

THE EFFECT OF EDUCATIONAL TRAINING, ORGANIZATIONAL SUPPORT, EMOTIONAL INTELLIGENCE, AND WORK FACILITIES ON EMPLOYEE PERFORMANCE

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Abstract

Objective: *This study aims to determine the effect of Education Training, Organizational Support, Emotional Intelligence, and Work Facilities on Employee Performance at the Meteorology, Climatology, and Geophysics Agency Region II.*

Design/Methods/Approach: *This study employed quantitative descriptive research. It employed multiple linear regression as its data analysis technique. The sampling method used was saturation sampling, with a total sample size of 80 employees. Data were collected through a questionnaire using a Likert scale, which was processed using Microsoft Excel 19 and Statistics Product Service and Solution (SPSS) version 26 software.*

Findings: *The results of this study indicate that the variables of Education Training and Emotional Intelligence have a positive and significant effect on Employee Performance. In contrast, the variables of Organizational Support and Work Facilities have a positive and insignificant effect on Employee Performance.*

Originality/Value: *The novelty of this study lies in the results that are different from previous studies, thus proving that the results of the research presented by previous researchers are inconsistent.*

Practical/Policy implication: *The results of this study are expected to contribute to the development of human resource management strategies at BBMKG Region II Tangerang Selatan.*

Keywords: *Education Training, Organizational Support, Emotional Intelligence, Work Facilities, Employee Performance*

JEL Classification: *M42, M48*

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Introduction

In this era of increasingly rapid globalization, companies in Indonesia face very tight competition, both from within the country and abroad. To survive and thrive in a competitive market, companies need to have quality human resources (HR) that can compete effectively and efficiently. Human resource management is a process that aims to utilize human resources optimally through various planned steps, such as planning, organizing, motivating, and controlling. The purpose of this process is to manage the potential, skills, and abilities of employees so that they can provide the best contribution to achieving company goals while creating a comfortable and productive work environment (Hartomo & Lutarlean, 2020).

Human resources are one of the main supporting factors in achieving organizational goals. Human resources act as a very valuable asset for the company. Companies that successfully manage their human resources well tend to have high-performing employees. Therefore, human resources must be managed and developed effectively so that they feel satisfied in carrying out their duties so that they can provide optimal contributions to the performance and progress of the organization (Saputra & Supartha, 2019).

Performance is the implementation of tasks according to responsibilities to achieve expected results. High performance plays an important role in achieving the goals, vision, and mission of the organization. In addition to increasing efficiency and job satisfaction, performance also affects reputation and external relations. Increased performance supports the success of the organization, while decreased performance can hinder its development (Larasati & Ekawaty, 2023). Regarding employee performance, data on employee performance assessment results at the Meteorology and Geophysics Center for Region II, South Tangerang can be seen in Table 1.

Table 1. Performance Assessment Data for Employees of the Meteorology, Climatology, and Geophysics Center Region II, South Tangerang

No	Year	Semester	Work Standards	Work Achievements	Information
1	2018	Semester 1	75	88	Good
		Semester 2	75	88	Good
2	2019	Semester 1	75	84,92	Good
		Semester 2	75	78,43	Good
3	2020	Semester 1	75	75,32	Good
		Semester 2	75	75,96	Good
4	2021	Semester 1	75	79,24	Good
		Semester 2	75	76,29	Good

Source: BBMKG Region II

Based on Table 1, it can be seen that the performance of BBMKG Region 2 employees in 2018-2021 is in a good category, but to support the achievement of organizational goals, every organization certainly expects its employees to perform very well. For this reason, management must focus more on HR management so that performance is more optimal.

Table 2. BBMKG Region II Employee Performance Category in 2022

No	Year	Category	Number of Employees	Percentage
1	2022	As Expected	77	96,25%
2		Below Expectations	3	3,75%

Source: BBMKG Region II

Based on Table 2, several employees from BBMKG Region II in 2022, it is known that there are 77 employees in the category according to expectations and 3 employees in the category below expectations. This shows that there needs to be improvement because there are still BBMKG Region II employees whose performance is still in the category below expectations.

Performance improvement can be done through education and training (diklat) as in research (Siswati et al., 2021), organizational support (Umihastanti & Frianto, 2022), emotional intelligence (Karambut et al., 2023), and work facilities (Wijaya et al., 2022).

One of the factors that influence employee performance is education and training. Education and training are one form of development for civil servants to improve their knowledge and skills so that they can follow developments, system changes, and technology in carrying out the tasks that are their responsibility. Therefore, both civil servants (PNS) and contract employees need training and education to develop their knowledge. With better knowledge, their performance will also increase, bringing progress to the organization (Siswati et al., 2021). Training education (Diklat) has a significant relationship with performance because Diklat helps develop the skills, knowledge, and competencies of employees needed to achieve optimal work results. Previous studies have shown that training education affects on employee performance (Saputra et al., 2020), (Eliana et al., 2020), and (Siswati et al., 2021). However, in his study (Syahputra & Jufrizen, 2019), training education (diklat) did not have an effect on employee performance.

In addition to education and training, organizational support is also an important aspect of improving employee performance. Organizational support is the ability of an organization to understand and adapt to the existing environment (Bodroastuti et al., 2020). Support from the organization to employees can be seen through feedback and performance evaluations. When employees feel that their superiors give praise or positive feedback when they achieve work goals, they will feel supported. This sense of support makes employees more motivated to work well in the company. Previous studies have shown that organizational support has an effect on employee performance (Umihastanti & Frianto, 2022), (Bodroastuti et al., 2020), and (Siregar & Pasaribu, 2022). However, in their study (Ariyanti & Rijanti, 2022), organizational support did not affect employee performance.

Another factor that influences employee performance is emotional intelligence. Emotional intelligence is a person's ability to manage their emotional life along with their intellectual intelligence. Emotional intelligence involves maintaining harmony between emotions and expressions through skills such as self-regulation, self-motivation, empathy, and social skills (Karambut et al., 2023). Employees with high emotional intelligence can manage their emotions effectively. They can control stress and pressure at work, which allows them to stay focused on tasks and responsibilities. With this ability, they tend to have better performance, especially in challenging situations. Previous research shows that emotional intelligence effects on employee performance. Previous studies have shown that emotional intelligence effects on employee performance (Octavia et al., 2021), (Karambut et al., 2023), and (Ratnasari et al., 2020). However, in his study (Borman & Westi, 2021) emotional intelligence did not effect on employee performance.

The next factor that can influence employee performance is work facilities. Work facilities are services provided by companies for employees to support their performance, to increase productivity (Asmar et al., 2022). In government agencies, complete work facilities are very important to support employee activities. Adequate facilities help complete work more easily and efficiently so that employee performance can be maximized and optimal results can be achieved. Complete and easily accessible facilities, such as technological equipment, meeting rooms, and collaborative work areas, make it easier for employees to complete tasks. When resources are well available, employees can work more efficiently and effectively, which in turn improves their performance. Previous studies have shown that work facilities affect employee performance (Wijaya et al., 2022), (Asmar et al., 2022), and (Jufrizen & Hadi, 2021). However, in the study (Firdaus, 2023) work facilities did not affect employee performance.

Literature Review and Hypotheses Development

Training Education

Education Training is an activity that aims to improve skills, competence, and knowledge. By providing lots of training to employees routinely, it will improve employee performance (Eliana et al., 2020). Training is an effort to develop human resources, especially in increasing professionalism related to administrative and managerial skills (Yuliani, 2023). Training Education is a program designed to stimulate individuals to improve their skills in specific job roles, acquire general knowledge, and gain an understanding of the overall work environment of the organization, thereby enabling employees to perform their duties competently (Stone, 2023).

From the description above, it can be concluded that education and training (diklat) is a program or activity designed to improve the skills, knowledge, and competence of employees in carrying out their duties professionally, both in terms of administration, managerial, and understanding of the work environment, to support improved employee performance. With effective education and training, employees gain a better understanding of the required work procedures, techniques, and standards, ultimately improving their ability to complete work efficiently and with quality. This supports several studies conducted by, explaining that it has a positive and significant relationship with categories that are still varied. Based on this conclusion, the following hypothesis is proposed (Saputra et al., 2020), (Eliana et al., 2020) and (Siswati et al., 2021).

H1: Training Education Affects Employee Performance

Organizational Support

Organizational support is support in the form of work, management, and collaboration with productive or well-performing co-workers (Bodroastuti et al., 2020). Organizational support is employees' perception that they receive encouragement and assistance as members of the company (Putri et al., 2024). Organizational support is the extent to which employees feel confident that the organization values their contributions and cares about their well-being (Ningrum & Agung, 2021).

From the description above, it can be concluded that organizational support is employees' perceptions of the extent to which the organization provides encouragement, assistance, and recognition for their contributions, including concern for their well-being and productive working relationships with both management and coworkers. When employees feel valued and supported, either through recognition of their contributions or concern for their well-being, they tend to be more motivated to perform well and commit to achieving organizational goals. This supports several studies conducted by, explaining that it has a positive and significant relationship with categories that are still varied. Based on this conclusion, the following hypothesis is proposed (Umihastanti & Frianto, 2022), (Bodroastuti et al., 2020) and (Siregar & Pasaribu, 2022).

H2: Organizational Support Affects Employee Performance

Emotional Intelligence

Emotional intelligence is a person's ability to identify and motivate themselves, and manage their own emotions and their relationships with others (Karambut et al., 2023). Emotional intelligence is the ability to recognize, understand, and manage one's own emotions and the emotions of others (Goleman, 2024). Emotional intelligence is a person's ability to monitor their feelings and emotions, both in themselves and in others, and to be able to distinguish between the two, then use this information to build subsequent thoughts and actions (Ratnasari et al., 2020).

From the description above, it can be concluded that emotional intelligence is a person's ability to recognize, understand, and manage their own emotions and the emotions of others, which is used to motivate themselves, build positive relationships, and make appropriate decisions. Employees with high emotional intelligence tend to be able to manage stress better, maintain emotional balance, and interact effectively with coworkers and superiors. This supports several studies conducted by, explaining that it has a positive and significant relationship with categories that are still varied. Based on this conclusion, the following hypothesis is proposed (Octavia et al., 2021), (Ningrum & Agung, 2021) and (Karambut et al., 2023).

H3: Emotional Intelligence Affects Employee Performance

Work Facilities

Work facilities are a form of service provided by the company to employees to support their performance so that they can increase productivity (Asmar et al., 2022). Facilities are all types of equipment, work supplies, and other facilities that function as the main tools or aids for carrying out work and also function socially for the benefit of people connected to the work organization (Moenir, 2014). Facilities are technological tools that support employees in increasing work enthusiasm when completing tasks, so they have an important role in helping to complete the work given (Wijaya et al., 2022).

From the description above, it can be concluded that Work facilities are all forms of facilities, infrastructure, and equipment provided by the organization to support the implementation of employee duties, increase work enthusiasm, and support work productivity and effectiveness. Good work facilities, such as well-functioning equipment, a supportive work environment, and adequate technology, enable employees to work more productively, reduce error rates, and improve the quality of work results. This supports several studies conducted by, explaining that it has a positive and significant relationship with categories that are still varied. Based on this conclusion, the following hypothesis is proposed (Wijaya et al., 2022), (Asmar et al., 2022) and (Jufrizen & Hadi, 2021).

H4: Work Facilities Affects Employee Performance

Method

The method in this study is a quantitative method to test the hypothesis that has been conducted and determined. The sampling technique uses saturated sampling with a population of 80 employees. The model used in this study is a multiple linear regression model. Data analysis was carried out through a series of tests, starting with the research instrument test which consisted of validity and test reliability. After that, the classical assumption test was carried out which included the normality test, heteroscedasticity test, and multicollinearity test. Then to find out whether there is a significant influence between the independent variable and the dependent variable, t test was carried out. Next, an analysis of the coefficient of determination is carried out to measure the extent of the model's capabilities to explain variations in the dependent variable. All stages of data processing were carried out using the SPSS version of the software 26.

Result and Discussion

The primary data submitted is in the form of a questionnaire submitted to all employees of the Center for Meteorology, Climatology, and Geophysics Region II South Tangerang. In this research, the population consisted of 80 employees, so the sample used was all 80 employees.

Descriptive Statistical Results

Descriptive statistical results were carried out to show the evaluation results of the average number of indicators. Employee performance variables got the highest mean of 4.36. Next is followed by the work facilities variable of 4.25, the training and education variables emotional intelligence 4.19, and the lowest is the organizational support variable.

Table 3. Descriptive Statistics of Employee Performance Variables (Y)

Indicator	Items	Average	Interpretation
Work Result	EP1.1	4.35	Very Good
	EP1.2	4.47	Very Good
Knowledge Work	EP2.1	4.42	Very Good
	EP2.2	4.28	Very Good
Initiative	EP3.1	4.32	Very Good
	EP3.2	4.13	Good
Attitude	EP4.1	4.55	Very Good
	EP4.2	4.51	Very Good
Time Discipline	EP5.1	4.31	Very Good
	EP5.2	4.27	Very Good
Average Statement Employee Performance (Y)		4.36	Very Good

Source: Self-Processed Data, 2024

In the employee performance variable, there are 5 indicators with a value of 4.36. Based on the results in Table 1, employee performance variables can be categorized as very high by employees so that it can be proven that employee performance in BBMKG Region 2 is classified as very good. The dominant indicator that proves this is that employees agree is an attitude of 4.55. Indicates that employees not only focus on results but also maintain responsibility, discipline, and good communication at work.

Table 4. Descriptive Statistics of Training Education (X1)

Indicator	Items	Average	Interpretation
training content	TE1.1	4.20	Good
	TE1.2	4.21	Very Good
training methods	TE2.1	4.26	Very Good
	TE2.2	4.16	Good
Instructor's Attitude and Skills	TE3.1	4.25	Very Good
	TE3.2	4.20	Good
Long Training Time	TE4.1	4.10	Good
	TE4.2	4.17	Good
Training Facilities	TE5.1	4.10	Good
	TE5.2	4.28	Very Good
Average Statement Training Education (X1)		4.19	Good

Source: Self-Processed Data, 2024

In the training education variable, there are 5 indicators with a value of 4.19. Based on the results in Table 2, the training education variable can be categorized as good by employees so that it can be proven that the educational training program at BBMKG Region 2 is classified as good. The dominant indicator that proves this is that employees agree is a training facility of 4.28. This shows that adequate facilities, comfortable space, and technical support have a positive effect on the comfort and effectiveness of training.

Table 5. Descriptive Statistics of Organizational Support (X2)

Indicator	Items	Average	Interpretation
Award	OS1.1	4.21	Very Good
	OS1.2	4.15	Good
Development	OS2.1	4.23	Very Good
	OS2.2	4.18	Good
Working Conditions	OS3.1	4.25	Very Good
	OS3.2	4.20	Good
Employee Welfare	OS4.1	4.12	Good
	OS4.2	4.11	Good
Average Statement Organizational Support (X2)		4.17	Good

Source: Self-Processed Data, 2024

In the organizational support variable, there are 4 indicators with a value of 4,17. Based on the results in Table 3, the organizational support variable can be categorized as good by employees so that it can be proven that the organization support at BBMKG Region 2 is classified as good. The dominant indicator that proves this is that employees agree an working conditions of 4,25. This shows that a positive work environment, whether in the form of good communication, collaboration between teams, a comfortable working atmosphere, or managerial support can influence how employees carry out their duties.

Table 6. Descriptive Statistics of Emotional Intelligence (X3)

Indicator	Items	Average	Interpretation
Self-awareness	EI1.1	4.25	Very Good
	EI1.2	4.22	Very Good
Self-regulation	EI2.1	4.16	Good
	EI2.2	4.16	Good
Motivation	EI3.1	4.33	Very Good
	EI3.2	4.25	Very Good
Recognizing Other People's Emotions	EI4.1	4.01	Good
	EI4.2	4.02	Good
Social Skills	EI5.1	4.31	Very Good
	EI5.2	4.30	Very Good
Average Statement Emotional Intelligence (X3)		4.19	Good

Source: Self-Processed Data, 2024

In the emotional intelligence variable, there are 5 indicators with a value of 4,19. Based on the results in Table 4, the emotional intelligence variable can be categorized as good by employees so that it can be proven that the organization support at BBMKG Region 2 is classified as good. The dominant indicator that proves this is that employees agree is a motivation of 4,33. This shows that employees have a strong determination to continue to move forward and complete tasks even though some challenges or difficulties must be faced.

Table 7. Descriptive Statistics of Work Facilities

Indicator	Items	Average	Interpretation
Work Tool Facilities	WF1.1	4.31	Very Good
	WF1.2	4.32	Very Good
Work Equipment Facilities	WF2.1	4.30	Very Good
	WF2.2	4.27	Very Good
Social Facilities	WF3.1	4.18	Good
	WF3.2	4.18	Good
Average Statement Work Facilities (X4)		4.25	Very Good

Source: Self-Processed Data, 2024

In the work facilities variable, there are 3 indicators with a value of 4,25. Based on the results in Table 5 work facilities variable can be categorized as very good by employees so that it can be proven that the work facilities at BBMKG Region 2 are classified as very good. The dominant indicator that proves this is that employees agree is a work tool facilities of 4,32. This shows that employees feel more efficient and can work more optimally when equipped with tools or equipment that suit their job needs.

Statistical Test Results

The results of the statistical test are as follows:

Validity Test

Testing the validity of the questionnaire instrument in this research uses the corrected item-total correlation or calculated *r* value by comparing it with the *r* table. The questionnaire instrument is declared valid if the calculated *r*-value > *r* table, and vice versa. In this research, the *r* table value is obtained from the formula $df = n - 2$ and produces a calculation of $df = 103 - 2 = 101$ with an alpha of 0.05 which shows an *r* table value of 0.2199.

Table 8. Validity Test

Variable	Item	Validity		
		<i>r</i> value	<i>r</i> table	status
Training Education (X1)	X1.1	0,680	0,2199	Valid
	X1.2	0,600	0,2199	Valid
	X1.3	0,532	0,2199	Valid
	X1.4	0,554	0,2199	Valid
	X1.5	0,517	0,2199	Valid
	X1.6	0,660	0,2199	Valid
	X1.7	0,502	0,2199	Valid
	X1.8	0,528	0,2199	Valid
	X1.9	0,572	0,2199	Valid
	X1.10	0,611	0, 2199	Valid
Organizational Support (X2)	X2.1	0,531	0,2199	Valid
	X2.2	0,697	0,2199	Valid
	X2.3	0,570	0,2199	Valid
	X2.4	0,674	0,2199	Valid
	X2.5	0,556	0,2199	Valid
	X2.6	0,628	0,2199	Valid
	X2.7	0,638	0,2199	Valid
	X2.8	0,615	0,2199	Valid
Emotional Intelligence (X3)	X3.1	0,507	0,2199	Valid
	X3.2	0,554	0, 2199	Valid
	X3.3	0,591	0,2199	Valid
	X3.4	0,487	0, 2199	Valid
	X3.5	0,475	0,2199	Valid
	X3.6	0,591	0, 2199	Valid
	X3.7	0,565	0,2199	Valid
	X3.8	0,501	0, 2199	Valid
	X3.9	0,494	0,2199	Valid
	X3.10	0,529	0, 2199	Valid
Work Facilities (X4)	X4.1	0,568	0, 2199	Valid
	X4.2	0,635	0, 2199	Valid
	X4.3	0,593	0, 2199	Valid
	X4.4	0,565	0, 2199	Valid
	X4.5	0,583	0, 2199	Valid

	X4.6	0,571	0, 2199	Valid
	Y.1	0,254	0, 2199	Valid
	Y.2	0,635	0,2199	Valid
	Y.3	0,621	0, 2199	Valid
	Y.4	0,620	0, 2199	Valid
Employee Performance (Y)	Y.5	0,521	0, 2199	Valid
	Y.6	0,586	0, 2199	Valid
	Y.7	0,564	0, 2199	Valid
	Y.8	0,617	0, 2199	Valid
	Y.9	0,531	0, 2199	Valid
	Y.10	0,449	0, 2199	Valid

Source: SPSS V26, 2024

Reliability Test

The reliability test aims to show consistency between the scores resulting from one measurement and the scores from other measurements. In this research, each variable in the questionnaire is said to be reliable if the Cronbach's Alpha value is > 0.6 .

Table 9. Reliability Test

Variable	Cronbach's Alpha	Reliability Standards	N of Items	Information
Training Education (X1)	0,863	0,600	10	Reliable
Organizational Support (X2)	0,863	0,600	8	Reliable
Emotional Intelligence (X3)	0,835	0,600	10	Reliable
Work Facilities (X4)	0,818	0,600	6	Reliable
Employee Performance (Y)	0,842	0,600	10	Reliable

Source: SPSS V26, 2024

Based on the results of the reliability test, it can be seen that the Cronbach's Alpha value of all variables in this study is greater than 0.6. So it can be concluded that all variables in this study are reliable, then the items in each variable are suitable for use as measuring tools in research.

Normality Test

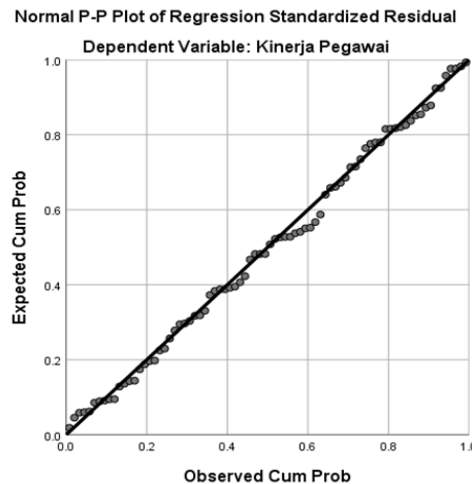
Based on the assumption for multiple linear regression analysis, the data must be normally distributed. Then a normality test will be carried out. The values of variables X1, X2, X3, X4, and Y are taken from the values of each valid and reliable data. The normality test for each variable in this study was carried out using One Sample Kolmogorov-Smirnov analysis and Normal P P-P Plot Graph.

Table 10. Kolmogorov-Smirnov Test (K-S) Results

	Unstandardized Residual
N	80
Normal Parameters ^{a,b} Mean	.0000000
Std. Deviation	3.20284064
Most Extreme Differences Absolute	.059
Positive	.059
Negative	-.034
Test Statistic	.059
Asymp. Sig. (2-tailed)	.200 ^{c,d}

Source: SPSS V26, 2024

Based on Table 10, it can be seen that the significance value of Asymp.Sig. (2-tailed) is 0.200 which is greater than the significance value of 0.05 ($0.200 > 0.05$). So it can be concluded that the residual data in this study is normally distributed.



Source: SPSS V26, 2024

Figure 1. Normal P-Plot Graph

In Figure 1, the output results of the SPSS Normal P-P Plot are seen, showing that the distribution of data points is spread around the diagonal line and the distribution of data points is in the same direction as the diagonal line. So the data on the research variables can be said to be normally distributed. This is proven to be the same as the results of the graph test with the Normal P-Plot of Regression Standardized Residual which shows that the regression model in this study has met the normality test.

Multicollinearity Test

The Multicollinearity test can be seen from the tolerance value > 0.1 and the Variance Inflation Factor (VIF) value < 10 in the coefficients table. Multicollinearity testing can be seen in Table 11:

Table 11. Multicollinearity Test

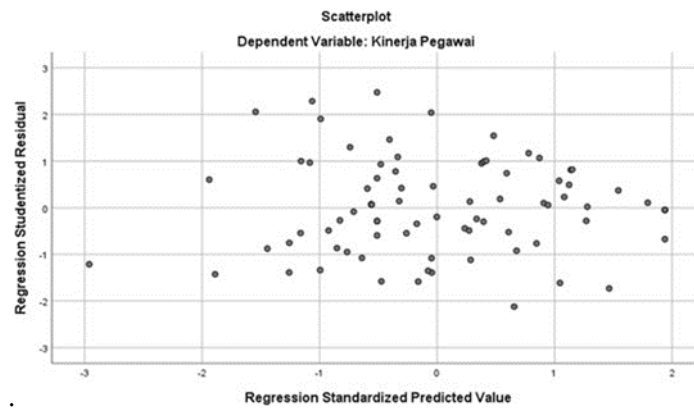
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Training Education	0.457	2.286
Organizational Support	0.384	2.604
Emotional Intelligence	0.598	1.671
Work Facilities	0.494	2.023

Source: SPSS V26, 2024

The Multicollinearity Test aims to see whether a regression model in this study has multicollinearity or not. The decision is if $VIF < 10$ and Tolerance value > 0.1 then the regression model in this study is free from multicollinearity. It can be concluded that each variable has a VIF value < 10 and a tolerance value > 0.1 which means that it can be said that all variables do not have multicollinearity problems.

Heteroscedasticity Test

Heteroscedasticity test to test whether a regression model has the same variance from the residual of one observation to another. Heteroscedasticity can be detected by looking at the points on the Scatterplot image, a good regression model is homoscedasticity or no heteroscedasticity. Detection is done by looking at the presence or absence of a certain pattern on the graph.



Source: SPSS V26, 2024

Figure 2. Heteroscedasticity Test

Based on Figure 2 above, the data points are spread above and below the number 0 on the Y axis without any particular pattern, indicating there is no problem with the residual variance. Therefore, it can be concluded that the regression model does not show symptoms of heteroscedasticity.

Multiple Linear Regression Analysis

This research uses multiple linear regression analysis because it has more than one independent variable. Regression analysis aims to measure the quantitative effect of changes in X on Y, both positive and negative, and estimate the value of Y based on the relationship between variables X and Y.

Table 12. Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9.084	3.875		2.344	.022
Training Education	.264	.117	.267	2.263	.026
Organization Support	.167	.140	.153	1.186	.240
Emotional Intelligence	.277	.104	.276	2.674	.009
Work Facilities	.245	.166	.168	1.479	.143

Source: SPSS V26, 2024

Based on Table 12 above, it is known that the regression equation is:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + e$$

$$Y = 9,084 + 0.264X_1 + 0.167X_2 + 0.277X_3 + 0.245X_4 + e$$

Information:

1. The constant value (α) is 9.084, meaning that if education, training, organizational support, emotional intelligence, and work facilities have a value of 0, then the employee performance value is 9.084.
2. The regression coefficient (β) X1 Training Education is 0.264 indicating that for every 1 unit increase in training, education will increase employee performance by 26.4%.
3. Regression coefficient (β) X2 Organizational Support of 0.167 indicates that for every 1 unit increase in organizational support will increase employee performance by 16.7%.
4. Regression coefficient (β) X3 Emotional Intelligence of 0.277 indicates that for every 1 unit increase in intelligence emotional will increase employee performance by 27.7%.
5. Regression coefficient (β) X4 Work Facilities of 0,245 indicates that every 1 unit increase in work facilities will increase employee performance by 24.5%.

Determinant Coefficient Test (Adjusted R²)

Table 13. Determinant Coefficient Test (Adjusted R²)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.723 ^a	.523	.497	3.28714

Source: SPSS V26, 2024

Based on Table 13 above, it can be seen that the adjusted R² (Determinant Coefficient) value shows 0.497%, meaning that 49.7% of the Employee Performance value is influenced by the Education Training, Organizational Support, Emotional Intelligence, and Work Facilities variables. Meanwhile, the remaining 50.3% (100% - 49.7%) is influenced by other variables outside this research.

T-test

Table 14. T test

Model		t	Sig.
1	(Constant)	2.344	0.022
	Training Education	2.263	0.026
	Organizational Support	1.186	0.240
	Emotional Intelligence	2.674	0.009
	Work Facilities	1.479	0.143

Source: SPSS V26, 2024

The t-test tests the regression coefficient partially, this test is carried out to determine the partial role significance between the independent variable and the dependent variable by assuming that other independent variables are considered constant (Sugiyono, 2019). If the significant value > 0.05 then H₀ is accepted - If the significant value < 0.05 then H_a is accepted - If t count < t table or -t count > -t table, then H₀ is accepted - If t count > t table or -t count < -t table, then H₀ is rejected.

H1: Training Education Affects Employee Performance

Based on Table 10, shows count 2.263 > table 1.665 with a significance of 0.026 < 0.05, so H₀ is rejected and H₁ is accepted. Training education has a positive and significant effect on employee performance.

H2: Organizational Support Affects Employee Performance

Based on Table 10, shows count 1.186 > table 1.665 with a significance of 0.240 < 0.05, so H₀ is accepted and H₂ is rejected. Organizational support has a positive and insignificant effect on employee performance.

H3: Emotional Intelligence Affects Employee Performance

Based on Table 1, shows count 2.674 > table 1.665 with a significance of 0.009 < 0.05, so H₀ is rejected and H₃ is accepted. Emotional intelligence has a positive and significant effect on employee performance,

H4: Work Facilities Affects Employee Performance

Based on Table 10, shows count 1.479 > table 1.665 with a significance of 0.143 < 0.05, so H₀ is accepted and H₄ is rejected. Work facilities have a positive and insignificant effect on employee performance.

Conclusion and Future Direction

Based on data collected through questionnaires and the results of data analysis carried out using SPSS 26, there are several conclusions. First, Training Education has a positive and significant effect on employee performance for employees at BBMKG Region II Tangsel. Second, Organizational Support has a positive and insignificant effect on employee performance for employees in BBMKG Region II Tangsel. Third, Emotional Intelligence has a positive and significant effect on employee performance in BBMKG Region II South Tangerang. Fourth, work facilities have a positive and insignificant effect on employee performance for employees in BBMKG Region II Tangsel.

Implication

Based on the findings of this research, the author suggests that BBMKG Region II prioritizes improving education and training by providing more relevant training opportunities to improve employee skills, increasing attention to employee welfare to strengthen their loyalty and involvement, creating a work environment that supports emotional well-being to maintain and increase employee emotional intelligence, and continuing to prioritize improving work facilities by involving employees in the planning and facility selection process through surveys or interviews to ensure that the facilities provided can optimally support their performance.

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Conflict of Interest (compulsory)

The author conducted this research to find out the problems that exist in the company and improve employee performance.

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