

THE EFFECT OF SELF-ESTEEM IN ORGANIZATION AND SELF-AWARENESS ON EMPLOYEE PERFORMANCE WITH ORGANIZATIONAL COMMITMENT AS A MEDIATION VARIABLE IN ASTRA CREDIT COMPANIES MEDAN BRANCH

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ABSTRACT

In facing competition in the global era, finance companies are required to work more efficiently and effectively. An efficient company must be able to run a business with targets that can be achieved according to company goals. Therefore, companies must have human resources or what are called employees, people who are commonly called employees to carry out household activities of the company's production so that the company generates maximum profits. Therefore employees are the most important element to achieve company goals. Employees must also be able to carry out the tasks determined by the company. Employee ability is reflected in performance, good performance is optimal performance. The purpose of this study was to find out how the influence of self-esteem in an organizational context, self-awareness on employee performance with organizational commitment as a mediating variable at Astra Credit Companies (ACC) Medan Branch. This type of research is associative research with a quantitative approach with a sample of 85 respondents. The data analysis technique uses structural equation modeling (SEM) with the Smart PLS version 3.0 analysis tool. The results showed that self-esteem in the organization had a positive and significant effect on employee performance, self-awareness had a positive and significant effect on employee performance, self-esteem in the organization had a positive and significant effect on organizational commitment, self-awareness had a positive and significant effect on organizational commitment, and organizational commitment organization has a positive and significant effect on employee performance. Then the results of the tests conducted show that work organizational commitment is able to mediate the relationship between self-esteem in the organization and employee performance, and organizational commitment is able to mediate the relationship between self-awareness and employee performance.

Keywords: *Self-esteem in an organization, self-awareness, organizational commitment, employee performance*

1. INTRODUCTION

Finance firms must work more efficiently to compete globally. An efficient company can set and meet goals. Thus, companies need human resources—employees—to perform production household tasks to maximise profits. Performance is a universal concept that includes the operational effectiveness of an organisation, its parts, and its employees based on predetermined standards and criteria, according to Dalimunthe et al. (2020). Employee performance refers to job results. Thus, employees are the key to company success. Employees must also complete company tasks. Good performance is optimal employee ability. Astra Credit Companies (ACC) Medan Branch HR performance development involves change and competency development, both directly and indirectly related to business strategy and operations. According to researcher interviews with PT Astra Credit Companies (ACC) Medan Branch employees, performance appraisal results are

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not evaluated properly, preventing transparency, fairness, objectivity, and feedback for employees. It'll backfire. Employee performance is the work they complete within a given timeframe. Employee performance can impact a company's success because measuring how much employees contribute positive work results can help an organisation grow (Susanto, 2019). Company-employee commitment to task completion is essential for optimal performance.

According to Dalimunthe et al. (2018), organisational commitment is the attitude or feeling each individual has towards his organisation, which can be seen from the decision of each individual to continue or not continue his membership in the organisation, and can make the best contribution to the company where he works. Thus, organisational commitment is an employee's belief in an organization's values, full effort to benefit the organisation, and loyalty to the organisation (want to become a permanent member). The pre-survey at Astra Credit Companies showed low organisational commitment because most employees are still productive and often consider other jobs. This pre-survey shows low employee engagement. Self-esteem and commitment help employees achieve organisational goals. Self-esteem is a person's overall assessment of his abilities and values. Self-esteem is one way people assess their abilities. Self-esteemed people feel worthy and satisfied. Self-esteem can be measured in many ways, including role-based, task-based, global, and organization-state-based (organizational-based self-esteem).

The Astra Credit Companies pre-survey showed low organisational self-esteem. Astra Credit Companies (ACC) Medan Branch employees must report to management and have limited workspace. Self-awareness is the ability to understand feelings and how they affect others. Self-awareness underpins emotional intelligence. Psychological insight and self-understanding require long-term emotion monitoring. Okpara and Edwin (2015) say self-awareness helps people understand their strengths, weaknesses, values, and motivations. Self-aware people can accurately assess their moods and feelings, understand how they affect others, accept feedback on how to improve, and make good decisions under pressure. The pre-survey at Astra Credit Companies showed low self-awareness. This indicates that employees at Astra Credit Companies (ACC) Medan Branch still do not understand themselves well, often cannot control their emotions or often act aggressively, are rude to fellow employees, quarrel, stubborn, and their moods change frequently, often ridicule mockery, high-tempered, and also violate company rules because they cannot control which emotions are being felt and why they occur so that there are still many employees who are not very aware of t.

Muhammad Akram, et al. (2017) found that organisational commitment improves employee performance. Ranti (2016) found that organisational commitment improves employee performance at the Pekanbaru Area State Electricity Company. The company's vision, mission, and goals can be met because employees are committed and perform well. Pingkan, et al. (2017) found no significant effect of organisational commitment on PT. Indonesian Service Insurance employees' performance. Hendrawan's 2017 study, "The Effect of Job Satisfaction and Organizational Commitment on Employee Performance at PT. Indra Kelana Yogyakarta," found that organisational commitment negatively affects employee performance. Company-employee values can affect commitment. Employees can be educated to share company values.

This study examined how self-esteem, self-awareness, and organisational commitment affect employee performance. PT Astra Sedaya Finance or Astra Credit Companies (ACC) Medan Branch, which finances Astra brand cars, Toyota, Daihatsu, Isuzu, and BMW, will be used as a data source.

2. LITERATURE REVIEW

2.1. Performance

According to Fauzi (2014), performance is a comparison of the results achieved with the participation of labor per unit of time (usually per hour). The definition of performance refers to the ability of employees to carry out all the tasks for which they are responsible. Performance can be seen from two perspectives: individuals and organisations. Performance is the result or something done in the form of products or services. Performance based on organisational goals like quality, efficiency, and work effectiveness. Employee performance depends on their willingness and openness to work (Hanafi & Yohana, 2017). Edison (2016) defines performance as a process measured over time under predetermined conditions or agreements. Setyowati and Haryani (2016) also argued that performance comes from job performance or actual performance, which is an employee's work results in quality and quantity in accordance with his responsibilities. Company rewards depend on job performance. Sutrisno (2015) defines performance as a person's success in completing tasks, work results that can be achieved by a person or group of people in an organisation in accordance with their authorities and responsibilities, or how a person is expected to function and behave in accordance with assigned tasks. He was charged for the task's quantity, quality, and time.

2.2. Organizational Commitment

According to Dalimunthe et al. (2018), employees who have organisational commitment will survive and then fight for the organization's vision, mission, and goals, so it's reasonable that every organisation hopes to achieve competitive advantage through employee commitment. Kaswan (2017) defines organisational commitment as an employee's desire to stay with a company. Commitment shows an employee's belief in the company's mission and goals, willingness to work hard, and desire to stay. Mubarak (2016) defines organisational commitment as an attitude that shows employee loyalty to the organisation and an ongoing process in which organisational members express their concern for its success and sustainable progress. Salma (2019) defines organisational commitment as an employee's identification, involvement, and loyalty. Moorhead & Griffin (2015) define organisational commitment as employees' recognition and loyalty to their company. High-commitment individuals may feel like true members of the organisation. According to Melinda (2018) defining organizational commitment is a situation where employees feel bound by the organization and want to maintain their membership in the organization and devote themselves to the interests of the organization.

2.3. Self-Esteem in an Organizations

Robbins & Coulter (2010) define self-esteem as how much people like or dislike themselves and how much they value themselves as people. Self-esteem has multiple levels. Coppersmith (2017) defines self-esteem as the belief that one is capable, significant, and valuable. Self-esteem is a person's self-evaluation and self-perception. This evaluation expresses acceptance or rejection and shows how much the individual believes he is capable, significant, successful, and valuable according to his personal standards and values. Mruk (2013) defined self-esteem as an evaluation made by individuals and the habit of viewing themselves, especially the attitude of accepting, rejecting, and the amount of individual belief in abilities, significance, success, and worth (life challenges) in a way that is appropriate to time. According to Ghufron and Risnawita (2016), self-esteem is based on relationships. The assessment he made and how others treated him determine an individual's self-esteem and ability to succeed and be useful. According to Ghufron & Risnawita (2016), self-esteem is based on relationships. The assessment he made and how others treated him determine an individual's self-esteem and ability to succeed and be useful. Such perceptions always overshadow individuals' organisational roles. Individuals can see themselves as valuable, important, and other feelings in their position or status as organisation members (Kinicki & Fugate, 2018). This is organisational self-esteem. Mc Allister & Bigley in Esthy (2017) define

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organisational self-esteem as an employee's assessment of his abilities and membership in the organisation. Organizationally high-esteemed employees see themselves as important, effective, and meaningful (Kreitner & Kinicki, 2005). High-self-esteem employees believe they are trusted, valuable, and profitable (Mc Allister & Bigley, 2002). High-self-esteem employees are better organisational citizens. Organizational self-esteem is a reflection of individual perceptions that they are important, meaningful, and valuable (Mayer & Mc Nary, 2007). Organizational self-esteem is based on past experiences (Lee & Peccei, 2007).

2.4. Self-awareness

Self-awareness is knowing one's strengths, weaknesses, drives, values, and impact on others. Kalaiyarasan (2016). In Igbinovia (2016), Singh stressed that self-awareness connects a person to his personal feelings, thoughts, and actions, helping him see what he wants in life and work at his level. Okpara and Edwin (2015) say self-awareness helps people understand their strengths, weaknesses, values, and motivations. High self-awareness allows people to accurately assess their moods and feelings, understand how they affect others, accept feedback on how to improve, and make good decisions under pressure. Tuloli et al. (2016) say self-awareness helps people develop quickly. Self-evaluation creates self-awareness. Thus, evaluating is essential for the future development of human life by identifying past mistakes and fixing them.

3. RESEARCH METHOD

The type of research used by the author is associative research. According to Sugiyono (2019), associative research is research that aims to determine the influence or relationship between the independent variable and the dependent variable and how close the relationship between the two is. The place of this research was conducted at Astra Credit Companies (ACC) Medan Branch which is located at Jl. H. Adam Malik No. 28, Silalas Medan City. The population in this study were Astra Credit Companies (ACC) Medan Branch employees, totaling 85 employees. According to (Abdillah and Jogiyanto, 2019; Ghozali, 2018) to test the validity and suitability of the model, Loading Factor, Average Variance Extracted (AVE) and Composite Reliability are used. Data analysis techniques used the Structural Equation Modeling (SEM) method to test the hypotheses in this study

4. RESULTS AND DISCUSSION

4.1. Outer Model

Based on the validity and reliability test, the following results were obtained:

Table 1. Outer Model

	Composite Reliability	Average Variance Extracted (AVE)
Self-esteem in an organization	0.950	0.658
self-awareness	0.939	0.658
employee performance	0.953	0.716
organizational commitment	0.955	0.640

Based on Table 1 it can be seen that the recommended composite reliability value is higher than 0.7 (Fornell & Larcker, 1981) and the recommended AVE value is higher than 0.5 (Fornell & Larcker, 1981). It was found that all composite reliability values were > 0.7 and AVE values > 0.5. Furthermore, discriminant validity was tested using the Fornell-Larcker approach. Table 2 presents the results of discriminant validity testing.

Table 2. Discriminant Validity

	self-awareness	employee performance	organizational commitment	Self-esteem in an organization
self-awareness	0.899			
employee performance	0.841	0.872		
organizational commitment	0.804	0.832	0.866	
Self-esteem in an organization	0.806	0.845	0.795	0.849

From the results of table 2 it shows that the loading value of each indicator item on the construct is greater than the cross loading value. Thus it can be concluded that all constructs or latent variables already have good discriminant validity, where the construct indicator block is better than the other block indicators

4.2. Inner Model

Table 3 menyajikan nilai r-square (koefisien determinasi) untuk setiap variabel endogen.

Table 3. R Square

	R-Square	R-Square adjusted
Employee performance	0.872	0.867
Organizational commitment	0.794	0.789

Based on Table 3 it is known that:

1. The RSquare value for the organizational commitment variable is 0.794, this means that the percentage influence of self-esteem in the organization and self-awareness on organizational commitment is 79.4%, while the remaining 20.6% is explained by other variables not examined in this study.
2. The RSquare value for the employee performance variable is 0.872, this means that the percentage influence of self-esteem in the organization and self-awareness on employee performance is 87.2% while the remaining 12.8% is explained by other variables not examined in this study.

4.3. Direct Effect & Indirect Effect

Hypothesis testing was carried out using the T-statistics test (t-test) with a significance level of 5%. It is said to be significant if the T-statistics value is > 1.96 . If in this test a p-value < 0.05 (α 5%) is obtained, it means that the test is significant, and vice versa if the p-value is > 0.05 (α 5%), it means that it is not significant. The results of the SmartPLS algorithm in assessing the path coefficient directly are given in Table 4 below:

Table 4. Path Coefficient

	Original Sample (O)	Sample Mean (M)	Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Direct Effect					
Self-esteem in an organization > employee performance	0.229	0.220	0.108	2.124	0.034
Self-esteem in an organization > organizational commitment	0.442	0.444	0.091	4.841	0.000
self-awareness > employee performance	0.381	0.382	0.101	3.771	0.000
self-awareness > organizational commitment	0.433	0.431	0.093	4.671	0.000
organizational commitment > employee performance	0.374	0.382	0.120	3.113	0.002
Indirect Effect					
Self-esteem in an organization > organizational commitment > employee performance	0.165	0.167	0.056	2.947	0.003
self-awareness > organizational commitment > employee performance	0.162	0.168	0.073	2.222	0.027

In Table 4, the following results are obtained:

1. Based on Table 4 it explains that the effect of self-esteem in the organization on organizational commitment ($p = 0.00 < 0.05$) then H_0 is rejected H_1 is accepted, meaning that there is a positive and significant influence between self-esteem in the organization and organizational commitment.
2. Based on Table 4 it explains that the effect of self-esteem in the organization on employee performance ($p = 0.034 < 0.05$) then H_0 is rejected H_1 is accepted, meaning that there is a positive and significant influence between self-esteem in the organization and employee performance.
3. Based on Table 4 it explains that the effect of self-awareness on organizational commitment ($p = 0.002 < 0.05$) then H_0 is rejected H_1 is accepted, meaning that there is a positive and significant influence between self-awareness and organizational commitment.
4. Based on Table 4 it explains that the effect of self-awareness on employee performance ($p = 0.00 < 0.05$) then H_0 is rejected H_1 is accepted, meaning that there is a positive and significant influence between self-awareness and employee performance.
5. Based on Table 4 it explains that the influence of organizational commitment on employee performance ($p = 0.00 < 0.05$) then H_0 is rejected H_1 is accepted, meaning that there is a positive and significant influence between organizational commitment and employee performance.
6. In Table 4 it is known that empirical evidence of self-esteem in the organization on employee performance through organizational commitment. Thus, there is an indirect effect of self-esteem in the organization on employee performance through organizational commitment which is 0.165 with a p-value of $0.003 < 0.05$. So it can be concluded that self-

esteem in the organization indirectly has a positive and significant effect on employee performance through organizational commitment.

7. In Table 4 it is known that empirical evidence of self-awareness on employee performance through organizational commitment. Thus, there is an indirect effect of self-awareness on employee performance through organizational commitment which is 0.162 with a pvalue of $0.027 < 0.05$. So it can be concluded that self-awareness indirectly has a positive and significant effect on employee performance through organizational commitment.

4.4. Discussion

Self-Esteem in Organizations Has a Positive and Significant Influence on Organizational Commitment

Hypothesis testing shows that organisational self-esteem positively and significantly affects organisational commitment. Organizational commitment rises with self-esteem. Indrayanto (2012) found that organisational self-esteem boosts commitment. Policymakers, especially in human resource development, want organisations to have high self-esteem to boost employee commitment. Self-esteem is a person's self-evaluation and self-perception. This evaluation expresses acceptance or rejection and shows how much the individual believes he is capable, significant, successful, and valuable according to his personal standards and values. Astra Credit Companies Medan Branch employees are confident in their life choices and work. Mruk (2013) defined self-esteem as an evaluation made by individuals and the habit of viewing themselves, especially the attitude of accepting, rejecting, and the amount of individual belief in abilities, significance, success, and worth (life challenges) in a way that is appropriate to time. According to Ghufron and Risnawita (2016), self-esteem is based on relationships. The assessment he made and how others treated him determine an individual's self-esteem and ability to succeed and be useful. Self-esteem in the organisation allows employees to work happily and develop. Thus, organisational commitment is achieved. Strong organisational self-esteem boosts employee engagement. Conversely, low organisational self-esteem reduces commitment.

Self-Esteem in Organizations Has a Positive and Significant Influence on Employee Performance

Hypothesis testing shows that organisational self-esteem improves employee performance. Employee performance increases with organisational self-esteem. This study supports Arshad et al. (2015), who found that organisational self-esteem improves employee performance. Employee self-esteem will boost their performance. Employees who feel valued and meaningful work hard at their jobs and as individuals. Self-esteem helps employees build better relationships, be polite, and succeed, improving their performance. This shows that Astra Credit Companies Medan Branch employees trust their thinking and abilities. However, some employees disagreed because they weren't used to working independently and had to wait for orders from their superiors. Self-esteem helps a person perform his duties well. Someone who feels valuable and meaningful will do their best in every task and responsibility, both as an employee and as an individual. Self-esteem helps people build better relationships, be polite, and succeed, improving their performance. Employee self-esteem can boost optimism and performance. Someone who feels valuable and meaningful will do their best in every task and responsibility, both as an employee and as an individual.

Self-Awareness Has a Positive and Significant Influence on Organizational Commitment

Hypothesis testing shows that awareness positively and significantly affects organisational commitment. Self-awareness increases organisational commitment. Agus & Hasyim (2015) found that self-awareness boosts organisational commitment. Positive self-awareness allows someone to stimulate his behaviour to develop self-initiative, creativity, and emotional control when facing team challenges. Self-awareness affects employee productivity and service quality. Self-aware employees can place themselves professionally and proportionally in their work. Thus, an

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employee can create organisational commitment. This shows that Astra Credit Companies Medan Branch employees have values like making decisions carefully, with a cool head, and considering the consequences. Robbins (2017) defines organisational commitment as an employee identifying with the organisation and wanting to stay. Self-aware employees are mature, responsible, understand their role, and always act in accordance with their values, especially in the workplace. Thus, self-aware employees can demonstrate high environmental and organisational commitment. Sunny in Fauzani & Mujanah (2022) defines self-awareness as recognising our motivations, choices, and personality and realising how they affect our judgements, decisions, and interactions with others. Self-aware employees can control their emotions and listen to advice when dealing with coworker issues.

Self-awareness has a positive and significant impact on employee performance

Hypothesis testing shows that self-awareness improves employee performance. Self-awareness raises employee performance. Self-aware employees are confident, sensitive to conscience at work, take initiative, act effectively, and work well with others. With this capital, they will work well and be enthusiastic, completing the work on time and meeting company goals. Self-awareness involves understanding how our motivations, choices, and personality affect our judgements, decisions, and interactions with others. Emotional intelligence—the ability to track feelings—is based on self-awareness. Astra Credit Companies Medan Branch employees understand their emotions at work. Understanding our emotions allows us to handle them alone. Changing negative emotions into positive ones without suppressing them. Because if we don't let go of our emotions, they're hiding in our subconscious and will eventually find a way out, causing physical and psychological problems. Self-awareness affects employee performance, as Carmeli (2018) states. And supports existing research, including Supriyanto and Troena (2012), which found that emotional intelligence with the dimension of self-awareness has a significant effect on performance, and Handayani, et al. (2014), which found the same. Self-awareness helps a person act decisively and make good decisions under pressure by knowing his strengths, weaknesses, and abilities.

Organizational Commitment Has a Positive and Significant Influence on Employee Performance

Hypothesis testing shows that organisational commitment improves employee performance. Organizational commitment boosts employee performance. According to Muhammad Akram, et al. (2017) and Ranti (2016), organisational commitment improves employee performance. Public sector organisations that provide community services depend on employee performance to survive. Employee performance is related to an employee's results in terms of quality, quantity, timeliness, effectiveness, and independence in carrying out tasks in accordance with his responsibilities to achieve government agency goals, making it an important factor in the organization's efforts to achieve its goals. The organisation can improve HR performance by committing to its employees. When Astra Credit Companies Medan Branch is struggling, employees feel emotionally and morally obligated to fix it. Some responded that they disagreed and had no emotional connection to Astra Credit Companies Medan Branch because they had not worked there long. Employees are proud of Astra Credit Companies Medan Branch. Some employees disagree because they believe they are only working as stepping stones and not doing their passion. How much work employees or subordinates get according to their expectations affects their involvement and loyalty. According to research at Astra Credit Companies Medan Branch, indicators of organisational commitment include emotional closeness, working harder, feeling at a loss leaving the organisation, supporting organisational policies, behaviour in the organisation, upholding values, and staying in the organisation.

Accordingly, organisational commitment helps Astra Credit Companies Medan Branch employees perform better. So ignoring organisational commitment leads to loss. An employee with high organisational commitment will trust and be loyal to his employer. According to Muis (2018), organisational commitment is a provision that is mutually agreed upon by all personnel in an organisation regarding guidelines, implementation, and future goals. It is a person's identification and loyalty to the organisation and the strength of recognition and involvement in a certain organisation. Pious (2019) found that organisational commitment affects employee performance. Thus, company-managed organisational commitment increases employee performance.

Self-esteem in the organization has a positive and significant impact on employee performance through organizational commitment

According to the indirect effect test, organisational commitment boosts employee performance through self-esteem. An employee with high self-esteem is trusted, important, valuable, reliable, accepted, useful, obedient to regulations, helpful, able to work together, and able to complete tasks on time. Organizations benefit from high-self-esteem employees who value themselves. With this perspective, employees with high self-esteem in the organisation are more likely to have a positive attitude towards the organisation, which can affect performance. This study measures organisational self-esteem using significance, power, competence, and virtue. The safety feeling indicator at work has the highest loading factor value of 0.846 for item X1.9, based on the organization's self-esteem indicator. to indicate job security. Employee performance variables include tidiness, thoroughness, work results, problem-solving, timeliness, accuracy, cooperation, and cohesiveness. The employee performance indicator with the highest loading factor value is collaboration, with item Y.7 scoring 0.895. Cooperation dominates employee performance. Organizational commitment has five indicators: emotional attachment, belief in organisational values, success, participation, high loyalty, moral responsibility, trust, will, and obligation.

The employee performance indicator with the highest loading factor value is collaboration, with item Y.7 scoring 0.859. Thus, strong organisational values dominate organisational commitment. Kaswan (2017) defines organisational commitment as an employee's desire to stay with a company. Commitment shows an employee's belief in the company's mission and goals, willingness to work hard, and desire to stay. Mubarak (2016) defines organisational commitment as an attitude that shows employee loyalty to the organisation and an ongoing process in which organisational members express their concern for its success and sustainable progress. Employee self-esteem is a positive emotional state and awareness of one's workplace situation in which an employee believes he can satisfy his needs by participating in the organisation. Ernawati (2019), Mocheche (2017), Rahmayani (2012), and Arum (2007) agree that organisational self-esteem improves employee performance.

Self-awareness has a positive and significant impact on employee performance through organizational commitment

The indirect effect test shows that organisational commitment improves employee performance through self-awareness. Organizational commitment boosts employee performance, which strengthens the self-awareness-performance relationship. Self-awareness and organisational commitment increase employee performance. Organizational commitment boosts employee performance. The questionnaire responses show that the statement item has high organisational commitment. I'm afraid of losing my job if I quit. Thus, Astra Credit Companies' Medan Branch employees work hard and don't avoid issues. The lowest questionnaire scores are in related statement items. If I'm offered a better job elsewhere, I'm reluctant to leave this company, which suggests that some Astra Credit Companies Medan Branch employees have failed to keep their commitments.

Organizational commitment is loyalty to an organization's vision, mission, values, and goals. A person with a high commitment to the organisation has strong beliefs and values, a strong will to

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work for the organisation, and a strong desire to stay a member. Each employee's organisational commitment will boost performance. Robert (2020) defines employee performance as the employee's ability, effort, and organisational support, while Sawaf (2019) defines self awareness as the ability to feel, understand, and selectively apply emotional power and sensitivity as a source of human energy and influence. Self-awareness starts with the employee, but a company that manages employee emotional intelligence well will be able to improve employee performance because if employee emotional intelligence is bad, employee performance will decrease, and the two theories suggest that improving emotional intelligence will improve employee performance.

5.CONCLUSION

Based on the analysis and discussion, several conclusions can be drawn and suggestions as follows:

1. Organizational self-esteem can boost employee performance by boosting organisational commitment. Therefore, company leaders should encourage employees to consider how important their work is to the company. Company leaders are also expected to care more about their employees by providing appropriate compensation and rewards, conducting periodic health education, or holding gatherings because high-self-esteem employees tend to see themselves as important, valuable, influential, and meaningful in the context of the organisation that employs them, which increases performance.
2. Self-awareness boosts organisational commitment and employee performance. Therefore, company leaders should provide emotional intelligence training to help employees become more capable. Self-awareness is the ability to understand, accept, and understand one's own feelings, thoughts, experiences, and values, so reading or consulting experts should help employees know themselves better. Self-awareness helps employees grow personally and professionally.
3. Organizational commitment improves employee performance. Therefore, company leaders should be able to maintain or increase organisational commitment by improving communication with employees, which can help achieve company goals and foster a sense of belonging. Company leaders can also build organisational commitment by appreciating every employee achievement, which is a proven negotiation technique for teamwork. This can be done by rewarding employees based on their performance.

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