

CHAPTER I

INTRODUCTION

I.I Background

In this globalization era, human resource having an important part in company activities. Without a good human resource, the company will never get a good output for the result. Even its for the products or for the services, because human resource's work to achieve institutional goals and ultimately the success of a company. The better human resource of the company has and the better competence that the human have, so the better company will be. Basically, the employee performance are the result of a complex processes, both derived from internal and external factors. Its not just only determined by the employees its self but also the company's environment.

The performance of the employee related to the knowledge, skills, and abilities that the employees have. When a employee having a good performance its will give a positive impact to the company. In fact, the employees that have a good performance when they have a good emotional intelligent. Goleman (1998) said that emotional intelligence is a person's ability to recognize the inner feelings and feelings of others and then to manage those emotions within themselves and also in their relationships with other people. The emotional intelligent will help the employees to solve the problems and control their emotion in work so its give the positive impact for the employees performance and the goals will achieve, but when a employee

having a bad emotional intelligent, its will give a negative impact for the company and the employee itself because she or he can not control their emotion and can not solve the problem while in work.

Nowadays, other than the high degree of knowledge, experience, education, and skills, employers generally know that work efficiency of an employee is closely related to emotional intelligence a person. Because the emotional aspects such as high self-confidence, adaptability when faced with problems and obstacles in the workplace, motivate themselves to achieve common goals, work effectively in teamwork and have the skills to deal with the conflicts is needed in the environment of work and improving the performance of a job and adapt with work environment (Adey et. al., 2010). Many researchers have worked to find out the relationship between the emotional intelligence and employees performance. Such Lam and Kirby (2002), in their research found that emotional intelligence is also the best predictor of the employee's performance as it can forecast the productivity of the employees by understanding and handling their emotions in the desired manner accordingly. Emotional intelligent person can easily achieve his/her goals and that is the reason that most of the jobs nowadays need some level of emotional intelligence. To become a successful organization, organization must develop employee's emotional intelligence skills so that it can help the employee work more efficient in the organization. Hence, we know how much important the emotional that the employees have to have to get a better performance.

In a public corporation that proceed under the government authority, the performance of the employees is one of the important result that they will show to the public. One mistake that they make, its will impact to the corporation and automatically will make a bad reputation of the government its self.

As we know court is a public forum, which a public authority established by the legal authority to resolve disputes and the search for justice in the case of a civil, labor, administrative, and criminal by the law. In Indonesia which having a common law system, the court is the primary means for the settlement of disputes. There are four kinds of court that exist in Indonesia, that is : *Pengadilan Negeri, Pengadilan Agama, Pengadilan Militer, and Pengadilan Tata Usaha Negara*. Each of the court having their own authority according to the law.

Pengadilan Agama as the Executing Agency of Judicial Power (*Badan Pelaksana Kekuasaan Kehakiman*) has a fundamental duty to receive, investigate and adjudicate and resolve any matter submitted to him, this is in accordance with article 2, paragraph (1) of Law 14 of 1970 which includes completing a case voluntair (explanation article 2, paragraph (1). To adjudicate and resolve any indictment and to fulfill their duty the employee of *Pengadilan Agama* need to have a good management for themselves and the their environment or relationship with others. They have to able to control their emotion and can work in team solve any conflict management, surface the conflict, acknowledge the feelings and views of all sides to adjudicate and resolve any indictment. They also have to be able to control their own emotion, may welcome any difficult assignment, and think clearly and stay focused

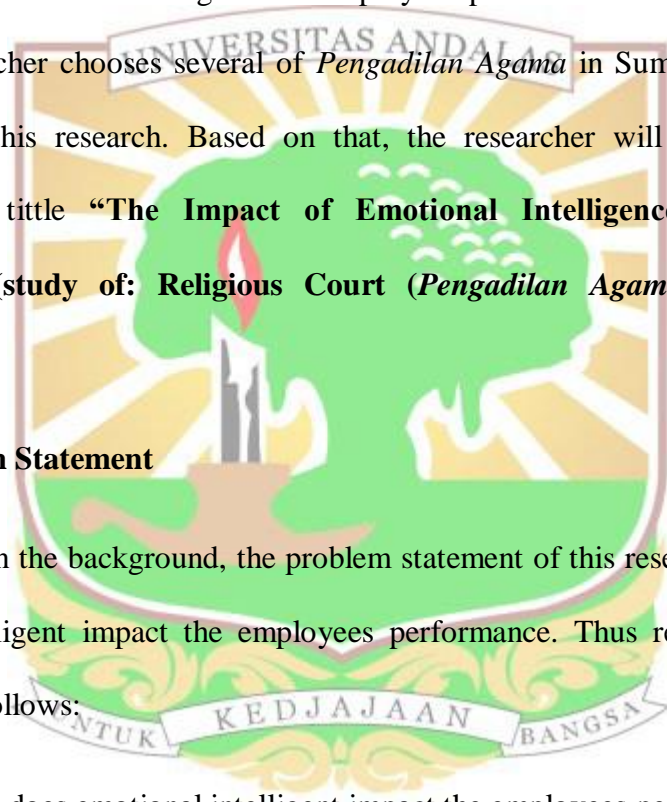
under pressure because they will never know what indictment that their clients have and they have to resolve it. That's why the employee of *Pengadilan Agama* have to have a good emotional intelligence to be able to managing their emotions well in themselves and their relationships.

Based on the background above, the researcher want to research how the impact of the emotional intelligence to employees performance. For supporting the analysis, researcher chooses several of *Pengadilan Agama* in Sumatera Barat to be the object of this research. Based on that, the researcher will analyze through discussion on title **“The Impact of Emotional Intelligence on Employee Performance (study of: Religious Court (*Pengadilan Agama*) in Sumatera Barat)”**.

I.2 Problem Statement

Based on the background, the problem statement of this research is how does emotional intelligent impact the employees performance. Thus research questions formulated as follows:

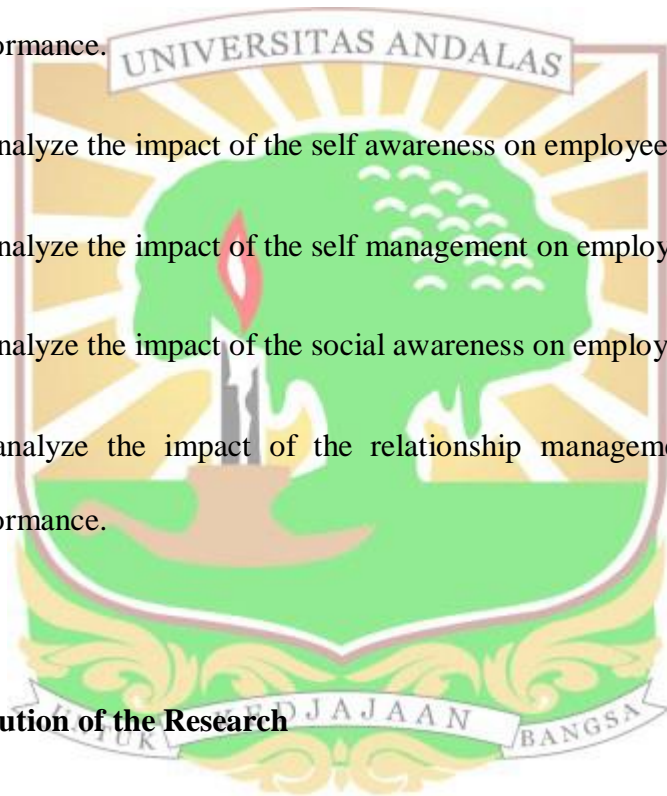
1. How does emotional intelligent impact the employees performance?
2. How does self awareness impact the employee performance?
3. How does self management impact the employee performance?
4. How does social awareness impact the employees performance?
5. How does relationship management impact the employees performance?



I.3 Objectives of the Research

Based on the problem statement that already made and identified, so the objectives of the research are:

1. To analyze the impact of the emotional intelligent on employee performance.
2. To analyze the impact of the self awareness on employee performance.
3. To analyze the impact of the self management on employee performance.
4. To analyze the impact of the social awareness on employee performance.
5. To analyze the impact of the relationship management on employee performance.



I.4 Contribution of the Research

The contribution that the writer hope after doing the research are:

- a. The result of this research can be as a consideration of the human resource management of *Pengadilan Agama* to make the effective employees by knowing the emotional intelligent that employees have.
- b. The result of this research can be a suggestion to develop the employees.

1.5 The Scope of the Research

Because the objective of the research is to analyze the impact of the emotional intelligence of employees on the employees performance, the researcher limit the research context by focusing on employees in several *Pengadilan Agama* in Sumatera Barat



1.6 Outline of Research

In order to make it easier and make moderate the forwarding of content, this research is divided into five chapter, they are:

CHAPTER I : Introduction

That is containing about background of the study, problem statement, and objective of research, scope of research and contribution of research

CHAPTER II : Review of The Literature and Developing Hypothesis

This chapter contains descriptions of theoretical variables that include the theories that support and underlie the variables used in the research and framework.

CHAPTER III : Research Method

Explaining about research method which discussing about research design, population and sample, data collecting method, operational of variables, data processing, data analysis method and data analysis.

CHAPTER IV : Result and Discussion

Explain about validity and reliability test, analyzing the impact of emotional intelligence on employees performance in *Pengadilan Agama*.

CHAPTER V : Conclusion, Limitation, and Recommendation.

On this chapter, researcher will explain about conclusion of research, suggestion of research, limitation of the research, and recommendation for further research.

