

The Impact of Emotional Intelligence, Organizational Climate, and Moral Behavior on the Performance of State Civil Services at the Forestry Service of North Sumatra, Medan City

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Abstract

This study intends to examine how the state civil apparatus at the Forestry Service of North Sumatra, Medan City, performs in relation to emotional intelligence, organizational climate, and ethical behavior. This study used a quantitative research methodology. Pre-research completed in March 2022 serves as the foundation for the remainder of this study. Observation, documentation studies, and questionnaires were the data collection methods employed. The population of this study consisted of up to 60 workers from the Forestry Service of North Sumatra in Medan City. A saturation sampling approach was used to sample all populations. Multiple linear regression is the analytical technique employed, and the SPSS (Statistical Product Software Solution) program is used. The study's findings demonstrate that emotional intelligence significantly and positive affects the effectiveness of the State Civil Apparatus. The performance of the State Civil Apparatus is positively and significantly impacted by organizational climate. The State Civil Apparatus performs better and much better when ethical behavior is followed. The State Civil Apparatus performs better when emotional intelligence, organizational atmosphere, and ethical behavior are all present. According to this study's coefficient of determination (R²) of 0.743, ethical conduct, organizational atmosphere, and emotional intelligence together account for 74.3% of the State Civil Apparatus' performance.

Keywords: *Emotional Intelligence, Organizational Climate, Ethical Behavior, Performance of State Civil Apparatus*

1. Introduction

Every corporation strives for excellence in order to compete with other businesses and to survive. In order to reap these benefits, a corporation must raise employee individual performance levels because, in general, individual performance has an impact on team or work group performance, which in turn has an impact on the overall success of the organization. The ability of a corporation or agency to accomplish its objectives determines its competitive edge. The firm's human resources, who are capable of performing their task in accordance with company standards, help the attainment of these goals. If the employee performs and behaves in accordance with the standards and guidelines established by the agency or agency, the standard is met. Employees must conduct according to the agency's expectations in order to function well. The traits of employees who are disciplined, on time for work, helpful, considerate, and who follow all company standards show the personality foundation for ethical behavior.

For the civil service profession itself, the code of ethics is regulated starting at the level of the law, namely Law Number 43 of 1999 concerning Amendments to Law Number 8 of 1974 concerning the Principles of Employment, where it is stated that "Corps spirit development, code of ethics, and the disciplinary regulations of Civil Servants may not conflict with Article 27 paragraph (1) and Article 28 of the 1945 Constitution," and then Law Number 5 of 2014 concerning

the Civil Service Employees' Rights and Responsibilities. Government Regulation Number 30 of 2019 on Civil Servants' Performance Evaluation. This government regulation mandates that the evaluation of civil servants' performance follow the guiding principles of objectivity, measurability, accountability, participation, and transparency. Performance planning, performance coaching, and performance appraisal make up civil servants' performance evaluations. The supervisor of the civil servant performing the performance appraisal requests an explanation from both the civil servant being evaluated and the civil servant performing the performance appraisal before reviewing the results. Laws and regulations protect civil servants' daily activities as well as their performance of their duties and functions. In order to uphold the dignity and respect of the workforce, the country, and the state, these regulations serve as guidance for the attitudes, behaviors, and actions of employees as they carry out their primary responsibilities and activities as well as daily contacts. The Code of Ethics for Civil Servants serves the same purpose of providing guidelines for civil servants in both their day-to-day activities and the performance of their tasks and functions. As a result, it is required of civil servants and state civil apparatus to abide by laws and codes of ethics in order to perform their tasks and functions and engage in regular social contacts.

The North Sumatra Province's Forestry Service, located in Medan City, is in charge of managing regional government affairs and provincial authorities in the areas of forest management, exploitation, land rehabilitation, forest protection, and support responsibilities. To ascertain the emotional intelligence of the staff members of the Forestry Service of North Sumatra Province, Medan City, to check if they already have it in accordance with applicable requirements and adhere to them in their daily job activities.

Another issue that frequently arises in the workplace is the inability of the staff at the Forestry Service of North Sumatra Province, Medan City, to control less productive emotions. For example, there are still staff members who are unable to recognize their own emotions while at work, let alone manage them, motivate themselves, recognize other people's emotions, or practice social awareness (social awareness) (ability to establish social relationships). This frequently occurs in the Forestry Service of North Sumatra Province, Medan City, and when it does, it can have an effect on visitors or staff from other organizations who come to the location to carry out their duties. One example of this is when an employee is angry and unable to control his emotions. Consulting on forestry in North Sumatra, for instance, making unpleasant facial expressions, being unfriendly to clients, speaking impolitely to visitors or other agencies, and also making his work less than ideal because he is unable to control his emotions.

The ethical behavior of people at work is influenced by corporate atmosphere in addition to emotional intelligence. The perception of organizational members (both individually and in groups) and those who interact frequently with the organization about what is or is not regularly occurring in the organizational internal environment influences organizational attitudes and behavior, the performance of organizational members, and ultimately the performance of the organization. Depending on the culture of the organization, people can behave in very positive or very negative ways. The culture of the organization has a constant impact on all fundamental factors and employee behavior, including accountability, employee identity within the organization, interpersonal warmth, support, conflict, appreciation, and commitment. Of course, having a positive workplace culture will improve employees' working conditions and their performance.

The organizational climate experienced by employees while working at the North Sumatra Provincial Forestry Service, Medan City, is still not favorable as evidenced by those employees who are not accountable for completing their tasks to completion, who still do not know one another

with leaders and fellow employees, who still do not live in harmony with one another, and who receive insufficient support from the North Sumatra Provincial Forestry Service, Medan City, in carrying out their duties, which is still unable to issue awards, for instance, employees are still not promoted to higher positions despite their success at their jobs and their lack of dedication to the organization. The organizational climate is undoubtedly highly impacted by these factors, which in turn contribute to the Forestry Service of North Sumatra Province, Medan City, performing poorer.

An employee must follow a code of ethics in addition to emotional intelligence and organizational climate requirements. Employees have a responsibility to uphold the highest ethical standards for themselves, the organization to which they belong, and their profession. Because adhering to the accountant's code of ethics is intended to result in the highest caliber of performance for the community, it serves as the foundation for the profession's existence as well as the development of public trust.

There are still workers in the Forestry Service of North Sumatra Province in Medan City who act unethically toward their coworkers and the management. This can be seen in how well employees understand their relationships with coworkers and the leadership, in their dedication to the organization, in their loyalty to it, in their presence, in their commitment, in their understanding and recognition of ethical behavior, and in their consistent actions. There are still many employees who frequently arrive late, are absent, and leave the office earlier than the hours set by the company. This demonstrates that the ethics of employees at work have not been maximized because they still do not comply with the relevant regulations in the company. These things are still seen in the employees who still do not have good relations with other employees as well as the leadership. A small number of employees still behave unethically at work, according to the findings of observations and interviews conducted by researchers at the Forestry Service of North Sumatra Province, Medan City. Examples include employees who arrive late for work, leave work earlier than work hours should, or are not in the office. Employees often procrastinate on work that needs to be done right away, talk on the phone or chat informally with coworkers during work hours, smoke during work hours, play computer games or browse social networking sites to pass the time, and when it is required that they wear the uniform of the Forestry Service of the Province of North Sumatra, Medan City on Monday through Wednesday. This demonstrates the fact that there are still workers who act unethically at work.

Employee performance refers to the state of an employee's performance as described by an organization throughout a specific period of time. These accomplishments were made possible by the work of employees who were able to mobilize their resources. Quality, quantity, time, employee cooperation, supervision, job outcomes, willingness, and independence are required to support employees' performance. The Forestry Service of North Sumatra Province, Medan City, can perform better in the future if these tasks are completed successfully by the staff.

According to the author's observations, the performance phenomena present at the North Sumatra Provincial Forestry Service in Medan City is evident in the performance reviews completed by staff members. The results of the performance categories completed by employees based on percentages are shown in table 1 below, along with the results of the evaluation of the employees of the Forestry Service of North Sumatra Province, Medan City:

Table 1. Results of Performance Categories by Employees Based on Percentages and Evaluation of the Forestry Service of North Sumatra Province, Medan City

Performance Category	Employee Performance Percentage of 100%	Evaluation Category
Finish the task before the due date	46%	Not good
Doing a lot of work at once	29%	Not good
Completing work on time	53%	Deficient
Working together to complete complex tasks	42%	Not good
Have high motivation in carrying out work	40%	Not good
Complete work by yourself	73%	Good

Description: Evaluation Category 0-50% = Not Good, 51-69% = Deficient, 70-100% = Good

Source: Forestry Service of North Sumatra Province, Medan City, 2022

In table 1, it can be explained that employee performance such as "Completing work before the deadline" by 46%, "Doing large amounts of work at once" 29%, "Completing work on time" 53%, "Working together in completing complex work" 42% and "Highly motivated in carrying out work" 40%. This shows that the performance carried out by employees is still low against the Forestry Service of North Sumatra Province, Medan City, so that these things need to be improved to achieve the goals of the established agency.

2. Literature Review

2.1. Emotional Intelligence

The capacity to recognize and control emotional instructions and information is referred to as emotional intelligence (Emotional Intelligence) by Robbins and Judge (2015: 70). Goleman (2016: 43) defines emotional intelligence as the capacity to motivate oneself and deal with setbacks, restrain urges and not overindulge in pleasure, manage moods, and prevent stress from impairing one's capacity for thought, empathy, and prayer. The author employs the following emotional intelligence indicators, among others, based on Salovey's perspective as described by Goleman (2016: 55) and Efendi and Sutanto (2013). 1) Understanding one's own emotions, 2) Emotional management, 3). Self-motivation, 4). Recognizing other people's feelings, 5). Social conscience, 6). Social abilities

2.2. Organizational Climate

According to Kusnan, who was cited by Darodjat (2015: 85), organizational climate is something that can be measured in the workplace and has an impact on employees and their job either directly or indirectly depending on where they work. An essential factor that affects how long an organization will last is its organizational climate. Organizational climate, as defined by Gibson et al. (2006) and cited by Ramli et al. (2013:101), is the character of the psychological or work environment experienced by employees or members of the company and is thought to have an impact on employees' attitudes and behavior toward their work. The author takes the indicator

of the organizational climate variable according to Kusnan quoted by Darodjat (2015: 85) and Stringer (2015) is 1). Responsibilities, 2). Individual Identity in Organization, 3). Warmth among employees, 4). Support, 5). Conflict, 6). Awards, 7). Commitment.

2.3. Ethical Behavior

The idea of ethics, in Griffin's view (2015:58), is views about right and wrong behaviors, or good and terrible activities that have an impact on other things. Whether a given action is seen as ethical or unethical depends on the personal morals and values of the individual as well as the social setting. Griffin and Ebert (2015:58) ethical behavior is behavior that is in accordance with generally accepted social norms. Indicators of ethical behavior, according to Messier, et al. (2014) and Robbins and Judge (2015:152), include 1) respecting connections, 2) Discipline, 3) Organizational loyalty, 4) Attendance, 5) Dedication, 6) Understanding and recognizing ethical behavior, 7) Consistent action.

2.4. Performance of the State Civil Apparatus

Performance is a demonstration of aptitude in the form of actual work or the end result of personnel completing assignments and projects for Priansa's organization (2017). According to Herawati, et al. (2016), performance is the accomplishment of an employee's work on the responsibilities that have been delegated to him by the leadership and has a significant impact on customer happiness, monetary contribution, and the strategic goals of the firm. The indicators of the performance of the State Civil Apparatus that I use are according to Robbins (2016), Kasmir (2016), Mangkunegara (2015), Government Regulation (PP) Number 30 of 2019 is 1). Quality, 2). Time (term), 3). Cooperation between employees, 4). Supervision, 5). Willingness, 6). Independence, 7). Performance Planning, 8). Performance Coaching, 9). Performance assessment.

3. Methodology

This study intends to examine how the performance of state employees at the North Sumatran Forestry Service in Medan City is influenced by emotional intelligence, organizational atmosphere, and ethical behavior. This study used a quantitative methodology. Pre-research completed in March 2022 serves as the foundation for the remainder of this study. In this study, observation, a documentation study, and questionnaires were employed as data collection methods. The population of this study consisted of up to 60 workers from the Forestry Service of North Sumatra in Medan City. A saturation sampling approach was used to sample all populations. Multiple linear regression is the analytical technique employed, and the SPSS (Statistical Product Software Solution) application is used.

4. Results and Discussion

A validity test is performed to determine whether the data collected after the research is valid data using the questionnaire as the research's measuring instrument. With a significant criteria of 0.3 and conducted outside of the research respondents, the validity test was first conducted by distributing questionnaires to 30 respondents outside the respondents of this study. Table 2 contains the findings of this study's validity test.

Table 2. Validity Test Results

Variable	Indicator	Correlation Pearson	Value Measurement	Status
Emotional Intelligence (X1)	Understanding one's own emotions	0,938	0,3	Valid
	Emotional management	0,896	0,3	Valid
	Self-motivation,	0,938	0,3	Valid
	Recognizing other people's feelings	0,875	0,3	Valid
	Social conscience	0,907	0,3	Valid
	Social abilities	0,810	0,3	Valid
Organizational Climate (X2)	Responsibilities	0,786	0,3	Valid
	Individual Identity in Organization	0,746	0,3	Valid
	Warmth among employees	0,712	0,3	Valid
	Support	0,723	0,3	Valid
	Conflict	0,731	0,3	Valid
	Awards	0,712	0,3	Valid
	Commitment	0,723	0,3	Valid
Ethical Behavior (X3)	respecting connections	0,897	0,3	Valid
	Discipline	0,887	0,3	Valid
	Organizational loyalty	0,932	0,3	Valid
	Attendance	0,887	0,3	Valid
	Dedication	0,888	0,3	Valid
	Understanding and recognizing ethical behavior	0,897	0,3	Valid
	Consistent action	0,923	0,3	Valid
Performance of the State Civil Apparatus (Y)	Quality	0,851	0,3	Valid
	Time (term)	0,844	0,3	Valid
	Cooperation between employees	0,586	0,3	Valid
	Supervision	0,718	0,3	Valid
	Willingness	0,743	0,3	Valid
	Independence	0,561	0,3	Valid
	Performance Planning	0,684	0,3	Valid
	Performance Coaching	0,898	0,3	Valid
	Performance assessment	0,662	0,3	Valid

Source: Research Results, 2022

A reliability test was run to evaluate the answers' consistency. Analyzing the instrument's reliability with internal consistency after only one attempt and using a Cronbach Alpha (CA) > 0.60 value. Table 3 contains the findings from this study's reliability test:

Table 3. Reliability Test Results

Variable	Cronbach Alpha	Value Measurement	Status
Emotional Intelligence (X_1)	0,814	0,6	Reliabel
Organizational Climate (X_2)	0,781	0,6	Reliabel
Ethical Behavior (X_3)	0,807	0,6	Reliabel
Performance of State Civil Apparatus (Y)	0,775	0,6	Reliabel

Source: Research Results, 2022

Because $CA > 0.6$, the measurement tool in this study has passed the reliability test and can be utilized as a measuring tool, Table 3 demonstrates that all research variables are reliable/reliable.

Analyzing the probability plot graph serves as evidence that the data being used can be regularly distributed. If the points spread out around the diagonal line and move in that direction, the data is considered to be normal. Figure 1 displays the outcomes of the study's normalcy test.

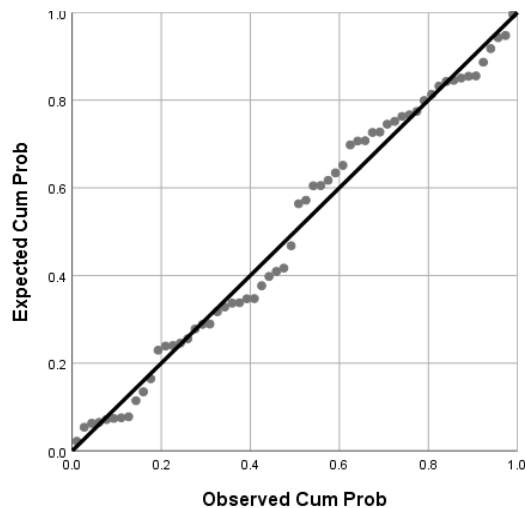


Figure 1. P-Plot Normal Graph

Source: Research Results, 2022

The data spreads around the diagonal line and moves in the direction of the diagonal line, according to the research's P-Plot Graph results, proving that the regression model satisfies the assumption of normality. The One-Sample Kolmogorov Smirnov Test is a statistical test that can be used to observe normality, as shown in Table 4:

Table 4. One-Sample Kolmogorov-Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		
		Studentized Deleted Residual
N		60
Normal Parameters ^{a,b}	Mean	-.0053440
	Std. Deviation	1.02597744
Most Extreme Differences	Absolute	.090
	Positive	.065
	Negative	-.090
Test Statistic		.090
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Research Results, 2022

The significant value of Asymp. Sig. (2-tailed) for all variables is 0.200, as shown in Table 4. All variables have a normally distributed distribution if the significance level is larger than 0.05 and the residual value is normal.

Testing for multicollinearity was done using tolerance and the VIF (Variance Inflation Factor). The tolerance value 0.10 or the same as the VIF value > 10 is the cutoff value that is typically used to indicate the presence of multicollinearity. Table 5 displays the outcomes of the multicollinearity assumption test.

Table 5. Multicollinearity Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF
1	(Constant)	4.042	2.268			
	Emotional Intelligence	.357	.149	.300	.293	3.414
	Organizational Climate	.249	.100	.225	.565	1.770
	Ethical Behavior	.445	.140	.426	.255	3.915

a. Dependent Variable: Performance of the State Civil Apparatus

Source: Research Results, 2022

Based on Table 5, it is clear that there is no evidence of multicollinearity between the independent variables in the regression model because the Tolerance values of Emotional Intelligence (0.293 > 0.10), Organizational Climate (0.565 > 0.10) and Ethical Behavior (0.255 > 0.10) are higher than the corresponding VIF values of Emotional Intelligence (3.414 > 10), Organizational

Climate (1.770 10), and Ethical Behavior (3.915 10). Table 6 contains the findings of the heteroscedasticity test performed on the data in this study using the Glejser analysis:

Table 6. Glejser Test Results

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.284	1.172		1.095	.278
	Emotional Intelligence	-.031	.077	-.096	-.399	.691
	Organizational Climate	.085	.052	.285	1.646	.105
	Ethical Behavior	-.047	.072	-.169	-.656	.514

a. Dependent Variable: abs_res

Source: Research Results, 2022

The significant values of the Emotional Intelligence variable (X1) is 0.691 greater than 0.05, the Organizational Climate variable (X2) is 0.105 greater than 0.05, and the Ethical Behavior variable (X3) is 0.514 is greater than 0.05, according to Table 6's results of the heteroscedasticity test using the glejser method. This explains why heteroscedasticity is absent. The findings of the multiple linear regression test are produced in Table 7 based on the outcomes of data processing with the SPSS program:

Table 7. Multiple Linear Regression Test Results

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.042	2.268		1.782	.080
	Emotional Intelligence	.357	.149	.300	2.403	.020
	Organizational Climate	.249	.100	.225	2.502	.015
	Ethical Behavior	.445	.140	.426	3.183	.002

a. Dependent Variable: Performance of the State Civil Apparatus

Source: Research Results, 2022

Table 7 demonstrates that the calculation produced constant values (a) 4.042, b1 of 0.357, b2 of 0.249, and b3 of 0.445, so that the multiple linear regression equation $Y = 4.042 + 0.357 X1 + 0.249 X2 + 0.445 X3 + e$, constant value (a) = 4.042, indicates that the performance of the state civil apparatus is 4.042 if the variables of emotional intelligence, organizational climate. The State Civil Apparatus Performance variable will increase by 0.357 if the Emotional Intelligence variable grows by one unit, according to the regression coefficient of the Emotional Intelligence variable, which is equal to 0.357. The State Civil Apparatus Performance variable will increase by 0.249 if

the Organizational Climate variable increases by 1 unit, according to the organizational climate regression coefficient of 0.349. The State Civil Apparatus Performance variable will increase by 0.445 if the Ethical Behavior variable increases by 1 unit, according to the Ethical Behavior regression coefficient of 0.445. The results of the t-test can be found in Table 8 based on the SPSS test results:

Table 8. T test (Partial)

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.042	2.268		1.782	.080
	Emotional Intelligence	.357	.149	.300	2.403	.020
	Organizational Climate	.249	.100	.225	2.502	.015
	Ethical Behavior	.445	.140	.426	3.183	.002

a. Dependent Variable: Performance of the State Civil Apparatus

Source: Research Results, 2022

The t test (Partial) is used to examine how the independent variable affects the dependent variable in part. The value of the t test findings based on the multiple linear regression test with the t table value of $n = 60$ at a significant level of 5% (0.05) is 1.6706. The performance of the state civil apparatus is significantly impacted by emotional intelligence, according to the coefficient value of 0.300, $t\text{-count} > t\text{-table}$ ($2.403 > 1.6706$) and significant at $0.020 < 0.05$. The performance of the State Civil Apparatus is significantly impacted by organizational climate, according to the coefficient value of 0.225, $t\text{-count} > t\text{-table}$ ($2.502 > 1.6706$) and significant value of 0.015, less than 0.05. The State Civil Apparatus performs significantly better when ethical behavior is practiced, according to the coefficient value of 0.426, with a $t\text{-count} > t\text{-table}$ ($3.183 > 1.6706$) and a significant value of 0.002, less than 0.05.

The influence of the independent variables combined on the dependent variable was examined using the F test (simultaneous). Table 9 contains the results of the F test using the SPSS program using the Anova value:

Table 9. F test (simultaneous)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	589.504	3	196.501	54.093	.000 ^b
	Residual	203.429	56	3.633		
	Total	792.933	59			

a. Dependent Variable: Performance of the State Civil Apparatus

b. Predictors: (Constant), Ethical Behavior, Organizational Climate, Emotional Intelligence

Source: Research Results, 2022

The value of F_{count} in Table 13 is 54.093, with the following values for the degrees of the numerator and denominators: 5%, 3 and 56, respectively, and 60 and 3-1. According to this explanation, $F_{count} (54.093) > F_{table} (2.77)$ and a significant level of $0.000 < 0.05$ indicate that organizational climate, ethical behavior, and emotional intelligence all influence the performance of the state civil apparatus. The findings of this study's investigation of the coefficient of determination are as follows:

Table 10. R² Test Results

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.862 ^a	.743	.730	1.906
a. Predictors: (Constant), Ethical Behavior, Organizational Climate, Emotional Intelligence				
b. Dependent Variable: Performance of the State Civil Apparatus				

Source: Research Results, 2022

According to Table 10, the adjusted coefficient of determination (R Square) is 0.743, which indicates that the independent variable can account for 74.3% of the dependent variable while only explaining 25.7% of it.

Erwin (2020) did earlier study that shows emotional intelligence has a favorable and significant impact on the performance of the State Civil Apparatus, saying that emotional intelligence can have a considerable impact on performance. The ability to control one's emotions and have good emotional intelligence will boost productivity. Ivon (2022) adds that there is a direct and positive correlation between organizational climate and the effectiveness of the State Civil Apparatus. The efficacy of the State Civil Apparatus's performance will rise if a positive organizational climate is implemented within an organization. Apriyanti, et al (2014) explanation of the same phenomenon is that ethical conduct has a positive and significant impact on the effectiveness of the State Civil Apparatus. The performance of the State Civil Apparatus of the Forestry Service of North Sumatra in Medan City will improve in direct proportion to how well staff behave while performing their duties.

5. Conclusion

The study's findings are: based on the findings of the analysis and discussion. The State Civil Apparatus performs better and more effectively when emotional intelligence is present. The performance of the State Civil Apparatus is positively and significantly impacted by organizational climate. The State Civil Apparatus performs better and much better when ethical behavior is followed. The performance of state civil apparatus at the Forestry Service of North Sumatra, Medan City, is positively and significantly impacted by emotional intelligence, organizational atmosphere, and ethical behavior at the same time.

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