

The Effect of Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence on Performance Employees at the Pamong Praja Police Unit Labuhan Batu District

Zulpadli¹, Ade Parlaungan Nasution², Muhammad Ali Al Ihsan³

^{1,2,3}Faculty of Economics and Business, Universitas Labuhanbatu, Indonesia
padlizulzulpadli@gmail.com, adenasution@gmail.com, maaihsan@gmail.com

Abstract

This study aims to analyze the effect of emotional intelligence, spiritual intelligence and intellectual intelligence on the performance of employees in the Civil Service Police Unit of Labuhan Batu Regency. The population in this study were 233 people. The sampling technique used the Slovin formula with an error rate of 5%, so the sample size in this study amounted to 147 people. Methods of data collection using a questionnaire. The results of multiple linear regression analysis obtained the equation $Y=1.086+0.210X1+0.145X2 +0.303X3$. In the partial test (t test) the regression coefficient of the Emotional Intelligence variable (X1) obtained a t count value of 5.555 > t table 1.976 which means that the Emotional Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of $0.000 < 0.05$. The regression coefficient for the Spiritual Intelligence variable (X2) obtained a t-count value of 3.569 > t table 1.976, which means that the Spiritual Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of $0.000 < 0.05$. The regression coefficient for the Intellectual Intelligence (X3) variable obtained a t-count value of 4.218 > t-table 1.976, which means that the Intellectual Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of $0.000 < 0.05$. The results of the F test obtained the Fcount of 114.345 > Ftable 2.67 with a significant value of $0.000 < 0.05$ so it can be concluded that Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence simultaneously have a positive and significant effect on employee performance. that variable Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence have an influence of 70.6% on the Employee Performance variable, while the remaining 29.4% is influenced by other variables that are outside this research.

Keywords

Emotional intelligence; spiritual intelligence; intellectual intelligence; employee performance.



I. Introduction

Human Resources (HR) is the most important component in a company or organization to run the business it does. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired (Shah et al, 2020). The development of human resources is a process of changing the human resources who belong to an organization, from one situation to another, which is better to prepare a future responsibility in achieving organizational goals (Werdhiastutie et al, 2020).

The potential of human resources is the main resource in an organization whose use is to process, analyze and move company goals effectively and efficiently. The role of humans in the company is an important factor because employees are the movers and determinants of the company's organization. The successful implementation of a company's goals cannot be separated from the goodness of human resource management. To support the implementation of organizational goals, quality human resources are needed, namely human resources who are able to demonstrate work behavior that leads to achieving company goals and objectives (Sanjaya, 2012).

There are many factors that can affect employee performance. Not only come from outside the company, but the company's internal also has an important role. This will have an impact on the high level of employee performance. To produce good performance not only see perfection in work ability, but also see the abilities possessed by each individual. This ability is in the form of intelligence, including emotional intelligence and spiritual intelligence, as well as the level of satisfaction (Dwi Anjarini, 2018). Quality human resources are not only determined by how high their intellectual intelligence is but also by their emotional intelligence and spiritual intelligence. Therefore, the focus of this research is on the variables of emotional intelligence, spiritual intelligence and intellectual intelligence, where these three variables will have an important role in determining how big the role of each variable is in influencing the high and low performance of employees so that they can realize the company's goals or objectives organization.

The phenomenon that occurs in Labuhan Batu District Civil Service Police Unit namely the leader is still not able to handle the emotions of the employees. Leaders also sometimes allow disputes between employees, and leaders are also considered less able to deal with employee emotions related to the rules and policies that are decided. Employees who have adequate spiritual intelligence should be able to apply their religious teachings optimally and maximally but there are still some employees who commit violations. There is a warning from the leadership for some employees due to the lack of efficiency of employees in completing office work in accordance with the specified time, passive attitude in solving problems in the work environment shows the lack of intellectual intelligence possessed by some employees. Emotional intelligence and spiritual intelligence are certainly different from intellectual intelligence. Therefore, employees are expected to be able to optimize the three intelligences so that they can achieve success and have good performance and a reliable mentality without having to violate the ethics that apply in society.

Emotional intelligence is the ability to understand oneself, empathize with the feelings of others, and regulate emotions, which collectively play a role in improving one's standard of living (Greenberg & Baron, 2016). Emotional intelligence consists of interpersonal intelligence: the ability to understand other people, what motivates them, how they work, and how to carry intelligence (Gardner, 2018). Meanwhile, according to Goleman (2017) emotional intelligence is the ability to monitor and control the feelings of oneself and others and use those feelings to combine thoughts and actions. Goleman (2017) adds that indicators of emotional intelligence are: (1) Recognizing self-emotions (self awareness), (2) Managing self-emotions (self management), (3) self-motivation (motivation), (4) Empathy (social awareness), (5) Fostering relationships (relationship management).

Wigglesworth (2011), spiritual intelligence is the ability to behave with care and wisdom while maintaining inner and outer peace regardless of circumstances. The statement "regardless of circumstances" indicates that humans can maintain a center of peace and loving behavior even under great stress. According to Munir quoted by Putri and

Wirawati (2020) that spiritual intelligence teaches a person to express and give meaning to every action, if you want to display good performance, spiritual intelligence is needed. High spiritual intelligence will usually recover faster from an illness, both physically and mentally. It is easier to get up from a fall or suffering, more resistant to stress, easier to see opportunities because of having a positive mental attitude, and more cheerful, happy and satisfied in life. According to Emmons quoted by Montgomery (2013) that spiritual intelligence has indicators, namely (1) problem solving through spiritual sources, (2) utilizing and practicing spirituality in daily life, (3) entering a higher level in the area of consciousness. ,

In addition, it cannot be denied that the success of a person or an organization is not only determined by intellectual intelligence, but a person's success or performance is also influenced by emotional intelligence and spiritual intelligence. For this reason, intellectual intelligence, emotional intelligence and spiritual intelligence possessed by employees are explored and developed, so that they are expected to have a positive impact on employee performance (Yanti & Dwirandra, 2019). Wiramiharja (2012), suggests indicators of intellectual intelligence, namely: (1) figure ability, which is understanding and reasoning in the field of form, (2) verbal ability, which is understanding and reasoning in the field of language and (3) numerical ability, namely is understanding and reasoning in the field of numeric or related to numbers and logic.

Performance can be defined as a set of abilities that arise in a person based on knowledge, attitudes, skills, and motivation to produce something (Amalini et al, 2016). Meanwhile, according to Muslihudin et al. (2017) that employee performance is the result or level of success of an employee as a whole within a certain period of time in carrying out his duties compared to other things, such as work standards, targets or criteria that have been previously determined and mutually agreed upon. Dimensions and performance indicators according to Affandi (2018) include: 1) Quality of work is the quality of work achieved based on requirements, 2) Quantity of work is the quantity of work achieved based on conditions and 3) Time of completion of work is the accuracy of completion of work in accordance with the time.

II. Research Method

This type of research is a quantitative research. This research was conducted at the Civil Service Police Unit on Jl Gause Utama, No. 46, Ujung Bandar, Rantau Prapat, Rantau Sel., Labuhan Batu Regency, and North Sumatra 21424. The data collection methods used in this study were observation, documentation and questionnaires. The population in this study were 233 people. The sample was taken using the Slovin formula with an error rate of 5%, so the sample size in this study amounted to 147 people.

III. Results and Discussion

3.1 Research result

Ghazali (2018) states that the validity test is used to measure the validity or validity of a questionnaire. The validity test in this study was 30 respondents who were taken from the rest of the population. Conducted at the Civil Service Police Unit Office of Labuhan Batu Regency with the provision that the total correlation $>$ the measurement criteria value is 0.5. The results of the validity test in this study can be seen in Table 1:

Table 1. Validity Test Results

Variable Indicator Items	Total Correlation	Value Measurement Criteria	Description
Recognizing your own emotions	0.826	0.5	Valid
Managing your own emotions	0.844	0.5	Valid
Motivate yourself	0.831	0.5	Valid
Empathy	0.837	0.5	Valid
Build/build relationships	0.776	0.5	Valid
Spiritual problem solving	0.896	0.5	Valid
Utilize and train spiritually	0.836	0.5	Valid
Entering a higher level	0.774	0.5	Valid
Recognizing non-material aspects	0.725	0.5	Valid
Behave commendable	0.851	0.5	Valid
Understanding in the field of form	0.833	0.5	Valid
Understanding in the field of language	0.832	0.5	Valid
Numerical understanding	0.877	0.5	Valid
Quality of work based on requirements	0.864	0.5	Valid
Quantity of work based on conditions	0.903	0.5	Valid
Job completion time	0.869	0.5	Valid

Description: Total Correlation > Value Measurement Criteria

Source: Research Results, 2022.

Sugiyono (2017) suggests that the reliability test is carried out to find out the results of consistent measurements if the same measuring instrument is measured, an indicator in the questionnaire can be accepted if the Croanbach Alpha value > 0.6. The results of the reliability test in this study can be seen in Table 2:

Table 2. Reliability Test Results

Variable	Croanbach Alpha	Value Measurement Criteria	Description
Emotional Intelligence	0.880	0.6	Reliable
Spiritual Intelligence	0.867	0.6	Reliable
Intellectual Intelligence	0.798	0.6	Reliable
Employee Performance	0.845	0.6	Reliable

Description: Croanbach Alpha Value > Measurement Criteria Value

Source: Research Results, 2022.

Table 1 and table 2 show that all items are declared valid and reliable. The next research uses the classical assumption test consisting of normality test, multicollinearity test and heteroscedasticity test. Here are the results of the normality test withusing the One-Sample Kolmogorov-Smirnov . method can be seen in Table 3:

Table 3. Results Normality test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		147
Normal Parameters, b	mean	.0000000
	Std. Deviation	1.05867774
Most Extreme Differences	Absolute	.069
	Positive	.051
	negative	-.069
Test Statistics		.069
asyp. Sig. (2-tailed)		.084c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Description: asyp. Sig. (2-tailed) > 0.05.

Source: *Research Results, 2022.*

Table 3. The normality test uses the One-Sample Kolmogorov-Smirnov method which has an Asym value. Sig. (2-tailed) of 0.084 > 0.05. So it can be concluded that the data is normally distributed. HThe results of the multicollinearity test can be seen in Table 4:

Table 4. Multicollinearity Test Results
Coefficientsa

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Emotional Intelligence	.454	2,200
	Spiritual Intelligence	.416	2,404
	Intellectual Intelligence	.375	2,668

a. Dependent Variable: Employee Performance

Description: VIF value < 10 and value *tolerance* > 0.1.

Source: *Research Results, 2022.*

Table 4 shows that the emotional intelligence variable has a VIF value < 10 (2,200 < 10) and a value *tolerance* > 0.1 (0.454 > 0.1) the spiritual intelligence variable has a VIF value < 10 (2.404 < 10) and a tolerance value > 0.1 (0.416 > 0.1) and the intellectual intelligence variable has a VIF value < 10 (2.668 < 10) and tolerance value > 0.1 (0.375 > 0.1) so that it can be concluded that there is no multicollinearity. The following are the results of the heteroscedasticity test using the glejser method can be seen in Table 5:

Table 5. Heteroscedasticity Test Results of the Glejser Method
Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.672	.339		1983	.049
	Emotional Intelligence	-.006	.023	-.033	-.262	.793
	Spiritual Intelligence	.006	.025	.031	.239	.811
	Intellectual Intelligence	.013	.044	.040	.294	.769

a. Dependent Variable: ABS_RES

Source: Research Results, 2022.

The significant value with the glejser method is known that the variable Emotional Intelligence (X1) of 0.793, Spiritual Intelligence (X2) is 0.811 and Intellectual Intelligence (X3) is 0.769. This explains that there is no heteroscedasticity due to the significant value > 0.05. The results of multiple linear regression can be seen in table 6:

Table 6. Multiple Linear Regression Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.086	.548		1983	.049
	Emotional Intelligence	.210	.038	.374	5.555	.000
	Spiritual Intelligence	.145	.041	.251	3.569	.000
	Intellectual Intelligence	.303	.072	.313	4.218	.000

a. Dependent Variable: Employee Performance

Source: Research Results, 2022.

Based on Table 6, the following multiple linear regression equation is obtained: $Y = 1.086 + 0.210X_1 + 0.145X_2 + 0.303X_3$. Constant value = 1.086, meaning that if the variables of Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence are 0 then Employee Performance is 1.086. Emotional Intelligence regression coefficient = 0.210, meaning that if the Emotional Intelligence variable increases by 1 unit, the Employee Performance variable will increase by 0.210. Spiritual Intelligence regression coefficient = 0.145, meaning that if the Spiritual Intelligence variable increases by 1 unit, the Employee Performance variable will increase by 0.145. Intellectual Intelligence regression coefficient = 0.303, meaning that if the Intellectual Intelligence variable increases by 1 unit, the Employee Performance variable will increase by 0.303.

To test the research hypothesis can be used t test. This test was conducted to analyze the effect of the independent variables, namely Emotional Intelligence (X1), Spiritual Intelligence (X2), and Intellectual Intelligence (X3) partially on the dependent variable, namely Employee Performance (Y). The decision-making criteria are: Error rate (α) = 5% and degrees of freedom (df) = n (number of samples) – k (number of variables used) = 147-4 = 143, t table = 1.976. The results of the t test can be seen in Table 7:

Table 7. Partial Test Results (t Test)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.086	.548		1983	.049
	Emotional Intelligence	.210	.038	.374	5.555	.000
	Spiritual Intelligence	.145	.041	.251	3.569	.000
	Intellectual Intelligence	.303	.072	.313	4.218	.000

a. Dependent Variable: Employee Performance

Source: *Research Results, 2022.*

Based on Table 7, the Emotional Intelligence variable (X1) obtained a t value of $5.555 > t$ table 1.976, which means that the Emotional Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of $0.000 < 0.05$. Spiritual Intelligence variable (X2) obtained t value of $3.569 > t$ table 1.976 which means that Spiritual Intelligence variable has a positive and significant effect on Employee Performance variable with a significant value of $0.000 < 0.05$. Intellectual Intelligence variable (X3) obtained t value of $4.218 > t$ table 1.976 which means that Intellectual Intelligence variable has a positive and significant effect on Employee Performance variable with a significant value of $0.000 < 0.05$.

The F test was conducted to test the independent variables, namely Emotional Intelligence (X1), Spiritual Intelligence (X2) and Intellectual Intelligence (X3) simultaneously having a significant relationship to the dependent variable, namely Employee Performance (Y). The decision making criteria are: Error rate (α) = 5% and numerator degree = k (number of variables used) - 1 = 4 - 1 = 3, denominator degree = n (number of samples) - k (number of variables used) = 147 - 4 = 143, F table = 2.67. The results of the Simulative Significant Test (Test F) can be seen in Table 8:

Table 8. Simulative Significant Test Results (Test F)

		ANOVAa				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	392,540	3	130,847	114,345	.000b
	Residual	163.637	143	1.144		
	Total	556,177	146			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Intellectual Intelligence, Emotional Intelligence, Spiritual Intelligence

Source: *Research Results, 2022.*

Table 8 shows the Fcount value of $114.345 > F$ table 2.67 with a significance value of $0.000 < 0.05$. It can be concluded that Emotional Intelligence (X1), Spiritual Intelligence (X2) and Intellectual Intelligence (X3) simultaneously have a positive and significant effect on Employee Performance (Y). The coefficient of determination was carried out to analyze the contribution of the influence of the independent variables, namely Emotional Intelligence (X1), Spiritual Intelligence (X2) and Intellectual Intelligence (X3) to the dependent variable, namely Employee Performance (Y). The results of the coefficient of determination can be seen in Table 9:

Table 9. Coefficient of Determination Test Results (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.840 ^a	.706	.700	1.070

a. Predictors: (Constant), Intellectual Intelligence, Emotional Intelligence, Spiritual Intelligence

b. Dependent Variable: Employee Performance

Source: *Research Results, 2022.*

Based on Table 9, it can be explained that the R Square value of the Emotional Intelligence variable (X1), Spiritual Intelligence variable (X2) and Intellectual Intelligence variable (X3) on the Employee Performance variable (Y) is 0.706. It can be concluded that the variable Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence have an influence of 70.6% on the Employee Performance variable, while the remaining 29.4% is influenced by other variables that are outside this research.

3.2 Research Discussion

The results of the t-test of the Emotional Intelligence variable (X1) obtained a t-count value of 5.555 > t-table 1.976, which means that the Emotional Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of 0.000 < 0.05 so the hypothesis is accepted. These results are in line with research conducted by Farrastama et al. (2019) that Emotional Intelligence has a positive and significant effect on the Employee Performance variable. Spiritual Intelligence (X2) obtained a t-count value of 3.569 > t-table 1.976 which means that the Spiritual Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of 0.000 < 0.05 so that the hypothesis is accepted. These results are in line with research conducted by Amirkhani and Yosefi (2015) that Spiritual Intelligence has a positive and significant effect on the Employee Performance variable. Intellectual Intelligence (X3) obtained a t-count value of 4.218 > t-table 1.976 which means that the Intellectual Intelligence variable has a positive and significant effect on the Employee Performance variable with a significant value of 0.000 < 0.05 so that the hypothesis is accepted. These results are in line with research conducted by Ramli and Nurdin (2020) that Intellectual Intelligence has a positive and significant effect on the Employee Performance variable.

The results of the F test obtained the Fcount of 114.345 > Ftable 2.67 with a significant value of 0.000 < 0.05 so it can be concluded that Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence simultaneously have a positive and significant effect on employee performance. The results of the coefficient of determination test show that variable Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence have an influence of 70.6% on the Employee Performance variable, while the remaining 29.4% is influenced by other variables that are outside this research.

IV. Conclusion

1. Emotional Intelligence has a positive and significant effect on employee performance at Labuhanbatu District Civil Service Police Unit.
2. Spiritual Intelligence has a positive and significant effect on employee performance at Labuhanbatu District Civil Service Police Unit.
3. Intellectual Intelligence has a positive and significant effect on Work Productivity at work Labuhanbatu District Civil Service Police Unit.
4. Emotional Intelligence, Spiritual Intelligence and Intellectual Intelligence simultaneously have a positive and significant effect on employee performance in Labuhanbatu District Civil Service Police Unit.

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