

INFLUENCE OF SPIRITUAL INTELLIGENCE AND INDIVIDUAL INTELLIGENCE ON PERFORMANCE OF EMPLOYEES AT THE LIBRARY AND ARCHIVES SERVICES OF LAMPUNG PROVINCE

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Abstract. *There is a problem phenomenon that occurs at the Lampung Provincial Library and Archives Service, namely the inability of employees to serve library visitors with unpleasant attitudes and facial expressions. As well as the sound that is not appropriate when speaking to library visitors. The formulation of the problem in this study is whether spiritual intelligence has an effect on the performance of the employees of the Lampung Province Library and Archives Service, either partially or simultaneously. The purpose of this study was to determine the effect of spiritual intelligence and individual intelligence on the performance of the employees of the Lampung Provincial Library and Archives Service. The hypothesis in this study is that there is an influence of spiritual intelligence and individual intelligence either partially or simultaneously on employee performance at the Lampung Provincial Library and Archives Service. "The sample in this study amounted to 30 employees. Data collection techniques include observation, documentation and questionnaires. The data analysis method uses a quantitative approach with the help of SPSS version 22 statistical tools including the calculation of the validity test, reliability test, simple and multiple linear regression test, t test, F test and coefficient of determination test. The results of hypothesis testing show that spiritual intelligence partially affects employee performance with a contribution of 33.2%. Individual intelligence affects performance with a contribution of 38.3%. Simultaneous hypothesis testing shows that the influence of spiritual intelligence and individual intelligence together has a positive effect on employee performance with a contribution of 51.7%, while the remaining 48.3% is a variation of other variables outside of this study.*

Keywords: Spiritual Intelligence, Individual Intelligence, Employee Performance

PENGARUH KECERDASAN SPIRITUAL DAN KECERDASAN INDIVIDU TERHADAP KINERJA PEGAWAI PADA DINAS PERPUSTAKAAN DAN KEARSIPAN PROVINSI LAMPUNG

Abstrak. Perusahaan yang memiliki sumber daya seperti aset, mesin, dan metode tidak dapat memberikan hasil yang optimal jika tidak didukung dengan sumber daya manusia yang memiliki kinerja optimal lebih dalam menghadapi tingginya persaingan. Penelitian ini bertujuan menguji pengaruh secara parsial maupun simultan variabel keterikatan pekerjaan dan kepuasan penghasilan berpengaruh terhadap kinerja karyawan di PT. Lambang Bumi Perkasa. Penelitian ini mengambil 40 responden sebagai sampel dan menggunakan pengambilan sampel menggunakan teknik simple random sampling. Alat analisis yang dipakai dalam penelitian ini adalah regresi linear berganda. Pengujian yang dilakukan yaitu dengan uji asumsi klasik, uji F, dan uji t. Hasil dari penelitian ini menjelaskan bahwa : Keterikatan Kerja (work engagement) memiliki pengaruh terhadap Kinerja Karyawan pada PT. Lambang Bumi Perkasa di Terbanggi Ilir Lampung Tengah. Adapun Keterikatan Kerja mempunyai pengaruh sebesar 34 persen terhadap Kinerja Karyawan PT. Lambang Bumi Perkasa. Kepuasan Penghasilan memiliki pengaruh terhadap Kinerja Karyawan pada PT. Lambang Bumi Perkasa di Terbanggi Ilir Lampung Tengah, adapun Kepuasan Penghasilan mempunyai pengaruh sebesar 54,6 persen terhadap Kinerja Karyawan PT. Lambang Bumi Perkasa. Keterikatan Kerja dan Kepuasan Penghasilan secara bersama-sama memiliki pengaruh terhadap Kinerja Karyawan pada PT. Lambang Bumi Perkasa di Terbanggi Ilir Lampung Tengah.

Kata kunci: Keterikatan Kerja, Kepuasan Penghasilan, Kinerja Karyawan.

INTRODUCTION

The era of globalization requires agencies to make decisions in the right strategy in order to compete in an increasingly tight and competitive organizational environment. Especially decisions in the functional field. One of the things that must be considered in managing its management functions is how to manage human resources to be able to improve work efficiency and effectiveness so that the organization will still exist and can win the competition. An organization must have quality or superior human resources so that the existence of other resources can provide optimal benefits for the achievement of organizational goals (Octavia, Hayati, & Karim, 2020).

The success and performance of the organization can be seen from the performance that has been achieved by its employees. Therefore, organizations demand that their employees are able to display optimal performance, because good and bad performance will affect the success of the organization as a whole. Problems regarding performance are problems that will always be faced by the management of the organization, therefore management needs to know the factors that affect employee performance.

Management theory in general states that one of the factors in following developments and changes that occur is the human resource factor. Human resources are a very important

supporting factor of the organization. This factor acts as a strategic asset in creating a sustainable competitive advantage for an organization (Mandala & Dihan, 2018).

It is undeniable that one's success and success is not only determined by intellectual intelligence (IQ) alone but one's success and success or performance is also influenced by spritual intelligence and individual intelligence. For this, spritual intelligence and individual intelligence possessed by employees must be explored and developed, so that it is expected to have a positive impact on employee performance so as to facilitate the achievement of organizational goals.

To build intelligence there must be a synergy between spritual intelligence or spritual quotient (SQ) and individual intelligence (EQ). EQ means man's relationship with man, while SQ is man's relationship with God. So there must be a merging between world rationality (EQ and IQ) and spritual importance (SQ) so that it becomes comprehensive. To build performance there needs to be a method based on spritual intelligence and individual intelligence (Ratnasari, Supardi, & Nasrul, 2020).

The Lampung Provincial Library and Archives Office is part of the institution under the governor's administration. In carrying out tasks every day, employees are faced with a burden of tasks one after another and

everything must be done according to the target where in these tasks often employees are still doing work that has not been completed has been added with new work such as cleaning up and compiling archives, this is what often makes employees consider work to be Burden, not infrequently this can cause emotions to become unstable and become less enthusiastic in completing work because they still do not understand the objectives such as the preparation of archival documents that should be done instead left and abandoned due to ignorance of employees in terms of their duties and functions so that the impact of the work becomes low in terms of targets that must be completed and there is an assumption that the library service is an outcast because Employees consider those who work in the library are employees who are less enthusiastic about working(Mukaroh & Nani, 2021).

In this case, emotional control is needed to be able to perform high. Not to mention employees have to deal with tasks that use calculations and the ability of employees to solve problems, This means that Spiritual intelligence and Individual Intelligence become variables that have an influence on employee performance. With this foundation, there is a problem phenomenon that occurs, namely the inability of employees to serve library visitors with unpleasant attitudes and facial expressions. As well as a voice that is not right when speaking to library visitors.

The most phenomenal thing in the performance of employees at the Lampung Provincial Library and Archives Office is to build spiritual attitudes and individual attitudes. It is said that because spiritual attitudes and individual attitudes are fundamental parts of employee performance, which must be realized in every individual employee of the Lampung Provincial Library and Archives Office.

THEORETICAL BASIS

Employee Performance

An organization, both government and private organizations, to achieve goals certainly requires support from human resources. Good human resources can be seen from their performance. "Performance or performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization as outlined through the strategic planning of an organization(Akimas & Bachri, 2016).

Performance is a description of the level of achievement of the implementation of an activity or program in realizing the goals, objectives, mission and vision of the organization contained in the strategic planning of an organization.

Employee Performance Indicators

According to (Parawitha & Gorda, 2017) indicators to measure the work of individual

employees are:

1. Quality

Work quality is measured by employee perceptions of the quality of work produced and task perfection on employee skills and abilities.

2. Quantity

Represents the resulting amount expressed in terms such as the number of units, the number of activity cycles completed.

3. Timeliness

Represents the level of activity completed at the beginning of the stated time, in terms of coordination with the output results and maximizing the time available for other activities.

4. Effectiveness

It is the rate to which the organization's resources are used (labor, money, technology, raw materials) is maximized with the intention of increasing the output of each unit in the use of resources.

5. Independence

It is the level of an employee who will later be able to carry out his work function, namely work commitment. It is a level where employees have work commitments with the agency and employee responsibilities to the office.

Spiritual Intelligence

Etymologically, the term intelligence

comes from English intelligence which means intelligence. Intelligence comes from the word intelligent, which is the perfect development of the intellect (to think, understand and so on), then gets a prefix to and the suffix an becomes intelligence, that is, the perfection of the development of the mind (such as intelligence, sharpness of mind and so on).

According to (Yasir, Ribhan, & Hayati, 2021) defines spiritual intelligence as the intelligence of a person's ability to listen to his conscience or whisper the divine truth (referring to God's revelation) good and bad and moral sense in the way he puts himself in association and in the way he makes decisions or makes empathetic and adaptable choices.

Spiritual intelligence is the truest intelligence of wisdom and truth in terms of Divine knowledge (the Creator of the Universe), intelligence that produces a deep love for the truth so that all its actions will be guided by the divine knowledge that leads it to ma'rifatullah.

According Kadek Agus Santika Putra, (2007) Spiritual intelligence is a non-material human dimension of the human soul which is an unhoneed diamond possessed by all humans. It must be recognized and known for what it is, rubbing it so shiny with great determination and using it to obtain lasting happiness. Like the other two forms of intelligence (meaning IQ and EQ), spiritual

intelligence can be increased and decreased. His ability to be improved seems to be limitless.

According to (Laura Angelica, Nu Graha, & Wilujeng, 2020), there are several indicators about spiritual intelligence as follows: 1. The ability to be flexible 2. High level of consciousness 3. Ability to adapt and utilize suffering 4. Ability to face and transcend pain 5. Quality of life inspired by vision and mission.

Individual Intelligence (Emotional)

According to (Syardiansah & Afriadi, 2018) the individual is basically an impulse to act and an instantaneous plan to overcome a problem. The root of the word emotion is *movere* which means to move, to move, implying that the tendency to act is absolute in emotions.

Individual intelligence refers to the ability to recognize one's own feelings and the feelings of others, the ability to motivate oneself and the ability to manage emotions well in oneself and in relationships with others. Individual intelligence is the ability to monitor and control one's own feelings and those of others and to use those feelings to blend thoughts and actions (Parawitha & Gorda, 2017).

An analysis of individual intelligence of thousands of men and women shows that women are, on average, more conscious about their individual possessions. This means that the individual intelligence possessed by men

and women is different and women are better able to control their emotional state. Women are more empathetic, and more skilled in interpersonal relationships, while men are more confident and optimistic, adaptable, and better at handling stress. 1. Self-Awareness 2. Self-Control 3. Motivation 4. Empathy 5. Social Skills.

RESEARCH METHODS

This type of research uses associative research that aims to determine the presence and absence of the influence of the relationship between the independent variable on the dependent variable and if there is how close or related and the meaning or not of the influence of the relationship.

Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics that are determined by researchers to be studied and then drawn conclusions. Based on the definition above, the population of this study is employees of the Lampung Provincial Library and Archives Office which amounts to 101 employees.

The sample is considered representative of a population whose properties represent the entirety of the observed symptoms. The sample is part of the number and characteristics possessed by pollution. Sampling technique to be used is a probability sampling technique with simple random sampling. Simple random

sampling is used when the characteristics or characteristics of the members are the same.

If The object of research is less than 100 people, it is better to take all so that the research is a population study. Furthermore, if the number is more than 100 people, it can be taken 10%, 15%, 20%, 25%, 30%, 35% or more. The calculation is as follows: $n = N \times 30\%$
 Description $n = \text{sample}$ $N = \text{population}$ Known
 Number of population = 101 employees
 Number of sampling percentage = 30% = 0.30
 $n = 101 \times 30\% = 30.3$ People (rounded to 30).
 Based on the results above, the researcher took a sample with a percentage of 30% of the total population, so the results in this study were 30 employees.

Statistical tests are used to analyze data by describing models, namely to determine whether there is a relationship or influence between them to present data in the form of numbers. Based on the description that has been used on the types of variables used, namely dependent variables and independent variables, the analysis used by researchers is a type of simple and multiple linear analysis.

RESEARCH RESULTS AND DISCUSSION

The t test was conducted to determine the effect of each independent variable consisting of Spiritual Intelligence and Individual Intelligence, partially on Employee Performance.

Table 1. Testing a partial hypothesis of the effect of spiritual intelligence on employee performance.

Model	Unstandardized Coefficients		Unstandardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	27.756	7.256		3.825	.001
X1	.349	.169	.355	2.738	.000

Based on table 1, the regression direction coefficient between spiritual intelligence and employee performance was obtained at 0.349 with a constant of 27,756. thus, the regression equation is $Y = 27.756 + 0.349 X1$, it can be explained that spiritual intelligence affects employee performance because the spiritual intelligence score increases by one score then the employee performance score also increases by 0.349.

The calculated t value for the spiritual

intelligence variable is 2.738 with a constant of 3.825, in the table t with db 30 and a significant level of 0.05 is obtained 1.69726 because t count > t table then Ha is accepted. The significance of the spiritual intelligence variable is 0.055 which means a probability of 0.055, because the probability is more than 0.05, Ha is accepted, meaning that spiritual intelligence affects the performance of employees of the Library and Apostolic Office of Lampung Province.

Spiritual Intelligence is the intelligence of a person's ability to listen to his conscience or the whispers of divine truth (referring to God's revelation), good, bad and moral sense in the way he places himself in association and in the

way he makes decisions or makes empathetic and adaptable choices. The hypothesis in this study is in line with the research of Weny Oktariani, 2018, which states that spiritual intelligence affects employee performance.

Table. 2. Partial hypothesis testing of the effect of individual intelligence on employee performance.

Model	Unstandardized Coefficients		Unstandardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	23.673	4.485		5.278	.000
X2	.456	.108	.619	4.680	.000

Based on table 2, the regression direction coefficient between individual intelligence and employee performance was obtained at 0.456 with a constant of 23.673. Thus, the regression equation is $Y = 23.673 + 0.456 X_2$, it can be explained that individual intelligence affects employee performance because the individual intelligence score increases by one score then the employee performance score also increases by 0.456.

The calculated t value for the individual intelligence variable is 4.680 with a constant of 5.278, in t table with db 30 and a significant level of 0.05 obtained 1.69726 because t calculate > t table, Ha is accepted meaning that individual intelligence affects the performance of employees of the Library and Apostocracy Office of Lampung Province.

Individual intelligence is basically the drive to action and instantaneous plan to overcome a problem. The root of the word

emotion is movere which means to move, to move, implying that the tendency to act is absolute in emotions. An organization, both government and private organizations, to achieve goals certainly requires support from human resources. Good human resources can be seen from their performance. The relationship between Individual Intelligence and Employee Performance is that the higher the level of Individual Intelligence given, the level of Employee Performance will increase.

The results of this study are in line with the research of Eka Nisatul Mukaroh (2021) which states that individual intelligence has a significant effect on employee performance at the Lampung Provincial Library and Archives Office.

Test F is performed to see the effect of independent variables together on non-free variables.

Table. 3. Hypothesis Testing of the Effect of Variable X1 (Work Attachment) and Variable X2 (Income Satisfaction) on Variable Y (Employee Performance)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	182.030	2	91.015	14.469	.000 ^a
Residual	169.837	27	6.290		
Total	351.867	29			

Based on the results of the F test above, a significant value of 0.000 (Sig. 0.000 < α 0.05) $F_{calculated} > F_{table}$ (14.469 > 2.47), thus H_0 rejected H_3 is accepted so that spiritual intelligence and individual intelligence together affect employee performance at the Lampung Provincial Library and Archives Office.

Employee performance is the result of work achieved by employees in an organization in accordance with their respective authorities and responsibilities and completed with a predetermined time, employee skills, experience, quality, and quantity in order to achieve the vision, mission, and goals of the organization.

With the existence of spiritual intelligence and individual intelligence can improve employee performance. In addition, with the individual intelligence carried out by employees at the Lampung Provincial Library and Archives Office to the community, it can also improve performance. With individual intelligence, employee performance will increase.

CONCLUSION AND IMPLICATION

Based on the results of research and discussion that has been stated above, the conclusions that can be drawn in this study are

as follows 1) Spiritual Intelligence affects the Performance of Employees at the Library and Archives Office of Lampung Province; 2) Individual Intelligence has a significant effect on Employee Performance at the Lampung Provincial Library and Archives Office; and 3) Spiritual Intelligence and Individual Intelligence simultaneously have a significant effect on Employee Performance at the Lampung Provincial Library and Archives Office. This is proven by the value of $F_{calculated}$ greater than F_{table} (14.469 > 2.47) at a significance level of 5% and a significance value smaller than the significance level (Sig. 0.000 < α 0.05).

Based on the conclusions above, researchers can provide implications related to Spiritual Intelligence and Individual Intelligence and Employee Performance at the Lampung Provincial Library and Archives Office as follows 1) Spiritual Intelligence and Individual Intelligence at the Lampung Provincial Library and Archives Office should be maximized again so that it can improve employee performance. This is based on the results of the answer of Respondent Number 3 (three); 2) The Lampung Provincial Library and Archives Office should maximize the Individual Intelligence of its employees so that

they can improve performance in their main duties and functions; and 3) The Lampung Provincial Library and Archives Office as a government agency must continue to provide services to the community both directly and through mass and electronic media to provide an understanding of the importance of libraries and archiving to the community and can improve employee performance in fulfilling their obligations.

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