Effect Of Emotional Intelligence and Competency On Lecturer's Performance

Muji Gunarto[*]
Management Department of Economics and Business Faculty,
Universtas Bina Darma, Palembang, Indonesia
[*] corresponding author: *mgunarto@binadarma.ac.id*

Alfi Nura
Management Department of Economics and Business Faculty,
Universtas Negeri Medan, Indonesia

Pitri Yanti
Masters Student of Management, Postgraduate Program
Universitas Bina Darma, Palembang, Indonesia.
pitri0816@gmail.com

Abstract

This study aimed to prove by empirical good simultaneous or Partial influence competence and intelligence emotional to performance lecturer. In this study, the researcher used the method study quantitative survey with an explanation of associative casual. The technique used in taking samples was random sampling. In data collection using questionnaires, observations, and interviews. Whereas in-technique data analysis used in the study was analysis descriptive respondents, descriptive statistical analysis variable, assumption test, analysis multiple linear regression as well as hypothesis testing. Results processed research using SPSS Version 21.0 program showed that Adjust R square value of 0.651 meant that 65.1% of performance was strongly influenced by competence and intelligence emotional, while the remaining 34.9% is influenced by other variables in the model studied. Next Simultaneous test results (F test) showed results significance $0.000 < 0.05$ means competence and intelligence emotional took effect on the performance lecturer at the University of Bina Darma. The results of the partial test (T-test) show that scores significant competence and intelligence emotional ($0.000 < 0.05$), which meant competence and intelligence emotional take affect the performance of lecturers at Bina Darma University.

Keyword: Competence, Intelligence Emotional, and Performance.

1. Introduction

Humans have a role in the ongoing life of the organization existing human resources, especially human resources become a very strategic resource in the progress of the times. Resources are the main factor in managing other resources. This should be a special concern of any university so that it can spur the development of education or more advanced competition between organizations. (Eldes 2018). As an element of teaching staff, the teaching profession has a dual function, namely the function of lecturers as implementers of educational services, managers in the field of education services, researchers and scientific developers, and administrators. They are expected to perform well in this function to achieve educational goals. Of course, these duties and obligations are not easy to achieve. (Asari 2019)

Lecturers have the ability or different competencies Among one lecturer with others. Dimension competence lecturer (Asari 2019) distinguished Becomes three that is competencies professional, personal competence, and competence social. Competence lecturer showed from behavior lecturer in giving service education based on standard service education, independent, responsible answer, and develop ability by development knowledge and technology, as well as use the right strategies in the learning process. So that the lecturer in manage activity learning could succeed with maximum, then required competence or ability in arranging self-want to manage self with find tactics and techniques specified in the learning process so that makes it easy in the learning process teaching. With competence possessed so lecturer will arrange self, manage self, and move toward independence. Characteristic competence lecturers must permanently maintain and improved in skeleton support quality education.

Besides, that components of intelligence emotional are personal intelligence and social intelligence. based on results observation and interviews beginning with the lecturer of Bina Darma University intelligence social not yet good, look from time gift college that doesn't the appropriate time, time arrival lecturer for teaching often late, and the literature used still many use old literatures though already there is new literature, lecture unit, and syllabus still there is lecturers who don't consistent between SAP and the material being taught as well as questions tested on the exam mid-semester and exam end of the semester. Another thing was also revealed that lecturers keep building university dharma not yet get a pension institution finance (DPLK). because of that, to increase performance lecturers need existence effort made that build source power human (HR).

College is the formal institution that is very holding role important in increasing quality education through system learning to use support smoothness the way development in Indonesia as a whole. Teaching which is one tri dharma in the something college tall, besides research and community service, a college tall given freedom for choosing, strategies, methods, and techniques in the appropriate learning model with characteristics eye lectures, students, lecturers, and conditions real source available resources in college height, by general, strategy/method/technique more student-centered learning capable empower learning student. Following this is *document scope* results research at Bina Darma University and Muhammadiyah University that was seen for 5 years in figure 1.
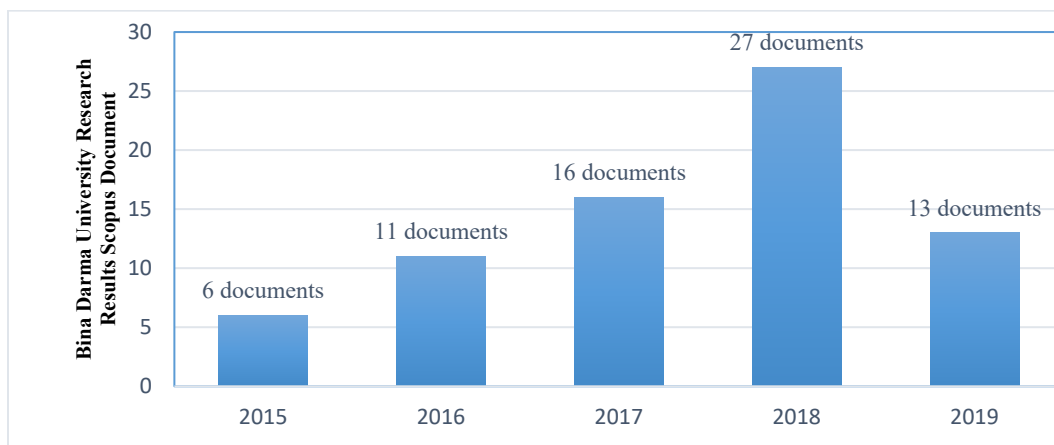
Source : http://sinta2.ristekdikti.go.id, 2020

Figure 1. Progress Bina Darma University Scopus Publications

From Figure 1 above could tell that *document scope* results Bina Darma University Palembang research is as following , in 2015 there are 6 *document scopes* results research, in 2016 there were 11 *document scopes* results research , in 2017 there were 16 *document scopes* results research,
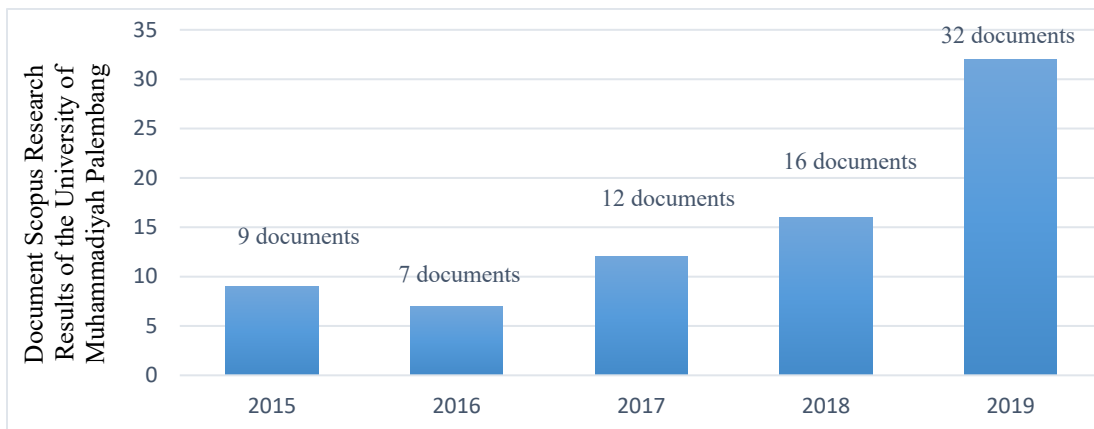
Source : http://sinta2.ristekdikti.go.id, 2020

Figure 2. Progress Publication of Scopus University of Muhammadiyah Palembang

in 2018 there were 27 *document scopes* results research and further in 2019 there are 13 *document scopes* results research , which is a total of whole *document scope* results study from the 2015-2019 years is 73.

Whereas from Figure 2 above could be seen that *Scopus documents* result in Muhammadiyah University of Palembang research are classified as very good, which is the *Scopus document* results Muhammadiyah University of Palembang research always experience increase every year, in 2015 there were 9 *Scopus documents* results in research, in 2016 there were 7 *Scopus documents* results from research, in 2017 there were 12 *Scopus documents* results in research, in 2018 there were 16 *Scopus documents* results from research and further in 2019 there are 32 *Scopus documents* results from research, which is a total of whole *Scopus documents* results in a study from the 2015-2019 years is 76.

Based on the table above could be concluded that *document scope* results research at Bina Dharma University belong to still not enough good compared with *document scope* results research at Muhammadiyah University which documents Scopus results in Muhammadiyah University research every year is always experiencing a very significant increase.

Close relationship Between competence lecturer and intelligence emotional lecturer is a competent lecturer as reality from lecturer will show more optimal results if started with intelligence emotional lecturer as perception face situation inside life every day. This thing caused because inside _ face something a lecturer more formerly must have a perception, then get over it according to competence possessed _ based on perception. because of that, performance lecturers are influenced by internal and external factors so they need researched competent lecturers, and the intelligence and emotion of performance lecturers included internal factors. However, performance lecturer still influenced by factors other than is factor external for example means infrastructure and university leadership. (Faitullah , 2014).

From observation beginning, the number of lecturers at the University of Bina dharma were totaling 181 people consisting from different educational strata, each is Strata II, and strata III which were graduated from various colleges tall both country and private as well as position functional variety of academics start from power teacher, assistant expert, lector, until with lector's head.

Table 1. Overview Competence Bina Darma University Lecturer From Position Functional Academic 2019

Position functional academic	Amount
Teaching staff	40
Assistant expert	62
Lecturer	61
Lecturer head	9
Great teacher	2
Total	174

Source: http://sinta2.ristekdikti.go.id, 2020

Table 1 on explained that the positions of functional academic lecturers at the University of Bina Darma were as follows expert teacher as 40 people, assistant expert as many as 62 people, lector as many as 61 people, lector head as many as 9 people, and professors as many as 2 people. With Refers to the Law of the Republic of Indonesia Number 14 of 2005 concerning Teachers and Lecturers which requires lecturers have a position functional academic (number credit), looks that lecturers at Bina Darma university were not yet fully following the law in question.

Based on UU RI No. 14 of 2005 concerning Teachers and Lecturers Chapter 1 No.10 explained Competence is set knowledge, skills, and behaviors that must be owned, lived and controlled by the teacher or lecturer in doing Duty professionalism. Faitullah , (2014) stated that " Intelligence " emotional is abilities that have been existing in humans to maintain life in the form of emotion for recognizing feeling self and others, ability motivates self alone, and in connection with other people." Intelligence necessary emotion owned by a lecturer so that they are capable of becoming a lecturer who has the commitment, loyalty, and excellent sensitivity. Intelligence different emotions for each lecturer will give difference acquisition performance study student, so occured difference effort enhancement quality education on campus.

Research conducted (Faitullah 2014) in the study state that the most dominant competence that influences the performance of lecturers, is the competencies received by the lecturer. the more quality so with so could make

performance achieved by the lecturer well. Based on the competence possessed lecturer, as well as motivation the work felt by the lecturer, can make a lecturer for increase their performance.

Performance is something stages reached by workers good from aspect quality moment operate his job by charged accountability to him (Mangkunegara, 2014). Study Marliza, (2015) stated that performance lecturers influenced leadership, and competence as well as environmental work. In regulation RI law no. 14 of 2005 concerning teachers and lecturers weigh that teachers and lecturers have very strategic functions, roles, and positions in the development of national field education.

1. Objectives

The purposes of this study were to know the big influence of intelligence emotion and competence on performance lecturers partial at Bina Darma University, know the big influence of competence on performance lecturers simultaneously at Bina Darma University, and know the most dominant variable or most importantly, influential to performance lecturer at Bina Darma University.

2. Literature Review
2.1. Intelligence Emotional

Intelligence emotional news was known by large mid the 90s with the publication of Daniel Goleman's book entitled " *Emotional Intelligence* ". Goleman (2015:13) defined intelligence emotional as the ability to control self, enthusiasm, and perseverance, as well as the ability for motivating self alone. According to Mangkunegara (2012:94) Intelligence emotional managed emotions to understand the condition of emotions and we must hook it up with a moderate situation our face to give an impact positively.

Based on some opinions that have been described above can be seen the presence of an equation between definitions from some opinions, then author can attract the conclusion that intelligence emotional is the ability someone in control emotions, and also put his emotions accordingly to the situation and conditions that were facing him. Someone who has a level of intelligence high emotional will have more perform high. So intelligence emotional Become characteristics of people who perform tall and can be related well to other people. According to Goleman (2015: 513) there are five components of basic EQ or intelligence emotional that is as follows: awareness of self, setting self, motivation, empathy, and skills socialGuard emotion when relating with others and carefully read the situation, interact with fluently, and using Skills this for influencing and leading and deliberation complete strife and work same in the team.

2.2.Competence

In general, competence can be understood as a combination of expertise (*skills*), personal attributes, and knowledge which is reflected through work behavior. (*job behavior*) that can be observed, measured, and evaluated. According to (Stump, Ratliff et al. 2010, Lester, 2014) competence is a basic characteristic of a person that allows employees to issue superior performance in their work.

Steward V. Hoke ., et al (20 18) explains that competence is an ability to carry out or perform a job or task that is based on skills and knowledge and is supported by the work attitude demanded by the job.

Based on the description above, the meaning of competence contains a deep and inherent part of a person's personality with predictable behavior in various situations and work tasks. Prediction of who performs well and not well can be measured from the criteria or standards used.

According to Andi Hendrawan etc (2018) there are several contained factors in draft competence as follows: knowledge, understanding, skill, attitude, and interest. According to Angga Grace Shaputra and Susi Rahyu Hendriani (2015) Indicator competence is as follows: Skill and attitude in solving problem-oriented efficiency, productivity, quality, and care to impact the environment. Skills and attitudes in control emotion self, build friendship and objectivity perception, skill in communicating, build friendship, attitude for wanting to study by sustainability, skills and attitudes in developing self, skills and attitude for look for ways new in optimizing quality customers, and skills and attitudes each other strengthen the connection between employee for increase quality product or service to customers.

Type competence is linkages between aspect behavior humans and demonstrations of ability behavior that. According to Word Fauzi et al , (2019) exists some types of competence, namely: Planning Competency, Influence Competency, Communication Competency, Interpersonal Competency, Thinking Competency, and Organizational Competency. According to R Yudhy Pradityo Setiputra, (2019) available many benefit competence among others are as follows:

Predictor success work, recruiting reliable employees: If has succeeded determined competence what only what is needed something position certainly, then will be with easy for Becomes criteria based on recruitment new employee, and become based on assessment and development employees.

2.3. Performance

Performance is a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, mission, and vision of the organization contained in the formulation of the strategic scheme of an organization (Ani Muttaqiyathun 2010). According to (Rani setyaningru 2016) Performance is the results of work by quality and quantity achieved by an employee in doing Duty by not quite enough answer that has given Performance is the result of work that has a strong relationship with organizational goals, contributing to the economy (Sudarnin Manik, 2018). Meanwhile, according to (Edy Sutrisno, 2015) performance is the result of work that has been achieved by employees from their work behavior in carrying out work). Several definitions about performance the writer could take to the conclusion that performance is results or the achievements obtained/obtained by someone in complete something her job by quality nor quantity in period time certain and can be accounted for answer by not quite enough answer that has given by an organization that.

According to Irma Mulyasari (2018), there are three influencing factors of employees' performances, namely: Individual Factors consisting of family, level social, salary, and demographic factors psychology which consists of perception, attitude, personality, and learning and motivation. According to Angga Rahyu Shaputra and Susi Hendriani (2015) Indicator performance is as follows: quality work, quantity work, cooperation, and responsibility answer.

2.4. Framework Thoughts

Enhancement performance lecturer is one much-needed factor for college high so that a college tall could survive and thrive. Lecturer performance is something achievements achieved by each individual in something college which height is useful in doing something profession so that could produce optimal output. However, still many colleges tall private colleges are the height in the country that has a level of performance lecturers who are still low, This is because it is influenced by several factors including competence and intelligence emotional every lecturer is still low.

Competence is knowledge, skills, as well as attitude, work someone who can take effect by direct to performance employee, if competence employee low, then level performance employees will also low, so on the contrary if competence employee then will good performance too. So competence is very influential in enhancing the performance of every employee. Besides that intelligence emotional for every employee is something a very important thing too, because if in something organization or company employee could manage ability emotion so will impact increasing performance. Employees who have a level of intelligence and good emotion will be more capable face pressure, demands as well as challenges in environment work, which will impact increasing their performance.

Bina Darma University Palembang as an institution engaged in the field of education expected capable to resolve problems, a performance lecturer, through enhancing competence and intelligence emotional for every lecturer. Based on the framework thinker so could make a paradigm study as follows:
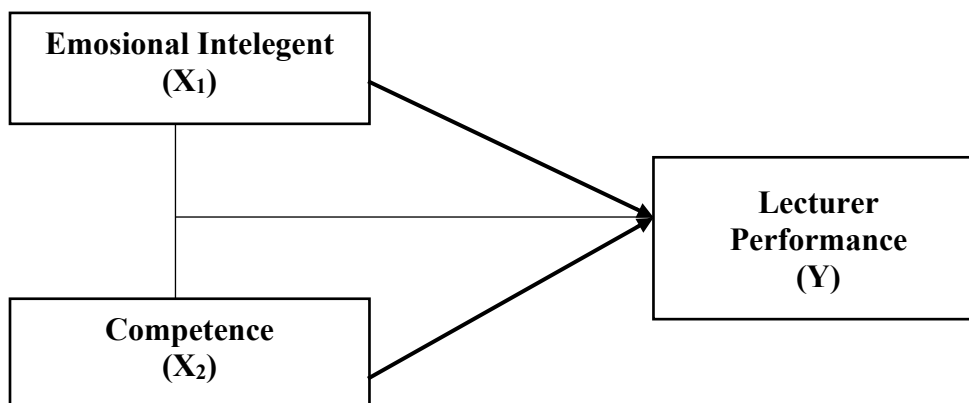

Figure 3. Skeleton Thinking

2.5. Hypothesis
Based on description from framework thinking above , then writer put forward hypothesis as follows:
1. There was influence significant Among intelligence emotional to performance lecturer .
2. There was influence significant Among competence to performance lecturer
3. There was influence significant Among intelligence emotional and competence by together to performance lecturer .

3. Methods
This study used quantitative survey with level explanation associative casual . there were 2 variables in this study as follows independent variables were Emotional Intelegent (X_1) and Competence (X_2) and dependent variable was performance lecturer (Y).

4. Data Collection
Source of data used in study namely primary data and secondary data. Existing primary data in this study was a questionnaire, observations, and interviews, and secondary data was obtained from various ingredient heirlooms, books, journals, and other documents related to the research conducted. The target population was whole Bina Darma University lecturers totaling were 212 people with *purposive sampling* so that got amount sample as many as 138 respondents. Whereas technique deployment questionnaire was conducted with a random sampling method where the sample was taken from all member populations randomly without paying attention to the existing strata in the population. Techniques of analysis of this were analysis of multiple linear regression, analysis of coefficient determination, and instrument test techniques using the SPSS (*Statistical Program For Social Science*) program, validation, reliability, hypothesis testing (T-test and F-test).

5. Results and Discussion
5.1. Validation and Reliability Test Results
A validity test was conducted to know valid or whether or not the questionnaire was used in data collection. A validity test questionnaire could be conducted with count correlation by Partial of each indicator of a variable with the total variables studied. Validity test conducted with compare value of r count with r table for *the degree of freedom* (df)= n-2, in Thing this n is amount sample. If in *Cronbach Alpha*. output display value of r count > from r table and its value positive so item question declared valid.

In study this is n (sample) = 138, with formula df = n-2, so df = 138 – 2 = 136, with level significant 0.05 and the value of df (n) is 136 then get r- table of 0.140 (2-tailed), if score Pearson correlation or R count > value comparison in the form of r- critical or r table , then the item was valid. The result of validity tests had gotten that all variables in this study had been more than 0.140. it meant that all variables were valid.

The reliability test is the intended *statistical* test for measuring the questionnaire which is an indicator of the variable. The questionnaire was said to be reliable if conducted measurement over and over again and will get the same result. One of the possible directions used for measurement reliability is with *one shot* using SPSS with *Cronbach Alpha* statistical test (a). a variable is said to be reliable if the score *Cronbach Alpha* > 0.6. The results of the reliability test had gotten that all variables had Cronbach's alpha>0.6. it meant all variables in this study had been reliable and can be used in this study (Hurriyati & Gunarto 2029).

5.2. Analysis Test Results Regression multiple
Analysis regression multiple is method that can worn as tool statistical inference for determine influence a variable free to variable bound , following this results of multiple linear regression test .

Table 2. Analysis Results Multiple Linear Regression

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	-260	,258		-1.010	,314
	X1	,587	,072	,581	8,203	,000
	Competence	,306	.075	,289	4.086	,000

Source: Result of SPSS, 2020

Based on table analysis of multiple linear regression above is known that equality the regression in this study follows:

$$Y = -0.260 + 0.587 X_1 + 0.306 X_2$$

1. Coefficient regression X_1 which is 0.587 with a positive score that every addition one score intelligence emotional, then will increase performance lecturer of 0.306 with assumption score intelligence emotional permanent or constants.
2. Coefficient regression X_2 of 0.306 with score positive that is a state that every addition one score competence so will increase performance lecturer of 0.306 with assumption score competence is permanent or constant.

5.3 Hypothesis Test Results
5.3.1. Results T-Test
T-test was used to know the influence independent variable on the dependent variable. The test will have been conducted to compare score significant with score α of 0.05. The results from T-test obtained from the output SPSS program follows:

Table 3. T-Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-260	,258		-1.010	,314
	Emotional Intelegent	,587	,581	,581	8,203	,000
	Competence	,306	,075	,289	4.086	,000

Sources: Result of SPSS, 2020

Dependent Variable: Y
For determine t Table so used equation:
T table = t (α/2; n- k – 1)
 = t(0.05/ 2 ; 138-2-1)
 = t(0.025; 135)
Then the t table is of 2.04523
Test of Hypothesis
H_1: Influence X_1 to Y is of 0.00 < 0.05 and t Calculate 8.203 < t table 2.04523 so that H_1 is accepted which means there is the effect of X_1 on Y.
H_2: influence X_2 to Y is of 0.00 < 0.05 and t Calculate 4.086 < t table 2.04523 so that H_2 accepted which means there is the effect of X_2 on Y.

5.3.2. Results of F-Test
Test this used for a test regression model with variable dependent and variable independent by statistics. F-test results of the table below will explain the F-count and F table:

Tabel 4. Results of F-Test

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	275,651	2	137,826	17,874	,000[b]
	Residual	1040,994	135	7,711		
	Total	1316,654	137			

Source: Result of SPSS, 2020

a. Dependent Variable: Y
b. Predictors: (Constant), X_1, X
 For determine F table so used equation :
 F-table = f(k; nk)
  = f (2 ; 138 – 2)
  =f (2 ; 136)
 Then f-table is by 3.06

Based on table outhe tput on is known score significance for the effect of X_1, and X2 by simultaneous against Y is 0.000 <0.05 and the value of F 128.668 > F table 3.06 , so that could be concluded that variable emosional of intelligence (X_1), and competence (X_2) have an effect by simultaneous to variable performance (Y) which means hypothesis accepted.

Tabel 5. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,810ᵃ	,656	,651	,408

Source: Result of SPSS, 2020

Based on table 5 is known significance score for the effect of X_1, and X_2 by simultaneous to Y is 0.000 <0.05, and the value of F 128.668 > F table 3.06, so the variable emotional of intelligence (X_1), and competence (X_2) have an effect by simultaneous to variable performance (Y) which means hypothesis accepted.

5.4. Discussion

Based on the results of testing by statistics could see that variable intelligence of emotional and competence have a positive effect and are significant to variable performance. The effect given independent variable to the character is positive, the meaning is the higher intelligence of emotional variable and competence so the higher the performance. Based on the results of t-test is showing that intelligence of emotional and competence has a positive effect to performance so that hypothesis accepted. This is caused lecturers at Bina Darma University feel convinced that they have good performance. From the result analysis, this show that there is a difference in performance lecturer who has intelligence emotional and competence show more performance good from fewer other employees capable control emotional. This is appropriate with research conducted by Dodi R, Setiawan (2009). A possible explanation is given from results analysis this is intelligence emotional someone is very instrumental important in performance because when emotionally disturbed so activity will be disturbed. Research results in this implementation for companies that individuals who have intelligence for arranging emotions will produce a good performance.

6. Conclusion

The conclusion of this study is as follows 1) emotional intelligence (X_1) has a strong influence on lecturer performance, the results of the questionnaire also support that there is a relationship between emotional intelligence and lecturer performance. It can be seen that Bina Darma University lecturers try to work together, which is related to one component of emotional intelligence. namely social skills. 2) The influence of the competence variable (X_2) which has a significant effect on lecturer performance (Y) from the magnitude of competence on performance. 3) The variables of emotional intelligence and competence simultaneously have a significant influence on the performance of lecturers at the Bina Darma University in Palembang. These results indicate that a change in emotional intelligence and competence will also be changed lecturer performance.

References

Cahya, DT., Intelligence Emotional and Motivation To Productivity work Employees, *Journal Knowledge Management*, vol 2, no 1 march 2019. pp. 48-60, 2018.

Eldes, Ahyar and Suryo kristanto., Influence Intelligence Emotional, Leadership Waiter *(Servant Leadership)* and Satisfaction Work Against Performance on Lecturers School of Economics in the City of Semarang)**, *JIABI*, Vol. 2 no. 1, 2018.

Faitullah ., Influence Competence , Motivation , and Intelligence Emotional on the Performance of Lecturers in Private Universities Kopertis Region II (study cases at Bina Darma University and Tridinanti University), *Journal Management and Business Sriwijaya*, vol.12 no.4, 2014.

Fauzi Firman ., Influence Employee Competence and Performance To Development Career in Construction Company (study case at Pt WB, Tbk Sales Region III Jakarta), *Journal of Entrepreneurship*, Management and Industry *(JEMI)*, vol. 2, no. 1, pp. 9-21, 2019.

George., *Personnel and Resource Management Power human ,* 2nd Edition, BPFE, Yogyakarta, 2013.

Hendrawan Andi., *Influence Competence on Team Performance), journal of management Review*, vol 2 no. 1 pp. 143-150, 2018.

Hoke Steward.V ., Influence competence, Commitment Organization and Compensation Against Employee Performance at PT.Marga Dwitaguna Manado, Sulawesi Utara), *EMBA Journal*, vol. 6 no.1 pp.1-10, January 2018.

Hurriyati, Ratih, and Muji Gunarto. "Metode Statistika Bisnis untuk Bidang Ilmu Manajemen dengan Aplikasi Program SPSS." Bandung: Refika Aditama. 2019.

Laode Asari ., Influence Intelligence Emotional , towards Performance through competence and motivation Lecturer Nursing in Makassar City, *YUME: Journal Of Management*, vol 2 no.2, 2019.

Lubis Sarmadhan ., Relation Intelligence Emotional To Performance Study Students in Islamic Subjects, *Journal of Islamic Education*, vol. 6, no. 2, July - December 2017.

Mangkunegara , A. A Anwar Prabu, *Management Source Power Corporate People*. PT. Teenager Offset, Rosdakarya, Bandung, 2017.

Bead Sudarnin ., Influence Competence Against Lecturer Performance School Knowledge High Economics Riau), *Journal of Economics and Business Science*, 2018.

Marliza., Influence Competence, Motivation Work and Satisfaction Work on Lecturer Performance, *Journal of Management & Entrepreneurship*, vol 7,no 2, 2019.

Mulyasari Irma., Influence Intelligence Emotional and Competence on Employee Performance, *journal of management*, vol 2 no. 2, 2018.

Ristekdikti., Bina Darma University Research Results Scopus Document, Available: http://sinta2.ristekdikti.go.id, 2020.

Ristekdikti., Document Scopus Research Results of the University of Muhammadiyah Palembang*.*, Available: http://sinta2.ristekdikti.go.id, 2020.

Ristekdikti., Overview Competence Bina Darma University Lecturer From Position Functional Academic 2019 Available: http://sinta2.ristekdikti.go.id, 2020.

Saraswati IR., Understanding Student against SAK seen from Intelligence Intellectual, Intelligence Emotional, and Behavior study. *IKRA-ITH Economics,* vol 3 no. 1, March 2020.

Setiawan, YG., Influence Intelligence Emotional, Intelligence Intellectuals and Independence on Auditor Performance), *E- Journal Accounting Udayana University* , vol.16. no. 2, pp. 1034-1062, August 2016.

Setiputra R Yudhy Pradityo., Utilization of Real Time Conference in Field Development Competence in the Era of Disruptive Technology*, Journal Window Regional Innovation,* vol 2 no. 2, pp. 1-12, Magelang, August 2019.

Shaputra , AR and Hendriani Susi., Influence Competence , Commitment , and Development Career on Employee Performance Pt. Bank Rakyat Indonesia (Persero) Pekanbaru Regional Office*, Journal of Tepak Management Business* , vol 7 no.1, Jan 2015.

Sugiyono . *Method Study of Business*, Alphabet, Bandung, 2014.

Styanigrum , Rani., Influence Intelligence Emotional on Performance (S, tudy Employee Case PT.services Raharja East Java Branch), *Journal Administration Business (JAB)*, vol. 36 no.1 July 2016.

Biography

Muji Gunarto; is a senior lecturer at the Faculty of Economics and Business, Bina Darma University, Pelembang, Indonesia. His current position is Management Department of the Faculty of Economics and Business, Bina Darma University Palembang, Indonesia. A bachelor's degree was obtained from the Faculty of Statistics, Padjajaran University, Bandung, Indonesia. The Master's degree in Science was obtained from Sriwijaya University, Pelembang, Indonesia. And the Doctoral degree was obtained from the Indonesian University of Education Doctoral Program. Several books and scientific papers have been published in journals indexed by Scorpus and Sinta.

Alfi Nura; is a senior lecturer at the Faculty of Economics and Business, Universitas Negeri Medan, Indonesia. His current position is Management Department of the Faculty of Economics and Business, Universitas Negeri Medan Indonesia. The Doctoral degree was obtained from the Indonesian University of Education Doctoral Program.

Pitri Yanti; is Magister of Management student at at the Bina Darma University postgraduate program, Palembang, Indonesia. She got a bachelor degree of chemical engineering from Sriwijaya University