

# Emotional Intelligence, Intellectual Intelligence and Quality of Work Life on the Performance of the Labuhanbatu Regency Transportation Service Employees

Mayang Firanty Noer<sup>1</sup>, Bayu Eko Broto<sup>2</sup>, Fauziah Hanum<sup>3</sup>

<sup>1,2,3</sup>Faculty of Economics and Business, Universitas Labuhanbatu, Indonesia

[mayangfiranti123@gmail.com](mailto:mayangfiranti123@gmail.com), [mail.to.bayueb@gmail.com](mailto:mail.to.bayueb@gmail.com), [fauziahhanummrp@gmail.com](mailto:fauziahhanummrp@gmail.com)

## Abstract

*This type of research is quantitative, and the place of this research is the Department of Transportation of Labuhanbatu Regency. Data collection techniques used in the study were observation, documentation and questionnaires using a Likert scale. The population in this study were 84 employees of the Labuhanbatu Regency Transportation Service. The sampling technique used is saturated sampling. Since the number of employees of the Labuhanbatu Regency Transportation Service is 84 people (less than 100 people), all employees are taken as objects of research. The value of  $F_{count}$  is  $30.993 > F_{table} 2.72$  with a significance value of  $0.000 < 0.05$ . From these results, it can be concluded that Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (X3) simultaneously has a positive and significant effect on Employee Performance (Y). The value of R Square from the analysis of the coefficient of determination of 0.538 means that Employee Performance (Y) can be explained by the variables of Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (X3) of 53.8%, while the remaining 46.2 % can be explained by other variables not examined in this study.*

## Keywords

emotional intelligence; intellectual intelligence; quality of work life and employee performance



## I. Introduction

Valuable assets owned by companies that are useful for achieving approved goals and contributing to the success of a company are called human resources (Setiani, 2016). Companies that want to achieve their goals and be successful definitely need employees who not only complete their formal tasks, but also employees who can give their performance beyond the task. Human Resources (HR) is the most important component in a company or organization to run the business it does (Niati et al., 2021). The quality of human resources can be seen not only contributing and completing all their duties well but can be seen when employees take the initiative in handling external work from the job description or applicable work standards. There are problems at the Labuhanbatu Regency Transportation Service, namely employees still cannot control emotions in carrying out work, this is due to the accumulation of a job so that the work becomes one and must be completed at the same time as other work so that the performance carried out by employees is still not optimal because the emotions they have are still unstable and have a bad impact on the work being done. Emotional intelligence is the intelligence that a person has to motivate himself in the face of failure and control his emotions, and delay satisfaction in regulating the state of the soul (Yani & Istiqomah, 2016).

The Labuhanbatu Regency Transportation Office is also still unable to use intellectuals in carrying out their work. This can be seen from the employees at the Labuhanbatu Regency Transportation Service in carrying out their work, they are still

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unable to complete their work on time. Intellectuals are also very much needed in a company, because if an employee does work using Intelligence / Intellectual then the results of the work will be as expected and maximal. Intelligence/Intellectual is the ability to act purposefully, think rationally and deal effectively with the environment. Broadly speaking, it can be concluded that intelligence/intellectual is a mental ability that involves rational thinking processes (Rahmasari, 2014).

In addition to emotional and intellectual intelligence problems, there are other problems experienced by employees of the Labuhanbatu Regency Transportation Service, namely employees still bring personal problems that are outside of work by bringing them into the world of work. This can directly result in not completing work on time so that the quality of work life of the Labuhanbatu Regency Transportation Service employee is considered poor. In this case, employees must be professional in carrying out their work without having to bring the problems they are experiencing outside of work so that the performance carried out by employees can be effective. Quality of work life is a measure of the extent to which an employee can fulfill his personal needs through work experience in the organization (Subbarayalu & Al Kuwaiti, 2007).

The phenomena that have been described previously are certainly related to the performance of the employees. If the emotional, intellectual, and quality of work life possessed by employees are good, the performance of the employees will also be good, and vice versa if the emotional, intellectual and quality of work life are poor, it will greatly affect the performance of the employee. Bernardin (2013) suggests that performance is a record of the results obtained from certain job functions over a certain period of time.

## **II. Review of Literature**

### **2.1 Emotional Intelligence**

Emotional intelligence according to Kim, et al., (2017) is an ability that refers to protecting oneself from irrational thoughts that cause psychological stress and plays an important role in controlling emotions manifested by work stress. Kim and Bae (2021) consider that emotional intelligence is something that exists within a person to be able to control ego resilience, loyalty to the organization, and dedication to the organization. According to (Ekowati et al., 2020) states that the emotional intelligence of a person will affect the nature of the individual himself in interacting with society and the work environment as well as the ability to control oneself against events that occur so that it will have an impact on their performance. Besides that, Indicators of emotional intelligence according to Suadnyana (2015) is (1) Self-awareness, (2) Self-regulation, (3) Motivation, (4) Empathy, (5) Social skills.

### **2.2 Intellectual Intelligence**

According to Putri (2017) states that intellectual intelligence is able to work to measure speed, measure new things, store and recall objective information and play an active role in calculating numbers and others. We can use intellectual intelligence that emphasizes the ability to think logically to find objective, accurate facts, and to predict risks, see the consequences of each decision. According to Mostafa, K., & Miller (2003) in Made's research (2014) indicators of intellectual intelligence include 1) Numerical intelligence, namely intelligence in capturing and managing numbers and data, 2) Verbal comprehension, namely intelligence related to reading, writing and speaking, 3) Perception Speed, namely the ability to identify visual similarities and differences quickly and accurately, 4) Inductive reasoning, namely the ability to identify logical sequences in a

problem and solve the problem, 5) Deductive reasoning, namely the ability to use logic and assess the implications of an argument.

### **2.3 Quality of Work Life**

*Quality of Work Life (QWL)* intended to pay attention to the balance between an employee's personal life and his work, by reducing stress levels and increasing job satisfaction, thereby increasing organizational effectiveness and providing benefits for individuals and organizations (Subbarayalu & Al Kuwaiti, 2019). Quality of work life is the extent to which work life balances with personal life, which includes useful, satisfying work experiences, low levels of stress, and other negative personal consequences (Chanvibol & Luengalongkot, 2020). Indicators of the quality of work life are work-life balance, job characteristics, supervisory behavior, and rewards (Huang et al., 2016).

### **2.4 Employee Performance**

Colquitt and Wesson (2013) state that employee performance is a number of behaviors and contributions of organizational members to the achievement of organizational goals. According to Shields cited by Bose, (2018), employee performance is the ability of an employee to carry out his duties and responsibilities. Employee performance is also associated with results, achievements, and collective efforts and behaviors that are relevant to organizational goals that are controlled by employees. Employee performance is reflected in the work shown by employees. Ivancevich and Matteson (2012) add that performance is the result of performance in carrying out a job. The essence of performance management is the actual measurement of individual or group performance. Performance indicators include (a) the amount of work performed under normal conditions, (b) accuracy, (c) accuracy at work, (d) attitude at work.

## **III. Research Method**

This type of research is quantitative, and the place of this research is the Department of Transportation of Labuhanbatu Regency. Data collection techniques used in the study were observation, documentation and questionnaires using a Likert scale. The population in this study were 84 employees of the Labuhanbatu Regency Transportation Service. The sampling technique used is saturated sampling. Saturated sampling technique is a sampling technique if all members of the population are used as samples (Sugiyono, 2017). Since the number of employees of the Labuhanbatu Regency Transportation Service is 84 people (less than 100 people), all employees are taken as objects of research. The analytical method used in this research is validity and reliability test, classical assumption test which includes: data normality test, heteroscedasticity test, and multicollinearity test. Multiple linear regression analysis was tested using partial (t), simultaneous (F) testing, and the coefficient of determination.

## **IV. Results and Discussion**

### **4.1 Results**

Ghazali (2018) states that the validity test is used as a measure of whether a questionnaire is valid or not. Valid data is data that does not differ between data reported by researchers and data that actually occurs in the object of research. The validity test of the research variables has significant criteria  $> 0.5$ . The validity test in this study was carried out on 30 samples which were carried out outside the characteristics of the

respondents, namely Asahan District Transportation Service. The results of the validity of this study can be contained in Table 1:

**Table 1.** Validity Test Results

Variable	Total Correlation	Sig Criteria	Information
X1.1	,817	0.5	Valid
X1.2	,795	0.5	Valid
X1.3	,691	0.5	Valid
X1.4	,716	0.5	Valid
X1.5	,749	0.5	Valid
X2.1	,802	0.5	Valid
X2.2	,794	0.5	Valid
X2.3	,750	0.5	Valid
X2.4	,713	0.5	Valid
X2.5	,780	0.5	Valid
X3.1	,860	0.5	Valid
X3.2	,920	0.5	Valid
X3.3	,929	0.5	Valid
X3.4	,566	0.5	Valid
Y.1	,736	0.5	Valid
Y.2	,737	0.5	Valid
Y.3	,748	0.5	Valid
Y.4	,678	0.5	Valid

Information: \*Sig Criteria < 0.5

Source: Research Results, 2022

Sugiyono (2017) suggests that the reliability test is carried out to find out the results of the measurement are consistent if the same measuring instrument is measured, an indicator in the questionnaire can be accepted if the alpha coefficient has a value > 0.6. The results of the reliability test of this study can be contained in Table 2:

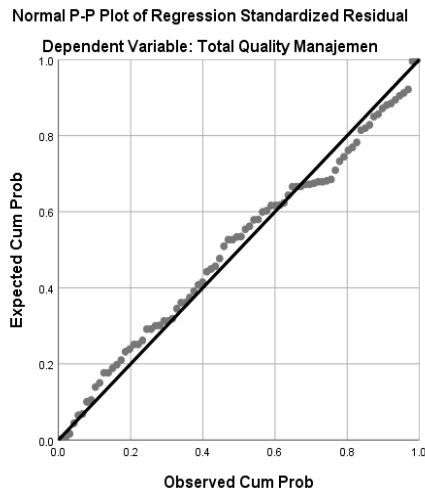
**Table 2.** Reliability Test Results

Variable	Croanbach Alpha (CA)	Information
Emotional Intelligence	,794	Reliable
Intellectual Intelligence	,798	Reliable
Quality of Work Life	,821	
Employee Performance	,789	Reliable

Information: \*Criteria CA > 0.6.

Source: Research Results, 2022

Table 1 and Table 2 show that all valid and reliable statement items for each indicator in the validity test have a value > 0.5 and each value contained in the variable for the reliability test is > 0.6. The next test can be analyzed with a normality test. The normality test of this study can be loaded with p-plot graph loaded in Figure 1:



Source: Research Results, 2022  
*Figure 1.P-plot graph*

In the P-Plot graph, the data spreads around the diagonal line and follows the direction of the diagonal line, so the regression model fulfills the assumption of normality. The graph shows that the distribution pattern tends to be normal, the data shows the points spread around the diagonal line and follow the direction of the diagonal line, so the regression model fulfills the assumption of normality. The next normality test can be seen through the tableOne-Sample Kolmogorov-Smirnov Test:

**Table 3. One-Sample Kolmogorov-Smirnov Test**  
**One-Sample Kolmogorov-Smirnov Test**

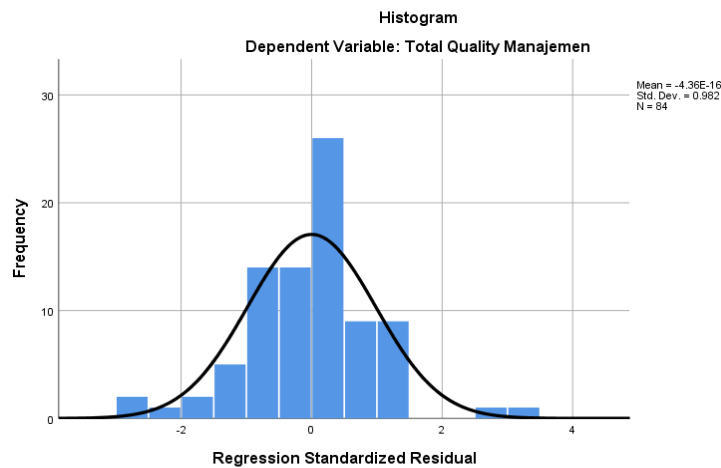
		Unstandardize d Residual	
N		84	
Normal Parameters, b	mean	.0000000	
	Std. Deviation	1.252553 35	
Most Differences	Extreme	Absolute	.074
		Positive	.074
		negative	-.063
Test Statistics		.074	
asympt. Sig. (2-tailed)		.200c,d	

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Information: \*p> 0.05.

Source: Research Results, 2022

The normality test in Table 3 uses the Kolmogorov-Smirnov method with a significance value of 0.200 with a significance level of > 0.05. The results of this test indicate that the normality test in this study is normally distributed. The normality test of this study can be loaded with histogram loaded in Figure 2:



Source: Research Results, 2022

Based on the histogram graph, the data has shown a normal curve that forms a perfect concave. It can be said to be normal if the line has formed a concave upward like the picture. The results of the multicollinearity test in the study are listed in Table 4

**Table 4.** Multicollinearity test results

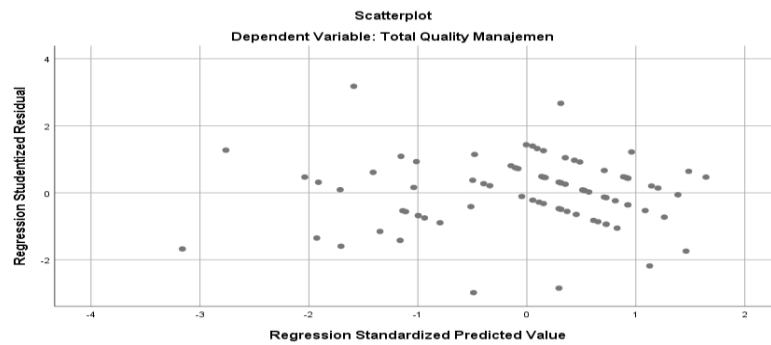
Model	Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
	B	Std. Error	Beta	Tolerance	VIF
1 (Constant)	1,763	1,537			
Emotional Intelligence	.270	.091	.311	.526	1,901
Intellectual Intelligence	.214	.092	.237	.560	1,784
Quality of Work Life	.292	.081	.329	.693	1,444

a. Dependent Variable: Employee Performance

Information: \*p < 0.05.

Source: Research Results, 2022

Table 4 shows that the variable Emotional Intelligence (X1) has a value of VIF < 10 (1,901 < 10) and a value of *tolerance* > 0.1 (0.526 > 0.1), Intelligence variable intellectual (X2) has a value of VIF < 10 (1,748 < 10) and a value of *tolerance* > 0.1 (0.560 > 0.1), and the variable Quality of Work Life (X3) has a value of VIF < 10 (1,444 < 10) and a value of *tolerance* > 0.1 (0.693 > 0.1) so it can be concluded that there is no multicollinearity. The results of heteroscedasticity testing in this study can be seen in the scatterplot graph in the image below:



Source: Research Results, 2022.

**Figure 2.** Chartscatterplot

It can be seen that the data spreads randomly around the Y axis and does not form a certain pattern, so this regression model is free from heteroscedasticity symptoms. The results of the research analysis by testing multiple linear analysis can be contained in Table 5:

**Table 5.** Results Multiple Linear Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
	B	Std. Error	Beta	Tolerance	VIF
1 (Constant)	1,763	1,537			
Emotional Intelligence	.270	.091	.311	.526	1,901
Intellectual Intelligence	.214	.092	.237	.560	1,784
Quality of Work Life	.292	.081	.329	.693	1.444

a. Dependent Variable: Employee Performance

Information: \*p< 0.05

Source: Research Results, 2022.

Based on this value, the following multiple linear regression equation was obtained:  $Y=1,763+0,270X_1+0,214X_2+0,292X_3$ . Table 5 explains that the B value on Emotional Intelligence (B1) is 0, 270, the value of the Intellectual variable (B2) is 0, 214 and the value of Quality of Work Life (B3) is 0,292 and the constant value (a) is 1,763. The description of the multiple linear regression equation shows that the variables of Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (X3) have a positive direction coefficient on Employee Performance (Y).

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), Intellectual Intelligence (X2), and Quality of Work Life (X3) partially on the dependent variable, namely Employee Performance (Y). The equation for determining the ttable value can be used as follows:  $df = nk-1 = 84-3-1 = 80$ . After being calculated using this equation, the ttable value is 1.6641. The results of the t test can be loaded in Table 6:



**Table 6.** Resultst test (Partial)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,763	1,537		1.147	.255
Emotional Intelligence	.270	.091	.311	2,971	.004
Intellectual Intelligence	.214	.092	.237	2.330	.022
Quality of Work Life	.292	.081	.329	3,603	.001

a. Dependent Variable: Employee Performance

Information: \* $p < 0.05$

Source: Research Results, 2022

Based on the table, it can be seen that the results of the regression analysis obtained a t-count value of  $2.971 > t$ -table 1.6641. This means that the Emotional Intelligence variable (X1) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.004 < 0.05$ , which means that the Emotional Intelligence variable (X1) has a significant effect on the Employee Performance variable (Y). Based on the results of the regression analysis, the t-count value is  $2.330 > t$  table 1.6641. This means that the Intellectual variable (X2) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.022 < 0.05$ , which means that the Intellectual Intelligence variable (X2) has a significant effect on the Employee Performance variable (Y). Furthermore, it can be seen that the results of the regression analysis obtained the t-count value of  $3.603 > t$  table 1, 6641 This means that the variable Quality of Work Life (X3) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.001 < 0.05$ , which means that the variable Quality of Work Life (X3) has a significant effect on the Employee Performance variable (Y).

The F test was conducted to test the independent variables, namely Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (X3) simultaneously having a significant relationship or not to the dependent variable, namely Employee Performance (Y). As for determining the value of Ftable, the following equation can be used:  $df = k; n - k = 4; 84 - 3 = 4; 81$ . After calculating using this equation,  $F_{table} = (4; 81)$ , the value of Ftable is 2.72. The results of the F test in this study can be contained in Table 7:

**Table 7.** F Test Results  
ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	151.342	3	50,447	30,993	.000b
	Residual	130,218	80	1,628		
	Total	281,560	83			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Quality of Work Life, Intellectual Intelligence, Emotional Intelligence

Information: \* $p < 0.05$

Source: Research Results, 2022.



Table 7 shows the Fcount value of  $30.993 > F_{table} 2.72$  with a significance value of  $0.000 < 0.05$ . From these results, it can be concluded that Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (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), Intellectual Intelligence (X2), and Quality of Work Life (X3) on the dependent variable, namely Employee Performance (Y). The results of the coefficient of determination test can be contained in Table 9:

**Table 9.** Coefficient of Determination Test Results

<b>Model Summary<sup>b</sup></b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.733a	.538	.520	1,276

a. Predictors: (Constant), Quality of Work Life, Intellectual, Emotional Intelligence

b. Dependent Variable: Employee Performance

Information: \* $p < 0.05$

Source: Research Results, 2022.

The value of R Square from the analysis of the coefficient of determination of 0.538 means that Employee Performance (Y) can be explained by the variables of Emotional Intelligence (X1), Intellectual Intelligence (X2), and Quality of Work Life (X3) of 53.8%, while the remaining 46.2 % can be explained by other variables not examined in this study.

## 4.2 Discussion

The results of the regression analysis obtained the t-count value of  $2.971 > t_{table} 1.6641$ . This means that the Emotional Intelligence variable (X1) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.004 < 0.05$ , which means that the Emotional Intelligence variable (X1) has a significant effect on the Employee Performance variable (Y). This result has previously been studied by Amilia and Purnama (2016) who stated that emotional intelligence has a positive and significant effect on the performance of PT. Indonesia Comnets Plus in Bandung.

Based on the results of the regression analysis, the t-count value of  $2.330 > t_{table} 1.6641$  means that the Intellectual Intelligence variable (X2) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.022 < 0.05$ , which means that the Intellectual variable (X2) has a significant effect on the Employee Performance variable (Y). Regarding this explanation, Sari and Finthariasari (2022) have previously researched that intellectual intelligence has a positive and significant effect on employee performance at PT. State Savings Bank Bengkulu Branch.

Furthermore, it can be seen that the results of the regression analysis obtained the t-count value of  $3.603 > t_{table} 1.6641$ . This means that the variable Quality of Work Life (X3) has a positive effect on the Employee Performance variable (Y). Then the significant value is  $0.001 < 0.05$ , which means that the variable Quality of Work Life (X3) has a significant effect on the Employee Performance variable (Y). This result has previously been explained by Irfani and Assyofa (2022) who described that the Quality of Work Life has a positive and significant effect on employee performance at PT Tiki Jalur Nugraha Ekakurir CSO Section of Bandung City.

The value of  $F_{count}$  is  $30.993 > F_{table} 2.72$  with a significance value of  $0.000 < 0.05$ . From these results, it can be concluded that Emotional Intelligence (X1), Intellectual (X2), and Quality of Work Life (X3) simultaneously have a positive and significant effect on Employee Performance (Y).

The value of R Square from the analysis of the coefficient of determination of 0.538 means that Employee Performance (Y) can be explained by the variables of Emotional Intelligence (X1), Intellectual (X2), and Quality of Work Life (X3) of 53.8%, while the remaining 46.2% can be explained by other variables not examined in this study.

## V. Conclusion

Based on the results of previous studies and discussions, this study concluded that partially Emotional Intelligence has a positive and significant effect on the Performance of the Labuhanbatu Regency Transportation Service Employees, Intellectual Intelligence has a positive and significant impact on the Labuhanbatu Regency Transportation Service Employees' Performance, Quality of Work Life has a positive and significant impact on Performance of the Transportation Service Officer of Labuhan Batu Regency. Simultaneously, this study can be concluded that Emotional Intelligence, Intellectual Intelligence and Quality of Work Life simultaneously have a positive and significant effect on the Performance of the Labuhanbatu Regency Transportation Service Employees.

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