

# AN INFLUENCE OF MANAGEMENT INTELLIGENCE AND EMOTIONAL INTELLIGENCE ON THE PERFORMANCE OF CIVIL SERVANTS (PNS).

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## ABSTRACT

The Binjai Resort Police (Polres) is one of the state institutions that handles public security issues under the North Sumatera Regional Police (POLDASU), in carrying out their services the police officers are assisted by their civil servants or Civil Servants who are assigned to assist in handling service administration the public at the police station. The results showed that: The variable of spiritual intelligence is the value of  $t_{count} - 1,820 > t_{table} 1,692$  with a significant  $0.000 < 0.050$ , meaning that partially Spiritual Intelligence has a positive and significant effect on Employee Performance, it can be concluded that hypothesis 1 is accepted. Emotional Intelligence variable value  $t_{count} 10.460 > t_{table} 1,692$  with a significant  $0.000 > 0.050$ , meaning that partially there is influence and significant from Emotional Intelligence on Employee Performance, it can be concluded that hypothesis 1 is accepted. Based on the results of the determination test, the adjusted R square is 0.964, this means that 96.4% of employee performance variations can be explained by the independent variables Spiritual Intelligence and Emotional Intelligence, while the rest ( $100\% - 96.4\% = 5.6\%$ ) can be explained by other independent variables that are not included. include in this research such as leadership style, work environment and others.

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## 1. INTRODUCTION

Human resources (HR) is an important resource for the organization, because these resources are unique in the sense that they have the mind, talent, energy, desire, knowledge, feelings and creativity that are needed by the company to achieve the company's vision and mission. This means that every individual workforce belonging to a business or government organization will run the organization with the knowledge, intellect, talent and creativity inherent in that individual.

Law Number 25 of 2009 concerning Public Services basically regulates the principles of good governance including excellent service provided to the public. The law mandates all public service delivery institutions to promote professionalism in carrying out their main duties and functions. This aims to achieve excellent service based on good governance which is the main pillar of the government as a regulator in providing services to the community.

*Good governance* is a mandate for all state servants, in this case all civil servants, to carry out their duties as public service providers in every government organization that oversees them in all regions of the Republic of Indonesia. In line with that, the Decree of the Minister of Administrative Reform No. KEP/6/M.PAN/7/2003 concerning The General Guidelines for the Implementation of Public Services, state that in carrying out their main tasks and functions as administrators in the regions, each regional government apparatus must be able to provide the best service that satisfies the community.

In accordance with the Kepmenpan guidelines, every civil servant who carries out duties in each work unit throughout the territory of the Republic of Indonesia must be able to provide excellent service in accordance with the standards set by the organization. This is so that people as consumers who use their services get satisfaction. We can further examine the Minister of Administrative and Bureaucratic Reform concerning the Principles of Public Service, which are explained in detail in the Minister of Administrative Reform No. 63 of 2003 concerning Guidelines

General Implementation of Public Services in the principle of public service there are 10 standards that must be achieved, namely:

1. Simplicity: the procedure is not convoluted, easy to understand and implement

2. Clarity: technical, administrative, work units/officers, costs and payment procedures.
3. Time certainty: determination of service completion time.
4. Accuracy: service product ; true, proper and legal.
5. Security: a sense of security and legal certainty.
6. Responsibilities: the responsibility of the leader of the service provider
7. Completeness of Sarpras: sarpras, adequate IT work equipment.
8. Ease of access: adequate location and place, easy to reach.
9. Capable and polite officers: discipline, courtesy and friendliness
10. Convenience: a comfortable service environment

In accordance with the Kepmenpan instructions, every civil servant civil servants who carry out duties in each work unit throughout the territory of the Republic of Indonesia must be able to provide excellent service in accordance with the standards set by the organization. This is so that people as consumers who use their services get satisfaction.

The performance of human resources (employees / employees), or what is often referred to as job performance is manifested as work performance or actual achievement achieved by a person (Mangkunegara, 2010: 159). Thus, the performance that can be achieved by an employee, of course, will reflect the quantity and quality of work that has been achieved by the individual employee concerned. The quality and quantity of this work that has been produced in a certain period of time is measured based on predetermined standards. Meanwhile, Wirawan (2012: 147) argues that employee performance will make a real contribution to organizational performance.

This means that each individual employee will definitely contribute to the achievement of overall organizational performance. When examined more closely, there are many factors that affect the performance of human resources. According to Simamora (2015: 158) performance is influenced by three factors, namely individual factors, psychological factors and organizational factors. In line with the thoughts above, Wirawan (2012: 155) explains that HR performance is the result of the synergy of three factors, namely internal employee factors, internal organizational factors and external factors.

One of the internal employee factors that is believed to be the cause of the weak quality of human resources in developing countries, including Indonesia, is the lack of good emotional intelligence of employees (Mangkunegara, 2010:95). This low emotional intelligence basically shows the weak quality of human resources in Indonesia (Mangkunegara, 2010: 105). This emotional intelligence is manifested in the form of the ability to: know one's true self, understand the feelings of others, be able to manage behavior, and show high empathy for others or colleagues in the workplace environment.

Various studies on emotional intelligence have been conducted showing that the greatest abilities that influence a person's success at work are empathy, self-discipline and initiative which are known as emotional intelligence. That the success of a person's life is determined by his formal education 15%, while the other 85% is determined by his mental attitude or personality.

In addition to emotional intelligence, an internal employee factor that is also thought to influence performance is spiritual intelligence (Zohar and Marshall 2010: 56) explaining that spiritual intelligence also plays a significant role in one's success at work. An employee who gets happiness at work will be able to work better.

The results of the study (Trihandini, 2015: 149) also concluded that spiritual intelligence has a real influence on employee performance, meaning that spiritual intelligence in the workplace is important. The Binjai Resort Police (Polres) is one of the state institutions that handles public security issues under the North Sumatra Regional Police (POLDASU), in carrying out their services the police officers are assisted by their civil servants or Civil Servants who are assigned to assist in handling service administration the public at the police station.

From the results of interviews with competent parties, the authors found several phenomena related to the performance of employees in the Polres environment, which include employees who have not been able to give meaning to life and bring spirituality into the work environment to become better people, so that the resulting performance is still not good without having spiritual intelligence.

Employees are still unable to recognize their own and other people's feelings, the ability to motivate themselves, and the ability to manage emotions well in themselves in relationships with others. Employee performance seems to have decreased due to a lack of motivation given by leaders to employees such as rewards for employees who are diligent and rarely absent.

## **2. METHOD.**

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Based on the background and identification of the problems mentioned above, the authors limit the research variables only to the independent variables, namely spiritual intelligence and emotional intelligence, while the dependent variable is employee performance.

This research is a replica of the research of Sri Wahjuni (2015) who entitled The Influence of Emotional Intelligence and Spiritual Intelligence on Employee Performance at PT. Bank Muamalat Indonesia, Jember Branch, while this research is entitled The Influence of Spiritual Intelligence and Emotional Intelligence on the Performance of Civil Servants (PNS) at the Binjai Police Station. The differences and similarities of the research lie in:

- a. Research Model: In previous studies and this study both used multiple linear regression models.
- b. Research variable: Previous research used 3 (two) independent variables (Emotional Intelligence and Spiritual Intelligence) and 1 (one) dependent variable (Employee Performance) while in this study used 2 (two) independent variables, namely Spiritual Intelligence and Emotional Intelligence variables and 1 (one) variable bound namely Employee Performance.
- c. Number of samples (n): In the previous study, there were 35 employees as respondents, while in this study there were 34 employees as respondents.
- d. Research time: The previous research was conducted in 2015 while this research was in 2018.
- e. Research sites; Previous research at PT. Bank Muamalat Indonesia, Jember Branch. While this research was conducted on Civil Servants (PNS) at the Binjai Police Station.

In this study the authors used quantitative research methods quoted from Sugiyono (2014: 8) as follows: "Quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to research on certain populations or samples, collecting data using research instruments, data analysis is quantitative or statistical in nature with the aim of testing the established hypotheses." The location of the research was carried out at Civil Servants (PNS) at the Binjai Police Station, Jalan Amir Hamzah Binjai, while the research started from April 2019 to June 2019.

According to Sugiyono (2014: 389) defines the population as a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn.

The population in the study were all Civil Servants (PNS) at the Binjai Police, totaling 34 people. The sample is a portion or representative of the population being studied for random purposes, so if there are less than 100 subjects, it is better to take all of them so that the research is a population study. If the number of subjects is greater than 100, 10 to 15% or 20 to 25% or more can be taken (Arikunto Suharsini, 2012: 107). Based on this opinion, in this study the number that will be sampled is all Civil Servants (PNS) at the Binjai Police Station, totaling 34 people, so this research is called population research or census.

In this study, the types and sources of data used are:

a) Type of Data

Primary data is "data that is directly collected by the researcher or his officers from the first source".

Secondary data, namely "data obtained from or originating from library materials".

b) Data Source

Most of the research objectives are to obtain relevant, reliable and accountable data.

According to Ghozali (2012: 98) F statistical test basically shows whether all the independent variables or independent variables included in the model have a joint effect on the dependent variable or the dependent variable. To test this hypothesis F statistics is used with the following decision-making criteria:

1) If the value of F is greater than 4 then  $H_0$  is rejected at the 5% confidence level, in other words we accept the alternative hypothesis, which states that all independent variables simultaneously and significantly affect the dependent variable.

2) Comparing the calculated F value with F according to the table. If the F value count greater than the value of  $F_{table}$ , then  $H_0$  is rejected and  $H_a$  is accepted

According to Ghozali (2012: 98) Different test t-test is used to test how far the influence of the independent variables used in this study individually in partially explaining the dependent variable. The basic decision making used in the t test is as follows:

1) If the significance probability value is  $> 0.05$ , then the hypothesis is rejected. The rejected hypothesis means that the independent variable has no significant effect on the dependent variable.

2) If the significance probability value is  $< 0.05$ , then the hypothesis is accepted. The hypothesis cannot be rejected which means that the independent variable has a significant effect on the dependent variable.

According to Ghozali (2012: 97) the coefficient of determination ( $R^2$ ) is a tool to measure how far the model's ability to explain the variation of the dependent variable. The value of the coefficient of determination is between zero or one.

The small value of  $R^2$  means that the ability of the independent variables to explain the variation in the dependent variable is very limited. And conversely, if the value is close to 1, it means that the independent variables provide almost all the information needed to predict the dependent variables.

### 3. RESULT AND DISCUSSION

#### 3.1. The ranks of the Binjai Police

The establishment of the Binjai Polres began in 2002. In October, after the expansion of the Langkat Polres, the Binjai Polres was formed with 5 rank and file Polsek plus 3 Polsek in the Langkat Regency Government which were included in the legal area of the Binjai Police on the basis of Chief of Police Decree No. Pol. : Kep / 54 / X / 2002, dated 17 October 2002 concerning the Organization and work procedures of organizational units at the regional level, namely:

- a. Binjai City Police
- b. North Binjai Police
- c. South Binjai Police
- d. East Binjai Police
- e. West Binjai Police
- f. SeiBingai Polsek (located in the government area of Langkat Regency)
- g. Polsek Done (in the government area of Langkat Regency)
- h. Polsek Binjai (located in the government area of Langkat Regency)

Then in 2005 a change was made to the organizational structure on the basis (Kapolri Decree No. Pol. : Kep / 7 / I / 2005, dated January 31, 2005 concerning changes to the Decree of the Indonesian National Police Chief No. Pol. : Kep / 54 / X / 2002, dated 17 October 2002 concerning Organization and work procedures of organizational units at the regional level) as a follow-up form for the Police in carrying out reforms. In this case the Binjai Police changed its name to the Binjai Police with the type "B1".

Over time, the arrangement of Polri from a structural aspect was also reviewed from several policies (regulations). This arrangement is intended to change the function of the Polri so as to create the professionalism and independence of the POLRI. Efforts to create professionalism are indeed inseparable from changes in the democratic government system. The consequence of democratic government is the implementation of democratic values in the state administration system, one of which is creating professionalism within the Polri institution.

Polri's follow-up in carrying out reforms, particularly structural reforms, is to issue several internal Polri regulations so that Polri can immediately carry out structural reforms. In connection with the demands for reform and institutional needs in accelerating the success of tasks both in supervision and serving the community, in 2010 a regulation was issued by the Head of the Indonesian National Police. Number: 23 of 2010 dated 28 September 2010 concerning the organizational structure and work procedures at the Resort Police and Sector Police levels, and supplemented by: Decree of the North Sumatran Regional Police Chief Number: Kep / 425 / IX / 2010, dated 20 September 2010 concerning Typology of Polres and Polsek as well as the determination of Polsubsectors in the ranks of the North Sumatra Regional Police. This is the basis for the change in the nomenclature of the Binjai Polresta to the Binjai Police with the following changes:

- a. Polresta Binjai (type B1) to Polres Binjai (type Polres)
- b. Polsekta Binjai City, North, South (type B1) to Polsek Binjai City, North, South with type (Urban)
- c. Polsek East Binjai, West, Sei Bingai, Finish and Binjai (type B2) became Polsek with type (Rural)
- d. Namutating Pol post becomes Namutating Pol subsector.

#### 3.2. Resort and Sector Police work procedures

- a. Professional, namely in carrying out the main tasks and functions of the organizational units at the Polres and Polsek levels in accordance with their abilities and competencies.
- b. Procedural, namely Professional, namely in carrying out the main tasks and functions of organizational units at the Polres and Polsek levels of mechanisms, procedures and provisions of laws and regulations.

- c. Accountable, that is, in carrying out the main tasks and functions of the organizational units at the Polres and Polsek levels, they can be accounted for in accordance with the provisions of laws and regulations.
- d. Transparent, that is, in carrying out the main tasks and functions of the organizational unit at the Polres and Polsek levels it is carried out openly, and
- e. Necessity, namely in determining structural positions according to organizational needs.

This structure has been used until now as a guideline in carrying out tasks in order to align mindsets and patterns of action in carrying out the main tasks and functions of the Polres and Polsek organizational units, carrying out the main tasks of the National Police in maintaining security and public order, enforcing the law, and providing protection. protection, and service to the community and carry out other Polri duties within the jurisdiction of the Polres in accordance with statutory provisions.

### 3.3. Resort and Sector Police work procedures

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### 3.4. Data Presentation

In answering the problems in a study, it is necessary to describe the characteristics of the data source, so that the data used to answer these problems is more accurate. The data obtained during the research will be presented to all Civil Servants (PNS) at the Binjai Police, as many as 34 people who are used as respondents. With a total of 27 questions, consisting of variable X question items, namely: Spiritual Intelligence (X1), Intelligence Emotional (X2), and Variable Y namely: Employee Performance.

As a measuring tool in this study provided 5 (five) alternatives answer, namely:

- a. Strongly agree (SS) with a score of 5
- b. Agree (S) with a score of 4
- c. Disagree (KS) with a score of 3
- d. Don't agree (TS) with a score of 2
- e. Strongly disagree (STS) with a score of 1

The following data based on the characteristics that can be obtained from civil servants (PNS) at the Binjai Police are as follows:

### 3.5. Results of Work Discipline Variable Distribution (X1)

Table 1. Usually I immediately finish the work that I have plan without procrastinating.

	frequency	percent	Valid percent	Cumulative Percent
Valid 1	10	29.4	29.4	29.4
2	5	14.7	14.7	44.1
3	5	14.7	14.7	58.8
4	8	23.5	23.5	82.4

5	6	17.6	17.6	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	<b>100.0</b>	

Based on table 1, it can be seen that 10 people (29.4%) strongly disagreed, 5 people (14.7%) disagreed, 5 people (14.7%) disagreed, 8 people agreed (23.5%), and 6 people (17.6%) strongly agree.

Table 2 always try not to take actions that cause harm or damage to the environment, the universe and other living things.

	frequency	percent	Valid percent	Cumulative Percent
<b>Valid 1</b>	<b>4</b>	<b>11.8</b>	<b>11.8</b>	<b>11.8</b>
<b>2</b>	<b>15</b>	<b>44.1</b>	<b>44.1</b>	<b>55.9</b>
<b>3</b>	<b>7</b>	<b>20.6</b>	<b>20.6</b>	<b>76.5</b>
<b>4</b>	<b>2</b>	<b>5.9</b>	<b>5.9</b>	<b>82.4</b>
<b>5</b>	<b>6</b>	<b>17.6</b>	<b>17.6</b>	<b>100.0</b>
<b>Total</b>	<b>34</b>	<b>100.0</b>	<b>100.0</b>	

Based on table 2, it can be seen that 4 people (11.8%) stated that they strongly disagreed.

Purpose of Test Fcount is to show whether all the independent variables included in the model have a joint (simultaneous) effect on the independent variable (X) on the dependent variable (Y). The hypothesis for simultaneous testing is:

Ho :  $\beta_1 = \beta_2 = 0$ , meaning that together there is no positive and significant influence of Spiritual Intelligence and Emotional Intelligence (independent variable) on Employee Performance (dependent variable).

Hi : Minimum 1  $\neq 0$ , meaning that together (simultaneously) there is a positive and significant influence of Spiritual Intelligence and Emotional Intelligence (independent variable) on Employee Performance (dependent variable).

### 3.6. The Effect of Spiritual Intelligence on Employee Performance

Based on the research results show that the value of tcount 1,820 while the value of ttable 1.692, it is clear that the value of t count is greater than t table, it can be concluded that it has a positive and significant effect on employee performance variables, which means that hypothesis 1 is accepted.

Given the theory from Agustian (2001: 57) that spiritual intelligence as intelligence to face and solve problems of meaning and value, namely intelligence to locate and solve human behavior and life in the context of broader and richer meanings, intelligence to judge that actions or one's way of life is more meaningful than others.

From the analysis the highest average perception lies in the indicator of unwillingness to cause unnecessary harm, based on Agustian's theory (2011: 57) it is stated to face and solve problems of meaning and value, intelligence to place and solve behavior and human life in the context of meaning broader and richer than this theory supports the analysis of the description where spiritual intelligence is also the ability to give spiritual meaning to thoughts, behaviors and activities, and is able to synergize IQ, EQ, and SQ.

## 4. CONCLUSION

Based on the results of the simultaneous test, the value of Fcount was 448,212, while Ftable 3.30 means means Fcount > Ftable. This shows that H1 accepted. So, it can be concluded that the variables Spiritual Intelligence and Emotional Intelligence simultaneously have a positive and significant effect on Employee Performance.

The research results show that Partial Test (t-test), Spiritual intelligence variable value tcount 1.820 > ttable 1.692 with a significant 0.000 < 0.050, meaning that partially Spiritual Intelligence has a positive and significant effect on Employee Performance, it can be concluded that hypothesis 1 is accepted., Emotional Intelligence variable value tcount 10.460 > ttable 1.692 with a significant 0.000 < 0.050, meaning that partially there is an influence and significant from Emotional Intelligence on Employee Performance, it can be concluded that hypothesis 1 is accepted.

Based on the results of the determination test, the adjusted R square is 0.964, this means that 96.4% of employee performance variations can be explained by the independent variables of spiritual intelligence and emotional intelligence, while the rest (100% - 96.4% = 5.6%) can be explained by other independent variables that are not included. include in this research such as leadership style, work environment and others.

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