

Emotional Intelligence and Spiritual Intelligence to Increase Job Satisfaction in Employees PT Pelabuhan Indonesia III Surabaya (Persero) Tanjung Perak Surabaya Branch

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ABSTRACT

Purpose: This study aims to find out and analyze the influence of Emotional Intelligence and Spiritual Intelligence on Job Satisfaction of PT. Pelindo III (Persero) Tanjung Perak Surabaya branch.

Design/methodology/approach: This research is quantitative research. Subjek this research is an employee of PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya branch using a sample of 166 employees. Data collection using questionnaires and interviews, the sampling technique is simple random sampling.

Findings: Analytical techniques a data was performed using multiple linear regression analysis. Based on the results of hypothesis testing shows that first There is an influence of emotional intelligence on job satisfaction; secondly There is an influence of spiritual intelligence on job satisfaction.

Paper type: Research Paper.

Keyword: *Emotional Intelligence, Spiritual Intelligence, Job Satisfaction*

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I. INTRODUCTION

Behavior is heavily influenced by how individuals perceive and react to their work or personality. Emotional intelligence is providing awareness of one's own feelings and the feelings of others. Emotional intelligence means providing empathy, love, motivation, and the ability to respond to sadness and joy appropriately. Goleman (2000) defines emotional intelligence as the ability to recognize the feelings of oneself and others, in motivating oneself and managing emotions both in ourselves and relationships within us. Goleman explains that mood coordination is at the heart of good social relationships. If a person is good at adjusting to the moods of other individuals or can empathize, the person will have a good level of emotions and will more easily adjust in social and environmental relationships. Goleman also states that emotional intelligence is more of the ability possessed by a person in motivating oneself, resilience in the face of failure, controlling emotions and delaying satisfaction, as well as regulating the psyche. By emotional intelligence, a person can put his emotions in the right portion, have satisfaction and regulate mood. The key to the emotion of intelligence is honesty of conscience. It is the conscience that must be the center of the principle capable of providing a sense of security, instruction, strength and wisdom. Spiritual intelligence is the ability to manage one's thoughts and make informed decisions when one encounters problems. Spiritual Intelligence helps the human mind to dive and find the deepest meaning in all the events that occur during life and to discover the motivating factors that act as a driver to have a mind that helps all living beings in this world (Zohar and Marshall, 2000).

Job satisfaction can be defined as a pleasant emotional state resulting from higher achievements in one's work (Locke, 1981). Quality human resources are expected to be able to have a major influence on the sustainability of the company. So that the emotional and spiritual intelligence possessed by human resources will affect the performance and job satisfaction of human resources themselves. Previous research has shown that spiritual intelligence can effectively manage various aspects posited of employees. In an organization that serves the public interest such as government organizations and private organizations, wants maximum achievement

related to improving work results in order to achieve organizational goals. To achieve organizational goals, one of the important elements that must be considered is Human Resources. Because Human Resources in this case employees carry out and regulate and carry out the activities of the organization. Gordon says that the best way to improve employee performance is with analytical ability and cognitive ability.

Spiritual intelligence has not been studied much on the personality of employees and affects job satisfaction, in this case what plays a role in intellectual intelligence as it happens in PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. This company is one of the state-owned companies or can be called a State-Owned Enterprise (BUMN) engaged in port services.

Based on the explanation above, the author is interested in conducting research by conducting studies on emotional intelligence and spiritual intelligence, where emotional intelligence plays an important role in determining attitudes and managing emotions in working and achieving company goals with the formulation of research problems as follows: Do the variables of emotional intelligence, spiritual intelligence affect employee job satisfaction PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch? Then the purpose of this study is to determine the influence of emotional intelligence and spiritual intelligence on job satisfaction of Employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch.

Theoretical Foundations

Emotional intelligence requires us to learn to acknowledge and value feelings-in ourselves and others-and to respond to them appropriately, applying them effectively information and emotional energy in everyday life and work.

Robbins and Judge (2017) state that emotional intelligence is a person's ability to respond to clues and emotional information detected by the person. People who understand their own emotions and are able to understand the emotions of others can work more effectively in their work.

Daft (2016) states that there are various studies that show a positive relationship between performance and the level of emotional intelligence that individuals have in various occupations. Emotional intelligence is also important for managers. This is because managers have the responsibility to influence others in building positive attitudes and relationships in the work environment of an organization.

According to Goleman (2016) emotional intelligence is an emotional ability that includes the ability to control oneself, have endurance when facing a problem, be able to control impulses, motivate yourself, be able to regulate moods, the ability to empathize and build relationships with others. Emotional intelligence can put one's emotions in the right portion, sort out satisfaction and regulate mood. Mood coordination is at the core of good social relations. If a person is good at adjusting to the moods of other individuals or can empathize, that person will easily adjust to social relationships and their environment.

According to Luthans (2016) defines emotional intelligence as a form of a subset of social intelligence that includes the ability to monitor the feelings and emotions of oneself and others, distinguish emotions and feelings, and use that information to guide thoughts and actions. Based on the above understanding, emotional intelligence can be interpreted as the ability to understand the emotions of ourselves and those around us.

Spiritual intelligence is the intelligence to face and solve problems of meaning and value in life, namely intelligence to place human behavior and life in the context of more straightforward and rich meanings, intelligence to judge that one's actions or life paths are more meaningful than others according to Zohar and Marshall (2017). Furthermore, Zohar and Marshall (2017) define spiritual intelligence as intelligence that rests on the inside of the self that is related to wisdom beyond the ego or soul of consciousness.

Ginanjari (2016) states that the spiritual *quotient* is the elaboration of the spiritual thawaf movement that explains how to put human activity, in order to be able to follow the patterns or ethics of the universe. So that humans can live in the world meaningfully, and have a feeling of comfort and security, not violated or not contrary to the principles of SHO (*Spiritual Based Organizational*).

Hidayati and Setiawan (2016), basically *Spiritual Quotient* is the basic ability of a person that contains life experiences, which are part of a person's life or even an organization.

Dwi Prasetyo (2017) spiritual intelligence is the ability to give meaning to worship in adjusting rigid rules accompanied by understanding and love. People who have high spiritual intelligence are able to interpret life with a positive meaning at every event, problem, and even suffering in it. By giving a positive meaning, it will be able to awaken the soul and perform positive deeds and actions.

The definition of job satisfaction according to Mangkuprawira (2015), job satisfaction is a general attitude towards a person's work, the difference between the amount of rewards a worker receives and the amount they believe they should receive. Satisfaction occurs when individual needs have been met and related to the degree of liking and dislike attributed to the employee; It is a common attitude shared by employees that is closely related to the rewards they believe they will receive after making a sacrifice. This is in line with the definition of job satisfaction conveyed by Handoko (2015), job satisfaction is a pleasant or unpleasant emotional state with which

a person views their work. Job satisfaction reflects a person's feelings towards his work. This can be seen in the positive attitude towards work and everything faced in the work environment.

The more things that are in the work that suit the individual, the higher the level of satisfaction felt and vice versa. Job satisfaction is a function and perceived relationship between what a person wants from a job and what the job offers Christen, Iyer & Soberman (2016).

In this study, the author presents a frame of mind to facilitate the problem being studied. schematically it can be described in figure 1. as follows:

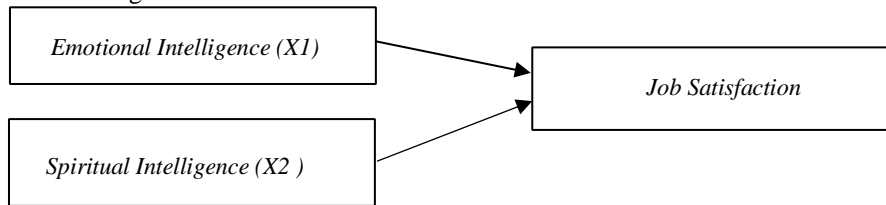


Figure 1 Frame of Mind

The hypotheses in this study are:

H1: Emotional intelligence has an influence on job satisfaction

H2: Spiritual intelligence has an influence on job satisfaction

II. METHODS

The population in this study were employees of PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch with a total of 283 people. The sample used is probability sampling with a *simple* random sampling method, namely Simple random sampling is a *sampling* technique that is carried out randomly so that each case or element in the population has an equal chance of being selected as a research sample, so that using the slovin formula the sample used is 166 employees.

1. Independent variables

Free variables (X) are variables whose values affect the value of other variables, or variables that are the cause of the emergence or change of dependent variables / bound variables (Sugiyono, 2015). In this study, the free variables are:

- a. Emotional intelligence (X₁) is an emotional ability that includes the ability to control oneself, have endurance when facing a problem, motivate yourself, be able to manage moods, the ability to empathize and build relationships with others, including:
 1. The employee understands about himself
 2. Employees are always confident in completing every given job despite many obstacles
 3. Employees are able to control emotions towards what is not liked in the work including in case of dissent
 4. Employees understand the feelings of their bosses and co-workers and can feel what they want
 5. Employees are able to read the situation and easily interact with other people, especially superiors and co-workers

- b. Spiritual intelligence (X₂) is the intelligence to face and solve problems of meaning and value in life, including:
 1. Employees try their best to get the job done
 2. Employees have sufficient knowledge in completing work
 3. Employees love the challenges of getting work done
 4. Any problems in the work must be faced with solutions
 5. Employees pay attention to the instructions of the leadership before doing their work
 6. Each employee tries to be a good example for the other

Bound variables (Y) are variables that are influenced or become a result due to the existence of free variables (Sugiyono, 2015). In this study, what is included in the bound variable is job satisfaction. Job satisfaction (Y) is a general attitude towards one's work as the difference between the many rewards that workers receive and the believed ones that should be received, including:

1. Employees are satisfied with the current job

2. Employees are satisfied with the salary received
3. Employees are satisfied with the current position and position
4. Employees are satisfied with the supervision and direction given by their superiors
5. Employees are satisfied with the support provided by superiors and colleagues in completing a job

The analysis used in this study was multiple linear regression. Test t for partial test and F test for test simultaneously. The formula is as follows:

Multiple Regression Formula:

$$\beta Y = o + \beta_1 X_1 + \beta_2 X_2 + e \text{ (Ghozali, 2015)}$$

Information:

And = job satisfaction

β or = constant

β_1 = emotional intelligence regression coefficient

β_2 = regression coefficient of spiritual intelligence

X_1 = emotional intelligence

X_2 = spiritual intelligence

and = bully variables outside of free variables

III. RESULTS AND DISCUSSION

The results of the validity and reliability test are as follows

Table 1. Validity Test Results

<i>Variable</i>	<i>No Questions</i>	<i>Pearson Correlation</i>	<i>Significant</i>	<i>Information</i>
<i>Emotional Intelligence</i>	1	0,754	0,000	Valid
	2	0,744	0,000	Valid
	3	0,746	0,000	Valid
	4	0,807	0,000	Valid
	5	0,519	0,000	Valid
<i>Spiritual Intelligence</i>	1	0,731	0,000	Valid
	2	0,750	0,000	Valid
	3	0,696	0,000	Valid
	4	0,804	0,000	Valid
	5	0,812	0,000	Valid
	6	0,657	0,000	Valid

	1	0,713	0,000	Valid
	2	0,743	0,000	Valid
Job Satisfaction	3	0,743	0,000	Valid
	4	0,768	0,000	Valid
	5	0,761	0,000	Valid

Based on table 4.1, it shows that the significance value of 20 items is smaller in significant degree (α) 0.05. This indicates that the entire item is valid. (Ghozali, 2015)

The reliability test is intended to see the level of reliability of the instrument as a measuring tool in research, so that the results of the research later really meet scientific standards and are not biased.

To test the reliability of this instrument using *Cronbach's Alpha* reliability coefficient, the full results can be seen in the table below:

Table 2. Reliability Test Results

Variable	Alpha Cronbach	Information
emotional intelligence (X1)	0,762	Reliable
spiritual intelligence (X2)	0,736	Reliable
job satisfaction (Y)	0,800	Reliable

Based on table 4.2, it can be explained as follows:

The reliability value of emotional intelligence of 0.762 is already reliable because it is greater than 0.60 (Ghozali, 2015).

The reliability value of spiritual intelligence of 0.736 is reliable because it is greater than 0.60 (Ghozali, 2015).

The reliability value of job satisfaction of 0.800 is reliable because it is greater than 0.60 (Ghozali, 2015).

The results of the calculations in the analysis using the SPSS for Windows release 22.0 program as listed in the appendix, in more detail can be described as follows:

Table 3. Regression Coefficient

Variable	Regression Coefficient
Constant	0,012
Emotional Intelligence (X1)	0,378
Spiritual intelligence (X2)	0,829

The equation of multiple linear regression will be obtained as follows:

$$\beta Y = o + \beta_1 X_1 + 2X_2 \beta + \text{and}$$

$$Y = 0.012 + 0.378 X_1 + 0.829 X_2$$

From the equation above, it can be explained as follows:

1. The constant (0) of 0.012 indicates the magnitude of job satisfaction, if all the free variables are equal to zero.
2. The regression coefficient for emotional intelligence (X₁) is 0.378. This means that if emotional intelligence (X₁) increases by 1 unit, then job satisfaction (Y) will increase by 0.378 units.
3. The regression coefficient for spiritual intelligence (X₂) is 0.829. This means that if spiritual intelligence (X₂) increases by 1 unit, then job satisfaction (Y) will increase by 0.829 units.

The *adjusted value of R square* where the calculation result from appendix 3 is 0.620 or 62.0 % the influence of emotional intelligence and spiritual intelligence on job satisfaction is 62.0%, the remaining 38.0% is influenced by other variables not contained in the model.

The results of the t test in this study are presented in table 4.4.

Table 4. t Test Results

Variable	t count	t table	Significant	Information
Emotional Intelligence (X ₁)	2,504	1,960	0,013	There is an influence
Spiritual intelligence (X ₂)	12,938	1,960	0,000	There is an influence

The results of the t test in table 4.4 can be described as follows:

1. The t value of emotional intelligence count (X₁) of 2.504 greater than t table 1.960 indicates that emotional intelligence affects job satisfaction. The first hypothesis (H1) which states emotional intelligence has an effect on job satisfaction is accepted.
2. The value of t count spiritual intelligence (X₂) of 12,938 is greater than t table 1,960 indicating that spiritual intelligence affects job satisfaction. The second hypothesis (H2) which states spiritual intelligence has an effect on job satisfaction is accepted.

IV. CONCLUSION

From the results of testing the proposed research hypothesis, it is proven that the variables of emotional intelligence (X₁) and spiritual intelligence (X₂) have a partial effect on the job satisfaction of employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. In full this conclusion can be described as follows:

1. Emotional Intelligence has been shown to have a positive and significant effect on job satisfaction by counting > ttable (2,504 > 1,960) Regression equation for the relationship of emotional intelligence (X₁) to job satisfaction (Y) obtained $\hat{Y} = 0.012 + 0.378 X_1$, this equation means that any increase or decrease in a unit of score on emotional intelligence will be followed by an increase or decrease job satisfaction of PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. The magnitude of the increase or decrease is on average 0.378 at a constant of 0.012. So it can be concluded that the higher the emotional intelligence possessed by employees, the more job satisfaction of Employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. So the first hypothesis that states that the variable emotional intelligence, has a significant effect on the job satisfaction of Employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch is acceptable;
2. Spiritual intelligence proved positive and significant to job satisfaction by counting > ttable (12,938 > 1,960). The regression equation for the relationship of spritual intelligence (X₂) to job satisfaction(Y) obtained $\hat{Y} = 0.012 + 0.829 X_2$, this equation means that any increase or decrease in a unit of score on spiritual intelligence will be followed by an increase or decrease in the job satisfaction score of an employee PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. The increase or decrease is an average of 0.829 at a constant of 0.012, so it can be concluded that the higher the spritual intelligence possessed by employees, the more job satisfaction of Employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch. So the second hypothesis that states that the variable of spiritual intelligence, has a significant effect on the

job satisfaction of Employees PT. Pelabuhan Indonesia III (Persero) Tanjung Perak Surabaya Branch is acceptable.

Spiritual intelligence allows a person to think creatively, insightfully, make or even change the rules, which makes the person able to work better. Spiritual intelligence is able to make man a complete being intellectually, emotionally and spiritually. Spiritual intelligence is a sense of morality, the ability to adjust rigid rules coupled with understanding and love and the ability to see when love and understanding come to their limits, also allows us to grapple with good and evil, imagine what has not happened and lift us from humility (Hidayat and Setiawan, 2016).

A. Suggestion

Based on the description above, the suggestions that can help in increasing job satisfaction are as follows:

1. It should foster mutual understanding, mutual understanding, mutual respect and mutual assistance between employees and also between superiors and subordinates. Grace in the next turn will lead to an improvement in the personality of everyone be it employees or superiors;
2. Must provide more assistance to employees to complete their respective tasks. Thus, at the employee level will easily grow a culture of helping each other so that it will be easier in employees to grow a sense of belonging to the agency where they work. In addition to assisting in the completion of tasks from employees, it should also be noted to give awards to outstanding employees;

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