

## EFFECT OF INTELLECTUAL INTELLIGENCE, EMOTIONAL INTELLIGENCE AND SPIRITUAL INTELLIGENCE TO PERFORMANCE CIVIL SERVANTS LANGUAGE CENTER EASTJAVA

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**Abstract:** *The purpose of this study is to investigate and examine the effect of intelligence quotient (IQ) on the performance of the Civil Service Institute Language East Java province, to know and test the effect of emotional intelligence (EQ) on the performance of the Civil Service Institute Language East Java province, to know and test the effect of intelligence spiritual (SQ) on the performance of the Civil Service Institute Language East Java Province., know and test between intelligence quotient (IQ), emotional intelligence (EQ) and spiritual intelligence (SQ) where a stronger influence on the performance of the Civil Service Institute Language Province East Java.*

*The approach in this experiment is quantitative, and the study population was all civil servants Language Center of East Java province as many as 40 people using all employees saturated sample is used as a sample of 40 people. Collecting data using questionnaires, as well as data analysis techniques using multiple linear regression.*

*These results indicate that 1) the intellectual have a significant effect on the performance of the Civil Service Language Center of East Java Province evidenced by t count of 3,018 with sig. 0.005. 2) emotional intelligence have a significant effect on the performance of the Civil Service Language Center of East Java Province evidenced by t count of -2.826 with sig. amounted to 0,008. 3) Spiritual intelligence has a significant influence on the performance of the Civil Service Language Center of East Java Province evidenced by t count of 2.689 with sig. amounted to 0,011. 4) intelligence quotient (IQ) has a stronger effect between emotional intelligence (EQ) and spiritual intelligence (SQ) on the performance of the Civil Service Language Centre East Java province is evidenced by the values in the column top Standardized Beta Coefficient 0.453.*

**Key words:** *Intellectual intelligence, Intelligence Emotional, Spiritual Intelligence, Performance*

### INTRODUCTION

Achievement is a multi-dimensional problem that refers to the physical, social, cognitive employees, emotional, and spiritual growth. Intelligence construct one of the most important factors in determining the achievements as measured by

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intelligence tests (Dehshiri, 2008). Many researchers and authors have concentrated on the effects of cognitive intelligence capabilities in performance for decades. After some time, it was cleared that although intelligence quotient can predict performance and personal achievement Professional significantly, although there were some problems imprecise (Salovey and Mayer, 2000), from some people who have a score of intelligence quotient is high, but they have a life not good and lose their potency achievement because the wrong thinking, behavior, and transmission. Another level of intelligence is a proper part in the balance of achievement (Emmons, 2001). Wiggles Worth (2004), which introduced four types of intelligence as physical, cognitive, emotional, and spiritual intelligence is based on the growth of their orders in the form of a pyramid.

Based on several studies that have been conducted, Hiein (2007) believe that emotional intelligence evaluating individuals in terms of emotional problems so that he / she has the awareness of his / her emotions and senses and know how to control and regulate them.

RA Febiola Meinaryati Trihandini (2005) of the program Master of Management University of Diponegoro in his thesis that the research results obtained by the coefficient of determination (adjusted R<sup>2</sup>) of 0.555 informs that variations in the employee's performance can be explained by the three independent variables in this study the intellectual, emotional intelligence, and spiritual intelligence of 55.5% and the rest, ie 44.5%, explained by other factors beyond the multiple linear regression model, and the partial effect of the t-test each variable indicates that intellectual worth 4.851 then emotional intelligence worth 3.134 and 3.408 valuable spiritual intelligence so that all three have an influence on employee performance, the results of the highest beta value koefisien intellectual with 0.446 value, it indicates that the dominant intellectual influence than the two other intelligence.

Claudia Anggelika Wijaya (2014) of Petra Christian University, The results of the study showed that the intellectual, emotional intelligence, and intelligence spiritrual significant effect on the performance of the employee, as well as the factors that influence most dominant intelligence is spiritual intelligence.

Triana Fitriastuti (2013) from the University Mulawarman shows that emotional intelligence, organizational commitment and OCB significant effect on employee performance. This study showed that employees who have high emotional intelligence will work better in accordance with the standards of the organization and will ultimately achieve better performance. It would also require employees with high commitment to demonstrate optimal performance, so as to contribute to the organization. While employees who behave OCB indirectly affect the achievement of organizational goals, because the behavior indicated OCB employee will contribute to improve employee performance. When people tried to find the

meaning of the problem, their spiritual intelligence kemudin ask themselves whether this is all there is? This is a question that is of a period of children and individuals trying to figure out the answer (Wiggles worth, 2004). Spiritual intelligence beyond the physical and cognitive relationship with the surrounding environment and enters the realm of intuitive and transcendent from the perspective of the individual to life. This perspective includes all phenomena and experience of individuals who are affected by the overall perspective (Zohra and Marshall, 2000). Amram (2007) believe that the spiritual intelligence includes meaningful sense and has a mission in life, have a sense in the sanctity of life, transcendental understanding of materials, and believe a better world.

Human resources in government institutions, namely the civil service apparatus serves as an element of the State duty to provide public services in a professional, honest, fair, and equitable in the administration duties of the state, government, and construction. Every public servant shall comply with all laws and regulations in force and carrying out official duties entrusted to him with great devotion, awareness and responsibility In accordance with Government Regulation No. 46 Year 2011 and Perka BKN No. 1 of 2013 on performance appraisal of civil servants is a process of systematic review conducted by the official assessor to target employee and civil egeri employee behavior. Facts on the field, that the application of the performance appraisal for the Civil Service to examine the target employee and his behavior has been applied since the beginning of 2014, as well as for employees in the Central Language East Java province has already implemented it, but also there are gaps or gaps that occur in the field , in which the target employee has not met the target, not all employees are able to understand on a target job that is charged, a factor intellectual, emotional intelligence and spiritual also has a major contribution to the performance of a person, in addition, the management is also too large specify a target goal at the beginning of the year sometimes very difficult to be pursued by employees. Therefore, to achieve maximum performance capabilities needed to be kept sharpened and trained.

## **STUDY LITERATURE**

### **Intellectual Intelligence**

Intellectual is intellectual ability, analysis, logic, and reason. This intelligence is the intelligence to receive, store, and process information into facts (Widodo, 2012: 77).Vendy (2010, 101) intellectual is a brilliant intellect and reason to think that managing the right brain and left brain balance.Gardner in Luthans (2006) suggested that intellectual intelligence is the ability to solve a problem or create a value product in one or more cultural backgrounds. Dimensions that make up the intellectual which include numerical intelligence, verbal comprehension,

conceptual speed, inductive reasoning and deductive reasoning, visualization space, and a good memory (Rival, 2008). Intellectual or intelligence is classified into two categories: general cognitive ability and specific abilities. An individual's performance can be predicted based on how much the person has a g factor. Someone who has the ability, the general cognitive performance in implementing a job will also be better, though specific abilities also play an important role in predicting how someone's performance generated (Ree, Earles and Teachout, 2007: 521).

### **Emotional Intelligence**

John Mayer and Peter Salovey (1997) defines emotional intelligence as the ability to understand emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge and to effectively regulate emotions so as to promote emotional and intellectual growth. "Emotional intelligence is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information, connections and influence (Cooper and Sawaf 1998). Emotional Intelligence can be defined as the ability to perceive, understand, integrate and manage feelings themselves and others and emotion, and act on them in a way that is reflective and rational (Chartered Management Institute, 2004). When applied to the workplace, emotional intelligence involves the ability to effectively understand, express, understand and manage emotions in a professional and effective in place labor (Palmer and Stough 2001). According to the Genos EI (formerly known as Swinburne University Emotional Intelligence Unit), there are five major emotional competencies that apply to the workplace situation:

This section provides a brief literature review that shows the definition, factors, models and assessment instruments used to consider emotional intelligence. Expression emotional intelligence was first used by Payne (1985) and was considered to indicate a person's ability to relate to the fear, pain and desire. Five years after Payne (1985), Salovey and Mayer (1990) proposed a model of the Four Branches. This time, emotional intelligence is defined as a type of social intelligence that includes a person's ability to analyze / her own emotions and others, and use this analysis to guide / her actions (Salovey and Mayer, 1990). Like the name "Four Branches" shows, there are four types of capacities that are considered to form emotional intelligence (Salovey and Mayer, 1990): use emotions to enrich thinking, perception of emotion, anger management and understanding of emotional meaning. Although Salovey and Mayer (1990) defined and models emotional intelligence, they do not suggest a specific measurement instruments. This gap is then filled by Mayer *et al.* (2002), which uses four branch model to form the Mayer-

Salovey-Caruso Emotional Intelligence Test (MSCEIT). Bar-On, also concerned with the issue of assessing emotional intelligence, developing the Emotional Quotient Inventory (EQI) (Bar-On, 1997) in response. Bar-On Emotional intelligence is defined as a group of non-cognitive abilities, competencies and skills that can be used to cope with environmental change or stress (Baron, 1997). On the other hand, Goleman (1995) from the description is much more complex and shorter than emotional intelligence: the ability to manage and regulate their own emotions. Goleman (1995) also extend Four Branch Model includes five emotional capacities: managing their own emotional state of a person; understanding, being sensitive to, and influencing others.

### **Spiritual Intelligence**

Emmons (2000) has defined spiritual intelligence as “adaptive use of spiritual information to facilitate the day-to-day problem solving and goal achievement”. He suggested five spiritual component of intelligence, namely 1) The capacity to go beyond the physical and material, 2) The ability to experience a state of heightened awareness, 3) The ability to purify everyday experience, 4) The ability to utilize spiritual resources to solve the problem, 5) The capacity to be virtuous.

Noble (2000; 2001) have identified spiritual intelligence as an innate human potential and agrees with Emmons’ (2000) core capabilities and add two other elements: namely, 1) Conscious recognition that physical reality is embedded in the larger, multidimensional reality with which people interact, consciously and unconsciously, at the moment to moment basis, 2). Pursuing psychological health conscious, not only for themselves but also for the benefit of the global community.

According to Wigglesworth (2002), “Spiritual intelligence is the ability of individuals to behave with tact and compassion while maintaining inner peace and outer, regardless of the situation.” There are four hierarchy in terms of human intelligence. Hierarchy depicted in the form of a pyramid that shows the sequence of development. As a baby, the first step is to control their bodies, this is Physical Intelligence. Subsequent developments are linguistic and cognitive abilities, this is known as the Intelligence Quotient. Individuals will then develop Emotional Intelligence before gain.

### **Spiritual Intelligence**

According to Wigglesworth (2002), emotional abilities come earlier than spiritual abilities. Both of these abilities are related to each other. They reinforce each other’s ability. As reported in the Times of India (2010), Spiritual intelligence increase an individual’s capacity to understand other people at a higher level. Vaughn (2002) describes “Spiritual intelligence as related to the inner life of the mind and the

soul and its relation to being in the world. According to him, intelligence Spiritual implied capacity for a deep understanding of existential questions and insight into some level of consciousness. Spiritual intelligence also implying awareness of the spirit as the basis of the presence or evolution as the creative life force.

According to George (2006), spiritual intelligence is necessary for a number of factors. Assist spiritual intelligence in finding resources that the deepest and most profound of an individual whose capacity to care, the power to tolerate and adapt acquired. Employees also will be able to understand and influence the "real cause". Zohar and Marshall (2000) have defined Spiritual Intelligence as intelligence in which individuals cope with and solve problems of meaning and value.

According to Amram (2007), spiritual intelligence is the ability to use a set of individuals to apply, manifest and embody spiritual resources, values and quality in a way that improves their daily functioning and well-being.

### **Performance**

Performance is a universal concept which is the operational effectiveness of an organization, organization charts, and employees based on standards and criteria established in advance. The purpose and goal is to develop performance targets are useful, not only for the performance evaluation at the end of a certain period, but the results of the work process during the period (Simamora, 2007: 56).

According Dulbert (2007: 3) performance is the success of the center of responsibility or personnel in realizing the strategic objectives that have been established with the expected behavior. To determine the success of the performance should be evaluated and performance assessment. The performance assessment is the process of evaluating how well employees are doing their jobs when compared to the performance standards set (Wirawan, 2009).

Based on the provisions implementation of Government Regulation No. 46 Year 2011 concerning Performance Assessment Employment of Civil Servants and pursuant to Article 12 paragraph (2) of Law No. 43 of 1999 on the Amendment of Law No. 8 of 1974, on the Fundamentals of Civil Service, stated that to realize the implementation of governance and development tasks required of Civil Servants professional, responsible, honest and fair through coaching carried out based on the system performance and career system that put emphasis on system performance.

### **RESEARCH METHODS**

The population in this study are civil servants Hall East Java language as many as 40 people. The sample is part of the number and characteristics possessed by this population (Sugiyono, 2010: 81).

According Arikunto (2010: 134-185) The sample is partially or representative of the population studied. Based on the above understanding, it can be concluded that as the population to be studied and represent the characteristics populasi. Sampel used is the entirety of the study population by 40 civil servants Language Institute of East Java Province.

The independent variables in this study are:

- Intellectual Intelligence (X1)
- Emotional Intelligence (X2)
- Spiritual Intelligence (X3)

While the dependent variable is the performance (Y) Instruments in this research study used a questionnaire. While technical analysis of data using multiple regression analysis. According to Husaini Usman (2006: 216) regression analysis is useful to explain the effect of predictor variables or independent variables (affecting) to variable criterion or dependent variable (that is affected). Formula for multiple regression are as follows:

$$Y = a + b_1 x_1 + b_2 x_2 + b_3 x_3$$

## **ANALYSIS AND DISCUSSION**

### **Research result**

Regression test results obtained by the value of  $R=0.709$  and Adjusted R Square ( $R^2$ ) of 0.503 indicating that 50.3% of independent variables X (intellectual, emotional intelligence, spiritual intelligence) can affect the dependent variable Y (Performance Civil Servants) while the remaining 49.7% Civil Service performance can be affected by factors other than the independent variables. This concurs with studies Agustian (2009) that the intelligence IQ, EQ and SQ as the supreme intelligence of man, that thought must disenergik an comprehensively, then from the study gives an idea that the intellectual, emotional and sipiritual is essential for the development of the human performance it is performance.

<i>R</i>	<i>R<sub>Square</sub></i>	<i>Adjusted R<sub>Square</sub></i>	<i>Sig.FChange</i>
0,709	0,503	0,462	0,000

Hypothesis testing using t-test can be seen below:

<i>Variables</i>	<i>B.</i>	<i>t</i>	<i>Sig.</i>
Kostanta (a)	73,150	9,639	0,000
Intellectualintelligence(IQ)	0,709	3,018	0,005
Emotional Intelligence(EQ)	-0,891	-2,826	0,008
Spiritual Intelligence(SQ)	0,846	2,689	0,011

**Hypothesis Testing First**, from the above results obtained in the variable tcount intelligence (X1) of 3,018 with sig. 0,005 then based on testing criteria that the only variable with sig. less than 0.05 (sig. <0.05) which has the effect, that “intellectual intelligence (IQ) has a significant influence on the performance of the Civil Service Language Hall East Java province,” so the first hypothesis proved to be true.

**Hypothesis Testing Second**, From the above results obtained tcount on emotional intelligence variable (X2) of -2.826 with sig. amounted to 0,008 and based on testing criteria that the only variable with sig. less than 0.05 (sig. <0.05) which has the effect, that “emotional intelligence (EQ) has a significant influence on the performance of the Civil Service Institute of East Java language.” thus the second hypothesis proved to be true.

**Hypothesis Testing Third**, From the above results obtained in the variable tcount spiritual intelligence (X3) of 2.689 with sig. amounted to 0,011 and based on testing criteria that the only variable with sig. less than 0.05 (sig. <0.05) which has the effect, so the “spiritual intelligence (SQ) has a significant influence on the performance of the Civil Service Language Hall East Java province,” so the first hypothesis is not proven true.

**Hypothesis Testing Fourth**, From the above results obtained values in column Standardized Coefficient Beta highest on variables Intellectual Intelligence (X1) of 0.453 so this variable is very dominant than any other variable, then the “Intelligence intellectual (IQ) has a stronger influence between emotional intelligence (EQ) and spiritual intelligence (SQ) on the performance of the Civil Service Language Hall East Java,” thus the fourth hypothesis proved to be true.

## DISCUSSION OF RESULTS

From the data analysis it can be given an outline as a discussion of the results as follows:

Regression test results obtained by the value of  $R = 0.709$  and Adjusted R Square ( $R^2$ ) of 0.503 indicating that 50.3% of independent variables X (intellectual, emotional intelligence, spiritual intelligence) can affect the dependent variable Y (Performance Civil Servants) while the remaining 49.7% Civil Service performance can be affected by factors other than the independent variables. This concurs with



studies Agustian (2009) that the intelligence IQ, EQ and SQ as the supreme intelligence of man, that thought must disenergikan comprehensively, then from the study gives an idea that the intellectual, emotional and sipiritual is essential for the development of the human performance it is performance.

Results of testing the first hypothesis that the intelligence quotient (IQ) have significant influence on the performance of the Civil Service Institute of East Java Language evidenced t-test results obtained t at variable intelligence (X1) of 3,018 with sig. 0,005 then based on testing criteria accepted because sig. less than 0.05.

Testing the hypothesis that emotional intelligence (EQ) has a significant influence on the performance of the Civil Service Institute of East Java Language evidenced t-test results obtained t on emotional intelligence variable (X2) of -2.826 with sig. amounted to 0,008 and based on testing criteria accepted because sig. less than 0.05.

*The third hypothesis* testing that spiritual intelligence (SQ) has a significant influence on the performance of the Civil Service Institute of East Java Language evidenced t-test results obtained t the spiritual intelligence variable (X3) of 2.689 with sig. amounted to 0,011 and based on testing criteria accepted because sig. less than 0.05. It agreed with Hoffman (2002) a person's performance will be better if someone has intelligence impartial third of intellectual, spiritual and emotional.

The hypothesis is stronger influence is intellectual because the value in the column Standardized Coefficient Beta highest on variables Intellectual Intelligence (X1) of 0.453 so this variable is very dominant than any other variable, then the "Intelligence intellectual (IQ) has a stronger influence among intelligence emotional (EQ) and spiritual intelligence (SQ) on the performance of the Civil Service Language Hall East Java," thus the fourth hypothesis proved to be true. This agrees with previous investigators RA Febiola Meinaryati Trihandini (2005) in his research indicates that the intellectual as the dominant variable influence on employee performance as well as of the opinion Caruso (2004) that IQ is still an important role in the performance of someone, so the existence of IQ should not be simply dropped. The same thing that was expressed by Gordon (focus-line, 2004: 12) that the improvement of cognitive ability is the best way to improve the performance of the workers, then the opinion of all three can be given an idea that intellectual greatly affects the person's performance.

## CONCLUSIONS AND SUGGESTIONS

### Conclusion

Based on the results of data analysis and hypothesis testing, then the conclusion can be drawn as follows:

- (a) From the analysis found that the intelligence quotient (IQ) have significant influence on the performance of the Civil Service Language Hall East Java Province. This is evidenced by the results of the t-test of 3,018 with sig. 0,005 so the hypothesis can be accepted and proven true.
- (b) From the analysis showed that emotional intelligence (EQ) has a significant influence on the performance of the Civil Service Language Hall East Java Province. This is evidenced by the results of the t-test of -2.826 with sig. amounted to 0,008 so that the hypothesis can be accepted and proven true.
- (c) From the analysis found that spiritual intelligence (SQ) has a significant influence on the performance of the Civil Service Language Hall East Java Province. This is evidenced by the results of the t-test of 2.689 with sig. amounted to 0,011 so that the hypothesis can be accepted and proven true.
- (d) Obtained from the analysis that the intelligence quotient (IQ) has a stronger effect between emotional intelligence (EQ) and spiritual intelligence (SQ) on the performance of the Civil Service Language Hall East Java Province. This is evidenced by the value in the column Standardized Beta Coefficient highest on Intellectual Intelligence variable (X1) that is equal to 0.453 so that the hypothesis can be accepted and proven true.

### **Suggestion**

- (a) Another possible implication agencies is to measure the return of skills, competence and motivation of employees. Related training in enhancing the intellectual who owned that training to improve IQ. Form of training that can be done is to provide a knowledge and skills training tailored to the needs and tasks based on job description,. So the ability of employees to work, solve problems, analyze, or decide an issue can be better. In addition, training for emotional and spiritual intelligence needs to be done such as personality training and so forth so that the balance between the three things above that can improve employee performance.
- (b) The addition of other variables that are expected to impact on improving employee performance can also be done, for example, work attitude. The addition of new variables that may contribute to similar research, the research regarding the factors that affect employee performance. Future research should also add a moderator variable or intervening variables, such as training, age, or gender, so as to provide a more complete picture of the effect of these three variables indirectly.

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