

CHAPTER V

CONCLUSIONS AND IMPLICATIONS

A. Conclusions

Based on result of research and discussion in this research regarding the effect of emotional intelligence, intrinsic motivation, and job satisfaction on employee performance study SME in South Tangerang area, it can be concluded below:

1. Emotional intelligence has positive and significant effect on employee performance. This means that the higher implementation of the Emotional Intelligence on Employee performance SME in South Tangerang Area.
2. Intrinsic Motivation has positive but not significant effect on employee performance. This means that the high implementation of Intrinsic Motivation has no effect on employee performance SME in South Tangerang Area.
3. Job satisfaction has positive and significant effect on employee performance. This means that the higher implementation of job satisfaction on employee performance SME in South Tangerang Area.

B. Implication

According to Patton (1998), the development of emotional intelligence will enable people to use their emotions effectively to forward their objectives of forming beneficial bonds and succeeding at work. This study supports Mayer's (2004) theory that, in order to achieve peak performance, a person's emotional intelligence should be considered in addition to their technical and analytical skills.

In order to improve employee performance, an organization must pay close attention to motivation, which is a crucial aspect that must be taken into account. A person's desire that drives them to behave is known as intrinsic motivation. The need, desire, and drive to act in order to fulfill wants or pursue goals serve as the foundation of a person's motivation. This

demonstrates the degree to which someone is motivated to work hard, be intense, and make sacrifices in order to attain their goals. The higher the desire, motivation, and passion, the better the performance in this scenario.

According to Wehrich and Koonz (1994), satisfaction is a term used to describe the sensation of pleasure or liking that a person has after getting what he desires. Superior attitude, coworker interactions, the compensation system, the career structure, and the work environment are all factors that influence job happiness. Statistical analysis of the data demonstrates that employee job satisfaction significantly improves employee performance. This demonstrates that a person will perform at his best, the higher his level of job satisfaction. Employees will feel safe and comfortable working if the organization consistently implements a career and compensation structure properly, fosters positive relationships among coworkers, maintains a positive attitude among supervisors, and creates a pleasant physical work environment. Employees will thereafter put up their utmost effort and constantly strive to deliver the finest performance for their workplace.

C. Limitation

Based on the predetermined research hypothesis, this study was successful in demonstrating a favorable and significant direct relationship between emotional intelligence and job satisfaction, and employee performance. However, the results of the motivation intrinsic variable on employee performance are positive but not significant. Job satisfaction, intrinsic motivation, and emotional intelligence are additional independent variables in this study. Moreover, a closed questionnaire with a predetermined answer is frequently used as a data collection strategy or instrument to examine the cause-and-effect correlations between research variables. As a result, respondents may be influenced to select responses that correspond with the questions on the questionnaire or to consider the possibility that the sample response may not always accurately reflect the circumstances at hand. Surveys and in-depth interviews can be used in additional research to get more reliable results.