

THE EFFECT OF INTELLECTUAL INTELLIGENCE SPIRITUAL INTELLIGENCE AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE AT MUYANG KUTE HOSPITAL, BENER MERIAH REGENCY

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Abstract

This study aimed to investigate the influence of intellectual intelligence, spiritual intelligence, and emotional intelligence on employee performance at Muyang Kute Hospital in Bener Meriah Regency. This research employed a quantitative method quantified through data collection techniques by distributing questionnaires. The data used in this study are primary data obtained by distributing questionnaires to 67 hospital employees. The population in this study consists of 199 employees, while the sample size is 67 employees. The analysis method used is multiple linear regression analysis with SPSS 26. Data analysis includes validity and reliability tests, classical assumption tests, determination coefficient tests, and partial tests. The findings reveal that intellectual intelligence has a positive and significant effect on employee performance at Muyang Kute Hospital in Bener Meriah Regency. Additionally, spiritual intelligence and emotional intelligence also have a positive and significant effect on employee performance at Muyang Kute Hospital in Bener Meriah Regency.

Keywords : *Intellectual Intelligence, Spiritual Intelligence, Emotional Intelligence, Employee Performance.*

1. INTRODUCTION

Hospitals are complex entities with various service units that work together to achieve organizational goals. Hospital performance is influenced by the performance of individuals within these units as well as by various external factors such as developments in medical technology and regulatory changes. Employee performance plays an important role in determining organizational success, because the successful achievement of organizational goals is highly dependent on employee performance. (Matriadi, 2022) One of the factors affecting employee performance is intellectual intelligence, which includes the ability to think logically, receive, store, and manage information. Previous research shows a positive and significant relationship between intellectual intelligence and employee performance, although some studies show different results. Apart from intellectual intelligence, spiritual intelligence also plays a role in shaping employee performance. Spiritual intelligence is related to the ability to adhere to the principles of work ethics, integrity, and the ability to see meaning in work.

Emotional intelligence, which involves the ability to recognize, manage and control one's own and others' emotions, is also an important factor affecting employee performance. Employees with high emotional intelligence tend to make positive contributions to organizational performance. Muyang Kute Hospital in Bener Meriah Regency, Indonesia, experienced a decline in employee performance that was thought to be caused by low intellectual, spiritual and emotional intelligence. This problem is evident in employees' inability to analyze medical information in depth, lack of responsibility, and low emotional awareness, all of which negatively impact the quality of health services and the hospital's reputation. This research will discuss the influence of intellectual, spiritual and emotional intelligence on employee performance at Muyang Kute Hospital, in the

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hope of providing a deeper understanding of the factors that influence performance in the health sector and how to improve service quality at the hospital.

Employee Performance

Performance is defined as the ability of employees to perform certain skills. Employee performance is very necessary, because with the performance of these employees it can be seen how far their ability to carry out the tasks assigned to them. Performance is the result of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in achieving the objectives of the organization concerned legally without violating the law and in accordance with morals and ethics. Performance is an action or performance of tasks that can be measured; performance is measured by instruments that can be developed in studies incorporated in performance in general, then translated into fundamental behavioral assessments, which include work quality, work quantity, knowledge of work, inferred opinions or statements, and work planning (Sinambela, 2019). It is important to pay attention to employee performance because employee performance is a very important part of organizational performance which can have an impact on the success or failure of the organization in achieving goals. Meanwhile, organizational performance results from the achievement of the organization at a certain level to achieve and realize its goals, which is strongly influenced by the level of achievement of employee performance results (Matriadi, 2022).

Performance in a company is strongly influenced by several factors defined by experts, as follows: Factors that affect performance according to (Lesmana, 2022) are:

- 1) Ability factor (ability)
- 2) Motivation factor

According to (Ali, 2023) the factors that affect performance consist of

- 1) Ability and expertise
- 2) Knowledge

According to (Busro, 2018) explains that a person's performance can be measured based on 3 indicators resulting from the work concerned. these are:

- 1) Quality
- 2) Quantity
- 3) Set timeframe

Intellectual Intelligence

Intellectual intelligence is an intellectual, analytical, logical, and ratio ability. A person with good intellectual intelligence does not need to collect difficult information that can store and process anything. The method of intellectual intelligence can be described as the process of acquiring, storing, and reprocessing information or commonly referred to as thinking. According to (Amelia & Jer, 2022) intellectual intelligence is referred to as intelligence which is a cognitive ability that a person has to adapt effectively to a complex and ever-changing environment and is influenced by genetic factors.

The ability to recognize, learn, and use these abstractions, and overcome the problems that occur. Intellectual intelligence functions respectively to measure speed, measure new things, store and remember detailed information and play an active role in calculating numbers. Intellectual intelligence emphasizes the ability to think logically to effectively find objective facts, anticipate risks and see the implications of any current decisions. According to (Amelia & Jer, 2022) intellectual intelligence is intelligence that demands the empowerment of the brain, heart, body, and activation of humans to be able to interact with others. According to (Bernhard Tewal, Adolfin, 2017) Intellectual intelligence is the ability needed to perform various mental activities of thinking, reasoning, and solving problems. And according to (Rahmawati, 2022) intellectual intelligence is the ability to adapt to new needs, using thinking tools in accordance with the goals to be achieved.

There are several factors that affect intellectual intelligence according to (Heru Setiawan, 2022) as follows:

- 1) Congenital
- 2) Maturity
- 3) Formation

Meanwhile, the factors that influence intellectual intelligence according to (Arif & Rangkuti, 2021) are:

- 1) Genetic factors (innate)
- 2) Characteristic interest and innate factors
- 3) Formation factor
- 4) Maturity factor
- 5) Freedom factor

The indicators of intellectual intelligence according to (Fatmayati, 2023) are as follows:

- 1) Good memory
- 2) Easily grasp the relationship of conversations
- 3) Easy to draw conclusions
- 4) Fast in observing
- 5) Skilled in handling various problems

Spiritual Intelligence

Spiritual intelligence places our behavior and life in a broader and richer context of meaning. It is the intelligence to judge that one's actions or way of life are more valuable and meaningful. The above theoretical explanation describes spiritual intelligence as a deep intuitive sense of connectedness to the wider world in our lives. Spiritual intelligence is a feeling of being connected to oneself, others and the universe as a whole. When people work, they are required to direct their intellect, but there are many things that make a person happy with their work. The concept of spiritual intelligence has three components, namely spiritual intelligence as the value of life from within, as meaningful work and community. Another understanding of spiritual intelligence is the ability to give religious meaning to every behavior and activity through steps and thoughts that are fitrah, towards a whole human being and has an integralistic thinking pattern and is principled only because of Allah (Hanah, 2019).

According to (Nina Octavia, 2020) explains the meaning of spiritual intelligence as a sense of morality, the ability to adjust rigid rules coupled with understanding and love and the ability to see when love and understanding reach their limits, also allows us to grapple with good and evil, imagine what has not happened and lift us from humility. According to (Sibasopait, 2018) Spiritual intelligence is present in every human being from birth and makes them live a meaningful life without feeling useless.

There are several factors that affect the development or not of spiritual intelligence according to (Indriyani, 2022) describes several factors that affect spiritual intelligence, including:

- 1) Gender factor
- 2) Education factor
- 3) Psychological factors
- 4) Social stratification factors
- 5) Age factor

While the indicators of spiritual intelligence according to (Hanah, 2019) are as follows:

- 1) Absolutely honest
- 2) Openness
- 3) Self-knowledge
- 4) Focus on contribution

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5) Non-dogmatic spirituality

Emotional Intelligence

Emotional intelligence is self-awareness to recognize feelings and manage emotions of oneself and others, which involves enthusiasm from oneself and can focus on goals. According to (Rauf & Dorawati, 2019) Emotional intelligence or emotional intelligence refers to the ability to recognize our own feelings and the feelings of others, the ability to motivate ourselves and in relationships with others.

According to (Mamangkey et al., 2018) Emotional intelligence is a person's intelligence to accept, assess, manage, and control the emotions of himself and others around him, processing emotions means understanding emotional conditions and must be related to the situation at hand in order to have a positive impact. Furthermore, according to (Mochammad Taupik, 2023), emotional intelligence is “a person's intelligence to be able to accept, assess, regulate, and control the emotions of himself and those around him. According to (Shaari et al., 2023) defines emotional intelligence as social intelligence related to an individual's ability to control his emotions and the emotions of others, as well as his ability to distinguish his emotions from the emotions of others, where this ability is used to direct thought patterns and behavior.

There are several factors according to (Wulandari, 2021) that can affect emotional intelligence, among others:

- 1) Family
- 2) Personal relationships
- 3) In building self-image
- 4) The state of the individual's environment
- 5) Individual association

Meanwhile, the indicators of emotional intelligence according to (Sumardi, 2018) are as follows:

- 1) Self-awareness
- 2) Self-regulation
- 3) Motivation
- 4) Empathy
- 5) Social skills

2. IMPLEMENTATION METHOD

This research was conducted at Muyang Kute hospital. Which is located in Serule Kayu, Bukit District, Bener Meriah Regency, Aceh Province. The object of this research is related to employee performance using variables of intellectual intelligence, spiritual intelligence, and emotional intelligence to see their influence on performance in Muyang Kute hospital employees in Bener Meriah Regency. The population in this study amounted to 199 employees. The sample in this study used simple random sampling with a sample of 67 employees.

Analysis Method

The data analysis method is a method used to manage research results in order to obtain conclusions. The technique used in this research is multiple linear regression analysis with the aim of knowing the extent of the influence of the independent variable on the dependent variable. This analysis was carried out using the SPSS version 26 program. The steps of multiple linear regression analysis in this study are as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \epsilon$$

Description:

Y: employee performance

β_0 : constant

β_1, β_2 and β_3 : Partial Regression coefficients 1, 2 and 3

X_1 : intellectual intelligence

X_2 : spiritual intelligence

X_3 : emotional intelligence

ε: Error Term

3. RESULTS AND DISCUSSION

3.1 Multiple Linear Analysis

Hypothesis testing in this study was carried out using multiple linear regression used to test the hypothesis regarding the effect between the independent variable and the dependent variable partially. The following are the results of multiple linear regression tests:

Table: 3.1 Multiple Linear Regression Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.215	1.726		3.602	.001
Intellectual Intelligence	.129	.055	.187	2.347	.022
Spiritual Intelligence	.202	.056	.283	3.627	.001
Emotional Intelligence	.387	.052	.602	7.417	.000

a. Dependent Variable: Employee Performance

Based on the table above, the equation is written as follows: $Y = 6.215 + 0.129 X_1 + 0.202 X_2 + 0.387 X_3 + \epsilon$ Based on the regression results, the constant value of 6.215 indicates that if intellectual intelligence (X_1), spiritual intelligence (X_2), and emotional intelligence (X_3) are zero, employee performance (Y) remains at the level of 6.215. The regression coefficients of intellectual intelligence of 0.129, spiritual intelligence of 0.202, and emotional intelligence of 0.387 indicate that each one-unit increase in each of these variables will positively improve employee performance, respectively by 0.129, 0.202, and 0.387 units, assuming other variables are constant. This underlines that these three aspects of intelligence have a significant contribution to improving employee performance.

3.2 Coefficient of Determinan (R^2)

Table: 3.2 Results of Coefficient of Determination (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.799a	.638	.621	.791

Based on the results of the coefficient of determination test in table 4.15 above, it can be seen that the coefficient of determination (adjusted r-square) obtained is 0.621. This shows that employee performance (Y) at the Muyang Kute hospital has a relationship with intellectual intelligence (X_1), spiritual intelligence (X_2), and emotional intelligence (X_3) of 62.1%. While the remaining 37.9% of employee performance at Muyang Kute hospital has a relationship with other variables not used in this study. Therefore, it can be concluded that employee performance (Y) at Muyang Kute hospital has a strong correlation or relationship with the variables of intellectual intelligence (X_1), spiritual intelligence (X_2), and emotional intelligence (X_3).

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3.3 Partial Significance Test (t test)

Table: 3.3 Partial Significance Test (t test)

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1 (Constant)	6.215	1.726			3.602	.001
Intellectual Intelligence	.129	.055	.187		2.347	.022
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Emotional Intelligence	.387	.052	.602		7.417	.000

a. Dependent Variable: Y

The t test is conducted to determine whether there is an effect of intellectual intelligence, spiritual intelligence and emotional intelligence variables partially on employee performance statistically. The test used is provided that if the significant value is smaller than 0.05 and the t count value is greater than the t table value. From the results of SPSS data processing which is also used for proof carried out by the t test or testing of all observed variables with the t test. The test is carried out by comparing the t count value with the t table which can be obtained by the formula $df = n - k - 1 = 67 - 3 - 1 = 63$, where n is the number of respondents and k is the number of independent variables (independent), the t table value is 1.998 with an error rate ($\alpha/2 = 0.05/2 = 0.025$). The test results using SPSS show that the variables of intellectual intelligence (X_1), spiritual intelligence (X_2), and emotional intelligence (X_3) each have a positive and significant influence on employee performance (Y) at Muyang Kute Hospital, Bener Meriah Regency. Intellectual intelligence (X_1) shows a t count value of 2.347 with a positive regression coefficient of 0.129, while spiritual intelligence (X_2) has a t count value of 3.627 with a positive regression coefficient of 0.202. The emotional intelligence (X_3) obtained a t count value of 7.417 with a regression coefficient of 0.387. All of these variables show a significance level lower than 0.05, which indicates that the hypothesis related to the influence of the three aspects of intelligence on employee performance can be accepted (H_1, H_2 , and H_3 are accepted).

4. CONCLUSION

This study concludes that intellectual, spiritual, and emotional intelligence each have a positive and significant influence on employee performance at Muyang Kute Hospital, Bener Meriah Regency. Intellectual intelligence is proven to affect employee performance, as the first hypothesis (H_1) which states the influence of intellectual intelligence on employee performance is accepted. Similarly, spiritual intelligence, which plays a role in shaping employees' work ethics and values, also has a significant influence on performance, so the second hypothesis (H_2) is accepted. In addition, this study also found that emotional intelligence, which involves employees' ability to manage their own and others' emotions, significantly influences their performance in the hospital. This result supports the third hypothesis (H_3) which states that emotional intelligence affects employee performance. Overall, this study confirms the importance of these three types of intelligence in improving employee performance in a hospital environment.

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