The Effect Of Competence And Emotional Intelligence On The Performance Of Pawon Nusantara Coffee Employees On The Island Of Java

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ABSTRACT

This study plans to look at and dissect the impact of skill and the capacity to appreciate people on a profound level on worker execution at Kopi Pawon Nusantara in Java Island. The exploration was directed utilizing expressive and confirmation techniques, specifically: gathering, introducing, dissecting and testing speculations and making ends and ideas. Test gathered with use recipe slovin , as well as likelihood examining procedure with basic irregular inspecting which then produces 133 examples from a population of 200 individuals. The logical strategy is utilized that is procedure investigation range scale and analysis track with assistance Methodof Succesive Stretch (MSI), Microsoft Succeed 2016 PC program and SPSS application rendition 21.Based on results examination that has been led concentrate on this demonstrate that Skill show the mean worth is 555.6 with rules concur . Knowledge Profound show the mean score is 542.7 with rules concur . Execution Representative show the typical worth is 523 with measures concur . Coefficient correlation Among the variables Environment Work and Workload obtained a score of 0.753 which means have a strong level, positive and significant correlation _ Among Competence and Emotional Intelligence. Influence by Partial Competence to Performance Employee by 0.860 more big from Intelligence emotional value _ of 0.086. So could declared that Competence more give contribution to Satisfaction Work compared with Emotional Intelligence . Influence simultaneous Competence to Performance Employee of 94.6% while the remaining 5.4% is other variables that are not researched.

Keywords: Competence , Emotional Intelligence and Employee Performance

PRELIMINARY

Business development in this globalization era continues to increase, one form of business that is currently increasing is the culinary business. There are so many new entrepreneurs who are engaged in this field, both big and small businessmen such as MSMEs. Not only in the food sector, the culinary business can also operate in the beverage category. one of the beverage businesses that is made from coffee. Coffee is currently in great demand by the Indonesian people, especially among millennial children. Seeing this, of course, is a business opportunity for business people, currently there are lots of new coffee shops in Indonesia, from those that serve them in millennial or traditional packaging. Not only that, Indonesia is also one of the largest coffee producers in the world and Indonesia's coffee production has also increased in the last five years. Based on the Indonesian Statistical Report, the amount of coffee production in Indonesia in 2021 will increase by around 1.62% from the previous year which was 762.20 thousand tons to 774.60 thousand tons. It can be seen in the diagram below which describes the amount of Indonesian coffee production in 2017-2021 (Mutia, 2022) .

Given the importance of human resources in an organization, a system that can improve employee performance is also needed. To achieve goals in the organization, of course, requires good cooperation in it. The organization is only a support that allows to optimize and improve the performance that is owned to the fullest. To achieve this, of course, the organization will make several efforts, because after all it is human resources who play an active role in the running of the organization's wheels. A successful organization is an organization that can create human resources with good performance quality. Because, with human resources who have good performance quality, it will certainly be very helpful in achieving organizational goals (Subaryanti, 2017) .

Talking about good human resources, Kopi Pawon Nusantara seeks to get employees who have good performance by increasing the competence and emotional intelligence of employees. Employees who have good performance will certainly help the process of achieving the goals of Kopi Pawon Nusantara. Employee performance can be measured from several aspects, such as skills at work, attitudes and so on.

The phenomenon that occurs in Kopi Pawon Nusantara occurs in the field, because most employees who deal directly with customers can certainly be seen from how the skills and attitudes of employees when serving customers. This can be seen in the sales chart below:
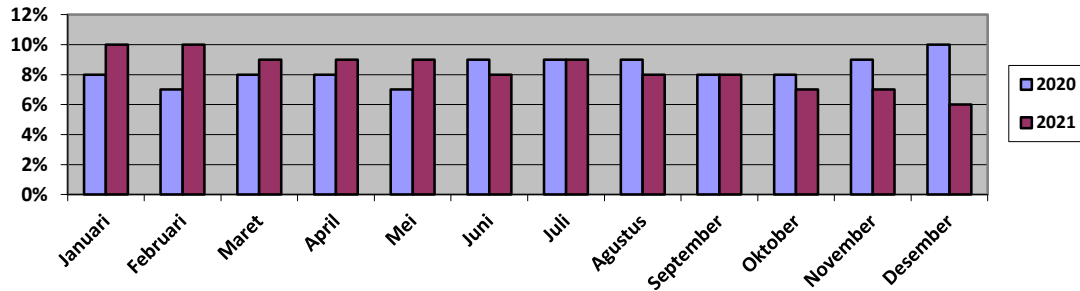

Image 1

Pawon Nusantara Coffee Sales Data for 2020-2021

Source: Head of Finance & Administration Kopi Pawon Nusantara

In view of the realistic above, it is very well may be seen that the deals of Pawon Nusantara Espresso have shakiness, particularly in 2021 which shows a decrease in Spring to 1% and has diminished ceaselessly from July . Notwithstanding the realistic decrease in deals, in 2021 there will likewise be the conclusion of 5 outlets, specifically 2 outlets in Indramayu , 1 outlet in Purwakarta and 2 outlets in Jakarta. So the ongoing complete number of outlets is 40 outlets.

Seeing this, of course the company made several efforts to see how the performance of its employees was, Kopi Pawon Nusantara conducted a performance assessment to continue to monitor how the employees of Kopi Pawon Nusantara were performing .

Table 1

Employee Performance Assessment

Pawon Nusantara Coffee 2021

CRITERIA	AMOUNT	A 421 – 500	B 341 - 420	C 261 - 340	D < 261
Work quality	200	29	41	51	79
Obedience	200	34	29	69	68
Teamwork	200	19	34	57	90
Initiative	200	23	40	60	77

Integrity	200	30	39	77	54
Discipline & Attendance	200	27	50	57	66
Average Amount	**200**	27	36.6	58	78.4

Source: Head of Finance & Administration Kopi Pawon Nusantara

From table 1 above, the average number of employees who have an A score is 27, while the rest have a BCD score of 36.6, 58, 78.4, meaning that only 4% of employees have excellent *performance* . From the explanation above, it can be concluded that to get results that are in accordance with the expected performance of employees at Kopi Pawon Nusantara, it must be further improved. Because after all employees become one of the important things in the process of achieving goals.

employee performance at Kopi Pawon Nusantara is 1003 or 74.30% of the ideal score. This means that the performance of employees at Kopi Pawon Nusantara must be improved again in order to achieve the company's target.

Based on the description above, it can be understood that to improve employee performance, companies must pay attention to emotional intelligence and competence in order to have quality human resources and maximize performance results.

THEORETICAL BASIS

Correlation of Competency Variables with Emotional Intelligence Variables

Competence is an individual who has the ability to do the job properly and an individual who has advantages in certain fields of knowledge, skills and attitudes (Edison et al., 2022) .

According to Robbins and Judge in (Maretta et al., 2022) Emotional intelligence is the ability to motivate oneself and survive in the face of frustration, control impulses and not exaggerate pleasures, regulate moods and keep them free from stress, not paralyzing the ability to think. , empathize and pray,

(Ardiansyah & Sulistiyowati, 2018) To do study about " Influence Competence and Intelligence Emotional To Performance Employee " research this use method quantitative . Result of analysis showing that competence and intelligence emotional take effect by significant against performance employee .

Based on definitions on so could concluded that intelligence emotional have connection close with competence based on several _ aspect like ability in field certain ,

such as control emotions and have knowledge or expertise , as well as response from very worker _ strong about competence and intelligence emotional .

Influence Variable Competence To Performance Employee

Performance employee is one _ influencing factors _ performance employee in reach destination company . For optimizing performance employee company must have source power humans who have good competence . _ Competence is ability possessed _ individual for operate tasks and work that have been given , with based on knowledge , skills and attitudes skills possessed _ individual (Sampunto et al., 2019) .

Based on research conducted by (Darmayanti & Andiani, 2020) about " Influence Competence Work and Motivation Work To Performance Employees of Three Star Hotels in Lovina Beach Area Regency Buleleng ". Result of study the state that competence work take effect by positive and significant to performance employees .

Based on definition and results study before , can concluded that competence have close relationship _ with performance employees . Because if employee could use the competence it has by fine , of course Thing this will optimizing performance employee in achievement destination company .

Effect Intelligence Emotional To Performance Employee

Intelligence emotional could seen from performance employees , if employee have intelligence low emotional _ so will the more low performance _ employees . On the other hand , the more tall intelligence emotional possession _ eat will the more good performance _ employees . Performance employee is ability possessed _ individual in understand emotions in him themselves and their environment , so that could more easy in adapt yourself and finish problem (Rizky Ardewi Laksmi & Sujana, 2017) .

(Mulyasari, 2018) To do study regarding " Influence " Intelligence Emotional and Competence To performance Employees ". From result study the that intelligence emotional take effect by significant to performance employees .

From explanation on could concluded that intelligence emotional could influence quality performance employees . So from that company must notice level intelligence

emotional employees so that the achievement process destination could walk with good

.

Influence Competence and Intelligence Emotional To Performance Employee

According to George Klemp in (Edison et al., 2022:141) competence is underlying character _ someone who produces effective job _ or superior performance . _ With level high competence _ naturally will increase performance employees at the company , no only competence just intelligence emotional too _ same height with level competencies possessed . _ Because if one of them something low _ Thing the of course will also affect _ performance employees . Intelligence emotional is ability somebody in control emotion , face problems and impulses , motivating self , empathetic and capable build connection with others (Hasna et al., 2022) .

(Ardiansyah & Sulistiyowati, 2018) do study with title " Influence " Competence and Intelligence Emotional To Performance Employee At (Study Case at the Department of Education and Culture in West Java ” results study the is competence and intelligence emotional there is influence positive and significant to performance employee , thing the showing that the more low level competence and intelligence emotional so performance employee will decreased .

Based on explanation on could concluded that competence and intelligence emotional take effect to performance employees . This thing showing that performance employee will more effective if company meme liki level employee _ competence and intelligence emotional high .

RESEARCH METHODS

The information examination strategy is utilized in this exploration is illustrative and confirmation technique. Engaging technique is a strategy in exploring a gathering or an individual, an item, a condition, a framework, an idea or a class of occasions right now and the reason for this clear examination is to make a precise, verifiable and genuine illustrative, picture or painting about current realities. - realities, properties and connections between the peculiarities being examined. This research approach uses a quantitative approach. Because quantitative methods can be interpreted using phenomena/symptoms/reality, as well as this research which is based on phenomena

and has a causal relationship, this method is called a quantitative method because the research data is in the form of numbers and analysis uses statistics (Sugiono, 2019:8) . Operationalization of elements is supposed to portray research factors in the possibility of angles and markers and is finished by various methods, for instance, discernment, interviews, composing studies, requiring gadgets as instruments.

Table 2

Research Instruments

Variable	Dimension	Indicator
Competence (X1)	Ability or Skill	Solving problems
		Communication
	Value (Value)	Creative Thinking
		Keep Innovating
	Attitude	Orderly Rules
		On time
Emotional Intelligence (X2)	Self-awareness	Reflecting Confidence
		Self-Emotional Awareness
		Real Self Assessment
	Self control	Reflecting Trustworthiness
		Vigilance
		Adaptability
		Self Control

	Attitude	Orderly Rules
		Innovation
	Motivation	Commitment
		Initiative
		Optimism
	Empathy	Understanding Other People's Feelings
		Service Orientation
		Overcoming Diversity
	Working Quantity	Time In Completing Work
		Achieved Target
Employee Performance (Y)	Work quality	Ability
		Skills
		Work result
	Cooperation	Cooperation with Colleagues
		Solidarity with Coworkers
	Initiative	Creativity
		Desire to Work For Better

Sources :

X1: (Saluy et al., 2019)

X2: (Ludin et al., 2018)

Y : (Kharishma et al., 2019)

Population in study this can in the form of people (Individuals , Groups , Organizations or Society) or thing . Population in this study is employees at Kopi Kawon Nusantara A total of 200 people. In determining the number of samples, the researchers used a tolerable error rate of 5% using the Slovin formula.

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{200}{1 + 200\,(0{,}05\%)^2}$$

$$n = \frac{200}{1 + \ 200\,(0{,}0025)}$$

$$n = \frac{200}{1 + 0{,}5}$$

$$n = \frac{200}{1{,}5}$$

n = 133.333 = 133 People (Rounded)

Description :

n = Sample size

N = Total population whole

e = Error rate in choose member tolerable sample (level _

error in this sampling is 5%)

In light of results estimation above , then, at that point, number of tests in the review this upwards of 159 examples/individual.

For decide the example to be utilized in research , there are different the testing procedure utilized . So testing method or computation the number of sum test utilizing straightforward arbitrary inspecting. It is supposed to be straightforward (basic) in light of the fact that taking part test from population directed by irregular without focus on the current layers in population it .

The data analysis technique used in this research is path analysis with partial and simultaneous hypothesis testing.

RESULTS AND DISCUSSION

Correlation Analysis Results

Correlation analysis is the analysis used to determine the degree of relationship between the independent variables (independent) and the correlation analysis used in this study is Correlation Product Moment. In a way examination, the connection between free factors that have a significant relationship can be determined by immediate or roundabout impact. The aberrant impact is the duplication between the way coefficient and the relationship coefficient.

Table 3

Correlations		Competence	Emotional Intelligence
Competence	Pearson Correlation	1	.714 **
	Sig. (2-tailed)		.000
	N	133	133
Emotional Intelligence	Pearson Correlation	.714 **	1
	Sig. (2-tailed)	.000	
	N	133	133

**. Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Data Processing Results, Author 2022

Based on Table 3 above, the coefficient value between the independent variables, namely Competence (X1) and Emotional Intelligence (X2) is 0.714. From the results of the analysis, the correlation coefficient between the Competency (X1) and Emotional Intelligence (X2) variables is 0.714. Thus, Competence (X1) and Emotional Intelligence (X2) have a strong and unidirectional relationship because they are positive with a coefficient interval of 0.60 – 0.799 with a strong category .

Path Analysis Results

Table 4

Emotional(X2) towards Employee Performance (Y)

Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.642	.818		-.785	.434
	Competence	.885	.029	.887	30.534	.000
	Emotional Intelligence	.077	.019	.115	3.962	.000

a. Dependent Variable: Employee Performance

Source: SPSS Data Processing Results, Author 2022

Based on Table 4 above, it shows the path coefficient between the Competency Path variables (X1) and Emotional Intelligence (X2) on Employee Performance (Y). The values of the path coefficients are respectively described as follows:

1. Influence Competence (X1) Against Performance Employee (Y)

In light of Table 4 the way coefficient of the Ability variable (X1) to the Representative Exhibition variable (Y) is 0.887. These outcomes demonstrate that the commitment of Capability (X1) to the Representative Exhibition variable (Y) is 0.014. With the goal that the condition Y = 0.887X1 is gotten.

the direct influence of Competence (X1) on Employee Performance (Y) Can be calculated using the coefficient of determination formula as follows:

CD $= r^2 \times 100\%$

CD $= (0.887)^2 \times 100\%$

$= 0.786 \times 100\%$

$= 78.6\%$

Based on the above calculation, the direct influence of Competence (X1) on Employee Performance (Y) is 78.6%

2. Emotional Intelligence Influence (X2) Towards Performance Employee (Y)

In light of Table 4 the way coefficient of the Ability to understand people on a deeper level variable (X1) to the Worker Execution variable (Y) is 0.115. These outcomes show that the commitment of The ability to understand individuals on a deeper level (X1) to the Worker Execution variable (Y) is 0.115. So the condition Y = 0.115X2 is gotten.The direct influence of Emotional Intelligence (X1) on Employee Performance (Y) Can be calculated using the coefficient of determination formula as follows:

CD $= r^2 \times 100\%$

CD $= (0.115)^2 \times 100\%$

                    $= 0.13 \times 100\%$

                    $= 13\%$

Based on the above calculation, the direct influence of Emotional Intelligence (X1) on Employee Performance (Y) is 13%.

R2 . Determination Test Results

The total influence of Competency (X1) and Emotional Intelligence (X2) variables on Employee Performance (Y) is the magnitude of the coefficient of determination (R2 ⁾ as shown in the table below:

Table 5

The Value of the Coefficient of Determination on the Relationship Between Variables

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.973 a	.946	.945	1,224

a. Predictors: (Constant), Emotional Intelligence, Competence

Source: SPSS Data Processing Results, 2022 Researchers

Based on Table 5 above, the number of R Square is 0.703 or 70.3%. This shows that the coefficient of 0.946 or 94.6%, the variables of Competence and Emotional Intelligence have a contribution to employee performance of 94.6%. While the remaining 5.4% is explained by other factors not examined in this study (ε).

Hypothesis Analysis

Partial Hypothesis Analysis Results

Table 6

Partial Influence of Competence (X1) and Emotional Intelligence (X2) on Employee Performance

Coefficients a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.642	.818		-.785	.434
	Competence	.885	.029	.887	30.534	.000

Emotional Intelligence	.077	.019	.115	3.962	.000

a. Dependent Variable: Employee Performance

Source: SPSS Data Processing Results, Author 2022

a. Hypothesis Partial Competence (X1) Against Performance Employee (Y)

For the influence of Competence (X1) partially on Employee Performance (Y) with a significant level (α) = 5%, *degree of freedom* (df) = (n-2) = 133 – 2 = 131 obtained t $_{table}$ = 1.657. Based on Table 4.47 above, it shows that tcount = 30,537 sig. 0.000. This shows that the value of sig. (0.000) < (0.05) and t count (30.537) > t table (1.657) then H $_{0\ is}$ rejected. Thus it can be concluded that Competence (X1) partially affects Employee Performance (Y).

b. Hypothesis Partial Intelligence Emotional (X2) Towards Performance Employee (Y)

For the effect of Emotional Intelligence (X2) partially on Employee Performance (Y) with a significant level ( ) = 5%, *degree of freedom* (df) = (n-2) = 133 – 2 = 131 obtained t $_{table}$ = 1.657 . Based on Table 4.47 above, it shows that tcount = 3,962 sig. 0.000 . This shows that the value of sig. (0.000) < (0.05) and tcount (3.962) > ttable (1.657) then H $_{0\ is}$ rejected. Thus, it can be concluded that Emotional Intelligence (X2) partially affects Employee Performance (Y).

Simultaneous Analysis Results

For the simultaneous influence of Competence (X1) and Emotional Intelligence (X2) on Employee Performance (Y) with a significant level (α) = 5%, degree of freedom (df) = (n-2) = 133 – 2 = 131 obtained ftable = 3.06 while fcount can be seen in the table below:

Table 7

F Value Calculation Results

Model		Sum of Squares	df	Mean Square	F	Sig.
ANOVA [a]						
1	Regression	3424,320	2	1712160	1141,949	.000 [b]
	Residual	194.913	130	1,499		
	Total	3619,233	132			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Emotional Intelligence, Competence

Source: SPSS Data Processing Results, 2022 Researchers

Based on Table 7 shows that fcount = 1141,949 and sig. 0.000. This shows that the value of sig. (0.000) < (0.05) and f $_{count}$ (1141.949) > f $_{table}$ (3.07) then H0 is rejected. Thus it can be concluded that Competence (X1) and Emotional Intelligence (X2) have a simultaneous effect on Employee Performance (Y).

Discussion

1. Correlation Between Competence and Emotional Intelligence

It has a correlation of 0.714 and has a strong and unidirectional relationship level because the value is positive. Thus, this study has proven the theory of the relationship between competence and emotional intelligence by (Ardiansyah & Sulistiyowati, 2018) which says that competence is a component that must be possessed by an employee, of course, based on skills and knowledge. Emotional intelligence is a person's ability to regulate one's own emotional stability and the ability to assess emotions in oneself and others. Having employees who have competence and good emotional intelligence will certainly facilitate the process of running the company's wheels, because there are adequate human resources to understand and understand how to deal with work and co-workers.

Based on the above, it can be concluded that competence and emotional intelligence have a strong and positive correlation, therefore employees will have good competence if they have good emotional intelligence as well.

2. Influence Partial Between Competencies To Performance Employee

a. Influence Partial Competence (X1) against Performance Employee (Y)

The Partial Effect of Competence on Performance is 0.860 or 86%. This shows a positive influence between competence on employee performance. According to (Edison, 2022) competence is an individual who has advantages in certain fields of knowledge, expertise and good attitudes. This is in line with research conducted by (Darmayanti & Andiani, 2020) that competence has a positive and significant effect on employee performance. .

Thus, it can be concluded that the better the competencies possessed by the employee, the better the employee's performance.

b. Influence Partial Intelligence Emotional and Performance Employee

The Partial Effect of Competence on Performance is 0.86 or 8.6%. This shows a positive influence between emotional intelligence and employee performance. This is in line with research conducted by (Mulyasari, 2018) that emotional intelligence has a positive and significant effect. High emotional intelligence can improve employee performance, and vice versa. Emotional intelligence is the ability of individuals to motivate or control themselves to continue to develop in recognizing their emotions.

Based on this, it can be concluded that emotional intelligence plays an important role in the company, because the higher the emotional intelligence, the better the performance.

3. **Influence Simultaneous Competence (X1) and Emotional Intelligence (X2) towards Performance Employee (Y)**

Ability and The capacity to appreciate people on a profound level on Worker Execution, with Sig. (0.000) > (0.05) and fcount (1141.949) > ftable (3.07) then, at that point, H 0 is dismissed. The complete impact of Ability and The capacity to understand individuals on a profound level on Worker Execution is 0.946. This means that around 94.6% of laborer execution is impacted by ability and the ability to see the value in anybody on a more profound level, while the extra 5.4% is figured out by various components not broke down in this survey (є). From this assertion, it very well may be seen that the Impact of Concurrent Capability (X1) and The ability to understand people on a deeper level (X2) on Representative Execution (Y)

According to (Rosmaini & Tanjung, 2019) competence is an individual's work ability, this ability includes aspects of knowledge, skills and work attitudes that are in accordance with company standards.

Meanwhile, according to (Nikmatul & Manzilatun, 2022) emotional intelligence is the weakness that a person has in motivating himself, controlling emotions and resilience in the face of problems or failures.

And according to (Liana, 2021) execution is the aftereffect of work in quality and amount accomplished by a representative in completing his obligations as per the obligations given to him.

This is in accordance with research conducted by (Ardiansyah & Sulistiyowati, 2018) that competence and emotional intelligence have a positive and significant influence on employee performance.

Thus it can be concluded that employee performance will be good with the support of competence and good emotional intelligence.

CONCLUSION

In light of the examination that has been finished, the ends that can be drawn in regards to the impact of skill and the capacity to understand people on a profound level on the exhibition of Kopi Pawon Nusantara representatives on the island of Java are that there is a relationship among's capability and knowledge. Emotional meaning _ there is a strong relationship _ Among Competence and Emotional Intelligence . This thing could say that Competence and Emotional Intelligence have positive and significant relationship . Competence and Emotional Intelligence have an effect by Partial to Performance Employees, however Competence gives more contribution by Partial compared variable Emotional Intelligence. This thing could say that Capability and The ability to understand people on a profound level produce results somewhat on representative execution. Ability and the capacity to appreciate anyone on a deeper level at the same time influence representative execution emphatically and fundamentally. That is, the higher the capability and The capacity to understand anyone on a deeper level, the higher the Representative Execution.

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