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## The Influence of Digital Transformation and Emotional Intelligence (EI) on Performance

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**Abstract:** The Effect of Digital Transformation and Emotional Intelligence (EI) on Performance is a scientific article on literature study within the scope of Management Information Systems. **The aim of** this article is to build a hypothesis of the influence between variables that will be used in further research. **Object research** in online libraries, Google Scholar, Mendeley and other academic online media. **Research methods with** libraries research sourced from e-books and open access e-journals. Qualitative descriptive **analysis**. **Results of** this article: 1) Digital Transformation influence on performance. 2) Emotional Intelligence (EI) influences performance

**Keywords:** Performance, Digital Transformation, Emotional Intelligence (EI)

### INTRODUCTION

#### Background Problem

Every student both Strata 2 must do research in form theses, theses and dissertations. Likewise for lecturers, researchers and staff functional others active do research and create article scientific for publication in journals scientific.

Work scientific is as a condition for student for finish study in part big Universities in Indonesia. Provision This applies for all levels education that is second level thesis (S2).

Based on experience empirical Lots struggling students and authors in look for article supporter for work scientific as study previous or as relevant research. Relevant articles are needed For strengthen the theory under study, for see connection or influence between variables and constructs hypothesis This article discuss The Influence of Digital Transformation and Emotional Intelligence (EI) on Performance, a deep literature review study field System Information Management.

Based on background behind so **objective writing** article This is build hypothesis for research next, viz for formulate: The Influence of Digital Transformation and Emotional Intelligence (EI) on Performance.

## METHOD

Writing method Literature Review articles are with method **Literature Review (*library research*) and Systematic Literature Review (SLR)**, analyzed in a way qualitative, sourced from online applications *Google Scholar*, *Mendeley* and applications other online academics.

**Systematic Literature Review (SLR)** is defined as a process of identifying, assessing and interpreting all proof available research with objective for provide answer for question study in a way specific (Kitchenham et al., 2009).

In analysis qualitative, study References must used in a way consistent with assumptions methodological. One of reason For do analysis qualitative that is study the nature explorative, (Ali, H., & Limakrisna , 2013).

## RESULT AND DISCUSSION

### Results

Based on background background, aims and methods, then results article This is as following:

#### Performance

Performance is the results obtained on efforts and tasks carried out and completed ( Marwansyah, 2012).

Performance is results obtained by individuals or group inside something organization that has their respective duties and authorities are not contradictory with rules and laws (W. Sisson, 1993).

Dimensions, indicators, synthesis or factors that influence performance are Quality, Efficiency and Profit

This performance has been studied by many previous researchers, including (Yongzhang Peng, 2022), (Jiawei Xu, 2023), and (Ji, H.. 2022).

#### Digital Transformation

Digital Transformation is the application of digital technology in organizational operations and in digital competition (Turban, et al., 2018).

Digital Transformation is a fundamental process in organizations by changing digital technology in organizational operations (Heppelmann, et al., 2016).

Dimensions, indicators, synthesis or factors that influence Digital Transformation are digital skills, digital products and services, and digital training.

This Digital Transformation has been extensively researched by previous researchers including (Hongyun, T., 2023), (Liu, 2024), and (Nicolás-Agustín, Á., 2024).

#### Emotional Intelligence (EI)

*Emotional Intelligence (EI)* is emotional intelligence that is very important for a person and a person's success (Goleman, 2000)

*Emotional Intelligence (EI)* is the ability to manage and apply emotions in everyday life (Salovey and Mayer, 1990)

Dimensions, indicators, synthesis or factors that influence *Emotional Intelligence (EI)* are knowing emotions, managing emotions, and applying emotions.

#### Review Relevant Articles

Reviewing relevant articles as a basis for establishing research hypotheses by explaining the results of previous research, explaining similarities and differences with the research plan, from relevant previous research as in table 1 below.

**Table 1: Research Results Relevant**

| No | Author ( Year )   | Previous Research Results   | Equality With This Article                 | Difference With This Article  | H  |
|----|---|---|--|---|----|
| 1  | Yongzhang Peng, Changqi Tao, (2022).                            | Digital Transformation has a positive and significant impact on performance and can stimulate the company's innovation momentum.  | Digital Transformation affects Performance | Digital Transformation can stimulate a company's innovation momentum.   | H1 |
| 2  | Jiawei Xu, Yubing Yu, Min Zhang, Justin Zuopeng Zhang, (2023)   | Digital transformation and digital capabilities significantly increase innovation and performance   | Digital Transformation affects Performance | Digital transformation and digital capabilities significantly increase innovation   | H1 |
| 3  | Ji, H., Miao, Z., Wan, J., & Lin, L. (2022)                     | (1) <i>Technology -based digital transformation</i> influential positive to <i>financial performance</i> ; (2) <i>market-based digital transformation</i> have effect positive time-lagged against <i>financial performance</i> ; (3) <i>entrepreneurs technological social capital</i> moderate in a way positive connection between <i>market-based digital transformation</i> and <i>financial performance</i> ; (4) <i>entrepreneurs' business social capital</i> in a way positive moderate impact <i>technology-based digital transformation</i> and <i>market-based digital transformation</i> to <i>financial performance</i> | Transformation affects Performance         | Digital transformation is divided into two, namely <i>technology -based digital transformation</i> and <i>market-based digital transformation</i> | H1 |
| 4  | Hongyun, T. , Sohu, J.M., Khan, A.U., Junejo, I., Shaikh, S.N., | (1) <i>Digital service capability</i> influences <i>innovation performance</i> . (2) <i>Digital transformation</i> has an   | Digital Transformation affects Performance | <i>Digital service capability</i> influences <i>innovation performance</i>  | H1 |

|    |   |  |   |   |    |
|----|---|--|---|---|----|
|    | Akhtar, S. effect on innovation and Bilal, M. (2023)                                    | <i>performance</i>   |   |   |    |
| 5  | Liu, Kun, Xuemin Liu, and Zihao Wu. (2024)  | Digital transformation is influential on innovation performance technology friendly environment with variable moderation Optimization Allocation Resource                              | Digital Transformation Performance affects  | The Effect of Digital Transformation on Performance with variable moderation Optimization Allocation Resource | H1 |
| 6  | Nicolás-Agustín, Á., Jiménez-Jiménez, D., Maeso Fernandez, F. and Di Prima, C. (2024)   | Digital transformation as intermediate moderator variable Training Technology Information and Communication on Employee Performance  | Digital Transformation influences Employee Performance in addition to Information and Communication Technology Training | Digital transformation as moderator variable  | H1 |
| 7  | Bakar Azizi Abu, Omar Siti Nur Zahirah (2018)   | <i>The results of this study show that EI has a positive and significant relationship with teachers' work performance</i>  | EI matters on Performance   | -   | H2 |
| 8  | Amilin Amilin (2017).   | <i>Emotional Intelligence as a moderating factor has a significant impact on the accountant performance, role ambiguity has no significant influence on the accountant performance</i> | EI influential on Performance   | Variable ambiguity role No have influence significant to accountant   | H2 |
| 9  | Mac Cann , C., Jiang, Y., Brown, LER, Double, KS, Bucich , M., & Minbashian , A. (2020) | <i>Emotional Intelligence is associated with academic performance.</i>   | EI matters on Performance   | There is variable other independent viz Ability evaluate self and mixed EI variables                          | H2 |
| 10 | Chao Miao, Ronald H. Humphrey,  | <i>The relationship between leaders' EI and subordinates' task</i>   | EI matters on Performance   | There is variable other dependents viz variable   | H2 |

|    |  |   |                           |                |  |
|----|--|---|---------------------------|----------------|--|
|    | Shanshan Qian, (2018)                    | <i>performance is stronger in collectivistic, feminine, and high uncertainty avoidance cultures. The relationship between leaders' EI and subordinates' OCB is stronger in high power distance, collectivistic, feminine, high uncertainty avoidance, long-term oriented, and restraint cultures.</i> |                           |                | behavior organization citizenship  |
| 11 | Jordi Quoidbach , Michel Hansenne (2009) | <i>Positive influence of emotional intelligence (EI) on work team performance</i>   | EI matters on Performance | on Performance | H2<br>variables are divided become four namely : satisfaction work , rank head executive nursing , level turnover , and quality service health |

**Discussion**

Based on theoretical studies so discussion article *this literature review* is reviewing relevant articles, analysis influence between variables and create conceptual think plan study:

Based on results study so discussion article *This* is reviewing relevant articles , analysis influence between variables and create conceptual think plan study:

**The Effect of Digital Transformation on Performance.**

Transformation is the application of new technology or changes to existing technology carried out by an organization in carrying out its company operations and company services.

Digital Transformation affects Performance, if Digital Transformation is perceived well then Performance will be perceived well and vice versa. If digital transformation is implemented well, performance will be good, but if digital transformation is implemented progressively, performance will decrease.

Factors that influence Digital Transformation are digital skills, digital products and services, and digital training.

To improve performance by paying attention to Digital Transformation, what management must do is increase employee understanding regarding digitalization and updating technological devices so that performance increases.

Digital Transformation has an effect on Performance, this is in line with research conducted by (Yongzhang Peng, 2022.), (Jiawei Xu, 2023), and (Ji, H.. 2022).

**The Influence of Emotional Intelligence (EI) on Performance.**

Digital Transformation is the application of new technology or changes to existing technology carried out by an organization in carrying out its company operations and company services.

Emotional Intelligence (EI) is the level of control of a person's emotions in thinking and acting in life which influences a person's success.

Emotional Intelligence (EI) influences performance, if Emotional Intelligence (EI) is perceived well then performance will be perceived well and vice versa. If Emotional Intelligence (EI) is applied well, performance will be good, but if Emotional Intelligence (EI) is applied progressively, then performance will decrease.

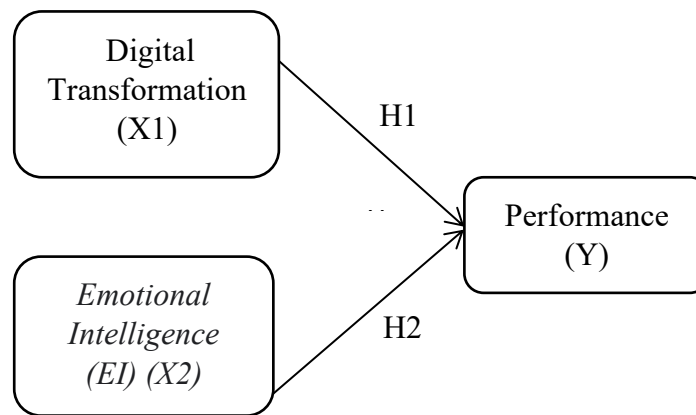
Factors that influence Emotional Intelligence (EI) are knowing emotions, managing emotions, and applying emotions.

To improve performance by paying attention to Emotional Intelligence (EI), what management must do is improve employees' Emotional Intelligence (EI) capabilities so that performance increases.

Digital Transformation has an effect on Performance, this is in line with research conducted by (Amilin, 2017), (Mac Cann. et a, 2020), and (Bakar Azizi Abu, Omar Siti Nur Zahirah, 2018).

### Research conceptual framework

Based on the problem formulation, discussion and relevant research, the conceptual framework for this article is obtained as in Figure 1 below.



**Figure 1: Conceptual Framework**

Based on the conceptual framework above, then: Digital Transformation has an effect on Performance. Apart from exogenous variables that influence performance, there are still Lots variable others, among others is:

- 1) Digital Capabilities: (Jiawei Xu, Yubing Yu, Min Zhang, Justin Zuopeng Zhang, 2023).
- 2) Digital service capability: (Hongyun, T. , Sohu, 2023) ,
- 3) Market-based transformation: (Ji, H., Miao, Z., Wan, J., & Lin, L. 2022)

### CONCLUSION

Based on objectives, results and discussion so conclusion article This is for formulate hypothesis for research next, namely:

- 1) Digital Transformation affects Performance; And
- 2) Emotional Intelligence (EI) influences performance

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