_0 \) is accepted. The data needed to test the hypothesis above is as follows:
Table 4. ANOVA

\[ \text{ANOVA}^a \]

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Regression</td>
<td>2</td>
<td>228.423</td>
<td>34.273</td>
<td>.000^a</td>
</tr>
<tr>
<td></td>
<td>Residual</td>
<td>57</td>
<td>6.665</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>59</td>
<td>34.273</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\( ^a \) Predictors: (Constant), Kecerdasan Emosional (X2), Pelatihan (X1)

\( ^b \) Dependent Variable: Kinerja (Y)

F values in Table 4 above is 34.273 > 3.18 F table with sig 0.000 < 0.05 showed Ho rejected and Ha accepted, meaning training (X1) and emotional intelligence (X2) significantly affect the performance (Y) at level \( \leq 0.05 \).

The coefficient of determination (R2)

By seeing R-Square will be able to see how the actual value of the contribution the two independent variables on the dependent variable:

Table 5. R - Square

\[ \text{Model Summary} \]

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.739^a</td>
<td>.546</td>
<td>.530</td>
<td>2.58161</td>
</tr>
</tbody>
</table>

\( ^a \) Predictors: (Constant), Kecerdasan Emosional (X2), Pelatihan (X1)

Through the table above shows that the value of R is 0.739 can be stated that the training and emotional intelligence affect the performance and with a view R-Square is 0.546, it is known that the influence of training and emotional intelligence on the performance of 54.60%. That is jointly and emotional intelligence training variables affect the performance of employees is 54.60% while the rest influenced by other variables not examined.

Discussion

Effect of Training on Performance

From Table 3, obtained significant results not influence training variable (X1) On the performance (Y) equal to 4.134 \( > t \) table 2.002 (sig 0.000), where \( t \) significantly smaller than \( \leq 0.05 \). This means that training (X1) partially have a significant effect on performance (Y). This study supports the theory put forward by Rival (2008: 226) states that: "Education and training is essential for new employees as well as to improve the performance of current and future performance". Yulianti (2015) in the journal concludes that: "there is a significant effect of training on employee performance Grand Fatma Hotel in Tenggarong".

Effect of Emotional Intelligence on Performance

From Table 3, obtained significant results the influence of emotional intelligence variable (X2) On the performance (Y) 4.937 \( > t \) table 2.002 (sig 0.000), where \( t \) significantly smaller than 0.05. This means that emotional intelligence (X2) partially have a significant effect on performance (Y). This study supports the theory put forward by Mangkunegara (2010: 16) that the performance of an organization is influenced by the individual and environmental factors of
the organization. Individual concentration in work is strongly influenced by the ability of potential, the intelligence of the mind, and emotional intelligence (EQ).

Effect of Emotional Intelligence Training on Performance
F values in Table 4 above is 34.273> 3.18 F table with sig 0.000 <0.05 showed Ho rejected and Ha accepted, meaning training (X1) and emotional intelligence (X2) significantly affect the performance (Y) at level 0.05. This study supports research conducted Huda SufnawanFathul Huda Sufnawan (2007) that the emotional and spiritual intelligence auditor significant effect on the performance of auditors either together or separately. Tatulus (2012) in the journal concludes that: "there is the influence of emotional intelligence training and the performance of civil servants in the District Office District TagulandangSitari".

Conclusions and Recommendations

Conclusion
From the analysis discussed above, it can be concluded as follows:

1) Training a positive and significant effect on employee performance PT Pegadaian (Persero) Regional Office I Medan.
2) Emotional intelligence is a positive and significant effect on employee performance of PT Pegadaian (Persero) Regional Office I Medan.
3) Emotional intelligence training and a positive and significant effect on employee performance of PT Pegadaian (Persero) Regional Office I Medan.

Suggestion
To improve performance, it helps companies pay attention to the training and emotional intelligence, by providing training and improving emotional intelligence employee performance will increase. Given the emotional intelligence has an influence on the performance of the employee, then the emotional intelligence of each employee should be properly addressed, thus expected to create a good performance. In performance, the company should be looking for leaders who have the ability to see the character of its employees. It is expected for the next researcher to this study can be used as reference material, where the factors that affect performance are training and emotional intelligence.

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