The Influence of the Work Environment and Emotional Intelligence on the Performance of Employees of the Empowerment Office Village Communities in Langkat Regency

1st Kristina
Postgraduate Student of Master Management
Universitas Pembangunan Panca Budi
Medan, Indonesia
vaniaginting02@gmail.com

2nd Muhammad Alfahmi
Master of Management
Universitas Pembangunan Panca Budi
Medan, Indonesia
muhammadalfahmi@yahoo.co.id

Abstract— **The research analysis aims to find out whether the work environment and emotional intelligence have a positive and significant effect on employee performance at the Village Community Empowerment Office. The data analysis technique used is an associative research method with the help of the SPSS program. This study uses multiple linear regression analysis. The sample in this study was 82 respondents. Primary data collection uses questionnaires. The results of the study showed that the work environment had a positive but not significant effect on employee performance and emotional intelligence had a positive and significant effect on employee performance at the Village Community Empowerment Office.**

Keywords— **Work_Environment; Emotional_Intelligence; Employee Performance**

I. INTRODUCTION

Work is something that is very much needed by a person, because through work a person can make money and meet the needs of life, both food, clothing and boards. Working well will produce good performance as well, but sometimes poor performance is caused by a poor work environment. Therefore, a good work environment will affect a person's performance.

The Village Community Empowerment Office is one of the government agencies in Langkat Regency that carries out the government authority given by the Regent for Regional Autonomy affairs. In addition, the Village Community Empowerment Office is also directly related to the community in the village. However, there are factors that affect the performance of employees at the Village Community Empowerment Office of Langkat Regency, namely the work environment and emotional intelligence.

According to Nitisemito (2018), the work environment is everything that exists around workers that can influence them in carrying out the tasks they are carrying. The work environment is one of the factors that affect a person's comfort at work, comfort at work can increase work passion and work spirit in a person so as to produce optimal and satisfactory performance. In this case, the work environment greatly affects the performance results of employees.

According to Goleman (2019) the ability to feel emotions, receive and build emotions well, understand emotions and emotional knowledge can improve emotional and intellectual development. Intelligence in managing emotions is one of the things that is difficult to do for some people who have an irritable disposition or character. But it can be handled with the practice of being patient and not thinking about things excessively. Employees who have good emotional intelligence will produce optimal performance. Like not being closed to others, liking to share good information and not being easily angry will result in improved performance, and vice versa.

What happens at the Village Community Empowerment Office of Langkat Regency is that employees lack cohesiveness, lack in aligning themselves with various types of relationships with other employees and are less able to stabilize emotions at work. The work team is less active and less able to work together and the office equipment provided is not enough.

Performance is a real display and should be an obligation for an employee to provide good performance to realize the goals of the organization or agency. The creation of good performance is based on natural desire from within, intelligence in managing emotions and a supportive work environment. Therefore, the researcher is interested in conducting research on the Influence of Work Environment and Emotional Intelligence on the Performance of Employees of the Village Community Empowerment Office in Langkat Regency.

II. LITERATURE REVIEW

1. Work Environment
a. Definition of Work Environment
The work environment is a forum for work that greatly affects the performance produced. According to Sedarmayanti (2019), the work environment is the entire tool and material that is faced, the surrounding environment where a person works, the working method, and the work arrangement both as an individual and as a group. In addition, according to Nitisemito (2018), the work environment is everything that exists around workers that can influence them in carrying out the tasks

they are carrying. A good work environment will produce a wise personality and be able to create positive energy. According to Sedarmayanti (2019), a working environment condition is said to be good or appropriate if humans can carry out activities optimally, healthily, safely, and comfortably.

b. Work Environment Indicators
According to Nitisemito (2018:190), the indicators of the work environment are as follows:
1) Work atmosphere
The work atmosphere is the conditions that exist around the employee who is doing the work that can affect the implementation of the work itself. This working atmosphere will include, cleanliness, lighting, room aroma, tranquility and safety.
2) Relationships with colleagues
The relationship with colleagues is a harmonious relationship with colleagues and without any mutual intrigue between fellow colleagues. One of the factors that can affect employees to stay in an organization is the existence of harmonious relationships between colleagues. Harmonious and familial relationships are one of the factors that can affect employee performance.
3) Availability of work facilities
It is intended that the equipment used to support the smooth work of the complete/state-of-the-art work. The availability of complete work facilities, although not new, is one of the supports for the work process.

2. Emotional Intelligence
a. Definition of Emotional Intelligence
Hoffman (2019) said that what is meant by emotional intelligence in it includes the ability to control yourself, spur on, stay diligent, and be able to motivate yourself. Emotional intelligence in five main areas, namely, the ability to recognize one's own emotions, manage one's own emotions, motivate oneself, recognize the emotions of clothed people, and the ability to foster relationships with others (Goleman, 2019). This is as stated by Hariandja (2019) that the effective use of emotions will be able to achieve the goal of building productive relationships and achieving work success.
b. Indicators of Emotional Intelligence
Conceptually, the emotional intelligence framework proposed by Goleman (2019) includes the following indicators:
1) Self *Awarness*
Self-awareness is the ability to know what is felt in oneself and use it to guide one's own decision-making, having realistic benchmarks of one's own abilities and strong self-confidence.

2) Self Management
Self-regulation is a person's ability to control and handle their own emotions in such a way that it has a positive impact on the performance of tasks, has sensitivity to the heart, and is able to postpone

pleasure before achieving a goal and is able to recover from emotional pressure.
3) Emphasy
Empathy is the ability to feel what others feel, to be able to understand other people's perspectives and foster relationships of mutual trust, and to be able to align themselves with various types of relationships.

3. Employee Performance
a. Definition of Employee Performance
According to A. Khaerunnisa (2022), employee performance is the result of the employee's work in carrying out their duties in accordance with their responsibilities in a certain period and time in accordance with the agreed criteria. According to Mangkunegara (2020), performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Fattah in Magfirah Kadir (2022) stated that the term employee performance comes from the word "*performance*", which means that performance is the result of work in carrying out a job, in the sense that performance is a record of the results obtained from certain job functions. Mathis (2020) argues that performance is basically what employees do or don't do.
b. Factors Affecting Performance
According to Mangkunegara (2020) the factors that affect performance are:
1) Ability
Psychologically, the ability of employees consists of potential ability (IQ) and *reality* ability (*Knowledge + skill*). This means that employees who have an above-average IQ (IQ 110-120) with adequate education for their position and are skilled in doing daily work, will find it easier to achieve the expected performance. Therefore, employees need to be placed in jobs that are suitable for their expertise.
2) Motivation
Motivation is formed from an employee's attitude in dealing with work situations. Motivation is a condition that moves employees who are directed to achieve organizational goals.
3) HR Competencies
In an agency or organization, the existence and high competence of human resources is needed to easily achieve a desired goal. Employees who have good competence will have good abilities and performance, vice versa.
4) Workload
Workload is an employee's responsibility to an agency or organization that must be completed or completed properly and on time.
5) Work Environment
Everything that is around the workers that can affect them in carrying out the tasks they carry.

6) Wages
The recompense is in the form of money and so on that is paid to repay services or as a payer of labor that has been spent to do something.

c. Employee Performance Indicators
According to Mangkunegara in Sonya and Alfahmi (2024), employee performance indicators are as follows:
1) Quality
Quality is the level at which the final result achieved is close to perfect in the sense of meeting the goals expected by the organization.
2) Quantity
Quantity is the amount produced expressed in terms of a number of units of work or the number of cycles of activity produced.
3) Timeliness
The level of activity at which the work is completed at the desired initial time.

III. METHOD

1. Research Location

This research was carried out at the Community and Village Empowerment Office, which is located at K.H. Wahid Hasyim Number 2, Stabat, Langkat, North Sumatra.

2. Sample Determination Method

The population in this study is all employees of the Village Community Empowerment Office as many as 82 employees. In this study, the author conducted *the Total Sampling* technique using census sampling or *saturated sampling* because the entire population is used as a sample if the population is below 100. Therefore, the sample in this study is 82 ASN at the Village Community Empowerment Office (Sugiyono, 2018).

3. Data Types and Data Sources

The data collected in this study consisted of primary data and secondary data. Primary data is data obtained directly using a list of questionnaires that have been prepared in advance and by direct interviews with employees of the Community and Village Empowerment Office. While secondary data is data obtained indirectly such as books, literature related to this research. The source of data in this study is an employee of the Village Community Empowerment Office

IV. RESULT AND DISCUSSION

A. Result

1. Description of Respondent Characteristics

The characteristics of the respondents that will be described below reflect how the condition of the respondents studied includes gender, age, last education and employment period.

a. Respondent Characteristics by Gender
In the table, it can be seen that the number of male employees is more than the number of female employees in the Village Community Empowerment Office of Langkat Regency with 51.2% of the total respondents.

Table 1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	42	51.2	51.2	51.2
	Woman	40	48.8	48.8	100.0
	Total	82	100.0	100.0	

Source : SPSS 29 Processing Results, (2024)

In the table, it can be seen that the number of male employees is more than the number of female employees in the Village Community Empowerment Office of Langkat Regency with 51.2% of the total respondents.

b. Respondent Characteristics by Age

Table 2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 Years	37	45.1	45.1	45.1
	31-40 Years	15	18.3	18.3	63.4
	41-50 Years	30	36.6	36.6	100.0
	Total	82	100.0	100.0	

Source : SPSS 29 Processing Results, (2024)

In the table, it can be seen that the number of employees with the age of 20-30 years with a total of 45.1% of the total respondents is more than the number of other employees in the Village Community Empowerment Office of Langkat Regency.

c. Respondent Characteristics Based on Last Education

Table 3. Last Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMK	2	2.4	2.4	2.4
	SMA	25	30.5	30.5	32.9
	D3	8	9.8	9.8	42.7
	S1	41	50.0	50.0	92.7
	S2	6	7.3	7.3	100.0
	Total	82	100.0	100.0	

In the table, it can be seen that the number of employees with the last education of S1 amounted to 41 people or 50.0% of the total respondents. This states that employees at the Village Community Empowerment Office of Langkat Regency tend to have an S1 Education Level.

d. Characteristics of Respondents Based on Employment Period

Table 4. Working Period

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5 Years	49	59.8	59.8	59.8
	6-10 Years	33	40.2	40.2	100.0
	Total	82	100.0	100.0	

In the table, it can be seen that the number of employees with a working period of 1-5 years amounted to 49 people or 59.8% of the total respondents. This states that employees at the Village Community Empowerment Office of Langkat Regency tend to have a working period of 1-5 years.

2. Multiple Linear Regression

Multiple linear regression aims to calculate the magnitude of the influence of two or more independent variables on one bound variable and predict the bound variable by using two or more independent variables. The formula for multiple regression analysis is as follows:

$$Y = \alpha + b_1X_1 + b_2X_2 + e$$

a. Dependent Variable: employee performance
b. Table 5. Coefficientsa

Type		Unstandardized Coefficients				Collinearity Statistics	
		B	Std. Error	t	Sig.	Tolerance	VIF
1	(Constant)	192.964	62.678	3.079	.003		
	Work Environment	.198	3.079	1.325	.189	.994	1.006
	Emotional Intelligence	.514	1.325	3.330	.001	.994	1.006

Source : SPSS 29 Processing Results, (2024)

Based on the table, multiple linear regressions are obtained as follows
Y = 192.964 + 0.198 X1 + 0, 514 X2 + e.
The interpretation of the multiple linear regression equation is:
a. If everything in the free variables is considered zero then the performance value employee (Y) is 192,964.
b. If there is an increase in the Work Environment by 1, then the performance of the employee (Y) will be an increase of 0.198.
c. If there is an increase in emotional intelligence 1, then the performance of the employee (Y) will be an increase of 0.514

3. Hypothesis Test

a. Simultaneous Significant Test (Test F)

The F test (simultaneous test) was carried out to see the influence of the independent variable on the bound variable simultaneously. The method used is to look at *the level of significant* (=0.05). If the significance value is less than 0.05 then H0 is rejected and Ha is accepted.

Table 6. ANOVAa

Type		Sum of Squares	Df	Mean Square		Sig.
1	Regression	889.424	2	444.712	6.129	.003b
	Residual	5732.198	79	72.559		
	Total	6621.622	81			

a. Dependent Variable: employee performance
b. Predictors: (Constant), work environment, emotional intelligence
SPSS 29 Processing Results, (2024)

Based on the table above, it can be seen that Fcal is 6,129 while Ftabel is 3.23 which can be seen at α = 0.05 (see appendix table F). The significant probability is much smaller than 0.05, which is 0.003 < 0.05, so the regression model can be said that in this study, the work environment and Emotional Intelligence simultaneously have a positive and significant effect on employee performance.

b. Partial Significance Test (t-Test)

The Partial Test (t) shows how far the independent variables individually explain the variation of this test is carried out using a significance level of 5%.

Table 7. Coefficientsa

Type		Unstandardized Coefficients				Collineariy Statistics	
		B	Std. Error	t	Sig.	Tolerance	VIF
1	(Constant)	192.964	62.678	3.079	.003		
	Work Environment	.198	3.079	1.325	.189	.994	1.006
	Emotional Intelligence	.514	1.325	3.330	.001	.994	1.006

Based on the table above, it can be seen that:

From the table, it can be concluded that t.calculation in the Work Environment is smaller than t.table (1,325 < 1.9904) which means that human resource competence has no effect on employee performance. However, in the variable Emotional Intelligence, it has a t.count greater than t.table (3,330 > 1.9904) which means that the workload affects employee performance.

c. Coefficient of Determination

This determination coefficient analysis is used to determine the percentage of variation in the influence of the independent variable on the bound variable. If the determination (R^2) is getting greater or closer to one, then it can be said that the free variable has a greater influence on the bound variable.

Table 8. Model Summary

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.751a	.564	.536	3.982

Source : SPSS 29 Processing Results, (2024)

From the table, it shows that the value obtained from the determination coefficient symbolized by R2 is 0.564, this shows that the percentage of variation in employee performance can be explained by two independent variables, namely work environment and emotional intelligence by 56.4%, while the remaining 43.6% is explained by other variables that are not in the study.

B. DISCUSSION

1. The Influence of the Work Environment on Employee Performance

The results showed that t.count was smaller than t.table (1.325 < 1.9904) and insignificant 0.189 > 0.05, then H1 was rejected and H0 was accepted, which means that the work environment had no effect on employee performance. Having a positive work environment in an organization will produce individuals who have the potential to provide good performance for the organization

2. The Effect of Emotional Intelligence on Employee Performance

The results showed that t.count was smaller than t.table (3,330 < 1.9904) and a significant value of 0.001 < 0.05, meaning that emotional intelligence had a significant effect on employee performance. Emotional intelligence is an important thing in an organization or agency, having good emotional intelligence will produce good performance, because it works professionally and does not interfere with personal and work affairs.

3. The Influence of Emotional Intelligence and Work Environment on Employee Performance

Based on the table above, it can be seen that Fcal is 6,129 while Ftabel is 3.23 which can be seen at α = 0.05 (see appendix table F). The significant probability is much smaller than 0.05, which is 0.003 < 0.05, so the regression model can be said that in this study, Emotional Intelligence and the Work Environment simultaneously have a positive and significant effect on employee performance. Emotional intelligence is currently a matter of much discussion and debate. Many studies have discussed and answered the problem of emotional intelligence in the organizational environment. It is possible to improve the emotional and spiritual abilities of an employee. In addition, in the study, several principles were also found in applying *EQ* to organizations at large. A competency system based on emotional intelligence for each position that has been created can actually be developed for many functions in HR, from recruitment, training and career development to performance assessment. You can imagine how great it would be if a human resource management system could be built that was able to motivate employees to develop their emotional intelligence, so that not only technical competence developed but also productivity and performance also increased. The work environment is one of the factors that can affect performance. Creating a safe and comfortable work environment and away from noise so that employees can work optimally. With a safe, comfortable, and quiet work environment, it can improve organizational performance in achieving organizational or organizational goals.

V. CONCLUSION

A. Conclusion

1. The Work Environment has no positive and insignificant effect on the performance of employees at the Community and Village Empowerment Office of Langkat Regency

2. Emotional Intelligence has a positive and significant effect on employee performance at the Community and Village Empowerment Office of Langkat Regency

3. The work environment and emotional intelligence simultaneously have a positive and negative effect on the performance of employees at the Community and Village Empowerment Office.

B. Suggestion

1. To be able to increase a person's emotional intelligence, in this case employees, the organization should act as a facilitator and companion for employees in doing their work, not only commanding, but also listening, providing and serving, so that employees will be able to work with full calm and peace.

2. The importance of improving a good and conducive working environment in helping to improve employee performance in terms of air temperature in the workplace, security and lighting needs to be supervised so that every worker feels safe and comfortable without feeling disturbed and worried in using equipment.

3. Companies must retain employees who work in accordance with organizational standards and it is recommended that organizations must pay attention to employees who are less able to discuss with other employees to build good team performance.

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