



**International Journal of Education, Social Studies,
And Management (IJESSM)**

e-ISSN : 2775-4154

Volume 4, Issue 2, June 2024

The International Journal of Education, Social Studies, and Management (IJESSM) is published 3 times a year (**February, June, November**).

Focus : Education, Social, Economy, Management, And Culture.

LINK : <http://lppipublishing.com/index.php/ijessm>

Effect of Emotional Intelligence on Employee Performance in Gen Z

Silvia Ekasari¹, Wachyu Hari Haji², Olfín Ishak³, Tanti Widia Nurdiani⁴,
Murwani Wulansari⁵

¹STIE Manajemen Bisnis Indonesia, Indonesia

²Universitas Bina Nusantara, Indonesia

³Universitas Gorontalo, Indonesia

⁴Universitas Islam Raden Rahmat Malang, Indonesia

⁵Universitas Bina Sarana Informatika, Indonesia

ABSTRACT	
ARTICLE INFO <i>Article history:</i> Received 27 May 2024 Revised 15 June 2024 Accepted 30 July 2024	This research aims to analyze effect of emotional intelligence on employee performance in Gen Z. This sort of investigate is affiliated investigate. The population in this study is Gen Z who are working in Indonesia. Based on these considerations, the number of research samples is 100 Gen Z who are working in Indonesia. Data analysis in this study using simple regression analysis. The results show that emotional intelligence has significant effect on employee performance in Gen Z.
Keywords	<i>Emotional Intelligence, Employee Performance, Gen Z</i>
Doi	10.52121/ijessm.v4i2.378
Corresponding Author	silvia.ekasari@stiemi.ac.id

INTRODUCTION

Changes will require human resources to immediately adapt to these changes. Human resources are a vital asset for the progress and development of an organization due to the changes that occur (Mariani et al., 2023; Pandiangan, 2024; Tambunan et al., 2024). Organizations do not only pursue high productivity achievements but also pay more attention to performance in the process of achieving it, thus performance is a key factor for each individual and organization in achieving productivity. To improve employee quality, it is necessary to improve employee coaching methods and models and ensure that employees can carry out their duties properly, without experiencing various disturbances that can affect performance. Humans are the planners, doers, and determinants of the organization, therefore, no matter how sophisticated the tool is, it will not be able to operate without the active role of human resources. Good

employee performance will certainly produce good service. To realize good service, employee enthusiasm, perseverance, and motivation must remain stable.

Generation Z has characteristics that are capable of technology, like always use social media or social networks as a means to communicate with other individuals, are tolerant of culture, usually do activities simultaneously, lack patience, and are slightly lacking in communicating with other individuals verbally.

The importance of human resource management in achieving company, employee and community goals (Gultom et al., 2024). Given the importance of human resources in a company to remain competitive without limits, the role of human resource management is no longer only the responsibility of employees or workers, but is the responsibility of the leadership. Human resource management must of course be carried out by professional leaders. Thus, human resource management can be interpreted as the management and utilization of resources available to employees.

Performance is an important aspect in efforts to achieve a goal. Maximum goal achievement is the result of good team or individual performance, and conversely, failure to achieve the targets that have been formulated is also the result of suboptimal individual or team performance (Ivancevich, 1998). The real behavior displayed by each person as a work achievement produced by employees according to their role in the company. Referring to this view, it can be interpreted that a person's performance is related to the routine tasks he/she performs.

Employee performance is not only seen from perfect work ability, but also the ability to master and manage oneself and the ability to build relationships with others which is called emotional intelligence.

Emotional intelligence is an individual's ability to recognize, understand, influence, and process their own emotions and the emotions of other individuals (Howes and Herald, 1999). 20% of the achievement of a performance is determined by intellectual intelligence and the remaining 80% is determined by emotional intelligence, so human behavior is an important aspect because the success of a company is determined by employee behavior. Regarding intellectual intelligence, some state that intellectual intelligence cannot be changed much by experience and education, intellectual intelligence tends to be innate so that we cannot do much to improve it. Meanwhile, emotional intelligence can be trained, learned, and developed in childhood, so there is still an opportunity to develop and improve it to contribute to a person's life success. Emotional intelligence is a situation where a person must be able to control themselves, their spirit, their emotions, and survive stress that can occur due to

anything, either in the work environment or outside the work environment, which will have a negative impact in the future.

This research aims to analyze effect of emotional intelligence on employee performance in Gen Z.

RESEARCH METHOD

This sort of investigate is affiliated investigate. Acquainted investigate could be a investigate issue detailing that's inquiring the relationship between two or more factors (Pandiangan et al., 2024).

Population is the generalization range of objects that have certain qualities and characteristics characterized (Fransisco et al., 2024). The population in this study is Gen Z who are working in Indonesia. The sample is portion of the populace that speaks to the populace within the think about (Pandiangan et al., 2023). The test was taken since it has restrictions in conducting investigate both in terms of time, vitality, reserves, and an awfully huge populace. The testing procedure in this investigate is utilizing purposive examining procedure, to be specific the method of deciding the test by utilizing certain contemplations. Based on these considerations, the number of research samples is 100 Gen Z who are working in Indonesia.

Data analysis in this study using simple regression analysis. Simple regression analysis is a statistical tool that is used in the quantification of the relationship between a single independent variable and a single dependent variable based on observations that have been carried out in the past (Sihombing et al., 2024; Yoppy et al., 2023).

RESULT AND DISCUSSION

Gen Z

Gen Z or generation Z is a generation born between 1995 and 2010. Some also say that this generation is the internet generation or digital generation. Gen Z is the first generation that is truly the internet generation or in other words, the natives of the digital era. Gen Z or the natives of the digital era were born when the world of digital technology was complete such as personal computers, mobile phones, gaming devices, and the internet. They spend their free time surfing the web, prefer to stay indoors, and play online rather than go out and play outdoors.

This generational transition occurred during the rapid development of global technology, which then gave birth to a mindset that tends to want everything instant. Gen Z has a close relationship with technology, and the need to depend on the internet both in the social world, education, and knowledge of something, which makes them stiff in communicating in the real world. The

history of the digital era itself is marked by simultaneous communication channels. All forms of media rely on digital codes. Digital devices for storing and distributing information, become a basis for computing, media, and telecommunications, digital, is seen as the core of mono-media. Gen Z is an influential generation in its community. This is the result of exposure to various things on the internet. If they have a good or bad experience, they will not just keep quiet, they will express it on social media. Gen Z uses social media to connect with people in various parts of the world who are connected to the internet.

Here are the characteristics:

1. Fluent in technology, tech-savvy, web-savvy, and app-friendly generation which is a digital generation that is proficient in information technology and various computer applications. They can access various information they need easily and quickly, both for educational purposes and for their daily lives.
2. Very intense interaction through social media with all groups. They are very intense in communicating and interacting with all groups, especially with peers through various networking sites, such as Facebook, X, and Instagram. Through this media, they can express what they feel and think spontaneously.
3. Tend to be tolerant of cultural differences and very concerned about the environment
4. Accustomed to various activities at the same time. They can read, talk, watch, or listen to music at the same time. They want things to be done and to move quickly. They don't want things to be long-winded and convoluted.
5. Quickly move from one thought or task to another.
6. Enjoy sharing.

Simple Regression Analysis Results

Table 1.

Simple Regression Analysis Result

Variable	Sig.
Emotional Intelligence	0.001

Dependent Variable: Employee Performance

The results show that emotional intelligence has significant effect on employee performance in Gen Z. Currently, Generation Z is starting to enter the workforce and is a more creative and practical generation. In addition, Generation Z is more aware of social issues and mental health. In particular, company leaders need high emotional intelligence because they represent the organization, and interact with people both inside and outside the organization,

and play an important role in shaping the morale and discipline of their employees. Leaders who have high empathy will be able to understand the needs of their employees and can provide constructive feedback. The basic value developed by displaying emotional intelligence is its implications for training, considering that emotional intelligence plays an active role in a person's success at work. Training programs are one effort to improve employee performance in dealing with various changes both internally and externally. The right and varied training models and methods will be able to reduce employee boredom and saturation. So that employee performance remains stable and of high quality.

CONCLUSION

The results show that emotional intelligence has significant effect on employee performance in Gen Z.

REFERENCES

- Fransisco, F., Prasetyo, K., Surya, S., Hutahean, T. F., & Pandiangan, S. M. T. (2024). Faktor-Faktor Fundamental Terhadap Earning Per Share Pada Perusahaan Perbankan BUMN. *Journal of Economic, Bussines and Accounting (COSTING)*, 7(3), 5837-5844.
- Gultom, J. A., Pandiangan, S. M. T., Silitonga, M., Sinurat, W., & Naibaho, R. (2024). PENGARUH PELATIHAN KERJA KARYAWAN TERHADAP PENINGKATAN KUALITAS PRODUK. *ATDS SAINTECH JOURNAL OF ENGINEERING*, 5(1), 14-18.
- Howes, R. & Herald, B. (1999). *Emotional Intelligence*. Jakarta: PT. Gramedia Pustaka Utama.
- Ivancevich, J. M. (1998). *Human Resources Management*. New York: McGraw-Hill.
- Mariani Alimuddin, S. E., Jana Sandra, S. E., Sarce Babra Awom, S. E., Pandiangan, S. M. T., Solehudin, M. M., Ahmad, S. E., ... & SE, M. (2023). *Pengantar Ekonomika*. Cendikia Mulia Mandiri.
- Pandiangan, S. M. T. (2024). Effect of Income and Expenditure on Foreign Visitors at Indonesian Commercial Tourist Attractions. *Journal of Social Responsibility, Tourism, and Hospitality (JSRTH)*, 4(2), 1-7.
- Pandiangan, S. M. T., Wau, L., Ariawan, A., Napu, F., & Nuryanto, U. W. (2023). The role of business education in the implementation of financial check list in financial management courses. *Edumaspul: Jurnal Pendidikan*, 7(1), 174-179.
- Pandiangan, S. M. T., Gultom, J. A., Ariani, D., Dharmawan, D., & Butar-Butar, R. S. (2023). Effect of Problem-Based Learning Model on Learning

- Outcomes in Microeconomic Course. *Edumaspul: Jurnal Pendidikan*, 7(2), 5572-5575.
- Pandiangan, S. M. T., Pattiasina, V., Mawadah, B., & Dharmawan, D. Suratminingsih.(2023). Effectiveness of Problem-Based Learning Model on Critical Thinking Ability in Financial Management Course. *Edumaspul. Jurnal Pendidikan*, 7(2), 5576-5580.
- Pandiangan, S. M. T., Tambunan, H. N., Gultom, J. A., & Hutahaeon, T. F. (2024). Analysis of Asset Management Ratio and Solvency Management Ratio. *Journal of Corporate Finance Management and Banking System (JCFMBS)*, 4(2), 25-36.
- Pandiangan, Saut Maruli Tua, Fachrurazi, Indajang, Kevin, Novita, Yulia, & Dharmawan, Donny. (2024). Increasing Learning Achievement through the Application of Inquiry Methods in Entrepreneurship Courses. *Edumaspul: Jurnal Pendidikan*, 8(1), 2471-2476.
- Pandiangan, S. M. T., Sintesa, N., MM, C. P., Tarmin Abdulghani, S. T., MT, C., Ayi Muhiban, S. E., ... & Ak, M. (2024). *PENGANTAR BISNIS DIGITAL*. Cendikia Mulia Mandiri.
- Pandiangan, Saut Maruli Tua, Lumbanraja, Penny Chariti, Lumbanraja, Pretty Luci, Gultom, Josua Alexander, & LC, Mohammad Anwar. (2024). Effect of Service Quality on Hotel Guest Loyalty with Hotel Guest Satisfaction as an Intervening Variable in Five-Star Hotel. *Journal of Social Responsibility, Tourism, and Hospitality (JSRTH)*, 4(3), 33-41.
- Sihombing, R. S. Z., Tutik, D. W., Nathalie, N., Hutahean, T. F., & Pandiangan, S. M. T. (2024). Analisis Rasio Likuiditas, Solvabilitas, Aktivitas, Pertumbuhan Dan Profitabilitas Terhadap Earning Per Share Terhadap PT. Bank BRI Tbk Pada Tahun 2018-2021. *Journal of Economic, Bussines and Accounting (COSTING)*, 7(4), 8085-8093.
- Tambunan, H. N., Pandiangan, S. M. T., & Candra, S. Mei Veronika Sri Endang, & Hendarti, Ricca.(2024). Upaya Peningkatan Perekonomian dengan Memanfaatkan Potensi Ibu Rumah Tangga di Era Digital pada Kelurahan Durian, Kecamatan Medan Timur. *E-Amal: Jurnal Pengabdian kepada Masyarakat*, 4 (1), 1-6.
- Yoppy, I., Hartono, I. A., Hutahaeon, T. F., & Pandiangan, S. M. T. (2023). Influence Profitability, Policy debt, Policy Dividend, Investment Decision, And Firm Size to Company Value Manufacture Sub Sector Food And Drink Which Registered In the Indonesian Stock Exchange. *International Journal of Economics Social and Technology*, 2(3), 175-183.

© Silvia (2024).

First Publication Right :

© International Journal of Education, Social Studies,
and Management (IJESSM) This article

