INTELLIGENCE DIMENSIONS ON EMPLOYEE PERFORMANCE

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Abstract

This study aims to analyze the influence of emotional intelligence, intellectual intelligence and social intelligence on the performance of employees of the Bureau of Public Relations and Protocol Regional Secretariat of Maluku Province. This study used an approach. The research approach used was quantitative, associative, survey and cross section. The population used in this study were all employees of the Bureau of Public Relations and Protocol of the Regional Secretariat of Maluku Province, consisting of 32 people. The sample is full sampling. Data were analyzed using multiple linear regression with the help of SPSS 25.00. The results of the study concluded that (1) Emotional intelligence has a positive and significant effect on the performance of the Public Relations and Protocol Bureau of the Regional Secretariat of Maluku Province; (2) Intellectual intelligence has a positive and significant effect on the performance of the Public Relations and Protocol Bureau of the Regional Secretariat of Maluku Province; (3) Social intelligence has a positive and significant effect on the performance of the Public Relations and Protocol Bureau of the Regional Secretariat of Maluku Province

Keywords: Emotional Intelligence; Intellectual Intelligence; Social Intelligence; Performance

BACKGROUND

The Maluku Province Public Relations and Protocol Bureau has the task of assisting the Assistant for Social Welfare and General Administration in coordinating policy formulation and administrative coordination of the

implementation of the duties and functions of regional apparatuses as well as administrative services in the field of public relations and protocols. In order to carry out these basic tasks, the Bureau of Public Relations and Protocol of Maluku Province needs to be supported by high-performance human resources.

Studies on employee performance are still being carried out by researchers to this day. Several factors are examined in relation to increased performance. The variable that is the latest study is the intelligence variable, which consists of emotional intelligence, intellectual intelligence and social intelligence. The concept of emotional intelligence is a relatively new phenomenon in the world of industrial and organizational psychology, however, its use in the world of work is urgently needed. Emotional intelligence allows a person to manage his emotions well, so that they are expressed appropriately and effectively, which in turn will lead the person to be able to work together smoothly towards the goals and objectives of the organization.   Salah satu aspek pribadi yang merupakan kompetensi adalah komunikasi, dengan komunikasi organisasi dapat memelihara motivasi pegawai dengan memberikan penjelasan kepada pegawai tentang apa yang harus dilakukan, seberapa baik mereka mengerjakannya dan apa yang dapat dilakukan pegawai untuk meningkatkan kinerjanya (Spencer et all dalam Edwardin, 2006:1).

Sari et al., 2020   concluded that that emotional intelligence affects the performance of employees at PT. BNI Syariah Bengkulu. This means that the higher the emotional intelligence variable, the higher the resulting work performance. Employees with a high level of intelligence can manage their emotions in terms of maintaining a positive mental state which can lead to increased organizational performance. LikewiseSetyaningrum (2016) concluded that the variables of self-awareness, self-regulation, motivation, empathy and social skills have a significant influence partially or simultaneously on employee performance variables. The results of this study also indicate that the dominant variable that has an influence on employee performance is self-awareness.

Intellectual intelligence was once believed to determine a person's success, the higher a person's intellectual intelligence, the more successful that person would be. But over time, intellectual intelligence is not the only thing that can determine success. According toK. A. S. Putra & Latrini (2016), an understanding of carrying out tasks properly requires good intellectual intelligence in order to obtain more optimal performance.

Mamangkey et al. (2018) concluded that intellectual intelligence (IQ), emotional intelligence (EQ) and social intelligence (SQ) simultaneously and partially affect the performance of regional office employees of the BRI Manado bank. Likewise Putri (2016) oncluded that intellectual intelligence (X1) partially positive and significant effect on employee performance (Y). So, the higher the intellectual intelligence of an employee in carrying out work, the higher the performance produced by the employee.

Social intelligence is also something that influences performance. According to(Herli, Kamaliah, & Silvi, 2014), social intelligence is a measure of self-ability in social interaction with the surroundings. Someone who has high social intelligence can utilize and use all the abilities of his brain and body language to understand his interlocutor.

Oktaviani & Syamsir (2018) concluded that social intelligence also contributes to employee performance with an Adjust R Square value of 0.483 or an effect of 48.3%. This also means that individuals in carrying out their work need to have social intelligence in order to produce good teamwork results in the work environment. In this study social intelligence has a significant contribution to employee performance. Partially the variable significance value is less than 0.05, then Ho is also rejected and Ha is accepted. Likewise Rachmawati et al. (2018) concluded that social intelligence has a significant effect on employee performance, that the higher the social intelligence, the higher the employee performance.

METHOD

This study uses a descriptive-quantitative approach with a causal correlation type, meaning that the relationship between the independent variables and the dependent variable is a causal relationship. The research was carried out at the Public Relations and Protocol Bureau of the Maluku Province. The population used in this study were all employees of the Maluku Province Regional Secretariat Protocol and Public Relations Bureau, consisting of 32 people. The method of determining the sample is full sampling. Data analysis techniques in this study, using descriptive analysis and multiple linear regression analysis.

RESULT AND DISCCUS
Result

The influence of the independent variables, namely emotional intelligence, intellectual intelligence and social intelligence on the dependent variable, namely employee performance (Y), is known through multiple linear regression calculations. Based on the results of data processing using the SPSS 21.00 program, the following table is obtained:

Table 1
Results of Multiple Linear Regression Analysis

Variable	Regression Coefficient	T count	Probablity	r^2 partial
Emotional Intelligence (X_1)	0,373	2,842	0,005	0,330
Intellectual Intelligence (X_2)	0,249	2,812	0,002	0,225
Social Intelligence (X_3)	0,140	2,659	0,004	0,198
Constanta : 24,791	F. Ratio : 17,301			
R square : 0,790	Prob. : 0,007			
Multiple R : 0,889	n : 32			

Based on Table 1, the multiple regression equation is as follows:

$$Y= a + b_1 X_1+ b_2 X_2 + b_3 X_3 + e$$
$$Y= 24{,}791 + 0{,}373 X_1+ 0{,}249 X_2 + 0{,}140 X_3 + e$$

The equation above means that:
1) The b0 value is 24.791 indicating that the employee's performance is 24.791 units assuming it is not influenced by emotional intelligence, intellectual intelligence and social intelligence.
2) The b1 value of 0.373 is positive which indicates that if emotional intelligence increases by 1 (one) unit, the employee's performance will increase by 0.284 units, assuming other variables are constant.
3) The b2 value of 0.249 is positive which indicates that if intellectual intelligence increases by 1 (one) unit, the employee's performance will increase by 0.249 units, assuming other variables are constant.

4) The b3 value of 0.140 is positive which indicates that if social intelligence increases by 1 (one) unit, employee performance will increase by 0.140 units, assuming other variables are constant.

Next, testing is carried out to find out whether the proposed hypothesis is accepted or rejected, as explained below:

a. First, Second and Third Hypothesis Testing

The first hypothesis states that emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) partially affect the dependent variable, namely employee performance (Y). The test is carried out by confirming the calculated t value with the t table value in degrees of freedom (df = 28).

1) The calculated t value for the emotional intelligence variable is 2.842 > the t table value (df = 28) is 1.684, so it is concluded that Ho is rejected, Ha is accepted which means that emotional intelligence has a partial effect on employee performance.

2) 2) The calculated t value for the intellectual intelligence variable is 2.812 > the t table value (df = 28) is 1.684, so it is concluded that Ho is rejected, Ha is accepted which means that intellectual intelligence has a partial effect on employee performance.

3) 3) The calculated t value for the social intelligence variable is 2.659 > the t table value (df = 28) is 1.684, so it is concluded that Ho is rejected, Ha is accepted which means that social intelligence has a partial effect on employee performance.

b. Fourth Hypothesis Testing

The fourth hypothesis which states that emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) affect the dependent variable, namely employee performance (Y) simultaneously. The test is carried out by confirming the calculated F value with the table F value on df (3) (28). The table above shows the calculated F value of 8.135 > F table on df (3)(28) of 2.45; so it is concluded that Ho is rejected and Ha is accepted, which means that emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) affect the dependent variable, namely employee performance (Y) simultaneously. The magnitude of the influence of these three variables is 0.790 or 79.0% of the performance variables are influenced by emotional intelligence (X1), intellectual intelligence (X2) and social

intelligence (X3) and the remaining 21.0% (100% -79.0%) influenced by other variables not included in the research model.

c. Fifth Hypothesis Testing

Table 1 shows the results of multiple linear regression analysis, where it can be seen that the largest regression coefficient value is the emotional intelligence variable, as well as the calculated t value and the partial r2 value, which shows that the biggest influence comes from the emotional intelligence variable with a large influence of 33.0 %, because it has the largest correlation coefficient value between the two other variables. The regression coefficient shows the influence of each independent variable (X1, X2, X3) on the dependent variable (Y) if the size of the other independent variables in the model remains the same.

Discussion

1. The Effect of Emotional Intelligence on Employee Performance

The emotional intelligence variable (X1) is positive, this means that when emotional intelligence increases it will result in increased employee performance. Furthermore, the magnitude of the regression coefficient is 0.373, meaning that every one unit increase in the emotional intelligence variable will result in an increase of 0.373 units of employee performance, if other variables are constant.

The coefficient of partial determination explains the effect of each change in the independent variable (X) on changes in the dependent variable (Y). The results of data processing show that the partial coefficient (r) for the emotional intelligence variable is 0.330. This means that: the variable emotional intelligence can explain any variations in changes in employee performance of 0.330 assuming that other variables are constant, meaning that it shows that emotional intelligence has a correlation with employee performance of 33.0% assuming other variables do not change.

Testing the regression coefficients of the variables, then the emotional intelligence variable (X1) is significant or not significant, testing the significance of the price t is carried out. The test was carried out by means of a two-way test, using a significance level of 5%. The test results obtained

tcount for emotional intelligence variable of 2.842; While the magnitude of the ttable at the 5% confidence level is ± 1.684. The values mentioned above can be explained that partially (by themselves), the emotional intelligence variable has a significant effect on employee performance because the t count > t table value. The calculated t value of the independent variable is in the area of Ho rejection, this means that the regression coefficient of the emotional intelligence variable is not equal to 0, in other words the variable coefficient is significant.

The results of this study are in line with previous research conducted by(Subagio, 2017) that emotional intelligence is a factor that determines success in careers and organizations, including: decision making, leadership, technical and strategic breakthroughs, open and honest communication, team work and relationships. mutual trust, consumer loyalty, and creativity and innovation. Also in line with(Setyaningrum, 2016) which concludes that good emotional intelligence will make a person able to make firm and correct decisions even in a state of stress. Emotional intelligence also makes a person able to show his integrity. People with good emotional intelligence are able to think clearly even under pressure, act according to ethics, adhere to principles and have the drive to achieve. Emotional intelligence means using emotions effectively to achieve goals properly, build work relationships productive and successful at work.

The existence of good emotional intelligence will make an employee display better performance and work results. Efforts to increase emotional intelligence can be done by holding training in the context of controlling emotions and building two-way communication. Managers and management teams must always be tools that are able to communicate well and empathetically, to be able to manage employee emotions, and at the same time educate emotions in dealing with various realities of work and personal life that employees may feel is unfair, as well as continuous enlightenment, and build self-confidence in employees. (Suhartini & Anisa, 2017).

2. The Effect of Intellectual Intelligence on Employee Performance

The intellectual intelligence variable (X2) turns out to be positive, this means that if the intellectual intelligence goes well, it will support employee performance. Furthermore, the magnitude of the regression coefficient is 0.249 meaning that every increase of one unit of intellectual intelligence variable will result in an increase of 0.249 units of employee performance, if other variables are constant.

The coefficient of partial determination explains the effect of each change in the independent variable (X) on changes in the dependent variable (Y). From the results of data processing, it shows that the partial coefficient (r) for the intellectual intelligence variable is 0.225. This means that: the intellectual intelligence variable can explain any variations in employee performance changes of 0.225 assuming that other variables are constant, meaning that it shows that intellectual intelligence has a fairly large correlation with employee performance of 22.5% assuming other variables do not change.

Testing the regression coefficients of the variables, then the intellectual intelligence variable (X2) is significant or not significant, testing the significance of the price t is carried out. The test was carried out by means of a two-way test, using a significance level of 5%. The test results obtained tcount for the intellectual intelligence variable of 2.812; While the magnitude of the ttable at the 5% confidence level is ± 1.684. The values mentioned above can be explained that partially (alone), the intellectual intelligence variable has a significant effect on employee performance because the t count > t table value. The calculated t value of the independent variable is in the area of Ho rejection, this means that the regression coefficient of the intellectual intelligence variable is not equal to 0, in other words the variable coefficient is significant.

The results of this study are in line with previous research conducted by (Mamangkey et al., 2018) that intellectual intelligence partially has a positive and significant effect on employee performance. So, the higher the intellectual intelligence of an employee in carrying out work, the higher the performance produced by the employee(Putri, 2016). Intellectual intelligence (IQ), emotional intelligence (EQ) and social intelligence (SQ) simultaneously and partially influence employee performance. Also in line with   (Khairat, 2017) that intellectual intelligence has a significant effect on auditor performance. an auditor who gets a high IQ test score at the time of selection turns out to produce a better score, especially if during his tenure he often gains new knowledge and skills from the training conducted.

3. The Effect of Social Intelligence on Employee Performance

The social intelligence variable (X3) has a positive sign, this means that if social intelligence increases, performance will also increase. Furthermore, the magnitude of the regression coefficient is 0.140 meaning that every one unit increase in the social intelligence variable will result in an increase of 0.1403 performance units, if other variables are constant.

The coefficient of partial determination explains the effect of each change in the independent variable (X) on changes in the dependent variable (Y). From the results of data processing, it shows that the partial coefficient (r) for the social intelligence variable is 0.198. This means that: the social intelligence variable can explain any variations in employee performance changes of 0.198 assuming that other variables are constant, meaning that it shows that social intelligence has a fairly large correlation with performance of 19.8% assuming other variables do not change.

Testing the regression coefficients of the variables, then the social intelligence variable (X3) is significant or not significant, testing the significance of the price t is carried out. The test was carried out by means of a two-way test, using a significance level of 5%. The test results obtained tcount for social intelligence variable of 2.659; While the magnitude of the ttable at the 5% confidence level is ± 1.684. The values mentioned above can be explained that partially (alone), social intelligence variables significantly influence employee performance because the t count > t table value. The calculated t value of the independent variable is in the area of Ho rejection, this means that the regression coefficient of the social intelligence variable is not equal to 0, in other words the variable coefficient is significant.

The results of this study are in line with previous research conducted by(Rachmayuniawati, 2018) that individuals who have interpersonal intelligence, usually have the ability to establish relationships, are able to communicate with various individuals, easily empathize, have more than two close friends, are able to work together, so that the individual can socialize properly. Likewise, the conclusion that social intelligence is important for maintaining cooperative relationships with subordinates, superiors, colleagues and outsiders Interpersonal intelligence is important for influencing others, and strengthening the effectiveness of relationship-oriented behavior. Strong social intelligence helps a leader to listen in a caring, sympathetic way and does not pass judgment on someone's problems, complaints or criticisms. Empathy and social insight are important for understanding the feelings and perceptions of others, for resolving conflicts in a constructive way (Bustoni, Wahyudi, & Sindju, 2016).

4. **Influence Between Emotional, Intellectual, Social Together Against Employee Performance.**

The fourth hypothesis states that emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) affect the dependent variable,

namely employee performance (Y) simultaneously. The test is carried out by confirming the calculated F value with the table F value on df (3) (28). The table above shows the calculated F value of 8.135 > F table on df (3)(28) of 2.45; so it is concluded that Ho is rejected and Ha is accepted, which means that emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) affect the dependent variable, namely employee performance (Y) simultaneously. The magnitude of the influence of these three variables is 0.790 or 79.0% of the performance variables influenced by emotional intelligence (X1), intellectual intelligence (X2) and social intelligence (X3) and the remaining 21.0% (100% - 79.0%)) is influenced by other variables not included in the research model.

There are six characteristics used in measuring employee performance, including: (1). Quality, the level of results of activities carried out near perfect in the sense of adjusting some ideal ways of performing activities or meeting the expected goals of an activity; (2). Quantity, the amount or results of work that can be completed is expressed in the number, units, and number of completed activity cycles; (3). Timeliness, the level of an activity completed at the expected initial time; (4). Effectiveness, the level of use of organizational resources is maximized to increase profits or reduce losses; (5). Independence, the level of employees can carry out their work functions without asking for support or guidance from supervisors and (6). Work commitment, employee levels have a commitment to work with the organization and employee responsibilities towards the organization(Saifullah, 2020).

CONCLUSION

Based on the results and discussion that have been put forward, it is concluded that:

1. Emotional intelligence has a positive and significant effect on the performance of the Public Relations and Protocol Bureau of the Maluku Province Regional Secretariat.
2. Intellectual intelligence has a positive and significant effect on the performance of employees of the Maluku Province Regional Secretariat Protocol and Public Relations Bureau.
3. Social intelligence has a positive and significant effect on the performance of the Public Relations and Protocol Bureau of the Maluku Province Regional Secretariat.

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