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Research paper

Emotional Intelligence Dimension on Self-Esteem of Employees Through the Personality Of Leader

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Abstract

This paper concept focuses more on an analytical discussion of employee's self-esteem from the perspective of emotional intelligence through the personality of leaders in the workplace. This is one of the challenges the application of psychology in the organization currently based on human capital. This discussion encompasses the conceptual of self-esteem, emotional intelligence, and personality, purpose of study, the influence, challenges and outlook. In fact, human capital development should be along the physical and material development of the country that we do not deny the growing momentum ahead of the years. All employees in any organization as a human entity that should be a high capacity of human capital in terms of emotional intelligence to produce the output and quality workmanship and value in the steady integrity. Then, the leader in the workplace should have a strong emotional intelligence to be able to translate into a treatment and a dynamic personality in influencing a more positive work climate. The end of this paper will demonstrate the need for all leaders have emotional intelligence that is based on the strength of the affective and personality ideal as a catalytic force to help enhance employee self-esteem. It also would allow employees to be able to form effective human resources.

Keywords: *Emotional Intelligence; Self-Esteem; Personality; Leader*

1. Background

The strength of a country would not be complete without the power of the elements of society and humanity. The results from a combination of three main components of the country, individuals and nations, the phrase has triggered a nation state. Development of a nation is necessary along with the development of human capital in each of its citizens. Clearly here, human capital or human resources are the most important entity in an organization compared with other sources that involving equipment, materials, and money or work procedures. As a human also, the first class of human capital is the main driver of the organization and determine either success or failure for each of the vision, mission and objective.

Human capital is the main man against the backdrop of diverse attitudes and behaviors that are centered on elements of cognitive (mind), affective (feeling) and psychomotor (physical). In the process of formation of personality, attitude and mentality, people are more heavily influenced by a belief system because of the sustained momentum of socialization experiences during her life since young. But at the same time, knowledge and expertise and the value entity with a variety of relevant factors in determining human attitudes and actions in the treatment of exercise responsibility for themselves, families, organizations, communities, religions, races and countries. Millennium nowadays, the functions for managing human capital and the organization is not a relatively simple matter, especially if the organization is an organization that is multinationals. The question would arise whether a manager who has a personality trait as a leader worthy to be a model to strengthening human capital. Availability of many issues today that showed the existence of bias in the attitude of a leader of an organization so that a variety of communication problems between the leader of staff and this led to conflicts and crises that have an impact on the common aspirations.

Similarly, humans created by the presence of important domains within the mind, emotions (soul) and physical. In a series of long, people with high in the minds and thoughts are usually admired by all and made an idol of the diversity of life strategies and the creation of a capability rocked environmental technology. The ability of the constant in the power of intelligent thought possible that the ability of other marginal triggered the empty spaces in a more profound nature and characteristics of emotion, soul and feelings. The gap that exists between the mind and soul resulted in the progress of the past provides lessons for a thousand meanings, and refresh it back in the rhythm and a new breath for common sense to be appreciated for generations to come. Therefore, emotional intelligence in the present has start given special attention to the function and role in human life to improve the scenario the fact shortcomings, to see the country's capacity to have a first-class citizen in every aspect.

2. Conceptual

2.1. Conceptual of Self-Esteem

In summary, the appreciation or self is part of the elements in the concept of self-esteem where the judge is a part of you. In simple language, self-esteem also means that the extent of an individual is receiving, a love and respects them. Thus, self-esteem have close relationship with the extent of an individual is putting himself in a situation that feels that he is appreciated by others or not. In gen-

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eral, the availability of some models that is detailed to clarify questions about the aspects and causes the formation of high self-appreciation. Self-esteem has three main models of the affective model, a model of cognitive and sociological models. Self-esteem is also closely linked to elements of self-concept which exists in every individual human being when one sees himself through the subconscious mind self-concept is developed from childhood to become a significant element in the formation of self-esteem adulthood. Abraham Maslow put the needs of their own self-esteem at the fourth level in the hierarchy needs to be fulfilled human life after a level-lower level needs first obtained.

The existence of some facts that show the problems arising between the leaders and employees in the workplace so that employees are not motivated and result in low self-esteem (1). The effect is also working to provide optimal cooperation in the organization and will eventually provide a better variety of problems including the problem of interpersonal and intrapersonal issues. Communication and interaction within the organization is loose because a variety of prejudices that complicates many of the jerks interfere with the focus of the work. Its relationship to the discussion here is to explore the employee's self-esteem from the perspective of emotional intelligence that exists in the personality of the leader. It is well to emphasize the importance of each leader has a strong emotional intelligence in personality as a leader to help enhance the employees' self-esteem in the workplace.

2.2. Conceptual of Emotional Intelligence

In the terminology of psychology, emotions, the same age with the duration of the ages in the discussion about the scope and review of various studies both in terms of function and importance, although not directly talk about the concept of emotional intelligence. Emotions are also seen as the main branch in the domain of human education and it also a peg which allows complete in every moment of human existence is more meaningful to the embroider of variations of breath feeling sad, happy, joy and calm in the heart. When the terms of the emotional intelligence start to take place in results and scholarly writings and discussions about the needs assessment is as important as intellectual intelligence, the world has accepted the fact that for a man who managed the successful expression of true, not only requires the intellectual quotient but also the need for emotional intelligence elements arranged in various categories. Although all human beings are born has a heart and feelings, but not all dimensions of the heart are able to handle mold really is the nature of humanity in total. It is synonymous with the words of Plato's expression of "emotion is only held by men, but not all people have the humanity".

When the emotional focus as an important element in human life, then was exist the term of emotional intelligence. Emotional intelligence is a set of emotional and mental skills that help everyone to identify and understand their own feelings and the feelings of others. Emotional intelligence will be able to help improve the ability of everyone to control his. Emotions are the strong feelings in people (such as sadness, anger, etc.). According to Oxford Advanced Learners' Dictionary (2000), there was state that emotion is a strong feeling, and contains a variety of feelings such as love, joy, hate, fear, jealousy, feelings of excitement and disturbance. The Oxford American Dictionary (1999) describes as feeling a strong emotion of the aspects of mental and instinct. According to Goleman (2), emotional quotient is the ability to monitor personal emotions and other emotions, to distinguish the good, and to use the information to help the mind and the actions of a person. In 1996, the Goleman said that emotional intelligence is one's ability to understand his own feelings and use them to make effective decisions in everyday life.

Next is the opinion of Thorndike (3), human emotional intelligence is related to the concept of social intelligence. Thorndike (3) defines social intelligence as the human ability to understand and manage men, women and children to communicate effectively in human relations. He also has the emotional intelligence to categorize two main parts, namely interpersonal (emotional contact with others) and intrapersonal (emotional connection with the relationship with yourself). Emotional intelligence can also be interpreted as a kind of social intelligence is responsible for controlling one, and a range of emotions, to discriminate against these emotions and use the information to control thought and an action (4). Based of opinion (4), the interpersonal and intrapersonal emotional intelligence is categorized into five major domains that recognize the self, emotional self-management, self-motivation, and empathy and handling relationships effectively. Empathy and handling relationships effectively are categorized in three others, while interpersonal intelligence is to know you; to manage emotions and motivate myself in that category is intrapersonal. In short, the discussion here also takes elements of emotional intelligence as the base that serves as a perspective on the influence of leader personality on self-esteem of employees in the workplace.

For that, a model of emotional intelligence has been explored based on the Four Branch Model of (4), namely:

Ø Identifying Emotions
Ø Using Emotions
Ø Understanding Emotions
Ø Managing Emotions

2.3. Emotional Intelligence of The Islamic Perspective

Emotions are closely linked to human psychology. In the Qur'an, has been called more about human emotions as well as in the hadith of the Prophet. Revealed a range of emotions that includes positive and negative emotions was as a guide for the people and the teachings of Islam. Through the Islamic perspective, emotional intelligence is more to the process of cleansing the liver. Essential to maintain care not to foul and not damaged very much required in religion as a clean heart is the spiritual food for the Holy Spirit. With a good heart, it emerged that both the value of emotional intelligence. Heart will be dirty when people commit sin so that it became black and dark hearts. Damage to the human soul and conscience will eventually lead to personality, attitudes and negative behavior that is inconsistent with the nature of the purity of human beings. As a result, people who do not learn anything from his life is said to have been suffered blindness in her eyes, but also deaf ears not wanting to listen to the teachings of the good.

Obviously here, the emotional intelligence is closely related to religious values. What's more it is linked to the spiritual nature of spiritual intelligence. The position of spiritual intelligence is it on the high when people trying to maintain its relationship with God, while the intellectual and emotional intelligence will bring people to keep in touch with himself, other humans and the environment. Even God Almighty also says in Surah Ash-Shams (91:8-10), which means;

"He inspired the soul of wickedness and piety, and lucky for the purified, loss for the muss."

Consistent with the discussion paper, the question of emotional intelligence is important in terms of underlying personality or character is a leader in the workplace that can help enhance employee self-esteem.

2.4. Conceptual of Personality

Every human being has value and the pattern of her own personality. Personality, also known as' general it can be construed as a symbol of the personality characteristics of individuals who bring different characteristics to other individual. Personality refers to an individual's psychological development. Even the personality of an individual is also reflected by tendency to behave in a certain way. It was covering various aspects such as temperament, intelligence, sentiments, attitudes, interests, beliefs, ideals and values.

According to Mohamed (5), personality traits are available on an individual, such as thinking, acting, emotional, and perceived others to enable different from other people. The discovery of psychological researchers on personality characteristics found in humans is too many, for example, Allport (6) who discovered the human personality trait of 17,953. Some of them such as locus of control, achievement motivation, authoritarianism, and self-esteem are the personality characteristics that affect work behaviors (7).

The type of personality that exists in every individual human being is the nature and diversity is shown through various studies-trait of human personality. Allport (6) view of human personality is the result of a combination of biology and environment, while the inherited characteristics are shaped by individual experience. In short personality is an organization that has the character, temperament, intellectual, physical, thinking, feeling and behavior.

From an Islamic perspective, personality is defined as a 'personality or character in general is. Morals are divided into two types: praiseworthy character or moral misconduct (8). Both types include a two-dimensional character of this same any outward or inward. The ostensible morality could be seen and measured from outside while the inner character is implicit in the liver, but it will eventually evolve through changes in behavior. For an ideal personality, Islam emphasizes the balance between body and soul and enhanced physical health with diet and lifestyle. Similarly, the heart of souls in need of spiritual food, a practice as a servant to God by doing everything asked of God and leave all that forbidden and with the glory of the practice, the nature of a servant to remove the negative sense of pride that the behavior is manifested as a highly moral. Thus, Islam has stressed the importance of these two types of probation is appropriate to the nature of man's creation by God that man was created from the spiritual and physical elements, and very closely linked. For the Muslims, the best character models are supposed to be an idol and an example is the character of the Prophet Muhammad as a Prophet sent by God to edify his people. As expressed by Saidatina Aisyah when asked about the Prophet's morals, *"his character was the Qur'an."* It is clear here; all aspects of lifestyle perfection of Islam are embodied and more taught by the Holy Qur'an and it is translated through the character of Prophet Muhammad for guidance and follow the final days of race. In this case, the interpretation placed on probation, either the inner or outer simultaneously and has a very clear relationship with the heart that the attitude of a man. Moral evil is caused by impurities in the human heart itself. This is consistent with what was spoken by the Prophet which is means;

"In the cavity of the sons of Adam, there is a piece of meat. If the meat is good, then let all his body. If the meat is bad, then his body was evil. Know you that the meat is the heart" (Hadith narrated Bukhari & Muslim).

In short, between emotional intelligence and personality or character is obviously a very solid relationship. Therefore, the leaders of a leading character certainly have a high level of emotional intelligence and can create a climate that is more positive and able to master a respected and emulated by its employees in the workplace. Even the leader of this will always be more sensitive to the feelings of his employees to be able to perform the best for themselves, others and the organization. Here is a diagram to show a summary of ideas within a conceptual framework discussed in this paper.

3. Purpose of Study

The purpose of this study is to explore and discusses the influence of leader personality from the perspective of emotional intelligence on employee self-esteem at workplace. This study was investigating too about the personality of leader which have a significant impact on the employee self-esteem and the way we discuss it is by the element of emotional intelligence aspect.

3.1. The Influence of Emotional Intelligence Towards Self-Esteem of Employee Through the Personality of Leader

The question of the interpretation of emotional intelligence has clearly shown that the existence of elements of cleansing the soul that led to the positive characteristics and values are translated to the personality and should be applied in everyday life that underlies the patterns of life. Together, the efforts to strengthen the emotional intelligence of individuals should not be considered silent because it is the main frame to strengthen other aspects of nature and transformed by the behavior and establish a more dominant personality with emotional intelligence. In this discussion is accounted for dimensions that can help enhance employee self-esteem through the dynamic personality of the leader in the workplace should be a capital of emotional intelligence and should be more consistent. Discussed below is based on the Four Branch Model of (4) and the association.

3.1.1. Identifying Emotions

In the first stage of this process, individuals will begin to see, perceive and identify emotions shape whether sad, happy or scared at one time, including the stimulation of the environment in terms of the human voice, storytelling, music and the arts. Even at this stage, when the individual is more focused on the emotion itself, this dimension is closely related to awareness of a great emotional blow will enable the individual to also be thinking about things that may arise in the emotions of others. Usually this happens when there is a level that would stimulate the emotions that make the individual will begin to respond. Relevance to the scene leader and worker in the workplace is where the leader can identify her own emotions and her employee emotions. Personality is always sensitive to the leader around what more sensitive to the feelings and emotions of employees will more easily enable leaders to identify what employees are feeling, when he also able to recognize his own feelings.

Key words in this first process are appropriate when there is awareness of their own emotions and emotions of others. Leader should know how to find and label their own feelings and the feelings of workers accurately, if he wants to better understand themselves and others. When the leader is always trying to find out how they feel, they would be more aware of the increase and shift every sense. This is important for a leader track and figure out whether the employee was disappointed because of the situation caused by the A or B. With that ability, the leader would be able to talk about feelings and the leader can also indicate his own feelings at the same time be able to detect any change in his feelings that exist both in the environment. Indirectly, the personalities of these leaders will make employees feel valued, understood and respected. It is also an early indicator of the workers that their leaders can pave the way for discussion if the employee is found to have any problems. Consequently, the worker will be able to self-esteem improved since been directly affected by the personality of leaders who have the characteristics of a strong emotional intelligence. In fact, workers will also be more motivated to work together and strive to produce better quality work.

In exploring these issues, the authors also explore the relationship with the scene saw several organizations in the past and present. Katcher & Snyder (9) in their book entitled '30 Reasons Employees Hate Their Managers' have written their book with a source-based view of the statistics more than 50,000 employees from 65 organizations through The Discovery Surveys, Inc.'s Normative Database (since 1993). All respondents were from manufacturing industries and service organizations, and contain a variety of sizes as small as 150 people up to 5000 workers. The majorities are from the U.S. companies and there is also a worker in another country. For Katcher & Snyder (9), is pleased to work with no problems for employees and significant impact on the quality of working life. One of the results of their study found that 46% of employees said that management and the leader did not treat them with respect. So, the question would arise whether the head at work all the bother? Quite clearly, the functions and roles of leaders in the workplace are very important in influencing the emotions of employees to give effect to the level of employee self-esteem.

3.1.2. Using Emotions

The second stage is the part that shows the individual uses as a medium of emotion and reason on his mind regarding a matter of rational, logical and creative. Using emotions may require the ability to use feelings to help some of the cognitive effort as the reason, problem solving, decision making and interpersonal com-

munication. Emotions can create a variety of mental set that proved to be adjusted to the different types of ground work. With a discussion of the relevance of this process here is where the leader will start to focus his thoughts on the situation whether the attention, focus or motivation. Then head to the suitability of emotions associated with the situation and the leader that has the characteristics of this skill in his personality will be more creative, motivating and inspiring employees and not selfish. Even the leaders who have the emotional skills will also be using emotion as a day to increase thinking. Then supposedly leader will feel the emotions first before thinking to interpret what you can before you act. Of course, this is in line with what is emphasized in Islam when it is said that the heart and soul is the priority in disclosing behavior and personality. Therefore, it should be emotional, and heart is an entity that is positive and good values for the formation of behavior is also positive and generous.

In the same rhythm, emotion can strengthen the mind as the emotional mind working with a more unique method. Emotions can help to improve human thinking and problem-solving skills to make decisions (10). Even the leaders are also able to constantly motivate the employees either directly or indirectly, and motivate employees to be smart to handle the negative emotions with a systematic method of thinking through the best sense of God's grace in solving problems while working to change the medium to more positive emotions. The momentum of the self will certainly strengthen the emotions, mentality and personality to become more excited and motivated to face any situation but also able to find solutions that are more relevant when dealing with any problems through the exploration of a wise and prudent. In Islam, it has stressed that we need to work hard and try as though we will live longer, at the same time we also need to diligently serve God as if we were to die tomorrow. This expression should be a motivation to everyone if they can understand, appreciate and contemplate the meaning behind them. Al-Ghazali discusses the motivation for this question in terms of intention and desire to do something before (11). Whenever a person has a goal and vision to do something, and then followed that action will realize the good intentions that are targeted to become a reality.

With the strengthening of self-motivation, the leaders and workers will be clearer with the direction and goals in life. Vision and mission in the struggle to achieve success will always be a platform based on the spirit of self that is never give up continuing. Motivated individuals who are symbols of people who strove to achieve the objectives of not abandon the question of personal ethics and moral values and universal symbol of character strength. For the leader, no was losses to always provide external power and motivation to employees. Each byte has a meaning of its own word and employees can feel the strength that allows them to learn independently to achieve organizational goals in life in general and specifically. Awards are given in many forms though to a minimum is very important because it enables them to believe that by behaving positively and produce quality work will continue to allow them accepted and respected by leaders and colleagues. But in the context of this neglect will cause employees to assess the human leader as a failure to help make them fun to work. This is consistent with the statistical findings by (9) showed that 53% of workers have said that employers or their bosses did not positively motivate them to work.

3.1.3. Understanding Emotions

The third stage is to understand the emotional process in which individuals begin to think why he and others so emotional. Individuals may also be involved in the equality of thinking to reflect the recommendations of the capacity to analyze emotions. These conditions include a dictionary to understand the emotions and attitudes on a combination of emotional, progress and the transition from self to others. At this stage, the level of empathy plays an important role. Individuals are trying to put themselves in others to understand their emotions. In short, individuals are also able to understand complex emotions and emotional chains and how the emotion is changed at every level. It is the same scenario at work that very much need every leader to have a sense of empathy for workers to be more to dive into the heart and the circumstances of each employee and will not misunderstand, and think that one can be prejudicial to relations within the organization. In fact, empathy is the impact will be absorbed among the workers so that workers can strengthen their self-esteem and to cultivate empathic behavior with colleagues.

The need for leaders to understand the emotions is also important for employees to communicate emotional meaning. If the leader can understand about the tide, ebb and flow of emotion, the leader should also know what might happen in the future, when able to predict and anticipate with some reasons. Thus, no presumption would arise that bad for workers and leaders also should be able to predict whether the employee may be felt because of its success has a lot of emotion in his own treasury. Leader also can understand the emotional conflicts of employees to address the various problems that may arise in the workplace. It is also to prevent the existence of too many 'red tape' which can jerk the interaction between workers and leaders. If this can be overcome by the head, then will likely reduce the percentage of 53% which reflects the assessment of workers detected the presence of 'red tape' in the organization through a study(9).

3.1.4. Managing Emotions

This is the last stage in this model. The process at this stage refers to the ability of individuals to control and manage their emotions and others. When managing their own feelings, we should monitor, differentiate, and label our feelings exactly. Some people certainly have effective in helping another person to deal with emotions. For example, some individuals often know things that ought to say, to motivate colleagues and to provide inspiration to others. At this level, ability to control themselves and manage themselves should be considered. Things are quite important to ensure that decisions and actions made based on emotion and logic to get results. Emotional management also includes the ability to manage and control the tremendous emotional when threatened to hurt feelings, whether physical, mental or emotional. Control emotions to create an individual right that can interact and communicate better with others. Positive emotions as a catalyst for positive thoughts and emotions can be controlled from a more emotional when the mind to think in a more rational.

Leader should be able to apply the personality and the best model for its employees living, admire and emulate. The success of the leader emotions that enable employees to handle these problems with more wisdom and parenting dimensions would produce a very dynamic effect but also help enhance employee self-esteem. Chairman of the honest interaction and guiding employees also must be met for better work and be able to realize the objectives of the organization together.

Strength in social skills is also the leader or worker to understand the other person with the ability to translate one's feelings appropriately as a marker that he understood and accepted in the interaction or communication. Every facial expression or body language should be easily understandable for the interactions that are meaningful. However, the leader who failed to manage and regulate their emotions will be seen by employees as a hot-tempered, selfish and arrogant. Unstable of emotion on the leader like this is often just want to achieve the objective of making decisions without emotion will usually fail to see the ‘forest for the trees' (12).

4. Current Challenges and Outlook

Overall, it is clear to us that are a must for every leader in any organization to be competent with a dynamic personality through emotional intelligence as well as to establish a sound working with self-esteem steady in the face of daily life and the world of work through the effective human governance. Quite clearly, this strand of discussion among the challenges highlighted in the application of psychology in the organizational elements that target the formation of human capital when the availability of the ele-

ments associated with the study of human behavior and affective. Hope of each country as well as for building human capital not only has the power of intelligence in terms of knowledge, but must also be lined with human individuals who have emotional intelligence as it is the strength of the affective stable and able to face challenges with perseverance and proactive. In addition, possession of emotional intelligence is based on spiritual intelligence also allows people to maintain a relationship with God as a spiritual force that promises peace of mind and the ability to forge lasting relationships with fellow human beings and the environment.

Everyone should be aware of the roles and responsibilities in creating their own strengths in terms of personality, emotional intelligence and self-esteem. In a similar vein, it really should start when the style, upbringing and education of parents is pointing in that direction. Comprehensive instruction will make everyone better person and will go out into the community with a full understanding of the pace of the surrounding environment and not letting that dominate their character and personality instead they will be shaping and sketching around them in the reference scenario is accepted universally. Covey is famous in his book titled 'The 7 Habits of Highly Effective People' emphasizes the need for every individual trying to understand the situation and understand the other person first if you want to understand yourself. Sensitivity to better internalize and understand themselves, others and the environment that will enable individuals to become more aware of the needs of others and will not be easy to be concerned about their own needs.

Individuals who have a strong emotional intelligence will be better able to create a culture and climates are more prosperous as a civilized nation of excellence, glory and distinction. The concept of moderation in Islam also emphasized that we do not become a man of excess-over in all cases because its effect is always a negative impact across countries and borders. These challenges, if not tackled, it is possible we have to face the painful tradeoffs when country is necessary to pay a very expensive human capital to make progress due to the expense of universal values that triggered the public mentality and moral-minded. Appreciation of the teachings of the already integrated guiding people to have a noble personality should be practiced in everyday life in the grip of each individual human being as well as the acquisition of knowledge is high and wide. Quite clearly, with the ideal personality and has good character and a more systematic mind, then we can have provided the climate community which is have more to first class minded, peace soul and harmony.

5. Conclusion

Summary for all of this, the momentum of the arena from the perspective of stability of leader personality and emotional intelligence in the workplace should be the main catalyst that can help enhance employee self-esteem thereby increasing the motivation and work quality. Generally, has an important role to implement the elements of emotional intelligence in personality and behavior to become habitual and can be appreciated by both the employee as a medium for giving them the self-esteem and highly motivated, which is self-concept dimensions of the ownership of the self. By having the robustness of the emotional and mental aspects, each employee will also must have the personality and behavior that is consistent with the demands of human nature to live harmoniously in all circumstances. Obviously, this will also help reduce the stress suffered because of growing concern of the work routine. Emotional stability will enable employees to work with leaders to produce a better quality of work output as well as providing an ideal joy in interaction with the environment, including with their family. This connection makes the rhythm of psychology between employee and leaders to be more dynamic and capable of achieving a healthy lifestyle that helps the stability of the social dimension of socialization.

In conclusion, through the power of emotional intelligence will allow the public has triggered not only as first-class facilities, but also have first-class personalities and competent superior in terms of communication, appearance, knowledge, soul and mind so that it is possible to reemerge as a nation to be admired and sound of the economic, scientific expertise as well as the continuity of human civilization glorious past, present and future. Success should also be a bridge to happiness not only in this world of us but also in the Hereafter is more immortal forever. For the last word, we still have a long journey and the struggle which is no matter what circumstances will never end to achieve a better life for all, now and forever.

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