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THE EFFECTS OF ABILITY, EMOTIONAL INTELLIGENCE, AND PROFESSIONALISM ON EMPLOYEE PERFORMANCE AT THE REGIONAL SECRETARIAT OF MALANG CITY

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Abstract.

This study aims to analyze the influence of ability, emotional intelligence, and professionalism on employee performance at the Malang City Regional Secretariat. In an increasingly dynamic work environment, these factors are important to ensure optimal performance improvement. The number of samples in this study was 141 employees, and the sampling technique used was a census. This research method uses a quantitative approach with multiple regression analysis, where data is obtained through a survey distributed to employees in the Malang City Regional Secretariat environment. The results of the study indicate that ability affects employee performance. Employees with higher abilities tend to be able to carry out tasks more efficiently and effectively, resulting in more optimal work output. Emotional intelligence has a significant effect on employee performance. High emotional intelligence helps employees maintain a harmonious work atmosphere and respond to situations calmly. The results of this study indicate that employees who have higher emotional intelligence are able to work more productively and collaboratively, which has a significant impact on their performance. Professionalism has a significant effect on employee performance. Employees who are professionals tend to work responsibly and maintain quality standards, thus supporting the success of the task. This professionalism creates a good and sustainable work culture, which encourages long-term employee performance improvement. Overall, these three variables contribute positively to improving employee performance.

Keywords: Ability, Emotional Intelligence, Professionalism, Employee Performance

1. Introduction

In recent decades, the quality of public services has become a major concern for governments in various countries, including Indonesia. As an effort to achieve good governance, the quality of human resources in the government environment is a very important aspect (Sedarmayanti, 2018). Competent and high-performance employees are needed to support the achievement of the vision, mission, and goals of government organizations in serving the community effectively and efficiently (Gibson et al., 2014). In Malang City, the Regional Secretariat has a strategic role in supporting the implementation of government at the city level. Therefore, improving employee performance at the Malang City Regional Secretariat is important to support the achievement of organizational goals and provide optimal services to the community.

Employee performance is basically a measure of an individual's effectiveness and efficiency in carrying out their assigned tasks (Sedarmayanti, 2018). Good performance not only reflects technical skills but also includes the ability to manage oneself, work with colleagues, and adapt to an ever-evolving work environment. In government, employee performance is an important factor in determining the success of planned programs and activities. Employees with good



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performance are expected to be able to provide optimal service, respond to community needs, and provide fast and appropriate solutions. Optimal performance can also support the achievement of targets set by the local government, so that it can accelerate the development process and improve community welfare.

One of the important factors that affect employee performance is ability. An individual's ability to carry out work tasks plays a significant role in determining the quality and productivity of work. Employees who have adequate abilities are expected to be able to complete tasks effectively, overcome various problems, and adapt to changes that occur in the work environment (Robbins & Judge, 2019). Jackson et al. (2018) revealed that work ability greatly influences individual performance, especially in the government sector. The results of Ginting et al (2020) research found that ability influences employee performance. However, another study from Setiawan (2017) shows that ability does not affect performance. This shows that although ability is important, there are other factors that must also be considered to achieve the expected performance.

In addition to ability, emotional intelligence also has a significant influence on employee performance. Emotional intelligence refers to an individual's ability to recognize and manage their own emotions, understand the emotions of others, and build positive relationships with coworkers (Goleman, 2020). In a dynamic work environment, the ability to manage emotions is essential to maintain psychological stability and create a conducive work atmosphere. Employees with good emotional intelligence are able to deal with work pressure, resolve conflicts constructively, and communicate effectively with colleagues and superiors (Bar-On, 2006). Research conducted by Ratnasari et al. (2020) and Octavia et al. (2020) shows that emotional intelligence contributes positively to performance, especially in jobs that involve high interaction with other people. In contrast, the results of the study Borman & Westi (2021) found that emotional intelligence did not have a significant effect on performance. This suggests that the role of emotional intelligence may differ depending on the type of job.

Professionalism is another factor that is no less important in supporting employee performance. Professionalism reflects the attitude and behavior of employees who demonstrate discipline, commitment, integrity, and loyalty to the tasks and responsibilities they carry out (Sedarmayanti, 2018). Professional employees work responsibly and maintain ethical standards in carrying out their duties. Professionalism can be seen from employee obedience to rules, regularity in carrying out work, and willingness to provide maximum contribution to the organization (Gibson et al., 2014). In the Malang City Regional Secretariat, professionalism is essential to creating a work culture that is disciplined, transparent, and responsible. Employees who demonstrate a professional attitude tend to be more trusted by leaders and the community, so that they can increase the credibility of government organizations in the eyes of the public. Research results Ferawati et al., (2020), Sarinah (2020) and Khumaira (2020) found that professionalism influences employee performance.

This study focuses on employees at the Malang City Regional Secretariat, who have a strategic role in supporting government operations at the city level. As a unit that carries out various government functions, employees at the Malang City Regional Secretariat are expected to have optimal performance to ensure the smooth running of administrative tasks, services, and coordination between government institutions. By examining the influence of ability, emotional intelligence, and professionalism on employee performance, it is hoped that a deeper understanding can be obtained regarding the factors that need to be improved to achieve better performance.



E-ISSN:
2721-13988

2. Method

2.1 Operational Definition of Variables

Employee performance is the work results or achievements achieved by employees in carrying out tasks given by the organization. Employee indicators are adopted from opinions. Bernardin & Russel (2003) which consists of quality, quantity, timeliness, effectiveness, and interpersonal relationships.

Ability refers to the skills, knowledge, and competencies of employees in carrying out their work tasks effectively. The ability indicators used in the study adopted the opinion of Gibson et al. (2014), which consists of interaction ability, conceptual ability, and technical ability.

Emotional intelligence is the ability to recognize, understand, manage, and use emotions positively in interpersonal relationships and conflict management in the workplace. Indicators of emotional intelligence are adopted from Goleman (2016) which consists of managing one's own emotions, managing emotions, motivating oneself, recognizing other people's emotions, and building relationships with others.

Professionalism refers to the attitude and behavior of employees in carrying out tasks in accordance with ethical standards and job responsibilities. Indicators of professionalism are adopted from Siagian (2014) which consists of creativity, innovation, and responsiveness. Each variable is measured using a 5-point Likert scale. This scale will help identify the level of ability, emotional intelligence, professionalism, and employee performance based on respondents' perceptions.

2.2 Population and Sample

According to Sugiyono (2017) Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied, and then conclusions are drawn. The population in this study was all employees of the Malang City Regional Secretariat, totaling 141 employees. The number of samples in this study was the entire population, which was 141 employees, so the sampling technique used was a census.

2.3 Data Analysis Techniques

Data analysis techniques that can be used are descriptive analysis and multiple regression analysis. Multiple regression analysis is used to measure the influence of independent variables (ability, emotional intelligence, and professionalism) on the dependent variable (employee performance).

3. Results and Discussion

3.1. Result

The descriptive statistical results for each variable studied are presented in the following table.



Table 1. Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Ability	141	3,3	5,0	4,416	,4091
Emotional Intelligence	141	3,2	5,0	4,299	,4366
Professionalism	141	2,7	5,0	4,196	,5636
Employee Performance	141	3,0	5,0	4,155	,4693
Valid N (listwise)	141				

The Ability variable has a minimum value of 3.3 and a maximum of 5.0 with an average (mean) of 4.416 and a standard deviation of 0.4091. The fairly high average value indicates that employees at the Malang City Regional Secretariat generally have a good level of ability in carrying out their duties, while the low standard deviation indicates that respondents' perceptions of ability are relatively consistent.

The Emotional Intelligence variable has a minimum value of 3.2 and a maximum of 5.0, with an average value of 4.299 and a standard deviation of 0.4366. A high average value indicates that employees' emotional intelligence is also at a good level. Low variation in standard deviation values indicates that the majority of respondents have similar levels of emotional intelligence.

Furthermore, the Professionalism variable shows a minimum value of 2.7 and a maximum of 5.0, with an average of 4.196 and a standard deviation of 0.5636. This average is still quite high, although the variation is slightly larger than the other variables, as seen from the higher standard deviation value. This indicates that there is little difference in the level of professionalism among employees.

Finally, the Employee Performance variable has a minimum value of 3.0 and a maximum of 5.0, with an average of 4.155 and a standard deviation of 0.4693. A high average value indicates that overall employee performance is good, while a relatively low standard deviation indicates consistency in employee performance in the work environment.

Overall, these descriptive results indicate that employees at the Malang City Regional Secretariat generally have good abilities, emotional intelligence, professionalism, and performance, with little variation among respondents.

Table 2. The Influence of Ability, Emotional Intelligence, and Professionalism on Employee Performance

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,698	,362		1,928	,056
	Ability	,231	,083	,202	2,770	,006
	Emotional Intelligence	,282	,088	,263	3,202	,002
	Professionalism	,291	,070	,350	4,167	,000

a. Dependent Variable: Employee Performance

The interpretation of table 2 is as follows: The constant has a value of 0.698 with a t value of 1.928 and a significance value (Sig.) of 0.056, which means that when all independent variables are at zero, employee performance is 0.698.

Ability has a regression coefficient of 0.231 and a standardization coefficient (Beta) of 0.202. The t-value for this variable is 2.770 with a significance of 0.006, which is smaller than 0.05. This shows that ability has a significant influence on employee performance, indicating that increasing employee ability will improve employee performance.

Emotional Intelligence has a regression coefficient of 0.282 and a Beta coefficient of 0.263. The t-value for emotional intelligence is 3.202 with a significance value of 0.002, which



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is also significant at the 5% level. This means that emotional intelligence has a significant effect on employee performance. This means that the higher the employee's emotional intelligence, the better their performance.

Professionalism has a regression coefficient of 0.291 and a Beta coefficient of 0.350. With a t value of 4.167 and a significance of 0.000, this variable shows a significant influence on employee performance. This means that professionalism is the most influential factor among the three independent variables. Thus, increasing professionalism will significantly improve employee performance.

Overall, these results indicate that Ability, Emotional Intelligence, and Professionalism all have a significant influence on Employee Performance at the Malang City Regional Secretariat, with professionalism being the dominant factor among the three variables.

3.2. Discussion

The Influence of Ability on Employee Performance

Ability has a significant effect on employee performance. This shows that employee ability plays a crucial role in determining the level of performance in an organization, especially in government agencies such as the Malang City Regional Secretariat. Individual ability is often considered a basic foundation that influences how employees carry out their duties and achieve predetermined performance targets. Ability is the skills, knowledge, and attitudes needed to carry out a job effectively (Robbins & Judge, 2018). Employees who have the appropriate abilities are expected to be more able to complete their tasks effectively, efficiently, and on time.

Employee skills are divided into several main aspects, namely technical skills, conceptual skills, and interpersonal skills (Gibson et al., 2014). Technical skills are specific skills or knowledge that are directly related to a particular job. Employees who have good technical skills will be more capable of carrying out specific tasks that require certain skills. For example, employees who work in the administration department need technical skills in managing data, using certain software, and archiving. These skills will make it easier for them to complete tasks more quickly and accurately, which ultimately contributes to improved performance.

In addition to technical skills, conceptual skills are also very important in improving employee performance, especially at the managerial level. Conceptual skills are the ability to understand things in a broader context, see the relationship between different tasks, and make strategic decisions (Gibson et al., 2014). In the Regional Secretariat of Malang City, conceptual skills can help employees understand their role in supporting government programs and in managing resources wisely. Employees with good conceptual skills will be better able to identify problems and find the right solutions, which are important aspects in achieving organizational goals.

Interpersonal skills are also a significant aspect, especially in work environments that involve interdepartmental interaction or teamwork. Interpersonal skills are skills in communicating, collaborating, and establishing good relationships with coworkers (Robbins & Judge, 2018). In a government work environment that often requires coordination between departments, interpersonal skills are very important so that employees can work harmoniously and avoid conflict. According to Goleman (1995), employees with good interpersonal skills will be better able to work in a team, thereby increasing synergy and teamwork effectiveness. This also applies to the Malang City Regional Secretariat, where employees who are able to interact well will be more productive in completing tasks that require interdepartmental



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cooperation. The results of this study support Ginting et al. (2020) and Halawa (2022), who found that the ability to influence employee performance. However, the results of this study do not support Setiawan (2017), who found that ability did not affect performance.

The Influence of Emotional Intelligence on Employee Performance

Emotional intelligence has a significant effect on employee performance. Emotional intelligence plays an important role in influencing employee performance, especially in work environments that involve intensive interaction, such as in the Regional Secretariat of Malang City. Emotional intelligence is an individual's ability to recognize, understand, and manage their own and others' emotions effectively (Goleman, 1995). Employees who have high emotional intelligence are usually better able to manage their emotions, both in stressful situations and when facing work challenges, so that they can remain productive and focused on achieving targets.

There are several key aspects of emotional intelligence that contribute to employee performance, namely self-awareness, self-regulation, empathy, and social skills. First, self-awareness allows employees to be aware of their emotions and understand how those emotions can affect their daily performance. Employees who have high emotional awareness can identify factors that affect their productivity and find ways to overcome emotional obstacles that may arise in the workplace (Salovey & Mayer, 1990). The results of this study support Ratnasari et al. (2020) and Octavia et al. (2020) found that emotional intelligence has an effect on performance, but the results of this study do not support this. Borman & Westi (2021) who found that emotional intelligence had no significant effect on performance.

The Influence of Professionalism on Employee Performance

Professionalism has a significant effect on employee performance. Employees who act professionally will work with integrity, pay attention to ethics in their work, and consistently demonstrate the competencies needed to achieve organizational targets. All of these characteristics contribute directly to improving the quality of performance, including effectiveness, efficiency, and productivity in carrying out assigned tasks. Professionalism basically refers to the attitudes and behaviors of employees who demonstrate a commitment to high standards of ethics, responsibility, and work skills in carrying out their duties (Robbins & Judge, 2018).

Strong professionalism allows employees to have a deep understanding of their roles, so that they can work more focused and are not easily distracted by things that are not relevant to the job. In the context of the Malang City Regional Secretariat, where employee duties are closely related to public services and government administration, professionalism is very important to ensure that services provided to the community run effectively and according to standards. Professional employees tend to strive to continue learning and developing their skills, so that they remain able to face new challenges that may arise in the job. Professional employees not only carry out their duties well, but also act as agents of change that encourage efficiency and quality of service in the organization. The results of this study support Ferawati et al. (2020), Sarinah (2020) and Khumaira (2020) found that professionalism influences employee performance.



E-ISSN:
2721-13988

4. Conclusion

Based on the discussion, it can be concluded that employee capability has been proven to influence employee performance. Employees who have good capabilities are better able to complete tasks with higher quality and speed, thus supporting the achievement of organizational targets.

Emotional intelligence also shows a significant impact on employee performance. Employees who are able to recognize and manage their emotions and understand the emotions of others tend to be more productive, effective in interactions, and able to work well in teams. Emotional intelligence helps employees deal better with stress and challenging situations, which directly improves performance.

Professionalism affects employee performance. Employees who have a professional attitude demonstrate integrity, responsibility, and commitment to their work. Professionalism encourages employees to work with more discipline, focus, and attention to work ethics, which has an impact on improving the quality of public services.

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