



Integration of Work Achievement Where Self-Efficacy, Work Interest, Emotional Intelligence and Motivation as Moderating Variables at PT. BNI Medan Branch

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Abstract: This study aims to reveal the effect of integration of work achievement where self-efficacy, work Interest, emotional intelligence and motivation as Moderating variables. This type of research is associative quantitative. The population of this study as many as 151 employees. Sampling using simple random sampling technique as many as 109 respondents. Data analysis using path analysis. The results showed that the variables of work interest and emotional intelligence have a positive and significant effect on job performance through motivation as an intervening variable.

Keywords: Job Performance, Work Interest, Emotional Intelligence, Motivation.

INTRODUCTION

The increasing development of the business world in line with the improvement of economic conditions in Indonesia also means that there is increasingly fierce competition. For the most part, a company has the same goal that is oriented to get a number of profit as much as possible even in addition to other missions. Similarly, the bank, the bank is a business entity that collects funds from the public in the form of deposits and distribute them to the public in the form of credit and other forms in order to improve the standard of living of the people.

In the business world, work performance is something that must be considered, a company will grow if it has employees who are able to achieve high work performance. According to Mangkunegara (2012:164) work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the

responsibilities he is given. Work performance is influenced by many factors including work motivation.

Motivation is divided into two theories namely, satisfaction theory and process theory. Decision theory focuses on the factors within the individual that drive, direct, maintain and stop behavior. Process theory describes and analyzes how behavior is driven, directed and processed. George and Jones (2012: 12) argue that, motivation is central in a management, which regulates how a person behaves and the way they get work done within the organization. Motivation comes from within (intrinsic) and some come from outside (extrinsic). Encouragement that exists within the employee is influenced by employee interest. Lusri (2017) in his research states that there is a positive and significant influence between motivation and work results but research conducted by purwanto, (2015) provides different results the most dominant factor affecting achievement is job satisfaction.

According to Chaplin (2011: 101), interest has three definitions. First, interest is an ongoing attitude that captivates a person's attention, thereby making him selective about the object of his interest. Second, interest is a feeling that states that a job is valuable or meaningful to the individual. Third, interest is a motivational state that guides behavior toward a specific goal. So in this case employees who have an interest to run the job will be more motivated to run the job. Feelings like, happy, and satisfied to do a job into a positive relationship to the work so that it is easier for employees to adjust better to their work Mariyanti, (2012: 2).

Another factor that affects employee performance is emotional intelligence. Emotional intelligence is something that needs to be considered. Employees who have good emotional intelligence will produce high performance. According to Goleman (2012: 14) "Emotional Intelligence is an emotional skill that includes the ability to control oneself and have endurance when facing obstacles, able to control impulses and not quickly feel satisfied, able to regulate mood and able to manage anxiety so as not to interfere with the ability to think, able to empathize and hope. This is in line with research conducted by purwanto, (2015) that emotional intelligence has a positive and significant effect on work performance while oladepo (2014) in his research gave different results intelligence has a positive effect not significant on work performance.

Ismail (2013:12) states that to increase work productivity it is necessary to have a workforce that has good emotional intelligence. This is an important aspect for the organization because if the workforce in the organization has high emotional intelligence, the organization will benefit and the company's life will be guaranteed in addition, Daud (2012) also revealed that intelligence has a positive and significant effect on learning outcomes.

Self-efficacy is also a determining factor in the creation of employees who are able to perform their functions well. Kreitner and Kinicki (2010) define self-efficacy as a belief in one's own ability to face and solve problems effectively. Individuals with high self-efficacy will have a stronger spirit and perseverance in overcoming problems, as well as being able to mobilize greater energy in facing challenges which are very necessary in the organization and determine job satisfaction.

Rachmahana (2012) in her research states that self-efficacy is very useful for someone to have, in order to achieve achievement or performance in any case well. Employees who have high self-efficacy will have a positive effect in motivating employees to carry out tasks and are better able to achieve goals. However, Hanun (2012) in his research stated that the determining factor that has the highest relationship in improving work performance is not self-efficacy but work climate.

(BNI) is the oldest commercial Bank in the history of the Republic of Indonesia. The Bank was established July 5, 1946. BNI currently has 914 branch offices in Indonesia and five overseas. PT BNI (Persero) Tbk. It currently has nine subsidiaries. Bank BNI is a state-

owned bank owned by the government, so it is safe because it is guaranteed by the government. The advantages of Bank BNI compared to other banks are that it has good service, the products offered are reliable, banks that comply with government regulations, the application of standard interest rates, credit services and money storage services available are very good, and has many branch offices in various regions.

Employee performance is very important in the company to achieve its goals, so every company makes various efforts to improve it. Achievement in work is one of the needs that everyone wants to achieve at work. In fact, there is a decrease in employee performance in BNI Medan Branch. This can be seen from the following table 1:

Table 1. List Of Job Performance Assessment For 2018-2021

No. Assessment	2018		2019		2020		2021	
	People	%	People	%	People	%	People	%
1. Very Good (A)	36	25,7	38	25,7	40	29	39	25,8
2. Good (B)	34	24,3	36	24,3	30	21	36	23,9
3. Medium (C)	33	23,6	35	23,6	35	24,5	34	22,5
4. Low (D)	37	26,4	39	26,4	38	26,5	42	27,8
Total	140	100%	148	100%	143	100%	151	100%

Source: PT. BNI (Persero)

Based on the data in Table 1 shows that work performance is not optimal, this can be seen with the number of employees who have work performance with low and medium categories and an increase in employee performance with very good categories from 2018 - 2020 but decreased again in 2018 as well as an increase in work performance with good categories in 2018 - 2019 and then decreased in 2020. The large number of employees who experience decreased work performance is also caused by employees who do not come to work, often absent from work and do not carry out work that should be completed on time. The decline in employee performance from year to year makes companies have to be more selective in choosing employees who have good quality and have a strong drive to work.

Work motivation is shown by the spirit of employees at work, present on time, focus on doing their duties and responsibilities and never complain if given a task by the boss. In this case, the attendance rate of BNI employees in 2021 can be seen in Table 2. following:

Table 2. Absence of Employees in 2021

No	Moon	Number of employees	Description					
			Pain	%	Permission	%	Alpa	%
1	January	151	4	2,6	4	2,6	3	1,9
2	February	151	5	3,3	5	3,3	8	5,2
3	March	151	8	5,2	8	5,2	11	7,2
4	April	151	9	5,9	9	5,9	12	7,9
5	Meil	151	5	3,3	10	6,6	7	4,6
6	June	151	9	5,9	11	7,2	9	5,9
7	July	151	11	7,2	8	5,2	10	6,6
8	August	151	9	5,9	9	5,9	11	7,2
9	September	151	9	5,9	5	3,3	10	6,6
10	October	151	8	5,2	9	5,9	8	5,2
11	November	151	5	3,3	11	7,2	9	5,9
12	December	151	9	5,9	9	5,9	10	6,6

Source: BNI Personnel Division, (2021)

Based on Table 2, it is known that the percentage rate of employee absenteeism in January to December 2021 is unstable. This is indicated by the increasing number of employees who do not come to work without information or alpa. The absence of employees leads to a large amount of work that cannot be completed on time, this is due to a lack of work motivation. If this continues to happen without decisive action from the leadership, it is possible that employees will increasingly feel that they are not fully responsible for their work. Giving motivation to employees in doing their work means giving awareness to employees to work optimally, then organizational goals will be more easily achieved. A person who is consciously involved in organizational activities usually has a certain background or motivation.

Interest is defined as will, desire and liking. Interest is something personal and related to attitude. BNI employee interest is still relatively low which can be seen in Table 3 below :

Table 3. Job Interest Survey

No	Statement	Yes	No	Total
1	I have a strong desire to work	35 employees	15 employees	50 employees
2	I have full awareness of my duties and responsibilities	30 employees	20 employees	50 employees
3	I have the will to determine the work to be carried out	25 employees	25 employees	50 employees

Source : The Observation

Based on the results of the survey above of 50 employees there are some of them who answered No, this indicates that employees do not like their work and assume that there are conditions that have less effect on achieving work targets. This happens to marketing staff. There are employees who have the willingness to work as a marketing with the excuse of wanting to fill the void of time and do not have expertise in marketing banking products. These conditions cause the company's goals are not implemented properly. In addition, in this case the millennial generation is one of the indicators that causes a lack of employee interest. Employees who are young and fresh graduates prefer the business world with an online basis than having to work for one particular company.

Emotional intelligence of employees is still not optimal information in terms of emotional intelligence that there are still employees who have not achieved maximum service to customers such as the level of friendliness, politeness and communication.

Table 4. Pre-Survey Results Of Employee Emotional Intelligence Variables PT Bank Negara Indonesia (Persero) Tbk.

No	Statement	Answer options (people)					Total
		SS	S	KS	TS	STS	
1	I have recognized the self-emotion felt when doing work	20	15	5	5	5	50
2	I am able to handle (manage) my feelings, so as to distinguish personal affairs and work affairs while at work	10	15	5	15	5	50
3	I can motivate myself so that I can take the initiative and act effectively at work	10	5	10	10	15	50
4	I am able to recognize the emotions of others, so I can accept criticism and suggestions of others towards my work	13	7	14	8	8	50
5	I am able to build good relationships with fellow workers and with superiors	30	10	5	3	2	50

Source: The Observation

Based on the data in Table 4, it can be seen that there are still employees who answer disagree and even strongly disagree in every statement on emotional intelligence. This often happens especially at the end of the month employees are faced with overtime and must complete work on time so they are often burdened when serving customers who complain and feel less understanding of the information provided by employees. From this phenomenon, directly or indirectly it will be able to cause problems in the work so as to affect the employee's own performance.

The self-efficacy of BNI employees still needs to be improved again. This becomes one of the important factors in improving employee performance.

Table 5 BNI Employee Self-Efficacy survey

No	Statement	Answer options (people)					Total
		SS	S	KS	TS	STS	
1	I am confident that I can achieve the set goals	12	10	8	10	10	50
2	I am confident of the results to be achieved	10	12	8	12	8	50
3	I feel confident I can complete challenging tasks	10	10	5	10	15	50
4	I am able to adapt to new situations	11	12	8	8	11	50

Source : The Observation

The above Data indicate that employees still lack the self-efficacy needed in BNI. Especially in the marketing always required in achieving work targets. Self-efficacy is also very necessary for BNI employees emphasis on the concept of self-confidence that employees have in dealing with future situations, in the sense of the extent to which a person assesses the ability, potential and tendencies that exist in him to be combined into certain actions in his efforts to overcome future problems. This confidence and stability will provide a foundation for BNI employees to strive diligently, tenaciously and courageously to face problems.

LITERATURE REVIEW

Work Performance

Work performance is the result of a person's efforts that are determined by the ability of his personal characteristics and perceptions of his role in the work (Sutrisno,E, 2011). According to Mangkunegara (2002:33) job performance is the result of work in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given. Job performance is a result of work achieved by a person carrying out the tasks assigned to him based on skill, experience, sincerity and Hasibuan time (2008).

Self-Efficacy

Self-efficacy is a person's belief in his or her ability to carry out a behavior successfully. The word self-efficacy relates to the habits of human life that are based on the principles of character, such as integrity, humility, loyalty, self-limitation, courage, Justice, Patience, craft, simplicity and decency that should be developed from within to outside the self, not by coercion from outside into the human self. A person is said to be effective if the individual can solve problems effectively, maximize opportunities, and continuously learn and integrate other principles in the growth spiral (Hendra, 2010).

Work Interests

Every individual should have an interest in living his life because interest has a great impact on the behavior and attitude of the person. In the work interest can be a strong source

of motivation in encouraging someone to work in order to fulfill the responsibilities given by the company. According to Chaplin (Telvisia and Suyasa, 2008: 79), interest has three definitions. First, interest is an ongoing attitude that captivates a person's attention, thereby making him selective about the object of his interest. Second, interest is a feeling that states that a job is valuable or meaningful to the individual. Third, interest is a motivational state that guides behavior toward a specific goal.

Emotional Intelligence

Each individual has different abilities. The ability possessed by each individual is divided into 3 abilities, namely intellectual intelligence (intelligence quotient), emotional intelligence (emotional quotient), and spiritual intelligence (spiritual quotient). A balance in these three can make an individual acceptable in many different areas. However, emotional intelligence is important in determining individual character, especially in obtaining quality human resources.

Motivation

Motivation is the need that drives actions towards a goal. According to George and Jones (2002), in Riniwati (2011:40), motivation theory is divided into two, namely, satisfaction theory and process theory. Decision theory focuses on the factors within the individual that drive, direct, maintain and stop behavior. Process theory describes and analyzes how behavior is driven, directed and processed. George and Jones also argue that motivation is central to management, which governs how people behave and how they get work done within the organization. Motivation comes from within (intrinsic) and some come from outside (extrinsic).

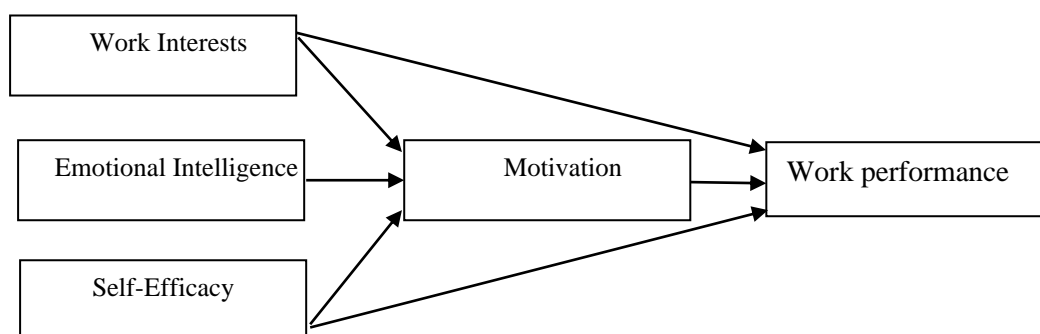


Figure 1. Conceptual Framework

Research Hypothesis

Based on background research and the relationship between variables, the research hypothesis :

1. Work interest has a positive and significant effect on work motivation at PT BNI (Persero) Tbk Medan Branch.
2. Emotional intelligence has a positive and significant effect on work motivation at PT BNI (Persero) Tbk Medan Branch.
3. Self-efficacy has a positive and significant effect on work motivation at PT BNI (Persero) Tbk Medan Branch.
4. Job interest has a positive and significant effect on job performance at PT BNI (Persero) Tbk Medan Branch.
5. Emotional intelligence has a positive and significant effect on job performance at PT BNI (Persero) Tbk Medan Branch.
6. Self-efficacy has a positive and significant effect on job performance at PT BNI (Persero) Tbk Medan Branch.

7. Work motivation has a positive and significant effect on job performance at PT BNI (Persero) Tbk Medan Branch.
8. Job interest has a positive and significant effect on job performance through work motivation at PT BNI (Persero) Tbk Medan Branch.
9. Emotional intelligence has a positive and significant effect on job performance through work motivation at PT BNI (Persero) Tbk Medan Branch.
10. Self-efficacy has a positive and significant effect on job performance through work motivation at PT BNI (Persero) Tbk Medan Branch.

RESEARCH METHODS

This study uses quantitative methods are associative, which is more research based on data that can be calculated to produce an assessment (Sugiyono, 2014). Associative research is a study to examine the relationship/ influence of the independent variable to the dependent variable. This research was conducted at PT BNI (Persero) Tbk Medan Branch.

The population in this study were all employees of PT Bank Negara Indonesia (Persero) Tbk Medan branch, as many as 151 employees. Sampling technique in this study is by probability sampling technique. According to Sugiyono (2010: 63), Probability sampling is a sampling technique that provides equal opportunities for each element (member) of the population to be selected as a member of the sample. The criteria used are random sampling and calculation using slovin formula, the reason for using slovin technique is because it is the most representative calculation method by giving equal opportunities to every member of the population. Sample calculation using Slovin formula so that the number of samples in this study amounted to 109 employees.

Data collection techniques in this study were conducted in the following ways: 1. List of questions; this technique gives the responsibility to the respondent to read and answer the questions and the researcher can provide an explanation regarding the purpose of the survey and the questions that are poorly understood by the respondent as well as the responses to the questionnaire can be directly collected by the researcher after being filled in by the respondent. Personal questionnaires were used to obtain data on the dimensions of the constructs being developed in this study. The scale used in this study is Likert scale. 2. The documentation study was conducted by collecting and studying supporting data in the form of a brief history of BNI organizational structure, and some other data obtained directly from PT BNI (Persero) Tbk Medan Branch. 3. Interview; namely the process of obtaining information for research purposes by way of question and answer. This interview was addressed directly to employees of PT BNI (Persero) Tbk Medan Branch.

Type and source of Data. The types of data collected are qualitative and quantitative data types sourced from primary and secondary data. 1. Primary Data is research data obtained directly from the original source (not through intermediary sources) and data collected specifically to answer research questions in accordance with the wishes of researchers (Indriatoro and Supomo (2012:129). Data collection was conducted using a questionnaire prepared, the questionnaire used in this study contains two main parts. The first part is about the social profile and identification of respondents, containing respondent data related to the identity of respondents and social circumstances such as : age, position, last Education, and length of Service. While the second part is based on the concept of the theory put forward earlier, concerning the factors that affect employee performance. 2. Secondary Data according to Indriantoro and Supomo (2012:129), states that secondary data is data that is a source of research data obtained by researchers indirectly through intermediaries (obtained and recorded by other parties). Secondary Data is generally in the form of evidence, records, or historical reports that have been arranged in archives (documentary data) published and unpublished.

FINDINGS AND DISCUSSION

Hypothesis Test

Coefficient Of Determination

Table 6. Test Results Coefficient Of Determination (R²) Sub 1
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,824 ^a	,679	,670	2,24311	1,138

a. Predictors: (Constant), efikasi diri, kecerdasan emosional, minat kerja

b. Dependent Variable: motivasi kerja

Source: SPSS processing results

From Table 6, it is known that the value of Adjusted R Square is 0.670 or 67.0%. This value provides an understanding that work interest (X1), emotional intelligence (X2) and self-efficacy (X3) affect work motivation (Z) by 67.0%. The rest is influenced by other variables outside the research analysis such as work culture and leadership.

Table 7. Test Results Coefficient Of Determination (R²) Sub 2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,905 ^a	,820	,813	1,70917	1,142

a. Predictors: (Constant), motivasi kerja, minat kerja, efikasi diri, kecerdasan emosional

b. Dependent Variable: prestasi kerja

Source: SPSS processing results

From Table 7, it is known that the value of Adjusted R Square is 0.813 or 81.3%. This value provides an understanding that work interest (X1), emotional intelligence (X2) self-efficacy (X3) and motivation (Z) affect work performance (Y) by 81.3%. The rest is influenced by other variables outside the research analysis such as training, monitoring and recruitment.

Test F

To test this hypothesis is used F statistics with decision making criteria if the value of F count is greater than F table, then Ho is rejected and Ha is accepted. Simultaneous influence of independent variables on the dependent variable can be seen in Table 8 :

Table 8. Concurrent Test Results (Test F) Sub 1
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1116,753	3	372,251	73,983	,000 ^b
	Residual	528,312	105	5,032		
	Total	1645,064	108			

a. Dependent Variable: motivasi kerja

b. Predictors: (Constant), efikasi diri, kecerdasan emosional, minat kerja

Source: SPSS processing results

Based on Table 8 obtained that the Fhitung value of 73.980 with a significant level of 0.000 smaller than alpha 0.05 (5%). F the resulting count of 73.980 is greater than the Ftable is

2.46. Thus simultaneously work interest (X1) emotional intelligence (X2) and self-efficacy (X3) have a positive and significant effect on motivation (Z).

Table 9. Concurrent Test Results (F Test) Sub 2

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1379,455	4	344,864	118,053	,000 ^b
	Residual	303,811	104	2,921		
	Total	1683,266	108			

a. Dependent Variable: prestasi kerja

b. Predictors: (Constant), motivasi kerja, minat kerja, efikasi diri, kecerdasan emosional

Source: SPSS processing results

Based on Table 9 obtained that the Fhitung value of 118.053 with a significant level of 0.000 smaller than alpha 0.05 (5%). F the resulting count of 118.053 is greater than Ftable is 2.46. Thus simultaneously work interest (X1), emotional intelligence (X2) self-efficacy and motivation (Z) have a positive and significant effect on work performance (Y).

Test t

Table 10. Significance Test Of Partial Effect Sub 1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,151	1,472		1,462	,147
	minat kerja	,199	,080	,200	2,474	,015
	kecerdasan emosional	,412	,077	,402	5,320	,000
	efikasi diri	,303	,068	,343	4,426	,000

a. Dependent Variable: motivasi kerja

Source: SPSS processing results

Based on Table 10, the regression equation is obtained as follows.

$$Z = 0.199 X1 + 0.412 X2 + 0.303 X3$$

Results in Table 10, obtained results:

1. Value t count > t Table of work interest (X1) is 2.474 > 1.983 and a significant value of 0.015 < alpha 0.05, so that the variable work interest (X1) and significant positive effect on motivation (Z) thus the hypothesis is accepted.
2. The value of t count > t Table of emotional intelligence (X2) is 5.320 > 1.983 and a significant value of 0.000 < alpha 0.05, so that the variable emotional intelligence (X2) has a positive and significant effect on motivation (Z) thus the hypothesis is accepted.
3. Value t count > t Table of self-efficacy (X3) is 4.426 > 1.983 and a significant value of 0.000 < alpha 0.05, so that the variable self-efficacy (X3) and significant positive effect on motivation (Z) thus the hypothesis is accepted.

Table 11. Significance Test Of Partial Influence Sub 2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1,431	1,133		-1,263	,209
minat kerja	,267	,063	,266	4,250	,000
kecerdasan emosional	,140	,066	,135	2,109	,037
efikasi diri	,406	,057	,455	7,149	,000
motivasi kerja	,177	,074	,175	2,380	,019

a. Dependent Variable: prestasi kerja

Source: SPSS processing results

Based on Table 11, the regression equation is obtained as follows.

$$Y = 0.267 X1 + 0.140 X2 + 0.406 X3 + 0.177 Z$$

Results in Table 11, obtained results:

1. Value $t_{count} > t_{Table}$ of work interest (X1) is $4.250 > 1.983$ and a significant value of $0.000 < \alpha 0.05$, so that the variable work interest (X1) and significant positive effect on work performance (Y) thus the hypothesis is accepted.
2. Value $t_{count} > t_{Table}$ of emotional intelligence (X2) is $2.109 > 1.983$ and a significant value of $0.037 < \alpha 0.05$, so that the variable emotional intelligence (X2) and significant positive effect on job performance (Y) thus the hypothesis is accepted.
3. Value $t_{count} > t_{Table}$ of self-efficacy (X3) is $7.149 > 1.983$ and a significant value of $0.000 < \alpha 0.05$, so that the variable self-efficacy (X3) and significant positive effect on job performance (Y) thus the hypothesis is accepted.
4. Value $t_{count} > t_{Table}$ of motivation (Z) is $2.380 > 1.983$ and a significant value of $0.019 < \alpha 0.05$, so that the variable motivation (Z) and significant positive effect on job performance (Y) thus the hypothesis is accepted.

Mediation Test (Intervening)

Direct effect (or DE)

To calculate the direct effect or DE, The following formula is used :

1. Effect of variable work interest on motivation
 $X_1 \rightarrow Z = 0,199$
2. Influence of emotional intelligence variables on motivation
 $X_2 \rightarrow Z = 0,412$
3. Effect of self-efficacy variables on motivation
 $X_3 \rightarrow Z = 0,303$
4. Effect of variable work interest on job performance
 $X_1 \rightarrow Y = 0,267$
5. Influence of emotional intelligence variables on job performance
 $X_2 \rightarrow Y = 0,140$
6. Effect of self-efficacy variables on job performance
 $X_3 \rightarrow Y = 0,406$
7. Effect of motivation variables on job performance
 $Z \rightarrow Y = 0,177$

Indirect influence (indirect Effect or idea)

To calculate indirect influences or ideas, the following formula is used :

1. Effect of variable work interest on job performance through motivation
 $X_1 \rightarrow Z \rightarrow Y = (0,199 \times 0,177 = 0,035223)$

2. Influence of emotional intelligence variables on job performance through motivation
 $X_2 \rightarrow Z \rightarrow Y = (0,412 \times 0,177) = 0,072924$
3. Effect of self-efficacy variables on job performance through motivation
 $X_3 \rightarrow Z \rightarrow Y = (0,303 \times 0,177) = 0,053631$

Total Effect (Total Effect)

Based on the above explanation can be described on the path diagram

1. Effect of variable work interest on job performance through motivation
 $X_1 \rightarrow Z \rightarrow Y = (0,199 + 0,177 = 0,376$
2. Influence of emotional intelligence variables on job performance through motivation
 $X_2 \rightarrow Z \rightarrow Y = (0,412 + 0,177) = 0,589$
3. Effect of self-efficacy variables on job performance through motivation
 $X_3 \rightarrow Z \rightarrow Y = (0,303 + 0,177) = 0,48$

Based on the above explanation can be described on the path diagram:

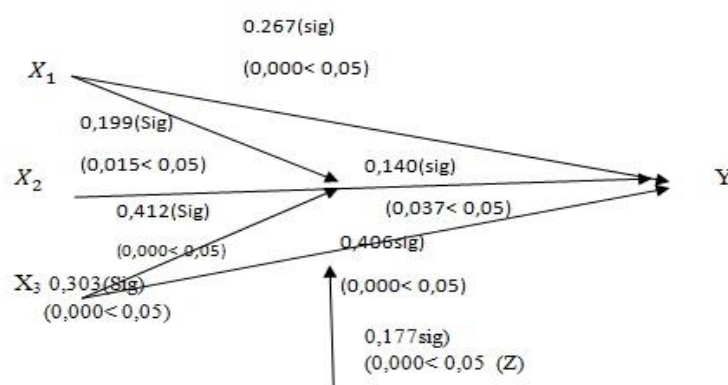


Figure 2. Path Analysis Results

Based on Figure 2 known:

1. It is known that work interest has a significant effect on motivation and also motivation has a significant effect on work performance, so motivation is significant in mediating the relationship between work interest and work performance.
2. It is known that emotional intelligence has a significant effect on motivation and also motivation has a significant effect on work performance, so motivation is significant in mediating the relationship between emotional intelligence and work performance
3. It is known that self-efficacy has a significant effect on motivation and also motivation has a significant effect on achievement, so motivation is significant in mediating the relationship between self-efficacy and work performance.

Discussion

Work Interest Has A Positive And Significant Effect On Work Motivation

Based on the results of data analysis, it is known that the value of t count > t Table of work interest (X1) is 2.474 > 1.983 and a significant value of 0.015 < alpha 0.05 so that work interest has a positive and significant effect on motivation. This indicates that if work interest is increased it will increase the motivation of BNI employees. Interest in work is needed in undergoing a job. Employees who have a high interest and desire will be able to work more sincerely and honestly.

BNI has many work divisions, one of which is the marketing department in charge of selling and marketing products to the public. The marketing department certainly has a work target every month, in this case every employee who has not been able to achieve this target will get a sanction of dismissal or cannot work again. Then the other divisions also have the same target. For example, in the frontliner who served directly in serving customers in demand to be able to serve wholeheartedly.

Mariyanti (2012: 12) states that interest is a feeling of liking, pleasure, and satisfaction doing a job means there is a positive and healthy relationship with the work so that it is easier for employees to adjust better to their work. So in this case the banking world needs employees who have a high interest in work so that everything that is assigned can be a pleasure for employees in running it.

Emotional Intelligence Has A Positive And Significant Effect On Work Motivation At PT BNI (Persero) Tbk Medan Branch

Based on the results of data analysis, it is known that the value of $t_{count} > t_{Table}$ of emotional intelligence (X2) is $5.320 > 1.983$ and a significant value of $0.015 < \alpha 0.05$ so that emotional intelligence has a positive and significant effect on motivation. This indicates that if emotional intelligence is improved, it will increase the motivation of BNI employees. Discussing about emotions is very closely related to emotional intelligence itself which is a person's ability to motivate themselves, survive facing frustration controlling impulses (joy, sadness, anger, etc.) and not exaggerating pleasure, regulating mood and being able to control stress.

Emotional intelligence also includes self-awareness, perseverance, passion and self-motivation and social skills. Skills related to emotional intelligence include, for example, the ability to understand others, leadership, the ability to build relationships with others, communication skills, teamwork, forming a positive self-image, motivating and inspiring members and so on. The intelligence of a person who is able to cope with the demands, problems and new conditions that come to face it will certainly fertilize a certain feelings, namely feelings of pleasure or displeasure.

Because of the above properties, if employees have a high IQ but low emotional intelligence level, they tend to be seen as stubborn people who are difficult to get along with, easily frustrated, not easy to trust others, not sensitive to environmental conditions and tend to despair when experiencing stress, especially when faced with challenging and complicated work. The opposite condition is experienced by people who have an average IQ level but have high emotional intelligence so that employees will have strong motivation in carrying out their work.

Self-Efficacy Has A Positive And Significant Effect On Work Motivation At PT BNI (Persero) Tbk Medan Branch

Based on the results of data analysis, it is known that the value of $t_{count} > t_{Table}$ of self-efficacy (X3) is $4.426 > 1.983$ and a significant value of $0.015 < \alpha 0.05$ so that self-efficacy has a positive and significant effect on motivation. This indicates that if self-efficacy is improved, it will increase the motivation of BNI employees.

Self-efficacy is a self-belief to be able to successfully cope and live in certain situations (Bandura in Betz, 2014). Self efficacy is a belief that arises because it has confidence in its ability to carry out a job, so it is able to obtain a success. Confidence is related to the encouragement or motivation that employees have to be more confident and have confidence in their own abilities.

Self-efficacy is needed in employees, by improving the ability to perform tasks assigned so that the company runs optimally and employee motivation will increase. Therefore, the role of self-

efficacy is very necessary to be able to make employees able to work well. Motivation can be said as perseverance of an individual in trying to achieve goals and get better (Ahmed et al, 2010).

High employee motivation can be created from the environment and support provided by superiors or fellow colleagues. Employees will be motivated if there is support from management and superiors of a company and the company's work environment that will have an impact on job satisfaction of these employees. Self-efficacy is able to increase employee motivation in completing and carrying out their duties. This is in line with research conducted by

Job Interest Has A Positive And Significant Effect On Job Performance At PT BNI (Persero) Tbk Medan Branch

Based on the results of data analysis, it is known that the value of $t_{count} > t_{Table}$ of work interest (X1) is $4.250 > 1.983$ and a significant value of $0.000 < \alpha 0.05$ so that work interest has a positive and significant effect on work performance. This indicates that if work interest is increased it will increase work performance. Employee interest is needed in building a skilled and qualified workforce.

Employees who have a high interest in work tend to be more active in working optimally. Employees will follow the applicable regulations and do not embarrass the company by providing unsatisfactory results. Interest in work is able to make employees more pushed to the maximum in achieving targets by establishing relationships, attending training and being active in various social activities carried out.

So in this case the employee's desire to advance is higher than employees who work just because they want to get social status to be considered to have adequate income. Employees will tend not to waste time and opportunities given to work. The employee's approach to fellow colleagues and leaders is increasingly intertwined. Employees will be easier to communicate and work with.

Work Interest Has A Positive And Significant Effect On Work Motivation

Based on the results of data analysis, it is known that the value of $t_{count} > t_{Table}$ of work interest (X1) is $2.474 > 1.983$ and a significant value of $0.015 < \alpha 0.05$ so that work interest has a positive and significant effect on motivation. This indicates that if work interest is increased it will increase the motivation of BNI employees. Interest in work is needed in undergoing a job. Employees who have a high interest and desire will be able to work more sincerely and honestly.

Bank negara Indonesia has many work divisions, one of which is the marketing department in charge of selling and marketing products to the public. The marketing department certainly has a work target every month, in this case every employee who has not been able to achieve this target will get a sanction of dismissal or cannot work again. Then the other divisions also have the same target. For example, in the frontliner who served directly in serving customers in demand to be able to serve wholeheartedly.

Mariyanti (2012: 12) states that interest is a feeling of liking, pleasure, and satisfaction doing a job means there is a positive and healthy relationship with the work so that it is easier for employees to adjust better to their work. So in this case the banking world needs employees who have a high interest in work so that everything that is assigned can be a pleasure for employees in running it.

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Emotional Intelligence Has A Positive And Significant Effect On Job Performance Through Work Motivation At PT BNI (Persero) Tbk Medan Branch

As the development of organizations and technologies that demand the existence of social relationships and involves the role of emotions in it. With this, companies no longer consider that cognitive intelligence is the single most important thing in a person's success. Business people also began to realize that good employees not only rely on skills, expertise or IQ, but also must be equipped with other skills such as emotional maturity, self-awareness, cooperation and empathy, all of which are summarized in an intelligence commonly called Emotional Intelligence (EI).

Goleman (2014), a psychologist who conducted in-depth research on Emotional Intelligence stated that: "psychologists agree that IQ only accounts for about 20% of the factors that determine success. The remaining 80% comes from other factors, including emotional intelligence". Starting from the above statement, the idea of empowering emotional intelligence among employees needs special attention because with the increasing emotional intelligence of employees, they will be more able to motivate themselves to work well so that they have high performance.

Although intellectual abilities and skills are needed to handle various operational tasks, emotional intelligence encourages employees to be able to work together, have high moral and social sensitivity and are more passionate about work.

Self-Efficacy Has A Positive And Significant Effect On Job Performance Through Work Motivation At PT BNI (Persero) Tbk Medan Branch

Human action in a situation depends on the interrelationships of behavior, environment, and cognitive conditions. Mainly cognitive factors related to the belief that they are capable or incapable of performing a behavior necessary to produce the desired achievement in a situation. Bandura (2016) calls this expectation self-efficacy.

Self efficacy is a person's ability to include the belief to be able to do something well. When an individual feels that he does not have confidence in his abilities. Thus giving rise to a perception that the task he faces is considered difficult without knowing the capabilities that exist in him. This will make an individual to avoid difficult tasks and prefer to do easier tasks. This situation reflects the low self efficacy that is owned so that it will have an impact on the low performance of an employee (Wulansari, 2011).

Wulansari (2011) in her research, said that self efficacy is a mediator that affects the choice of a person's career, if a person feels able to carry out the task – tasks in a particular career then he will choose the career, individuals who have high self-efficacy will try hard to deal with difficulties and survive in doing a task if they already have the skills, while individuals who have low self-efficacy will be plagued by doubts about self-ability and easy to give up when having difficulty in doing the task.

The results of research conducted by Lestari, et al. (2015) shows that without good self efficacy, employee performance is less than optimal and will decrease. The form of an employee who has good self-efficacy consists of that the employee at work completes his work on time, and more in managing the time to complete the specified work, sets work goals, prepares things in advance in work, always tries to finish work, creative in various things, motivates himself to always be better and not easily attacked by stress.

CONCLUSION AND SUGGESTIONS

Conclusion

The conclusions in this study are:

1. Interest in work has a positive and significant effect on work motivation at PT Bank BNI (Persero) Tbk Medan Branch
2. Emotional intelligence has a positive and significant effect on work motivation at PT Bank BNI (Persero) Tbk Medan Branch
3. Self-efficacy has a positive and significant effect on work motivation at PT Bank BNI (Persero) Tbk Medan Branch
4. Work interest has a positive and significant effect on job performance at PT Bank BNI (Persero) Tbk Medan Branch
5. Emotional intelligence has a positive and significant effect on job performance at PT Bank BNI (Persero) Tbk Medan Branch
6. Self-efficacy has a positive and significant effect on job performance at PT Bank BNI (Persero) Tbk Medan Branch
7. Work motivation has a positive and significant effect on job performance at PT Bank BNI (Persero) Tbk Medan Branch
8. Work interest has a positive and significant effect on job performance through work motivation at PT Bank BNI (Persero) Tbk Medan Branch
9. Emotional intelligence has a positive and significant effect on job performance through work motivation at PT Bank BNI (Persero) Tbk Medan Branch
10. Self-efficacy has a positive and significant effect on job performance through work motivation at PT Bank BNI (Persero) Tbk Medan Branch

suggestions

The suggestions in this study are:

1. Employee interest should be further enhanced by providing adequate and thorough job training in each section. In addition, the leaders in PT Bank BNI (Persero) Tbk Medan branch further tighten employee recruitment, especially in the marketing section by providing interview sessions and special training so that employees who work in the section have undergone adequate selection and the interviewers should be selected who are experienced in recognizing prospective employees who are serious in applying at PT Bank BNI (Persero) Tbk Medan branch so that employees who are accepted are in accordance with their fields.
2. Emotional intelligence needs to be improved is about empathy where concern and understanding as well as employee friendliness in serving customer needs is very necessary. This is because if every customer does not get attention, concern and

friendliness from employees, it will cause dissatisfaction from customers. Increasing emotional intelligence can be done by holding regular seminars so that employees have more patience and high concern as well as special sanctions for employees who are unable to serve customers properly according to SOP.

3. The company should pay attention to the development of self-efficacy of employees, especially with regard to the broad areas of behavior (generality), one of which can be done through coaching programs designed specifically according to the needs of employees.
4. It is recommended to the company to always provide opportunities in the form of salary increases, facilitate employees to establish closer relationships among colleagues, create a relatively more comfortable work environment for employees and develop skills and abilities to be more motivated to work better.
5. Improving employee performance can be done by giving clear instructions to all employees in accordance with their ability to undergo work given by superiors. It is necessary that the purpose of each training followed can improve the skills and abilities of employees. In addition, each target set by the company should be accompanied by how to achieve the company's targets, for example, employees must be able to establish relational relationships with the community and be able to communicate well.
6. This study can also be used as a reference for further research related to concepts or theories that support knowledge of Human Resource Management and the limitations of this study.

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