

DO REALLY EMOTIONAL QUOTIENT AND SPIRITUAL QUOTIENT AFFECT ON EMPLOYEE PERFORMANCE?

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Abstract

The main purpose of this study is to examine the effect of emotional quotient on work performance, and the effect of spiritual quotient on work performance at BPMPPT of Jambi City. Using 68 employees as respondent, the data were collected by distributing questionnaire and analyzed by using partial least squares path modeling (PLS-SEM). The results of the analysis show that overall emotional intelligence and spiritual intelligence employee BPMPPT Jambi city is at a high level of quotient. While employee performance BPMPPT Jambi city is at a level of performance was enough. The statistical analysis shows that partially and simultantly emotional quotient and spiritual quotient has significant and positive effect on employee performance.

Keywords: *Emotional Quotient, Spiritual Quotient, Performance.*

Introduction

Human resources are the determinants of organizational success, because as well as any other organizational resources, organizational goals will not work without having qualified human resources (Darmawati, 2010). By the existence of quality human resources, it will enable the smooth implementation of organizational activities and enable to improve employee performance. Nowadays, studies have been done on performance issues, often just looking at the effect of performance on individual factors and organizational factors such as, motivation, ability, organizational commitment, job satisfaction, leadership and other factors sourced from the organization, outside the organization and individual employees. Nevertheless, it is still rare to find a study that correlates performance problems with psychological factors of the employees themselves such as emotional intelligence and spiritual intelligence. Whereas the existence of emotional quotient and spiritual quotient has an important part in improving employee performance.

Emotional quotient is a critical factor that deserves priority for all employees, namely; self-motivating ability, overcoming frustration, controlling the urge of heart, setting mood, empathy, and ability to cooperate. But emotional quotient often does not get a reasonable portion as a performance predictor, even tends to be marginalized. Likewise with spiritual quotient allows individuals to better interpret the broad and real life or work. By bringing the meaning of spirituality to every action, then the individual will be more driven to show optimal performance. Seeing the importance of the existence of emotional intelligence and spiritual intelligence in improving the performance of employees and remembering the lack of previous studies that examine emotional intelligence and spiritual intelligence on employee performance, making the authors interested in doing further research on it.

The existence of emotional quotient that has an important part in improving the performance of employees, is also reinforced by the opinion of Nurhidayati (2013) which reveals that, today employee performance is not only seen from the perfect work ability, but also the ability to master and manage yourself and the ability to build relationships with other people. Ability by Goleman called Emotional Intelligence or emotional intelligence. Similarly, Goleman (2003) says that emotional intelligence accounts for 80% of one's determinants of success, while another 20% is determined by IQ (Intelligence Quotient). In line with that Agustian (2001) explained that based on research and experience in advancing the company, the existence of emotional intelligence and good spiritual intelligence will make an employee has a better performance. At this moment, people are beginning to realize that not only intellectual excellence is needed to achieve success but also a kind of other skill to be at the forefront. In the old paradigm, the assumption that intellectual intelligence as the only benchmark of

Method

The population in this study is all employees in BPMPPT Jambi City, which amounted to 68 people consist of 31 people are civil servants and 37 people are non civil servants. According to Arikunto (2006) if

the subject of research is less than 150, better taken all of them into a population study. Meanwhile, if the number of subjects is large then it can be taken 10-15% or 20-25% or more. Referring to the opinion, this study all members of the population into a sample of research namely as 68 people.

Likert scale is used to measure attitudes, opinions, and perceptions of respondents who are anchored 5 points. Alternative answer begins with a score of 1 which means strongly disagree and score 5 which means strongly agree. The data were analyzed using Partial Least Square (PLS), which is a powerful analytical method because it can be applied to any data scale, does not require many assumptions and the sample size should not be large (Jaya, 2008). PLS can also be used to build relationships that have no theoretical basis or for testing propositions, and are used for structural modeling with reflective or formative indicators. Data analysis in this research is assisted by Smart PLS 3.0 software.

Results

Measurement Model Testing

Convergent Validity, Discriminant Validity, & Construct Reliability and Validity

Measurement convergent validity & discriminate validity reflective indicator that is based on the value of cross loading. Based on the results of factor loading analysis found that emotional intelligence and performance variables have convergence validity values above 0.6 for each indicator, but for spiritual intelligence variables there are 2 indicators whose value is <0.6 i.e. indicators to 10 and 11, with value each factor of 0.408 and 0.419. Factor whose value <0.6 is then discarded so that the remaining factor is 0.6.

Furthermore, to assess discriminate validity is to see the square root of average variance extracted (AVE) value of each construct. If the AVE value of each construct is greater than 0.50, then it is said that the construct has a good discriminate validity value. AVE values for each construct can be seen in Table 1. Below:

Table 1. AVE Value on Each Construct (Research Variable)

No.	Konstruk	AVE
1	Performance (Y)	0,508
2	Emotional Quotient (X1)	0,527
3	Spiritual Quotient (X2)	0,511

Lastly, the internal consistency reliability test is measured by two criteria, namely composite reliability and cronbach alpha from the indicator block that measures the variables. The construct is valid if the value of composite reliability and cronbach alpha is above 0.70 (Ghozali and Latan, 2015) as presented in table 2 and table 3 below:

Table 2. Composite Reliability Measurement Results

	<i>Composite Reliability</i>
Employee Performance	0,930
Emotional Quotient	0,949
Spiritual Quotient	0,948

**Tabel 3.
Cronbach Alpha Measurement Results**

	<i>Cronbachs Alpha</i>
Employee Performance	0,918
Emotional Quotient	0,943
Spiritual Quotient	0,941

Structural Model Analysis Results (Hypothesis Testing)

Based on the results of inner model test (Structural Model) to examine the relationship between variables and simultaneously test the hypothesis using SmartPLS 3.0 obtained as the following figure:

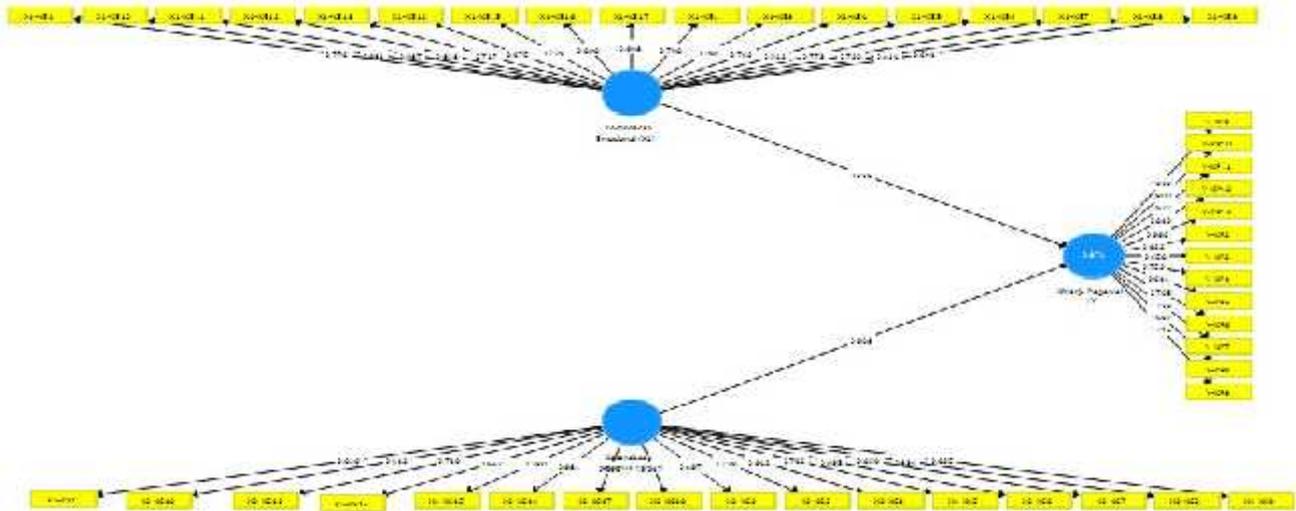


Fig 1. Results of Structural Measurement Model (Path Analysis)

The coefficient values at the output of Path Coefficient are used to see the relationship model between the variables, and the statistic and P values of Values are used to see the significance of each independent variable to the dependent variable, as described in the following table:

Table 4. Result of Path Coefficient Analysis

		Original Sample	Sample Mean	Standard Error	t Statistic	P Value
Emotional Quotient	Performance	0,338	0,351	0,131	2,577	0,010
Spritual Quotient	Performance	0,608	0,599	0,129	4,699	0,000

Sumber: Hasil olah data SmartPLS 3.0

Based on the data in Table 5. Partial influence test between emotional intelligence on employee performance BPMPTT Jambi resulted in parameter coefficient of 0.338 and t statistic value of 2.577 (> 1.668) with significance level (p-value) = 0.010 (<0.05). These results show that the partial influence of emotional intelligence on employee performance is positive and significant, then H1 accepted which means that emotional intelligence partially affect the performance of employees BPMPTT Jambi City. Partial influence test between spiritual intelligence to employee performance of BPMPTT Jambi resulted in parameter coefficient 0,608 and statistic value t equal 4,699 (> 1,668) with significance level (p-value) = 0,000 (<0, 05).

The result shows that the partial influence of spiritual intelligence on employee performance is positive and significant, H2 is accepted which means that spiritual intelligence partially influence to employee performance of BPMPTT Jambi.

The values of coefficients on the R-Square output to see the significance of the effect of emotional intelligence variable and spiritual intelligence simultaneously on employee performance variables, as presented in the following table:

Table 5. The result of R-Square Analysis

	Original Sample	Sample Mean	Standard Error	t Statistic	P Value
Emotional Quotient and Spritual Quotient Performance	0,871	0,878	0,024	35,600	0,000

Examination of influence of emotional quotient and spiritual quotient simultaneously to employee performance of BPMPTT Kota Jambi that is yielded parameter coefficient 0,871 and statistic value t equal to 35,600 (> 1,668) with level of significance (p-value) = 0,000 (<0,05). These results show that the simultaneous influence between emotional quotient and spiritual quotient on employee performance is positive and significant, then H3 accepted, which means that emotional quotient and spiritual quotient affect simultaneously over the performance of employees BPMPTT Jambi City.

Discussions

Partial influence between emotional intelligence on employee performance in BPMPT Jambi City

The results showed that partially emotional quotient significantly affects employee performance in BPMPT Jambi city. This means that between the emotional intelligence that is reflected by all measurement indicators in each dimension of quotient; (1) self-awareness, (2) self-management, (3) self-motivation, (4) empathy (empathy), and (5) social relationship management skills positive and significant impact on employee performance reflected by all measurement indicators in each performance dimension; (1) quality of work, (2) quantity of work, (3) initiative, (4) cooperation, (5) dependability, and (6) knowledge (job knowledge). The results of this study proves that emotional quotient is one factor that affects the performance of a person in an organization, as the opinion addressed by Widagdo (2001) that someone with emotional quotient is well developed, predicted to be successful in his life and work because it is able to master the habit thinking that drives productivity. Referring to that opinion, if the better one's emotional quotient, the greater the impulse to think and act positively and productively, and of course will give good quality performance results as well.

In his article, Sarwono (2009) says that many experts began to examine the emotional factors, which resulted in the finding that emotions are very influential on performance. A person, who is emotional, will not be able to think well, no matter how high their IQ. Employees with good emotional intelligence have personal and social abilities such as empathy, self-discipline, and initiative that will result in better performance than employees with lower emotional quotient. In addition Estining Widyastini (2003) also specifies that organizational leaders need high emotional quotient as they represent organizations, and interact with many people both within and outside the organization and play an important role in shaping the morale and discipline of their employees. High-empathy leaders will be able to understand the needs of their employees and can provide constructive feedback. A fundamental value developed by displaying emotional quotient in the world of work is its implications for the conduct of training, noting that emotional quotient plays an active role in one's success in working.

Partial influence between spiritual intelligence on employee performance in BPMPT Jambi City

The results showed that partially spiritual intelligence significantly affects employee performance in BPMPT Jambi City. This result explains that between spiritual intelligence is reflected by all measurement indicators in each dimension of intelligence; (1) awareness, (2) spontaneity, (3) holism, (4) caring, (5) diversity, (6) asking "why", (7) taking advantage of misfortune, (8) humility, 9) calling, positive and significant effect on employee performance that is reflected by all measurement indicators on each dimension of intelligence; (1) quality of work, (2) quantity of work, (3) initiative, (4) cooperation, (5) dependability, and (6) knowledge (job knowledge). The results of this study prove that spiritual quotient is one of the factors that affect the performance of a person; especially the success in achieving the goal or mission work, as the opinion raised by Marshall (2007) that spiritual quotient also plays a big role on one's success in work.

An employee who gets happiness in work will work better. This is in accordance with the results of SWA magazine survey (March 2007) which shows that the application of spiritual values within the company is able to increase productivity. On the other hand, Oxford University's research shows that spirituality develops because of human crisis of meaning, so the presence of the organization should meaning whether the organization's purpose is. The meaning that appears in an organization will make everyone who works in it more able to develop themselves. The result shows they can also work better. Idrus (2002) also asserted that the ability of spiritual quotient in boosting the quality of one's performance, because of this aspect of quotient allows one to think creatively, far-sighted, make or even change the rules, which makes the person can work better. Briefly spiritual intelligence is able to integrate the other two previously mentioned capabilities of IQ and EQ.

Simultaneous effect between emotional quotient and spiritual quotient on employee performance in BPMPT Jambi City

The results showed that simultaneously emotional quotient and spiritual quotient have a positive and significant effect on employee performance in BPMPT Jambi City. This is because of EQ and SQ that exist in a person then an employee will easily bring up positive emotions to achieve goals, increase creativity and skills in making decisions and can change the suffering into the spirit (motivation). Such an attitude can certainly lead to the behavior of individuals who voluntarily perform physical or mental jobs outside the job responsibilities for the sake of mutual effectiveness, so that service performance can be done optimally in serving the needs of society. The results of this study are also in accordance with the results of research conducted by Handayani, et al (2014) and Paisal and Anggraini (2010), where from both studies stated that simultaneously emotional quotient and spiritual quotient have a positive and significant effect on employee performance.

An employee who has sufficient spiritual quotient will be able to synergize the two other their elements of quotient, so that any work they do will be more meaningful. The meaning that appears in an organization will make everyone who works in it more able to develop themselves. The result they can also

work better too. So it can be concluded that an employee who has a good spiritual quotient, and able to synergize all their components of quotient, then the performance they will achieve will be better too.

According to Zohar and Marshall (2000: 3) spiritual quotient (SQ) is the foundation necessary for effective IQ and EQ functioning. Even according to SQ is the highest human quotient. In addition, spiritual intelligence can make human beings as a complete being intellectually, emotionally and spiritually. From these statements, clearly SQ alone cannot solve the problem, because it takes balance also from emotional quotient. So should the EQ and SQ in each person be able to proportionally synergize, resulting in a balanced body-soul power. From the statement, we can see an ESQ model which is a balance of Body (Physical), Mind (Psychic) and Soul (Spiritual). By merging or synergizing between the world's interests (EQ) and spiritual interests (SQ), namely ESQ, the result is happiness and peace in one's soul and the creation of an unlimited high work ethic.

Conclusions

Research conducted shows that overall emotional quotient and spiritual quotient of employees in BPMPT Jambi City is at a high level of quotient. While the performance of employees BPMPT Jambi City is at a level of performance is. Emotional quotient has a positive and significant effect on employee performance. Spiritual quotient has a positive and significant effect on employee performance.

Simultaneously emotional quotient and spiritual quotient have a positive and significant effect on employee performance. For further research can try other sub variables that it can reflect the latent variables, especially spiritual quotient variables namely; honesty, openness, self-knowledge, focus on contribution, and non-dogmatic spiritual influences on employee performance.

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