



# Impact Analysis on Performance With Emotional Intelligence, Intellectual Intelligence, and Spiritual Intelligence (Case study on medical and unmedical performance at telogorejo hospital)

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## Abstract

This research aims to analyze and test intellectual intelligence, emotional intelligence, and spiritual intelligence on heart specialists' performance at Telogorejo Hospital. The qualitative approach was used with 51 people as primary data. Surveys as data collection are used by providing questionnaires that must be filled out by respondents. In this research, data has been analyzed through reliability tests, classical assumption tests, validity tests, and T-Test to prove research hypotheses with a software namely measured using the statistical package for the social sciences (SPSS) 16.0 tool. The result shows that the T-Test for heart specialists at the intellectual intelligence does not impact in negative -0,92 with a significance 0,927 toward performance. It aligns with emotional intelligence with -0,691 with a significance 0,493. In contrast with them, the spiritual intelligence effect is positive with 2,941 significance 0,005 in performance from heart specialist Telogorejo Hospital

## Key word :

intellectuals intelligence;  
emotional intelligencel;  
spiritual intelligence;  
employee performance

## INTRODUCTION

The globalization era brings sharp competition in all sectors such as the health sector. The hospital as the one of health sectors is an agency that if the hospital is not able to improve the quality of service, they will lose their customers and vice versa. Then, if the hospital improves its quality of service, hospitals also get a lot of customers.

In general, hospital patients complain about the lack of maximum services provided by the hospital, administration problems, hospitality from employees, how to manage their emotions, and employee awareness. However, Hospital management must continue to improve the performance of its employees to increase patient satisfaction.

Many factors affect the performance of nurses at work. However, in this study, it will only focus on the performance of nurses through internal or individual factors of the employee. The internal factor is the ability of the individual where the ability is determined by the intelligence obtained. Mangkunegara argues that there are several bits of intelligence in humans, including emotional intelligence, intellectual intelligence, and spiritual intelligence. These factors affect the performance of employees in carrying out their respective duties and obligations. So that employee performance can be known whether it is getting worse or improving.

Sarwono said that many experts started researching emotional intelligence, where it was found that emotional intelligence was very influential on performance. A person will not be able to think properly when he is emotional. Conversely, someone who can control and manage emotions well will also be successful in acting and thinking in their performance. In addition, another intelligence that plays an important role is spiritual intelligence. Where spiritual intelligence allows a person to think further, think creatively, make decisions and solve existing problems,

According to Marshal and Zohar, spiritual intelligence (SQ) is intelligence to face and solve value problems, namely intelligence to place our lives and behaviors, and attitudes in a wider meaning and context. Spiritual intelligence is also used as a means of someone's life that is more meaningful than others. SQ becomes the foundation needed to function EQ and IQ efficiently. Trihandini's research found that spiritual intelligence influences employee performance. However,

there are several facts that emotional intelligence and spiritual intelligence do not affect performance. Gordon's research found that the best way to improve the performance of employees is with cognitive abilities and analytical skills in this case their intellectual intelligence.

Work performance is a result of work that has been achieved by a worker obtained from his performance at work. The high and low of an employee's work performance are obtained through a fairly long process. Several factors influence work performance, namely the desire and ability of a person to work, as well as the level of work motivation he has. According to Soeprihanto (2009: 7), work performance is the result of a person's work for a certain period, where when a work performance does not meet the predetermined requirements, the leader decides the consequence. Conversely, if they have a great performance, the leader will appraise them with rewards.

Spencer and Blanchard (1982: 100) state that performance appraisal is an organizational process for evaluating work performance. Supervisors, leaders, and management as well as employees can evaluate continuously. Evaluation can be done by referring to the work performance achieved in the previous period to know the achievements that have been obtained in the current period. It aligns with the problem of career development, where the employees will determine by the number of awards achieved to work performance. In fact, without work performance, it is difficult for employees to be proposed by the leadership for promotions and so on (Muis, 2009).

Health services by hospitals are the main focus of the community as hospital patients. Human resources who have high integrity, excellent and supportive infrastructure, and also managerial leadership can improve the quality of services. Human resources whose performance is most visible and highlighted are nurses. Where the nursing workforce is the main element in the health service system. It can be seen by the frequency of interaction, a nurse is the most to interact with hospital patients, either inpatient or patient.

Therefore, in this study, several problem statements were taken based on the background. They are:

1. Is there a relationship between the impact of intellectual intelligence (IQ) on the performance of cardiac specialist employees at SMC Telogorejo Hospital?
2. Is there a relationship between emotional intelligence (EQ) and the performance of cardiac specialists at SMC Telogorejo Hospital?
3. Is there a relationship between the impact of spiritual intelligence (SQ) on the performance of cardiac specialist employees at SMC Telogorejo Hospital?

## METHODS

In this study, research begins with the survey method which is the primary data collection method with written and oral questions. In this method, it is necessary to have a relationship or interaction between the researcher and the respondent as the subject in the study which aims to obtain data that can be retrieved (Indriantoro and Supomo, 1999). Furthermore, this research uses questionnaires as the collection data, where the questionnaire has been arranged in a rapid and structured manner and will be filled in by the respondent. Questionnaires were distributed to each person and prospective respondents and seeing whether the prospective respondents met the requirements. The next step is to ask whether or not prospective respondents who have met the requirements fill out the questionnaire that has been prepared. These steps are quite important to carry out because this research wants the data taken from the questionnaire to be valid data and not manipulated at all and the respondents also fill it with sincerity without any coercion from any party.

Next, in conducting data analysis, the methods used in this research are qualitative data analysis methods and quantitative data analysis methods. Quantitative analysis is carried out if the data used is related to statistical or mathematical calculations (Supardi, 2005). Meanwhile, qualitative data analysis is an analysis of data that is quantitative or in the form of a case so that only a few cannot be arranged in a classification.

The data analysis method is carried out with SPSS programs or tools using the multiple-reference method. This study also uses multiple linear regression analysis to determine the impact of X1 or intellectual intelligence, X2 or emotional intelligence, X3 or spiritual intelligence, and (Y) which indicates employee performance or nurse performance. The regression calculations used in this study are as follows:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e$$

## RESULTS AND DISCUSSION

In this chapter, the author provides an overview of the subject in this study. It also presents the analysis of data and hypotheses from the results. Multiple regression analysis techniques were

calculated using SPSS to test the hypothesis that aims to see the impact between independent variables. To see the impact, the reliability test, validity test, and classical assumption test was carried out in the first step. Thus, the validity and consistency of the indicators in this study can be seen from the reliability test and validity test, while to see whether or not there is an impact on the relationship between independent variables, can be seen from the classical assumption test. The table below represents the characteristics of the respondents in this study which are grouped by gender

Table 1 Characteristics based on gender

No	Gender	Frequency	Percentage
1	Male	10	20%
2	Female	41	80%
TOTAL		51	100%

Table 2 Characteristics based on their position

No	Gender	Frequency	Percentage
1	Medic (Nurse)	41	80%
2	Non Medic (Engineer)	10	20%
Total		51	100%

Variable X1 or intellectual intelligence is measured by three indicators with six questions. Based on the answers to the questionnaire from 51 medical and non-medical employees of SMC Telogorejo Hospital, the intellectual intelligence variables in this study are as follows:

Table 3 Distribution of Respondents' Answers for the Intellectual Intelligence variable (X1)

Question	Answered					Mean
	SS	S	R	TS	STS	
X1.1	11	36	4	-	-	4.14
X1.2	24	27	-	-	-	4.47
X1.3	13	29	7	-	-	4.08

Based on the table above, it can be concluded that most of the respondents gave responses in the form of agreeing and strongly agreeing to questions about intellectual intelligence.

Description of emotional intelligence variable, emotional intelligence variable in this study was calculated using 10 questions with five indicators. From the answers obtained in the questionnaire where from 51 medical and non-medical employees of SMC Telogorejo Hospital, an explanation of emotional intelligence in this study is shown in the table below:

Tables 4 Distribution of Respondents' Answers for the Emotional Intelligence variable (X1)

QUESTION	ANSWERED					Mean
	SS	S	R	TS	STS	
X2.1	7	36	6	2	-	3.94
X2.2	9	31	11	-	-	3.96
X2.3	18	25	8	-	-	4.20
X2.4	14	34	3	-	-	4.22
X2.5	15	30	6	-	-	4.18

From table 2 above, it can be concluded that more than half of the respondents gave strongly

agree and agree to respond to the statement given regarding emotional intelligence.

However, X3 as spiritual intelligence was measured with 10 questions and five indicators inside it. Based on the answers to the questionnaire from 51 non-medical employees and medical staff of SMC Telogorejo Hospital, the explanation of spiritual intelligence in this study is as follows:

Table 5 Distribution of Respondents' Answers for the Spiritual Intelligence variable (X1)

QUESTION	ANSWERED					MEAN
	SS	S	R	TS	STS	
X3.1	27	24	-	-	-	4.53
X3.2	6	25	15	5	-	3.63
X3.3	11	20	20	-	-	3.82
X3.4	22	21	8	-	-	4.27
X3.5	25	24	2	-	-	4.45

Based on the table above, it can be concluded that more than half of the respondents gave strongly agree and agree with a response to the statement about the spiritual intelligence variable.

An explanation related to employee performance or (Y), which is measured using 10 questions with five indicators. Based on the answers to the questionnaire from 51 respondents of non-medical and medical employees of SMC Telogorejo Hospital, the explanation of information regarding employee performance variables in this study is as follows:

Table 6 Distribution of respondents' answers on employee performance variables (Y)

QUESTION	ANSWERED					MEAN
	SS	S	R	TS	STS	
Y1	15	32	4	-	-	4.22
Y2	15	21	11	2	2	3.88
Y3	22	26	3	-	-	4.37
Y4	15	17	5	13	1	3.63
Y5	19	27	1	4	-	4.20

Based on the table above, it is known that most of the respondents agreed and strongly agreed with the statement regarding employee performance variables.

A validity test is used to measure the validity of a questionnaire. A questionnaire categorizes to be valid if the questions on the questionnaire can reveal something that will be measured (Ghozali, 2005). The tabulated data of research results from the analysis of the questionnaire used in the study were tested for validity before further analysis was carried out. It aims to remove items or indicators in the instrument that are not valid because they cannot measure respondents. The results of the validity test of each variable can be described as follows:

Table 7 Validity test of intellectual intelligence

No	r Count	r table	Description
1	0,631	0,232	Valid
2	0,806	0,232	Valid
3	0,710	0,232	Valid

Based on the table above, it is known that rcount > rtable, namely for N = 51 with a significant level of 5% is 0.232 and of the 6 statement items all have rcount greater than rtable.

Thus it can be concluded that all items in the intellectual intelligence variable used in this study are declared valid. So that all statements in the intellectual intelligence variable can be used in data collection.

Test the validity of the emotional intelligence variable, based on the results of the validity test using SPSS 16, the data on the validity test results of emotional intelligence can be obtained as

follows:

*Table 8 Validity Test Emotional Intelligence*

<b>N</b>	<b>r</b>	<b>r table</b>	<b>Descript</b>
<b>o</b>	<b>count</b>		<b>ion</b>
1	0,72	0,232	Valid
2	0,75	0,232	Valid
3	0,76	0,232	Valid
4	0,53	0,232	Valid
5	0,69	0,232	Valid

Thus it can be concluded that all items in the intellectual intelligence variable used in this study are declared valid. So that all statements in the intellectual intelligence variable can be used in data collection.

Test the validity of the emotional intelligence variable, based on the results of the validity test using SPSS 16, the data on the validity test results of emotional intelligence can be obtained as follows:

*Table 9 Validity Test*

*spiritual Intelligence*

<b>No</b>	<b>r count</b>	<b>r table</b>	<b>Descript</b>
			<b>ion</b>
1	0,736	0,232	Valid
2	0,666	0,232	Valid
3	0,372	0,232	Valid
4	0,125	0,232	Valid
5	0,543	0,232	Valid

Based on the table above, It is known that  $r_{count} > r_{table}$ , namely for  $N = 51$  with a significant level of 5% is 0.232 and of the 10 statement items all have  $r_{count}$  greater than  $r_{table}$ . Thus, it can be concluded that all items in the emotional intelligence variable used in this study are valid. So that all statements in emotional intelligence variables can be used in data collection.

Validity test of the employee performance variable. Based on the results of the validity test using SPSS 16, the data from the validity test results on the employee performance can be obtained as follows:

*Tabel 10 Validity test of employe*

<b>No.</b>	<b>r count</b>	<b>r table</b>	<b>Description</b>
1	0,535	0,232	Valid
2	0,491	0,232	Valid
3	0,701	0,232	Valid
4	0,694	0,232	Valid
5	0,604	0,232	Valid

Based on the table above, it is known that  $r_{count} > r_{table}$ , namely for  $N = 51$  with a significant level of 5% is 0.232 and of the 10 statement items all have  $r_{count}$  greater than  $r_{table}$ . Thus it can be concluded that all items in the employee performance variable used in this study are declared valid. So that all statements in employee performance variables can be used in data collection other than  $r_{count}$  number 4.

A reliability test is a tool to measure a questionnaire which is an indicator of a variable or constructs. A questionnaire is said to be reliable or reliable if a person's answer to a statement is consistent or stable from time to time (Ghozali, 2011). Reliability refers to the level of reliability (trustworthiness) of an indicator used in research. Calculation of the value of the reliability coefficient for the instrument used can be obtained as follows:

Tabel 11  
test

Reliability

Variabel	Cronbach's Alpha	Description
Intellectual Intelligence	0,779	Reliable
Emotional Intelligence	0,777	Reliable
Spiritual Intelligence	0,728	Reliable
Performance from employee	0,585	Reliable

Based on the results obtained from the reliability test of the research instrument above, the reliability coefficient value of intellectual intelligence is 0.779, the emotional intelligence variable is 0.777, the spiritual intelligence variable is 0.728, and the employee performance, a variable is 0.585. Thus, the author concludes that the research instrument variables of intellectual intelligence, emotional intelligence, and spiritual intelligence are declared reliable  $> 0.6$  while the employee performance variable is not close.

Intellectual intelligence is an obligation that must be owned by professional which have tasks because the task requires high analytical power and rational thinking processes in solving problems that may be encountered in every assignment. Thus, the result showing if the achievement has a high level of intellectual ability, then the performance they will achieve is better. H1: Partial test results for the intellectual intelligence variable obtained t count = -0.92 with a significance value of  $0.000 > 0.927$ , while the t table value is obtained with  $(df = n - k = 51 - 3) = 48$  is 1.675 then  $H_a$  is rejected and  $H_o$  is accepted. This shows that partially H1 states that there is no significant influence of intellectual intelligence on employee performance.

The influence of emotional intelligence on employee performance, if an achievement can solve problems in the world of work with stable emotions it will produce a better performance as well. In other words, when the Emotional condition of achievement is better, they will better in performance. H2: The results of the partial test for the emotional intelligence variable obtained t count = -0.691 with a significance value of  $0.000 > 0.493$ , while the t table value was obtained with  $(df = n - k = 51 - 3) = 48$  is 1.675 then  $H_a$  is rejected and  $H_o$  accepted. This shows that partially H1 states that there is no significant influence of intellectual intelligence on employee performance.

The influence of spiritual intelligence on employee performance, someone who has adequate spiritual intelligence will be able to synergize the other two elements of intelligence, Thus, every work they do will be more meaningful. The value inside the organization will create a competitive environment to develop themselves. Then they can also perform better too. So it can be concluded that an achiever who has good spiritual intelligence and can synergize all the components of his intelligence, effect on their performance and achievement will be even better. H3: Partial test results for the spiritual intelligence variable obtained t count = 2,941 with a significance value of  $0.000 < 0.005$ , while the t table value is obtained with  $(df = n - k = 51 - 3) = 48$  is 1.675 then  $H_o$  is rejected and  $H_a$  is accepted. This shows that partially  $H_a$  which states that there is a significant positive influence of spiritual intelligence on employee performance.

## CONCLUSION

Based on the research, the writer can draw several conclusions. The conclusions of this study are:

1. Variable Emotional Intelligence on Employee Performance does not have a negative influence on the Emotional Intelligence factor and significance on Employee Performance. It means when they have Emotional Intelligence better, they will have great employee performance. Then, the more mature Emotional Intelligence can become a guideline, then each work program/activity in one-year Employee Performance will run well too, so the Employee Performance target can be achieved at SMC Telogorejo Hospital.
2. Variable Intellectual Intelligence on Employee Performance does not have a negative influence and significance of Intellectual Intelligence factor, on Employee Performance. It means when the Intellectual Intelligence grows better, the employee performance will increase better than before. This means that the more mature Intellectual Intelligence can be a guideline, then each work program/activity in one-year Employee Performance will run well too then the Employee Performance target can be achieved at SMC Telogorejo Hospital.

3. **Spiritual Intelligence Variable on Employee Performance** there is a significant positive influence of the Spiritual Intelligence factor on Employee Performance. This means that the better the Spiritual Intelligence, the better the level of employee performance. This means that the more mature Spiritual Intelligence can become a guideline, then each work program/activity in one-year Employee Performance will run well too so that the Employee Performance target can be achieved at SMC Telogorejo Hospital.

Then, the suggestions that can be taken from this research are:

1. **Intellectual Intelligence Variables on Employee Performance** It is recommended for the performance of medical and non-medical employees of SMC Telogorejo Hospital to always maximize the performance of employees who are carried out and seek to improve the competence of employees' performance by referring to the principles of international public sector performance so that employee performance continues to experience enhancement.
2. **Emotional Intelligence Variables on Employee Performance.** Furthermore, it is recommended to the performance of employees, especially SMC Telogorejo Hospital to improve quality and discipline policies towards organizational goals following the performance characteristics of the international public sector which requires a commitment to managing achievements, accreditation, and CRS programs.
3. **Spiritual Intelligence Variables on Employee Performance.** This study only tested three independent variables, namely Intellectual Intelligence, Emotional Intelligence, and Spiritual Intelligence, it is recommended for further researchers to examine other variables.

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