

# The Influence Of Emotional Intelligence Through Work-Life Balance On Employee Performance At The Indonesian Palm Oil Technology Institute

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## ABSTRACT

Employee prosperity must be considered because the role of employees in improving the company's performance results is very important. This quantitative study will investigate whether work-life balance and emotional intelligence affect employee performance. The sample sample is 150 people. This study was conducted at the Indonesian Palm Oil Technology Institute. The results of the study indicate that emotional intelligence has a significant effect on employee performance. In addition, emotional intelligence has a substantial effect on work-life balance. In addition, work-life balance affects employee performance. Thus, the overall variable is having a significant impact on employee performance.

**Keywords:** *Emotional Intelligence, Work-Life Balance, Employee Performance, Indonesian Palm Oil Technology Institute*

## INTRODUCTION

To respond to the strategic role of palm oil in the national economy and its challenges, higher education institutions that specifically teach the palm oil industry in Indonesia have emerged. Overall, specialized education in the palm oil sector will encourage innovation, better management, and improved welfare of the communities involved in the industry. This is in line with the theory of organizational behavior discussed in this study. The attitude or behavior of an individual expressed through his personality, views, and mental attitude in an organization can affect the performance of the individual and his organization, which is known as organizational behavior (Tanasal et al., 2016).

To improve their performance, employees must know what can affect their performance. Employees' skills and willingness are not enough to do the job if they do not know what to do and how to do it (Bernardin & Russel, 2013). Employees can lose motivation and enthusiasm for work due to an unpleasant work environment, which includes poor facilities and poor working relationships with superiors or coworkers (Al-shami et al., 2023). Ultimately, low job satisfaction can be caused by problems such as unclear career paths and lack of recognition for performance. College management should strive to improve the work environment distribute the workload somewhat, and provide the necessary support and training for employees (Soliman et al., 2021).

For various reasons, including the unique challenges they face in the workplace, good emotional intelligence is essential for employees. Emotional intelligence is identifying, understanding, and managing one's and others' emotions. It is necessary in the workplace because it can impact career opportunities and everyday interactions (Faramarzpour et al., 2021). Research on emotional intelligence has found that good levels of emotional intelligence help employees find the best way to solve problems in their workplace, even under stressful conditions (Jena & Goyal, 2022; Zhu et al., 2021). Therefore, it can have an impact on job opportunities and everyday interactions.

Most human intelligence consists of intellectual, spiritual, and emotional intelligence. Studies by Siahaan (2018) and Zhu et al. (2021) found that emotional intelligence positively and significantly affects performance. This differs from the survey by Sony & Mekoth (2016), which found that emotional intelligence did not considerably affect employee performance. When someone cannot balance their work and family, they will have difficulty self-actualizing and feel the burden of responsibility.

In addition, achieving a work-family balance can result in increased productivity or performance, commitment to the organization, and organizational citizenship behavior (Gerdenitsch, 2017). This is contrary to research conducted by Alianto (2018), Eliyana et al. (2019), and Isabella (2021), which found that there was no significant effect between work-life balance and employee performance. However, research by Arianti et al. (2022) found a direct effect between the work-life balance variable and employee performance.

According to research conducted by Malone et al. (2019), work-family balance will affect quality of life if sufficient time and involvement or satisfaction are given to the roles of worker and parent. A high quality of life will be indicated by people who are more satisfied with their family than their work. Conversely, people more involved with their work will indicate a lower quality of life than their families. You can achieve work-life balance by setting the right priorities between your personal life and work (Singh & Khanna, 2011).

Those who balance work and family can demonstrate positive behavior and dedication to their company. Reducing work stress and fatigue levels are other benefits of work-family balance (Farber et al., 2020). Married and working employees cannot leave their household and work responsibilities. This also applies to those who work as employees. According to research conducted by Elsa et al. (2013), poor work coordination and cooperation in an organization will hinder the achievement of its goals and also result in decreased employee work productivity, individually and collectively. Based on several phenomena and research gaps in the background above, the researcher is interested in conducting a study entitled *The Influence of Emotional Intelligence Through Work-Life Balance on Employee Performance at the Indonesian Palm Oil Technology Institute*.

## **LITERATURE REVIEW**

### **Employee Performance**

According to Rivai & Basri (2016), "Performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities, such as work result standards, targets or targets or criteria that have been determined in advance and have been agreed upon together." Mangkunegara (2019) said that the term "performance" comes from the word work achievement or actual achievement. According to Tannady (2017), performance is the result of work in terms of quality and quantity achieved by an employee, department, or organization during a certain assessment period in carrying out the tasks and targets given to him according to his responsibilities. Employee performance results in the quality and quantity an employee achieves when performing functions according to his responsibilities (Mangkunegara, 2017). Employee performance results from implementing organizational goals. Therefore, all workers need to demonstrate good performance.

### **Emotional Intelligence**

Emotional intelligence includes self-control, passion, patience, and the ability to motivate others, control desires and emotions, and adapt to stressful moods. It also includes the ability to think and not interfere with reading ability. Golemani (2015) states that emotions are the drive to act to solve problems. Emotional intelligence allows us to maintain a balance between our personal needs and the needs of others. According to Djasulii (2015), people who can best control their emotions will be respected and honored. Studies have also found that 80% of the success of successful people comes from their ability to control their emotions.

According to Jannahi (2013), emotional intelligence is a person's ability to deal with emotions, control their attitudes and behaviors, and express them through self-awareness, self-control, self-motivation, empathy, and social skills. Thus, we can conclude that emotional intelligence

is a person's ability to control emotions by keeping them appropriate and expressing them through social skills and self-awareness skills.

### **Work-Life Balance**

An important factor that employees must have is work-life balance, also known as work-life harmony, so that they can live a balanced life between their work and personal lives. If someone can balance their work obligations and their personal life, they can achieve this balance (Hollandi et al., 2019).

Gribbeni & Semplei (2021) said that work-life balance is a big concept that involves work activities, such as career and ambition, with life, such as happiness, leisure, family, and spirituality. In addition, work-life balance is defined as a person's ability to balance his work with his personal and family needs. A place where people can balance their roles well, even if they have responsibilities and duties in two or more roles in an organization, both work and non-work (Paudeli & Sthapit, 2021).

If a person can achieve a balance between work and family, it will be beneficial for many people. It will help employees by dealing with psychological and improving physical and mental health, while for organizations, it will result in better work commitment, work productivity, and performance. According to Tettehi and Attiogbei (2019), balance in life can be achieved by reducing conflicts of interest. Therefore, companies must create rules that help employees balance personal and work interests. Companies can achieve work-life balance with their employees (Paudeli & Sthapit, 2021).

## **METHODS**

This study uses a quantitative research type that includes emotional intelligence, work-life balance, and performance. This study was conducted at the Agricultural College Institution in North Sumatra. The research variables include Emotional Intelligence (X), Work-Life Balance (Z1), Work Stress (Z3), and Employee Performance (Y)

### **Operational Definition**

Operational functions are used as a reference to determine statements in the questionnaire that will be distributed as a research tool to employees. Table 1 explains the operational definition of the variables Emotional Intelligence (X), Work-Life Balance (Z1), and Work Stress (Z3) on Employee Performance (Y) through job satisfaction as an intervening variable for Employees at the Indonesian Palm Oil Institute.

**Table 1. Operational Research Variables**

No	Variables	Dimensions	Indicator
1.	Emotional intelligence (X)	1. Self-awareness	1. Recognize your own emotions 2. Know your strengths and weaknesses mengevaluasi virii sendiri
		2. Self-control	1. Calm when facing problemsDapat mengendalikan diri sendiri 2. Think first before acting
		3. Motivation	1. Have enthusiasm for work 2. Be optimistic at work 3. Don't give up easily
		4. Empathy	1. Understand the feelings of other employees 2. Understand the conditions of other employees 3. Don't hesitate to provide assistance
		5. Social skills	1. Easy to get along with 2. Able to provide a positive influence 3. Have leadership skills
2	Employee performance (Y)	1. Quality of work	1. Accuracy in completing work 2. Complete the work to the maximum 3. Complete the work without errors
		2. Quantity of work	1. Complete work according to time standards 2. Complete work according to work targets 3. Complete the work within a limited time
		3. Cooperation	1. Employees' ability to collaborate

No	Variables	Dimensions	Indicator
3.	<i>Work-life balance</i> (Z1)		2. Good communication between coworkers. 3. Employee ability to complete tasks
		4. Independence	1. Able to work without supervision 2. Able to find solutions to problems independently 3. Able to provide original ideas
		1. <i>Work interference with personal life</i> (WIPL)	1. Enough time with family 2. Enough time for hobbies 3. Enough time to rest
		2. <i>Personal life interference with work</i> (PLIW)	1. Able to solve problems at home 2. Able to determine priorities when working 3. Able to complete personal matters without disrupting performance
		3. <i>Personal life enhancement of work</i> (PLEW)	1. Family provides support 2. Family is a source of motivation 3. Family is a source of enthusiasm
		4. <i>Work enhancement of personal life</i> (WEPL)	1. Optimal use of working time 2. Do the job to the maximum 3. Complete the work until it is finished

This study involved employees from agricultural colleges in North Sumatra. It used structural equation model (SEM) and PLS analysis methods, with a sample size of 150 people. The results are based on the criteria submitted to the Indonesian Palm Oil Institute management

employees who meet the requirements. The types of data used in this study are primary and secondary data. This study used questionnaires and documentation methods to collect data.

#### **Validity and Reliability Test**

The validity test will use the confirmatory factor analysis (CFA) method in the primary analysis stage. This will assess how good the causal relationship is between each indicator and its latent variables. In addition, reliability analysis is used to measure the accuracy and precision of possible answers to several questions. High-reliability measurements provide a basis for reliability limits using Cronbach Alpha of 0.60, which is usually accepted.

### **RESULT AND DISCUSSION**

Nursalami (2017) stated that the research conceptual framework consists of a general explanation of the research object and a theory that explains the relationship between the variables studied. The conceptual framework is designed to help researchers learn more about the research object and the variables studied.

#### **The Influence of Emotional Intelligence on Employee Performance**

According to Rizkiyai (2020), emotional intelligence is the ability to control oneself, relate to others, and solve problems properly. People who can control their emotions can achieve good results. A study by Revista (2020) found that emotional intelligence has a positive effect on employee performance. If someone can recognize other people's emotions, it shows that they can read their environment and know what to do. According to Supriyatnei (2021), emotional intelligence should help employees manage a good work atmosphere.

H1: Emotional intelligence is suspected to have a positive and significant influence on employee performance.

#### **The Influence of Emotional Intelligence on Work-Life Balance**

Employees in the service sector, especially in the health sector, must have good emotional intelligence skills. This ability is reflected in providing services to patients in a friendly, polite, and timely manner (Nwanzu & Babalola, 2020). Employees with good emotional intelligence, especially employees, will help them work professionally and position themselves in various situations and environments (Wen et al., 2019). Specifically, it was found that people with good emotional intelligence tend to have a good work-life balance, allowing them to balance their personal life and work (Olasupoi et al., 2021; Zhui et al., 2021).

H2: It is suspected that emotional intelligence has a positive and significant influence on work-life balance in employees.

#### **The Impact of Work-Life Balance on Employee Performance**

A condition in which a person is balanced between work and family life is called work-life balance. The concept of work-life balance includes things like happiness, leisure, family,

spiritual goals, and career. According to Galangi (2020), if workers cannot balance their responsibilities, their performance will be poor. According to Gunturi (2020), the balance between work and personal life positively impacts employee performance. As a result, employees feel appreciated by their superiors and find that dependence on the company makes them happier with their jobs and families. They also develop policies and programs on issues such as employee work life.

Isabella (2021) said that work-life imbalance increases worker productivity and well-being. Meanwhile, Greenhausi et al. (Laela, 2015) noted that a company's work-life balance program can improve worker performance by motivating them to do their jobs and obligations in society.

H4: It is suspected that work-life balance positively and significantly influences employee performance.

The Influence of Emotional Intelligence on Performance Through Work-Life Balance

#### **The Influence of Emotional Intelligence on Performance Through Work-Life Balance**

Using emotional intelligence to create a work-life balance helps employees perform well and meet company standards (Khallashi & Kruse, 2012). According to several studies, employees who are passionate, innovative, and productive will enjoy every job they do (Paudeli & Sthapit, 2021). In addition, it was found that if employees cannot help the company achieve work targets, they will feel stressed (Farberi et al., 2020).

H5: It is suspected that emotional intelligence positively and significantly influences performance through work-life balance in employees.

#### **CONCLUSION**

According to the research analysis, emotional intelligence significantly influences employee performance. The study also shows that emotional intelligence significantly influences work-life balance, which in turn significantly influences employee performance. Therefore, the variables of emotional intelligence, work-life balance, and work-life balance significantly influence employee performance.



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