

Intellectual Intelligence And Intelligence Emotional On Employee Performance

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Abstract: The purpose of this study was to find out how the influence of Intellectual Intelligence and Emotional Intelligence on Employee Performance at PT. Pos Indonesia (Persero) Parepare Branch. This study aims to test whether Intellectual intelligence and Emotional Intelligence affect Employee Performance at PT. Pos Indonesia (Persero) Parepare. This research uses quantitative methods with data collection techniques through questionnaires with a sample of 37 employees. The analytical method used is multiple linear regression. The results showed that Intellectual Intelligence had no significant effect, while Emotional Intelligence had a significant effect on employee performance.

Keywords Intellectual Intelligence, Emotional Intelligence and Employee Performance

INTRODUCTION

PT Pos Indonesia (Persero) is a state-owned company or commonly called BUMN. PT Pos Indonesia is engaged in mail and goods delivery services. The first Post Office was established in Batavia on August 26, 1746. The role of the Post Office became increasingly important and developed after the invention of Telegraph and Telephone technology, so that the PTT (Post, Telegraph, and Telephone) Office was formed in 1907. Post offices are spread in various regions in Indonesia and not only in Batavia. Based on Government Regulation no. 240 of 1961, the status of the PTT Office was changed to the State Post and Telecommunications Company (PN Postel) and in 1978 its status was again changed to Perum Pos dan Giro based on PP No. 9 of 1978. Facing the growth of the business world that is increasingly lively and full of competition, it is necessary to adjust the status of business entities to be more flexible and dynamic to be able to develop better services (Hafidzi et al., 2023). The change in status from Perum Pos dan Giro to PT Pos Indonesia (Persero) was carried out based on PP No. 5 of 1995 dated February 27, 1995, and this change was effective on June 20, 1995. This change in form from Perum to Persero has made PT Pos Indonesia (Persero) always innovate in service products and can compete with other service companies in providing the best service to consumers. So currently, PT Pos Indonesia (Persero) is in a fairly good period. (Tekege et al., 2018)

In order to remain the best shipping company in the eyes of consumers, PT Pos Indonesia (Persero) must be able to compete with other shipping companies. One of the assets that plays an important role in realizing company goals is employees or human resources in the company (Hafidzi & Qomariah, 2022). Companies must pay attention to the needs of each employee so that employee performance remains positive and can achieve company goals. It cannot be denied that not only intellectual intelligence (IQ) can determine human improvement and intelligence, but that human improvement and intelligence or performance can also be influenced by emotional intelligence (EQ). For this reason, employees' Intellectual Intelligence (IQ) and Emotional Intelligence (EQ) need to be researched and developed to have a positive and significant impact on employee performance to facilitate employee performance. Of course, in the workplace, employees must have sufficient intelligence (IQ) to use their cognitive skills well in the workplace. According to Rianti "IQ is the ability needed to carry out various mental activities. The higher a person's IQ, the higher his ability to deal with problems related to spatial, numerical, and linguistic abilities." Fundamentally, the IQ thinks according to the rules of formal logic, going through stages and being rule-bound. (Rianti, 2022) The next factor influencing employee performance is emotional intelligence. According to Daniel Goleman "Emotional intelligence (EQ) is an individual's ability to recognize one's own emotions, the emotions of

others, motivate oneself, and manage oneself's emotions well in relationships with others."(Rismi et al., 2020) EQ is a new term popularized by Daniel Goleman. Based on the results of research by neurologists and psychologists, Daniel Goleman concluded that "every human being has two potential thoughts, namely rational thoughts and emotional thoughts. Rational thoughts are driven by intellectual abilities or "Intelligence Quotient", while emotional thoughts are driven by emotions.(Rismi et al., 2020) This research was conducted at PT. Pos Indonesia (Persero) Parepare Branch based on the results of observations that the author made at this company obtained problems related to the low intellectual and emotional intelligence of employees such as the lack of employee ability to adapt to new tasks given by the company resulting in delays in the fast service process. There are still some employees who still do not understand the products offered to customers. There are still customer complaints related to the attitude of officers in serving customers who are not polite or unfriendly and not responsive in responding to and resolving consumer complaints according to the problems encountered when making transactions

Intellectual Intelligence

Intellect is the ability to act purposefully, think rationally, and face the environment effectively. Broadly speaking, it can be concluded that intelligence is a mental intelligence that involves the process of thinking rationally. Intellectual intelligence, commonly referred to as intelligence, was originally a major concern for educational psychology circles. According to Robins and Judge intellectual intelligence is: "The ability needed to carry out various activities of thinking, solving problems and being able to conclude and manage information becomes real"(Robbins & Judge, 2015) Luthans argues that:(Fred Luthans, 2012) 'Intellectual intelligence is the ability to solve problems or create a product that is valuable in one or several cultural backgrounds" Widodo states "Intellectual intelligence is intellectual ability, analysis, logic, and reason.(Abu Ahmadi dan Widodo Supriyono, 2012) This intelligence is intelligence to receive, store, and process information into facts. The opinions above prove that intelligence in employees can only be known from their behavior or actions that appear. Intelligence can only be known in an indirect way, through cognitive action(Indarto et al., 2018).

Emotional Intelligence

Psychologist Peter Salovey from Harvard University and John Mayer from the University of New York Hampshire introduced the concept of emotional intelligence in 1990 to describe the emotional attributes that are believed to be crucial for achieving success. Shapiro defines emotional intelligence or what is often called EQ as: "The set of subsets of social intelligence that involves the ability to monitor social feelings that involve abilities in other people, sort things out and use this information to guide thoughts and actions."(Shapiro Lawrence, 1997)

According to Daniel Goleman "Emotional intelligence is the ability to control yourself, enthusiasm and perseverance, and the ability to motivate you self. Define emotional intelligence: "As the ability to feel, understand and effectively apply the power and sensitivity of emotions as a source of human energy, information, connection and influence."(Daniel Goleman, 2015)

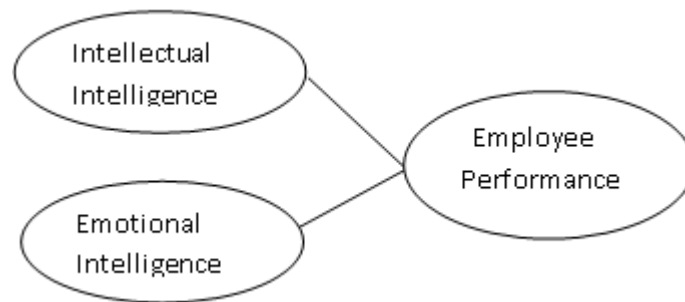
Performance is an important factor for measuring the results of employee work so that the achievement of company goals in carrying out productivity can also be measured(Supeni et al., 2023). Because it is one of the important factors in assessing the achievement of organizational goals, human resource management must also control and assess employee performance so that it is measurable. However, in his assessment, there are many factors that influence employee performance so that their performance goes up and even down, therefore why does human resource management have to take care of every individual in an organization or company(Qomariah et al., 2021).

Definition of Employee Performance

Performance is the work of employees both in quality and quantity that has been given to them. Employee performance is a measure of the success of a company or organization in achieving its goals. The following is an explanation of employee performance according to experts:

Lijan Poltak Sinambela, employee performance is the ability of employees to do certain skills.(Sinambela, 2013)

Mindset



METHOD

Population

Sugiyono states that the population is a generalization area consisting of objects or subjects that have certain qualities or characteristics determined by the researcher to be studied and then drawn conclusions.(Sahir, 2021) In this study, the population is all staff/employees of PT. Pos Indonesia (Persero) Parepare Branch, totaling 37 employees.

Sample

The sample is part of the number of characteristics possessed by the population. There are various types of sample division applied by. Among them the authors apply in this study using a "saturated sample" where the sampling technique is that all members of the population are included as samples, because the population is relatively small. Sugiyono Based on the theory above, in this theory all the total population of employees of PT. Pos Indonesia (Persero) Parepare Branch as a sample, as many as 37 employees.(Sahir, 2021)

Data Type

Qualitative data is data in the form of information, explanations from interviews, questionnaires or field observations that are not in the form of numbers and are processed to support explanations in the analysis. Quantitative data, defines quantitative research as a process of finding knowledge that uses data in the form of numbers as a tool to analyze information about what you want to know. Based on the definition above, quantitative data is data obtained in the form of numbers that can be counted, obtained from questionnaires that are distributed and related to the problem under study

RESULTS AND DISCUSSION

a. Partial test (t test)

The t statistical test basically shows how far the influence of one explanatory or independent variable individually explains the variation or independent. The results of the hypothesis in testing can be seen in the table below.

Table 1. Test Results t

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	5.839	2.752		2.122	.041
	Kecerdasan Intelektual	.218	.115	.256	1.895	.067
	Kecerdasan Emosional	.477	.118	.548	4.059	.000

a. Dependent Variable: Total.Y

Processed SPSS output results, 2022

T table = $t_{\alpha/2; n - k - 1} = t_{(0.05/2; 37-2-1)} = t_{(0.025; 34)} = 2.032$. The results of the t-table test above to determine the magnitude of the influence of each independent variable partially on the dependent variable are as follows:

From the results of the t test in table 4.10, it is known that the significant value for the influence of the intellectual intelligence variable (X1) is 0.218 with a tcount of $1.895 < t_{table} 2.032$ and a significance level greater than 0.05 ($sig = 0.067 > 0.05$). So it can be said that the intellectual intelligence variable (X1) has no significant effect on employee performance (Y).

From the results of the t test in table 4.10 it is known that the significant value for the influence of the emotional intelligence variable (X2) is 0.477 with a tcount value of $4.059 > t_{table} 2.032$ and a significance level greater than 0.05 ($sig = 0.000 < 0.05$). So it can be said that the emotional intelligence variable (X2) has a positive and significant impact on employee performance (Y).

So that it can be partially concluded that the emotional intelligence variable (X2) has a positive and significant influence on employee performance at PT. Pos Indonesia (Persero) Parepare Branch while the intellectual intelligence variable (X1) has no effect on employee performance at PT. Pos Indonesia (Persero) Parepare Branch

b. Simultaneous Test (Test F)

This test is intended to find out the hypothesis proposed, namely that it is suspected that intellectual intelligence and emotional intelligence simultaneously have a significant effect on employee performance at PT. Pos Indonesia (Persero) Parepare Branch.

Table 2. Statistical Test F (Simultaneous Test)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	75.407	2	37.704	15.603	.000 ^b
	Residual	82.160	34	2.416		
	Total	157.568	36			
a. Dependent Variable: Total.Y						
b. Predictors: (Constant), Total.X2, Total.X1						

Processed SPSS output results, 2022

Based on table 4.10. above it can be seen that the calculated F value = 15.603 with a sig value of 0.000. After knowing the magnitude of F count, it will be compared with F table.

The formula for finding F table is:

Description: n = number of respondents (37)

k = number of variables (3)

a = 0.05 (5%)

Then F table = Df (N1) 3-1=2

Df (N2) 37-3=34

c. Determination Coefficient Test (R2)

The coefficient of determination (R2) essentially measures how far the model's ability to explain the variation in the dependent variable. R2 has a weakness, where to measure these weaknesses an adjusted coefficient of determination is used, namely, Adjusted R Square (R2adj).

Table 3. Determination Results (Test R2)

Model Summary					
Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.692 ^a	.479		.448	1.55450
a. Predictors: (Constant), Total.X2, Total.X1					

Processed SPSS output results, 2022

From the table above, we can see that the R2 Square value is 0.626, which means that the independent variables, namely intellectual intelligence and emotional intelligence, are able to explain the dependent variable, namely performance of 0.479 or 47.9% while the remaining 52.1% is explained by factors -other factors not included in this research model.

Discussion

Based on the results of testing the hypothesis above, the researcher will discuss the results of the research that has been done regarding the influence of intellectual intelligence and emotional intelligence on employee performance at PT. Pos Indonesia (Persero) Parepare Branch as follows :Based on the results of testing the hypothesis above, the researcher will discuss the results of the research that has been done regarding the influence of intellectual intelligence and emotional intelligence on employee performance at PT. Pos Indonesia (Persero) Parepare Branch as follows : Several studies have been conducted by previous researchers regarding the influence of intellectual intelligence, emotional intelligence using several variables. The previous research from researchers and academics is as follows:

1. Ahmad Alim Bachri conducted research on the Effect of Intellectual Intelligence, Emotional Intelligence on the Performance of South Kalimantan Provincial Inspectorate Employees. The sample in this study amounted to 81 respondents. The results proved that (1) Intellectual intelligence has no significant effect on performance; (2) Emotional intelligence has no significant effect on performance.
2. Irna Ervita Sellah (2016) conducted research on the Influence of Intellectual Intelligence and Emotional Intelligence. Against the Performance of Employees of PT Lautan Teduh Pahoman Bandar Lampung branch. The results obtained $F_{count} > F_{table}$ ($24,300 > 3.26$) then H_0 is not supported and H_a is supported, meaning that intellectual intelligence variables (X1) and emotional intelligence variables (X2) simultaneously have a significant effect on employee performance at PT. Lautan Teduh Pahoman branch and partially variable intellectual intelligence (X1) and emotional intelligence (X2) have a positive and significant effect on the performance of employees of PT Lautan Teduh Pahoman Bandar Lampung branch. The results of the qualitative test show that of the two variables tested, namely intellectual intelligence and emotional intelligence, the most dominant influence on employee performance is emotional intelligence. Research now shows:

1. The results showed that intellectual intelligence (X1) partially did not affect the performance of employees at PT. Pos Indonesia (Persero) Parepare Branch, where the results for the intellectual intelligence variable (X1) obtained $t_{count} = 1.895$ greater than $t_{table} = 2.032$, then with a significant value of $0.67 > 0.05$. This shows that the intellectual intelligence variable (X1) has no significant effect on the performance of employees of PT. Pos Indonesia (Persero) Parepare Branch.
2. The results showed that emotional intelligence (X2) partially had a positive and significant effect on employee performance (Y), where for the results of the emotional intelligence variable it was 0.477 with a t_{count} value of $4.059 >$ from $t_{table} 2.032$ and a significance level greater than 0.05 ($sig = 0.000 < 0.05$). partially emotional variables are stated to have an influence on employee performance at PT. Pos Indonesia (Persero) Parepare.
3. Intellectual Intelligence (X1) and Emotional Intelligence (X2) together have a significant effect on the Employee Performance variable (Y) at PT. Pos Indonesia (Persero) Parepare Branch. Where this can be seen in the variables of intellectual intelligence and emotional intelligence giving statistical calculation values showing the $F_{count} = 15.603$ greater than $F_{table} = 3.28$ with a significance of $0.000 < 0.05$. It can be concluded that intellectual intelligence (X1) and emotional intelligence (X2) are stated to have a joint influence on employee performance (Y) at PT. Pos Indonesia (Persero) Parepare.

CONCLUSION

This study aims to determine the effect of Intellectual Intelligence and Emotional Intelligence on employee performance at PT. Pos Indonesia (Persero) Parepare Branch. Based on the results of the analysis and discussion conducted, the following conclusions can be drawn:

1. Based on the test results on the intellectual intelligence variable (X1) it was partially stated that it had no effect on employee performance (Y) at PT. Pos Indonesia (Persero) Parepare

- Branch. This can be seen from the significant value of intellectual intelligence (X1) $0.67 > 0.05$ with a $t_{count} = 1.895 < t_{table} = 2.032$.
2. Meanwhile, emotional intelligence (X2) has a significant influence on employee performance (Y) at PT. Pos Indonesia (Persero) Parepare Branch. This can be seen from the significant value of emotional intelligence (X1) $0.000 < 0.05$. With a t_{count} value of $4.059 >$ from $t_{table} 2.032$.
 3. Intellectual Intelligence (X1) and Emotional Intelligence (X2) simultaneously or simultaneously have a significant influence on employee performance (Y) at PT. Pos Indonesia (Persero) Parepare. This can be seen from the calculated F value = $15.603 >$ F table = 3.28 with a significance of $0.000 < 0.05$

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