



The Influence of Self-Efficacy, Emotional Intelligence and Spiritual Intelligence on Employee Performance of Koperindag Office, Mentawai Islands Regency, Indonesia.

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ABSTRACT: This study aims to see the effect partially and simultaneously; self-efficacy, emotional intelligence, spiritual intelligence on the performance of the employees of the Mentawai Islands District Diskoperindag. This type of research is descriptive quantitative. The data used are primary data and secondary data. The population in this study were all employees of the Mentawai Islands Regency Diskoperindag totaling 63 people. The sample technique uses total sampling. The research instrument used a questionnaire with a linkert scale. Data analysis was performed by using multiple linear regression analysis. The results showed that (1) Self-Efficacy had a positive and significant effect, (2) Emotional Intelligence had a positive and significant effect, (3) Spiritual Intelligence had a positive and significant influence on the performance of the employees of Diskoperindag, Mentawai Islands Regency, (4) Self Efficacy, Emotional Intelligence and Spiritual Intelligence together (simultaneously) have a positive effect on the performance of Diskoperindag employees of Mentawai Islands Regency.

KEYWORDS: Performance, Self Efficacy, Emotional Intelligence and Spiritual Intelligence

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I. INTRODUCTION

Performance is an outcome that results in a series of activities obtained during a certain period of time (Bernardin & Russel, 2013). The results obtained are based on skills, experience and, sincerity. It is a person's success at work, a combination of abilities, efforts and, opportunities (Hasibuan, 2011). Furthermore, Mangkunegara (2016) states that performance is the result of work in quality and quantity according to responsibility. In providing work results in accordance with quantity and quality, according to Torang (2014); Rivai (2015), needs someone's belief about his ability to carry out a behavior successfully. This belief according to Arni (2005) strengthens the path to success or failure.

Furthermore, emotional intelligence is an ability that includes self-control, enthusiasm, and persistence, as well as the ability to motivate oneself (Goleman, 2015). Cooper and Sawaf (2017) add that emotional intelligence is the ability to feel, understand and, effectively apply emotional power and sensitivity as a human source of energy, information, connections and, influence. While the indicators of emotional intelligence are: self-awareness, self-regulation, motivation, empathy, social skills (Goleman, 2015).

Besides, self-efficacy, emotional intelligence, other variables that also influence performance are; spiritual intelligence, in line with the opinion of Zohar and Marshall (2010), namely spiritual intelligence is intelligence that rests from within a person, which is associated with wisdom outside the ego or conscious soul Armenio et al., (2007) emphasizes how to face and solve problems of meaning and value and compare with others.

Good performance will make a major contribution in order to achieve organizational goals. The phenomenon that occurs that needs to be investigated is that the tendency to decline in performance is thought to be caused by factors that influence, among others, self-efficacy, emotional intelligence and, spiritual

intelligence. So that the phenomenon that occurs is a decrease in the realization of the target activities of the Mentawai Islands Diskoperindag.

The following can be seen the performance data of employees at the Mentawai Islands Regency Diskoperindag:

Table 1
Employee Performance Data and Target Diskoperindag Activities
Mentawai Islands Regency 2017-2018

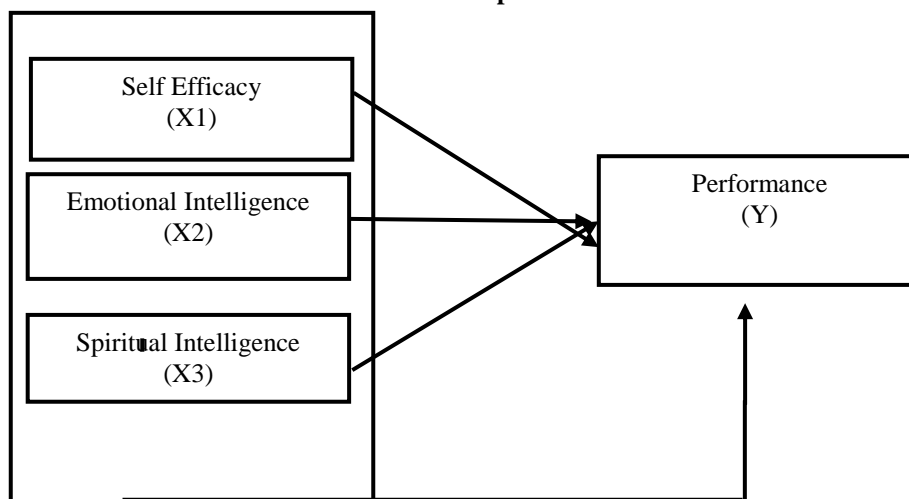
No	Activity Objectives	Target (%)	Realization (%)		
			2017	2018	2019
1	Cooperative Institutional Quality Improvement Program	100	92	90	85
2	Cooperative HR Quality Improvement Program	100	88	87	85
3	Program for Creating a Conducive Small and Medium Business Climate	100	92	89	82
4	Consumer Protection and Trade Security Program	100	89	85	80
5	Small and Medium Industry Development Program	100	90	88	82
Average		100	90,2	87.8	82.8

Source: Diskoperindag, Mentawai Islands Regency

Based on Table 1, it can be seen that the target programs and activities at the Koperindag Office of the Mentawai Islands Regency have decreased every year, wherein 2017 the average target achievement was 90.2% and in 2018 decreased by 87.8% and in 2019 decreased. 82.8%. Therefore, this research becomes very crucial, in order to improve performance in order to achieve organizational goals.

The following is the model used in this study:

Picture 1
Research Conceptual Framework



II. RESEARCH METHODS

This type of research is descriptive with a quantitative approach. The location of the research is Diskoperindag, Mentawai Islands Regency. The data used are primary data and secondary data. The research instrument used a questionnaire with a Linkert scale. The sampling technique is total sampling. The number of samples is 63 people. Data analysis was performed using multiple linear regression.

III. RESULT AND DISCUSSION

3.1. Characteristics of Respondents by Age

Retrieval of respondent data by age group is useful for seeing how far the respondent's age factor is, determining the ability to perform and complete all tasks properly, on time and, efficiently. So that it contributes to the performance carried out. The following is data on the characteristics of respondents based on age groups, aiming to determine the productive age of the respondents:

Table 2. Description of Respondents by Age

No	Age Group	Frequency	
		Number of Respondents	%
1	20 - 24 years	5	8
2	25 - 30 years	5	8
3	31 - 34 years	9	14
4	35 – 39 years	19	30
5	40 – 44 years	8	13
6	45 – 50 years	10	16
7	51 – 55 years	6	10
8	56 – 60 years	1	2
Total		63	100

Source: Research Results

Based on Table 2. It can be concluded that most of the respondents are of productive age, are under the age of 50 years with a percentage of 93%. Productive age will be more energetic and skilled at work. So that achievement in work will not be difficult to achieve.

3.1. Characteristics of Respondents by Education Level

The level of education is an important factor that can support the respondent to be able to complete all the tasks assigned to him. Skills, skills, and abilities are very much determined by the educational process that the respondent goes through. The following is data related to the level of education taken by the respondents, namely;

Table 3. Description of Respondents by Education

No	Education	Frequency	
		Number of Respondents	%
1	SMA	9	14
2	D3	8	13
3	S1	43	68
4	S2	3	5
Total		63	100

Source: Research Results

From Table 3. It can be concluded that the education level of the respondents is high, most of them have a Strata 1 education. to the level of education taken by the respondents, which is 73% undergraduate and postgraduate, it can be concluded that respondents will have no difficulty working and achieve good achievements to achieve organizational goals. However, it should be noted that the formal educational background of the respondent must be in accordance with the field they are engaged in.

3.2. Characteristics of Respondents by Working Period

The working period of the respondent is very identical to the experience and skills acquired so that the respondent can survive in carrying out all the obligations and responsibilities that must be assumed in the position given to him. Furthermore, the characteristics of the respondents according to the length of work to date can be seen in Table 4.

Table 4. Description of Respondents by Period of Service

No	Length of work	Frekuensi	
		Number Of Respondents	%
1	≤10 Years	32	51
2	11 - 20 Years	19	30
3	21 - 30 Years	12	19
Total		63	100

Source: Research Results

From the table, it can be seen that the respondents have experience in work. 49% of them are in their work for more than 11 years to 30 years. This shows that the respondents have experience and have no difficulty in working to achieve organizational goals. Besides that, it can be concluded that respondents like and feel at home in their current position.

3.3. Multiple Linear Regression Analysis

To prove that there is an influence between the independent variables on the dependent variable, multiple linear regression analysis is performed. Multiple regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With the multiple linear regression equation models as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e \dots \dots \dots (6)$$

Where:

- Y = Performance
- a = Intercept Constant
- X1 = Self Efficacy
- X2 = Emotional Intelligence
- X3 = Spiritual Intelligence
- b1, b2,... = Regression Coefficient
- e = Regression Coefficient

Multiple regression analysis was performed by comparing the value of t count with t table and the significance value with $\alpha = 0.05$ (5%). In detail, the results of multiple linear regression tests can be seen in Table 5:

Table 5. Multiple Linear Regression Equations

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	36.767	7.246		5.074	.000
	Self Efficacy (X1)	0,422	0,081	0,020	5.159	.000
	Emotional Intelligence (X2)	.115	0,038	0,166	2.990	0,002
	Spiritual Intelligence (X3)	0,195	0,048	.126	3.982	0,001
a. Dependent Variable: Y						

Source: SPSS Output (2020)

Based on Table 4 above, the model can be analyzed by the estimation model as follows:

$$Y = 36.767 + 0.422(X_1) + 0.115(X_2) + 0.195(X_3)$$

3.3.1. Regression Coefficient Test (t test)

3.3.1.1. Effect of Self-Efficacy on Performance

Based on the results of the t-test (partial), self-efficacy partially has a positive effect on the respondent's performance. With a significance level of the self-efficacy variable of 0.000 <of the significance value (0.05) or 5%. With the understanding that there is a significant influence between self-efficacy on the performance of Diskoperindag employees, Mentawai Islands Regency. From the results of the research data processed, the regression coefficient value is 0.422, which means that self-efficacy has the greatest influence on employee performance in the Mentawai Islands District Office of Industry and Trade. It is clear that the perception of Diskoperindag employees in Mentawai Islands Regency is still low on their ability to carry out their work as well as the lack of competence that employees have in completing their tasks which significantly affects the resulting performance, resulting in targets and activity targets provided by the organization not being met the ability to take action and overcome obstacles that are owned by staff to complete work is not yet in accordance with what the organization needs.

Belief in one's own abilities also affects the respondent's personal motivation which leads to his actions in an effort to overcome the work problem at hand. Meanwhile, a good level of self-efficacy is indicated by the respondents' confidence in their ability to carry out tasks that will affect their performance improvement. Facts in the field show clearly that employees at the Mentawai Islands Regency Diskoperindag have low self-efficacy because they are not able to make decisions properly and correctly and are afraid of job risks in carrying out the targets and targets of activities given to them by the organization. Therefore, if Diskoperindag of Mentawai Islands Regency wants to improve the performance of its employees, it must create good self-efficacy through motivational encouragement and create responsive environmental conditions so that employees can successfully carry out tasks according to their abilities. This is in line with the opinion according to Wibowo, (2016) that self-efficacy is the capacity to get the result or effect he wants.

3.3.1.1. The Effect of Emotional Intelligence on Performance

Emotional intelligence partially has a positive effect on the respondent's performance. Based on the results of the t-test analysis, that the level of significance of the emotional intelligence variable is 0.002 <of the significance value (0.05) or 5%. It means that emotional intelligence has a significant positive effect on the respondent's performance. From the results of this study, it can be seen that the emotional intelligence variable has a coefficient of 0.115, which means that the emotional intelligence of the respondent also has a significant influence compared to the self-efficacy and spiritual intelligence variables. This indicates that the employees at the Mentawai Islands District Office of Industry and Industry do not yet have the ability to manage emotions which include self-control and self-calming abilities which tend to encourage them to be more productive and effective in carrying out their work so that the targets and targets of activities given to them by the organization can be fulfilled.

If the Mentawai Islands Regency Diskoperindag wants to improve the performance of its employees, it is necessary to create a work environment that provides a sense of security and channels emotions effectively so that it is able to motivate and maintain the spirit of emotional intelligence in an effort to achieve the targets and objectives of the activities it is assigned to. This is in line with the opinion according to (Goleman, 2015), emotional intelligence is an ability that includes self-control, enthusiasm, and persistence, as well as the ability to motivate yourself. Meanwhile, according to Patton (2017), emotional intelligence means knowing emotions effectively to achieve goals, building productive relationships and, achieving success in the workplace. Emotional intelligence is the formation of emotions that includes self-control skills and readiness to face uncertainty. Channeling emotions effectively will be able to motivate and maintain the spirit of emotional intelligence in achieving goals. Cooper and Sawaf (2017) define emotional intelligence as the ability to feel, understand and, effectively apply emotional power and sensitivity as a human source of energy, information, connections and, influence. The results of this study are in line with Asiamah's (2017) study which shows that emotional intelligence has an effect on employee performance. Len et al (2002) also show that emotional intelligence has a significant effect on employee performance.

3.3.1.2. The Effect of Spiritual Intelligence on Performance

Spiritual intelligence partially has a positive effect on performance. Based on the results of the t-test analysis, it is known that the level of significance of the spiritual intelligence variable is 0.001 <from the significance value (0.05) or 5%. There is a significant influence between spiritual intelligence on respondent performance. The regression coefficient value is 0.195, which means spiritual intelligence has a big influence. This indicates that the employees at the Mentawai Islands Regency Diskoperindag have low spiritual intelligence. Facts on the ground show that there is still no balance between the fulfillment of rights and

obligations. If the Mentawai Islands Regency Diskoperindag wants to improve employee performance, the office must be good at building self-awareness to be more focused on contributing in the form of seriousness in carrying out its work and focus on handling tasks so that the targets and activity objectives can be fulfilled properly. This study is in line with the research of Len et al (2002) which shows that there is a significant positive influence between spiritual intelligence on employee performance.

3.3.2. The effect of self-efficacy, emotional intelligence, spiritual intelligence simultaneously on performance.

To see the effect of the independent variable simultaneously on the dependent variable, the F test is carried out. The F test results show that self-efficacy, emotional intelligence, and spiritual intelligence together (simultaneously) have a positive effect on employee performance. With the significance level of the variable self-efficacy, emotional intelligence, and spiritual intelligence of $0.000 < 0.05$. There is a significant effect together (simultaneously) between self-efficacy, emotional intelligence, and spiritual intelligence on the performance of the employees of the Mentawai Islands District Diskoperindag, as can be seen in Table 6:

Table 6. F Test Results

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.098	3	3.366	7.018	.000a
	Residual	195.172	59	3.308		
	Total	205.270	62			
a. Predictors: (Constant), X3, X2, X1						
b. Dependent Variable: Y						

Source: SPSS Output (2020)

3.3.3. The coefficient of determination (R Square)

The coefficient of determination aims to see or measure how far the model's ability to explain variations in the independent variable, where this study uses the R square value to predict and see how much influence the independent variable (X) contributes simultaneously to the dependent variable (Y). The value of the coefficient of determination is taken from the value of R Square which can be seen in Table 7 below:

Table 7. Test Results R Square

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,922a	0,850	0,821	1.81879
a. Predictors: (Constant), X3, X1, X2				
b. Dependent Variable: Y				

Source: Results of SPSS data processing (2020)

Based on the results of the analysis, the R Square value is 0.85, this means that 85% of respondents' performance is influenced by the independent variables of self-efficacy, emotional intelligence and spiritual intelligence, while the remaining 15% is influenced by other variables outside the model. From the R Square value, it can be concluded that the independent variable plays a very important role in influencing the dependent variable. The model used is very good or very feasible in this study.

IV. CONCLUSION

Based on the test results, it can be concluded:

1. Self-efficacy has a positive effect on performance. This means that performance will increase if self-efficacy increases, so as to encourage employee morale to improve performance.
2. Emotional intelligence has a positive effect on performance. If emotional intelligence is good, employee morale will increase.
3. Spiritual intelligence has a positive influence on performance. the Performance will increase if spiritual intelligence gets better.

4. Spiritual intelligence has a positive influence on performance. Good spiritual intelligence will encourage increased performance,
5. Self-efficacy, emotional intelligence, spiritual intelligence together (simultaneously) have a positive effect on performance.

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