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The Influence of Growth Mindset, Self-Efficacy, and Emotional Intelligence on Employee Performance at Jimbaran Bay Beach Resort and Spa.

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ABSTRACT : Work performance is the quality and quantity of work achieved by a worker in carrying out his duties in accordance with the responsibilities assigned to him. High job performance is needed by the company to achieve company goals, on the other hand, low work performance will prevent the company from achieving its goals. This study aims to determine the effect of growth mindset, self -efficacy, and emotional intelligence on work performance. The sample used in this study were 58 people with a random sampling technique. For the method of determining the number of samples using Slovin formula. Data collection was carried out through questionnaires and interviews. The analysis technique used is multiple linear regression analysis. Based on the analysis, it was found that the growth mindset on work performance had a positive and significant effect. Self-efficacy has a positive and significant effect on work performance. Emotional intelligence has a positive and significant effect on work performance. The practical implications of this study can be a reference for other researchers who want to research the growth mindset, self- efficacy, emotional intelligence, and work performance.

Keywords -Employee Performance, Growth Mindset, Self- Efficacy, Emotional Intelligence

I. INTRODUCTION

Increasingly fierce competition in the business world requires traditional and modern companies to compete fiercely, one of which is by improving services and creating quality products (Mustika, 2018). To improve services and create quality products, it must be supported by the resources of the company. The company has various resources, including financial, physical, human, technology and systems (Brougham & Kashubeck-West, 2018). Human resources are an important role in the company because the company's effectiveness in achieving its goals and its competitive ability depends on the quality of its human resources. This human resource is the only resource that has feelings, reason, knowledge, expertise, and is also the most important resource in carrying out company operations (Scott & Kreeg, 2019). So the development of human resources has become a necessity for companies due to the demands of environmental dynamics, technological developments and business competition that continue in the era of globalization (Meiditami & Sunuharyo, 2018).

Based on the results of pre-research with the interview method on 10 employees of Jimbaran Bay Beach Resort and Spa in the following positions: 2 respondents at the front office, 2 respondents in housekeeping, 2 respondents in engineering, 2 respondents in the food and beverage product and 2 respondents in the food and beverage service. The other 8 respondents, namely: 2 respondents in housekeeping, 2 respondents in engineering, 2 respondents in food and beverage products, and 2 respondents in food and beverage service revealed that they do not really understand their work and feel that the work received is sometimes too difficult and the numbers are large. . So it can be assumed that there are some employees who have low job performance or performance. If this is allowed, employees are in conditions that do not understand, do not master, and have difficulty doing their work, then the work will not be completed on time and correctly so that it can affect company performance.

5 respondents said that they always feel burdened and object to criticism and suggestions from their superiors and colleagues if they make mistakes in their work. In addition, the training program provided according to the respondent was not very important because it could not significantly improve his abilities and felt that his current abilities were still quite good at work. From this statement, it was found that there were still some employees who had a growth mindset and a lower fixed mindset. 7 other respondents said they felt insecure and complained that it was difficult to complete their work when they were working for the first time because they were not used to it and there was a lot of work in the high seasons, which is a period when there

are many guests who usually have to do different jobs at once. From this statement, it is found that there are several employees who have low self-efficacy. In addition, 6 other respondents revealed that they find it difficult to control their emotions at work if there are some personal problems and they also reveal that sometimes it is difficult to understand the emotions of their colleagues at work so that misunderstandings occur which cause conflicts between workers. From this statement it was found that there are still some employees who have low emotional intelligence.

Based on an interview with the Human Resources Department (HRD) Jimbaran Bay Beach Resort and Spa revealed that the work performance or performance of the employees of Jimbaran Bay Beach Resort and Spa has not been optimal and maximal in doing their work, for example, there are often repeated errors that cause complaints from guests. From this expression, there are still some employees who have low job performance or performance. HRD Jimbaran Bay Beach Resort and Spa conducts job performance appraisals using the method result by system by assessing the output of the employee's work whether it is in accordance with the company's operating standards or job descriptions. According to HRD Jimbaran Bay Beach Resort and Spa is one of the factors that have not been optimal and the maximum work performance or performance of employees occurs because during the training there are several employees who do not take the training seriously and feel that they are proficient enough in the training provided and do not want to develop their skills in in the training. From what was disclosed by HRD Jimbaran Bay Beach Resort and Spa is still found by several employees who have low growth mindset. HRD Jimbaran Bay Beach Resort and Spa revealed that there are still several new employees and senior employees who are still often doubtful and not confident at work which results in repeated mistakes at work, especially in high season where the crowds of guests come, causing a portion. increased work. From the phrase HRD Jimbaran Bay Beach Resort and Spa found that there are several employees who have low Self Efficacy. In addition, HRD Jimbaran Bay Beach Resort and Spa also revealed that sometimes there are still conflicts between employees that involve emotions in them which usually occur due to miscommunication and lead to misunderstandings. From the phrase HRD Jimbaran Bay Beach Resort and Spa is still found by several employees who have low emotional intelligence.

Because of some of these problems, the influence of Growth Mindset, Self-Efficacy, and Emotional Intelligence on Employee Performance is important to study, because these factors can affect productivity, company performance and increase company competitiveness in the intense competition in this era of globalization. And also to achieve the goals, vision and mission of the company.

II. HYPOTHESIS DEVELOPMENT

Several empirical studies found a relationship between these variables can be seen from the growth mindset which can improve a person's work performance or performance and can increase a self-efficacy (Claro et al., 2016), persons namely the belief in him to do and try new things (Agustiana et al., 2019). Someone who has Self Efficacy can improve work performance or performance in the organization (Aji, 2019). In working, having good emotional intelligence is very important because it can have a direct effect on work performance or performance. Work performance or performance will run well if the company is able to pay attention to, and increase the growth mindset, self-efficacy, emotional intelligence of its employees (Miao et al., 2016).

Growth mindset has a positive influence on academic achievement or work performance (Liu et al., 2018). Rodriguez (2018) also found that there is a direct significant influence on growth mindset on academic achievement or work performance. According to David & Jocelyn (2019) it shows that the growth mindset has a positive effect on work performance or performance. Fink et al. (2018) revealed that the growth mindset has a positive and significant effect on one's achievement or performance. Cutumisu et al. (2018) also found that the growth mindset has a positive and significant effect on a person's achievement or performance.

H1: Growth mindset has a positive and significant effect on Job Performance.

Prasetyaningsih et al. (2019), self-efficacy has an effect on work performance or performance. In addition, Restu & Sriathi (2019) shows that self-efficacy has a positive and significant effect directly on work performance or performance. According to Cetin & Duysal (2018) states that Self efficacy has a positive and significant effect on work performance or performance. Carter et al. (2018) found that self-efficacy has a positive and significant effect on work performance. Monteiro & Vieira (2016) also found that self-efficacy has a positive and significant effect on work performance. It can be said that if employees have good self-efficacy it will make them do their jobs better and get better results.

H2: Self-efficacy and significant positive effect on Job Performance.

Emotional Intelligence is supporting factor for companies in improving work performance or employee performance (Lee, 2018). Damaryanthi & Dewi (2016) states that emotional intelligence has a significant effect on work performance or performance. Utami (2019) found that emotional intelligence directly has a positive and significant effect on work performance or performance. Mulyasari (2019) shows emotional intelligence on work performance or performance has a positive and significant effect. According to Abdillah & Rahmat (2017), emotional intelligence has a positive and significant effect on work performance. Rangarajan &

Jayamala (2015) obtained results of emotional intelligence which have a positive and significant effect on work performance. Ardiansyah & Sulistiyowati (2018) also found that there is a positive and significant influence between emotional intelligence on work performance. It can be said that the higher a person's ability to manage their emotions at work or have good emotional intelligence, the work performance or performance will be good.

H3: Emotional Intelligence has a positive and significant effect on Job Performance.

III. METHODS

This study uses an associative quantitative approach to examine statistical data and test a hypothesis, with a questionnaire in the form of a statement as the instrument used. This is due to the causal relationship (cause-effect) between the independent variables (X1, X2, X3), namely growth mindset, self-efficacy, and emotional intelligence, with the dependent variable (Y), namely job performance. This research was conducted at Jimbaran Bay Beach Resort and Spa which is located at Jalan Pantai Kedonganan No.888, Kedonganan, Kuta, Badung Regency, Bali, Indonesia. This location was chosen to help improve employee work performance by looking at employee internal factors, namely growth mindset, self-efficacy, and emotional intelligence. The population in this study are employees who work at Jimbaran Bay Beach Resort and Spa, especially employees who are in each department or position under the leadership of the manager or general manager, totaling 136 people. Based on the calculation results of the slovin formula, the number of samples of Jimbaran Bay Resort and Spa to be taken in this study is 58 samples.

Data collection methods used in this study were through questionnaires and interviews. The type of data in this study can be divided into two quantitative and qualitative data, quantitative data in this study are the number of employees of Jimbaran Bay Beach Resort and Spa, the number of samples determined and the answer scores on the questionnaire. The qualitative data in this study are a brief history of the organization, pre-research answers to the problem of Jimbaran bay beach hotel and spa, respondents' answers to questionnaires, organizational structure and job descriptions. This study uses a questionnaire as a data collection tool consisting of a number of statements about work performance, growth mindset, self-efficacy, and emotional intelligence.

IV. RESULTS AND DISCUSSION

In this study obtained, gender sex, men dominate in this study with a percentage of 58.62 percent which interpret male power is needed. When viewed from age, those with ages 25-34 dominate with a percentage of 46.55 percent because employees who are 25-34 years old have productive and creative energy at work. When viewed from the level of education that has the last education level of Diploma which dominates with a percentage of 48.28 percent because employees who have diploma education are more needed in the hotel industry.

Table 1. F Test Result

| Model | Sum of Squares | df | Mean Square | F | Sig. |
|------------|----------------|----|-------------|--------|--------------------|
| Regression | 45.362 | 3 | 15.121 | 37.915 | 0.000 ^b |
| Residual | 21.535 | 54 | 0.399 | | |
| Total | 66.897 | 57 | | | |

Source: Researcher Data, 2019.

Based on the results of the analysis, it is known that the significance value of F is below the significance level value, namely $0.000 < 0.05$, this means that the Growth mindset variable (X1), the self-efficacy variable (X2), the Emotional Intelligence variable (X3), simultaneously have a significant effect. Employee Performance (Y) at Jimbaran Bay Beach Resort and Spa, or the model used in the research is feasible and can be used for further analysis.

Table 2. T Test Result

| Variabel | Unstandardized Coefficients Beta | Sig. |
|-------------------------------|----------------------------------|-------|
| <i>Growth mindset</i> | 0,395 | 0,002 |
| <i>Self efficacy</i> | 0,275 | 0,027 |
| <i>Emotional Intelligence</i> | 0,350 | 0,004 |

Source: Researcher Data, 2019.

Based on the results of the above analysis, it can be explained that the sig value of the growth mindset variable has a lower value than the significance level, namely $0.002 < 0.05$, this means that the growth mindset variable has a significant positive effect on employee job performance. The regression coefficient β_1 (Growth

mindset variable) is 0.395, indicating that the increasing growth mindset will increase employee performance at Jimbaran Bay Beach Resort and Spa.

The sig value of the Self efficacy variable has a value lower than the significance level, namely 0.027 < 0.05. which means that the self-efficacy variable has a significant positive effect on employee job performance. The regression coefficient β_2 (Self efficacy variable) is 0.275, indicating that increasing self-efficacy will increase employee performance at Jimbaran Bay Beach Resort and Spa.

The sig value of the Emotional Intelligence variable has a lower value than the significance level, namely 0.004 < 0.05, so that H_0 is rejected and H_a is accepted, which means that the Emotional Intelligence variable has a significant positive effect on employee job performance. The regression coefficient β_3 (Emotional Intelligence variable) is 0.350, indicating that increasing Emotional Intelligence will increase employee performance at Jimbaran Bay Beach Resort and Spa.

V. CONCLUSION

In this study there is a positive and significant influence between Growth mindset towards Job Performance of employees at Jimbaran Bay Beach Resort and Spa. This means that the higher the growth mindset, the higher the employee's work performance at Jimbaran Bay Beach Resort and Spa. Conversely, if the growth mindset is low, the work performance of employees at Jimbaran Bay Beach Resort and Spa is also low. Because having a good growth mindset can shape the mindset of an employee who wants to continue learning and improve work skills that make work performance increase. Based on the result There is a positive and significant influence between Self -efficacy on Employee Performance at Jimbaran Bay Beach Resort and Spa. This means that the higher self-efficacy, it will increase employee performance at Jimbaran Bay Beach Resort and Spa. Conversely, if self-efficacy is low, the work performance of employees at Jimbaran Bay Beach Resort and Spa is also low. Because having good self-efficacy can form a strong self-confidence in an employee at work. So that how difficult and how much work must be completed it will be completed properly which also directly improves work performance. Emotional intelligence has a positive and significant effect on employee job performance at Jimbaran Bay Beach Resort and Spa. This means that the higher the Emotional Intelligence, the higher the Job Performance. Conversely, if emotional intelligence is low, work performance is also low. Because having good emotional intelligence makes an employee able to control his emotions well at work so that he can avoid conflicts or problems that involve emotions at work. And also can take advantage of their emotions as a motivation boost at work which can directly improve work performance.

Based on the results of the research analysis, the results of the discussion, and the limitations contained in this study, the researchers propose suggestions, among others. For management at Jimbaran Bay Beach Resort and Spa to optimize growth mindset, self-efficacy and emotional intelligence in the company so that employees have good work performance or performance at work so that they can maximize the performance of companies that are competing in this modern era. give appreciation and motivational encouragement to employees every time they work so that employees feel confident in their own abilities which can improve work performance or employee performance. For HRD at Jimbaran Bay Beach Resort and Spa to design and hold a program in the form of training and motivational seminars that can increase the confidence of their employees. Especially for employees who are not sure about their abilities. In addition, giving appreciation to employees for their work can also be an alternative that can increase self-confidence in their abilities. And provide training related to how to control their emotions at work. In addition, with recreation every week such as holding Yoga and sports together with employees. For the next researcher, it is hoped that the next researchers will not stick to the factors in this study, namely growth mindset, motivation and self-efficacy, but can add other factors that affect employee job performance. As well as being able to expand the scope of research that is not only limited to the company or can also replace the research location that is not only focused on a research location, so as to provide a more perspective and can be implemented in general.

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