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## The Influence of Emotional Intelligence and Individual Characteristics on Police Employee Performance of Deli Tua Police Officers, Indonesia

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### ABSTRACT

The problem of this research is that the performance of police officers is still not optimal in dealing with work stress and pressure, handling conflicts well, or communicating effectively within the scope of work and society where the duties and responsibilities faced by police officers are often heavy and full of pressure. If employees cannot manage stress well, they can experience physical and mental fatigue, which can impact their performance in handling daily tasks. This study aimed to determine both simultaneously and partially the influence of emotional intelligence and individual characteristics on the performance of police employees. The method used is quantitative descriptive using secondary data by distributing questionnaires, processed using the SPSS application with multiple linear regression techniques. The findings of this research are that there is an influence between emotional intelligence and individual characteristics on the performance of police employees both in partial and simultaneous terms. The implication of this research is that emotional intelligence helps police employees manage stress better, remain calm under pressure, and face stressful situations without losing self-control. These emotional and personality aspects play a key role in ensuring effective public services and creating positive relationships with the public.

### 1. Introduction

The emotional intelligence and individual characteristics possessed by the police have a big influence on the performance of the entire team. The ability of police employees to manage personal and co-worker emotions ensures a harmonious and productive work atmosphere. In tense situations, police officers remain calm and focused, helping to calm the atmosphere around them. In handling the community, the police have high sensitivity and empathy for the problems and feelings of residents. Police employees carefully listen to the community's complaints and needs, and their ability to empathize helps create a relationship of trust between the police and the community. This brings public trust in the

police, which in turn increases cooperation and success in solving cases (Anis, 2022; Gaffar, 2017; Goleman, 2015).

Emotional intelligence is very important for a police officer because of the nature of police work in the realm, which is dangerous, so emotional intelligence is needed in every employee so they can work better and be able to make good decisions when urgent. Besides that, intelligence emotions are very important for police employees because this will help them take appropriate action and avoid emotions that can have fatal consequences. Individual characteristics have a very important role in improving performance. The police currently really need individuals who are able to work without tarnishing the bad image of their agency.



With good individual character and supporting emotional intelligence, the performance of police employees will improve so that the values and norms set by the agency will run well (Anis, 2022; Purwaningsih, 2017).

Likewise, in the police employee performance of the Deli Tua Police Officers, there are several problems related to employee performance. These are the decreasing levels of quantity and quality of work. For example, police employees' knowledge of their work is still not optimal, so they always need direction from their superiors or seniors. Job knowledge regarding the work tasks to be carried out, lack of initiative level when carrying out work tasks, the level of ability and speed of employees in receiving work instructions and completing work is deemed inadequate, decreased work morale, and non-compliance with established rules. Most of these things happen because of the character of individuals who are less willing to learn from experience and cannot control their emotions, so this can reduce the performance of police employees, which can end up bringing their agency into disrepute. Apart from that, the performance of police officers is still less than optimal in dealing with work stress and pressure, handling conflicts well, or communicating effectively within the scope of work and society where the duties and responsibilities faced by police officers are often heavy and stressful. If employees cannot manage stress well, they can experience physical and mental fatigue, which can impact their performance in handling daily tasks (Hasibuan, 2014; Hassan, 2013; Sutrisno, 2012).

## **2. Literature Review**

### **Performance**

Employee performance is the result of various personal characteristics possessed by each individual. In the context of increasingly tight competition and globalization, companies need employees who can achieve high levels of performance. Furthermore, jobs require feedback on their performance as a guide for

future actions. Therefore, performance appraisals should reflect employee achievements. Management and employees need to get feedback regarding their work. The results of employee performance appraisals can be used to make decisions regarding personnel and provide feedback to employees regarding the implementation of their work. Performance, or what is known as job performance, is the level of productivity of an employee who can be compared with his colleagues based on several results and behaviors related to work tasks. In other words, employee performance is the extent to which employees achieve the specified job requirements. Performance is the work result obtained by a person in carrying out the tasks assigned, which depends on ability, initiative, experience, perseverance, and time invested.

Performance as a determinant of employee ability must have several factors for assessment so that it can be assessed whether an employee's performance is good or not. There are three important factors that influence performance, namely individual variables, psychological variables, and organizational variables. Apart from that, there are four important factors that influence performance, namely effectiveness and efficiency, authority and responsibility, discipline, and initiative. There are several factors that influence performance, namely an organization, including management efforts in translating and aligning organizational goals, organizational culture, the quality of the organization's human resources, and effective leadership. There are five factors that influence the relationship between goals and performance, namely commitment to the goals set, the level of employee confidence in their ability to carry out their duties, task characteristics, and national culture (Hidayat, 2017; Purwaningsih, 2017; Riani, 2013).

### **Emotional intelligence**

Every individual is endowed with reason and thoughts, which are the source of their intelligence. Without this, humans would not be able to think well.



The word “emotion” comes from the word “movere,” meaning movement or action, indicating that the urge to act is a key aspect of emotion. Emotions are essentially an urge to act and an instant plan to overcome a problem. Anger: describes feelings of anger, mourning, hatred, annoyance, dissatisfaction, dissatisfaction, hatred, and, in extreme cases, acts of violence and pathological hatred. Sadness: involves feelings of pain, sadness, darkness, hopelessness, feelings of loneliness, rejection, hopelessness, and, in pathological cases, severe depression. Fear: includes feelings of anxiety, anxiety, worry, deep fear, hypervigilance, feelings of unease, dread, tension, and, in the case of pathology, phobias and panic attacks. Pleasure: involves feelings of happiness, joy, bliss, satisfaction, elation, bliss, pride, sensual pleasure, awe, admiration, feelings of satisfaction, extreme happiness, and ecstasy. Love: includes acceptance, friendship, trust, kindness, emotional closeness, filial piety, respect, closeness, and affection. Shock: involves feelings of surprise, gasp, amazement, and stupefaction. Annoyance: includes feelings of humiliation, disgust, disgust, nausea, discomfort, and dislike that can make you nauseous. Shame: involves feelings of shame, regret, humiliation, disgrace, and feelings of brokenness (Anis, 2022; Goleman, 2015; Riniwati, 2016).

### **Individual characteristics**

A person's future in an organization is not only determined by performance alone. Managers also consider subjective factors, namely how the appraiser views the employee's character or behavior as good or bad, which will be the case influence their assessment. Individual characteristics are special traits possessed by each individual. Every human being has individual characteristics that are different from each other. A person's future in an organization does not only depend on their performance because each individual has unique individual characteristics. Individual characteristics are as follows: Individual

characteristics are psychological processes that influence the way individuals obtain, use, and respond to goods, services, and experiences. Individual characteristics are internal factors that motivate and influence individual behavior. Thus, it can be concluded that individual characteristics include aspects such as the individual's biographical background, personality, perceptions, and attitudes. Individual characteristics have a direct influence on employee performance (Gaffar, 2017; Hassan, 2013; Hidayat, 2017).

### **3. Methods**

This research is a type of associative research, where this research seeks to find out the relationship between interrelated variables. This research was located at the Deli Tua Police Officers, Becek alley, No. 18, Deli Tua Tim, Deli Tua District, Deli Serdang Regency, North Sumatra 20355, Indonesia. The population in this research was all active police employees at the Deli Tua Police Officers, totaling 40 employees. In this study, the sampling used was a saturated sample where the entire population was sampled. In this study, the research samples were all employees of the Deli Tua Police Department, totaling 40 people. This method involves direct interaction between researchers and respondents who have relevant knowledge or authority. Through interviews, researchers can ask relevant questions and get answers verbally. This method includes analysis of existing documents in the research context, such as organizational history, organizational structure, as well as other related information that can be found in official company documents. This documentation provides the informational basis for the research. The use of questionnaires as a data collection technique involves providing statements or questions to respondents who are asked to answer in writing. This allows collecting data from a large number of respondents simultaneously. The test variables in this study are emotional intelligence (X1), individual



personality (X2), and performance (Y). Statistical analysis in this study uses data quality tests, classical assumption tests, hypothesis tests, multiple linear regression tests, and determinant coefficient tests.

#### 4. Results and Discussion

The sample of respondents that will be used for validity testing is 40 people (N=40), so the degrees of freedom (df) used are N-2 (df=38). The r-table value used in this test is 0.3120. All statement items in the emotional intelligence variable have a correlation (r-count) that is greater than the r-table value of 0.3120. Therefore, all items are declared valid. The closer the value is to 1, the higher the reliability of the variable, indicating consistency in the score answers for each indicator. All statement items have a Cronbach's alpha value > 0.60. Therefore, all indicators in the performance variable (Y), emotional intelligence variable (X1), and individual characteristics variable (X2) can be considered reliable with a good level of reliability. The VIF values for X1 and, therefore, based on these results, it can be concluded that in this study, there was no multicollinearity problem between variables X1 and X2 in the regression model.

Based on the regression analysis, the equation is obtained:  $Y = 3.891 + 0.373X1 + 0.793X2$ , which will result in an increase of 38.91% in the performance variable. The regression coefficient for (X1) (b1) is 0.373, which illustrates the magnitude of the influence of emotional intelligence on performance. This means that if the emotional intelligence variable increases by 1%, then this will contribute to an increase in performance of 3.73%. The regression coefficient for (X2) (b2) is 0.793, which indicates the large influence of individual characteristic variables on performance. Thus, if the individual characteristic variable increases by one unit, this will cause an increase in performance of 7.93%.

The calculated t value for the emotional intelligence variable (X1) is 3.672, which is greater than the t table value of 2.024. This shows that the null hypothesis

(H0) is rejected, and the alternative hypothesis (Ha) is accepted. In this context, it can be concluded that the emotional intelligence variable (X1) has a positive and significant influence on the performance of Medan Police Officers at the significance level  $(\alpha = 5\%)$ , with a significance value of 0.003, which is smaller than 0.05. In other words, the emotional intelligence variable (X1) partially has a significant positive influence on the performance of Medan Police Officers at a significance level of 5%. The calculated t value for the individual characteristics variable (X2) is 7.113, which is much greater than the t table value of 2.024. This indicates that the null hypothesis (H0) is rejected, and the alternative hypothesis (Ha) is accepted. In this context, it can be concluded that the individual characteristics variable (X2) has a positive and significant influence on the performance of Medan Police Officers at the significance level  $(\alpha = 5\%)$ , with a sig significance value of 0.000, which is smaller than 0.05. In other words, the individual characteristics variable (X2) partially has a significant positive influence on the performance of Medan Police Officers at a significance level of 5%.

The Fcount value is 39.098, with a significance level of 0.000. Based on the results of the F test, this research data is significant because Fcount 39,098 > Ftable 3.24, namely Ha is accepted and Ho is rejected. The significance level is  $0.000 < 0.05$ , indicating that the variables performance, individual characteristics, and emotional intelligence together influence the performance of the Medan Police Officers. The coefficient of determination ( $R^2$ ) of 0.961, which means that around 96.1% of the variation in performance at the Medan Police Officers can be explained by the variables that have been investigated in this research, namely emotional intelligence, individual characteristics, and performance. Meanwhile, the remaining 3.9% may be influenced by other factors not examined in this study. The estimated standard error value is 0.47038, which shows that the regression model has good precision, and the smaller the



standard deviation value, the better the model. Emotional intelligence, individual characteristics, and performance have a significant influence on the performance of the Medan Police Officers. The analysis results show that around 96.1% of the variation in performance can be explained by these variables. However, there is approximately 3.9% variation that cannot be explained by this model, possibly due to other factors that have not been studied.

Employees who feel more individual to the organization have reliable habits, plan to stay longer in the organization and invest more effort in their work. Job performance means moving from one position to another position that has a higher status and responsibility, with this performance meaning there is trust and recognition regarding the abilities and skills of the employee concerned. The results of other studies stated that there was an influence of individual characteristics and work emotional intelligence on job performance in employees (Hurriyati, 2012; Jex, 2022; Priansa, 2018).

## 5. Conclusion

Emotional intelligence helps police officers manage stress better, stay calm under pressure, and deal with stressful situations without losing self-control. These emotional and personality aspects play a key role in ensuring effective public services and creating positive relationships with the public.

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