

## THE INFLUENCE OF EMOTIONAL INTELLIGENCE ON THE PERFORMANCE OF HEALTH DEPARTMENT OFFICERS OF DELI SERDANG REGENCY

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### Abstract:

*Employee performance is the responsibility of employees to their work and the results achieved by the employees in performing the job given to them either in quantity or quality within a certain time. The goals of employee performance are to adjust employee expectation with organizational goals. Incompatibility between efforts to achieve employee performance goals with organizational goals will result in poor performance. Employee performance is influenced by internal and external factors. One of the internal factors that affect employee performance is emotional intelligence. This research analyzed the influence of emotional intelligence which consists of self-awareness, self-regulation, motivation, empathy and social skills on the performance of the Officer of Health Department of Deli Serdang Regency, North Sumatera, Indonesia. The type of this research was causal research with cross-sectional study design. The subjects of this research were Civil Servants working in the Health Department of Deli Serdang Regency who occupied operative positions or staff of 100 people. The sampling used data were collected through interviews, questionnaires distribution and literature study. The data were analyzed using a multiple linear regression model, hypothesis and testing was done by using T-test and F-test. This research was conducted at the Health Department of Deli Serdang Regency, North Sumatera Province, Indonesia. The result showed that emotional intelligence which had a significant influence on the performance of Health Service Officers of Deli Serdang Regency was motivation and social skill. The results of the T-test showed that the emotional intelligence: self-awareness, self-regulation, motivation, empathy and social skills simultaneously had a positive influence on the performance of the Health Department officers of Deli Serdang Regency. The results of the -test concluded that emotional intelligence: motivation and social skills had a positive and significant influence on the performance of the Health Department officers of Deli Serdang Regency. Emotional intelligence consisting of self-awareness, self-regulation, motivation, empathy and social skills had a positive and significant influence on the performance improvement of the Health Department officers of Deli Serdang Regency. The higher the emotional intelligence of the Health Department officers of Deli Serdang Regency, the better the employee performance, the lower the emotional intelligence, the lower the performance of the employees.*

**Keywords:** Self-awareness, Self-regulation, Motivation, Empathy, Social Skills, Employee Performance.

**JEL Code:** G18, H11, M38, M48, P47.